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Quality management consultant Seaver (he was part of the development team for current ISO 9000 series of standards) provides a detailed and practical guide to setting up a quality management system aimed at small and medium companies, those in the service sector, and larger manufacturing companies. The book's four main parts describe the standards with guidelines on how to manage the ISO 9000 project, a commentary on all the clauses of the ISO 9004 standard, a sample quality manual, and a set of help documents. The latter include procedures, forms, and guidance notes.