

Australian/New Zealand Standard™

**Quality management systems—
Fundamentals and vocabulary**

AS/NZS ISO 9000(Int):2000

This Joint Australian/New Zealand Standard was prepared by Joint Technical Committee QR/8, Quality Systems. It was approved on behalf of the Council of Standards Australia on 20 October 1999 and on behalf of the Council of Standards New Zealand on 20 October 1999. It was published on 15 November 1999.

The following interests are represented on Committee QR/8:

Australian Association of Certification Bodies
Australian Chamber of Commerce and Industry
Australian Electrical and Electronic Manufacturers Association
Australian Industry Group
Australian Information Industry Association
Australian Organisation for Quality
Bureau of Steel Manufacturers of Australia
Commonwealth Department of Transport and Regional Services
Department of Agriculture, Fisheries and Forestry (Commonwealth)
Department of Defence (Australia)
Department of Industry, Science and Resources (Commonwealth)
Federal Chamber of Automotive Industries
Institute of Materials Engineering Australasia
Institution of Engineers Australia
The IREE Society
Main Roads Department, Queensland
Master Builders Australia
Quality Society of Australasia
The Royal Australian Chemical Institute
Sydney Water Corporation
Telarc New Zealand

Keeping Standards up-to-date

Standards are living documents which reflect progress in science, technology and systems. To maintain their currency, all Standards are periodically reviewed, and new editions are published. Between editions, amendments may be issued. Standards may also be withdrawn. It is important that readers assure themselves they are using a current Standard, which should include any amendments which may have been published since the Standard was purchased.

Detailed information about joint Australian/New Zealand Standards can be found by visiting the Standards Australia web site at www.standards.com.au or Standards New Zealand web site at www.standard.co.nz and looking up the relevant Standard in the on-line catalogue.

Alternatively, both organizations publish an annual printed Catalogue with full details of all current Standards. For more frequent listings or notification of revisions, amendments and withdrawals, Standards Australia and Standards New Zealand offer a number of update options. For information about these services, users should contact their respective national Standards organization.

We also welcome suggestions for improvement in our Standards, and especially encourage readers to notify us immediately of any apparent inaccuracies or ambiguities. Please address your comments to the Chief Executive of either Standards Australia International or Standards New Zealand at the address shown on the back cover.

Australian/New Zealand Standard™

Quality management systems— Fundamentals and vocabulary

Originated in Australia as part of AS 1057—1971 and AS 3900—1987/ISO 9000:1987.
Originated in New Zealand as part of NZS 5600.1:1987 and NZS 5604:1987.
Final Australian edition AS/NZS ISO 8402:1994 and AS/NZS ISO 9000.1:1994.
AS/NZS ISO 8402:1994 and AS/NZS ISO 9000.1:1994 revised, amalgamated and
redesignated AS/NZS ISO 9000(Int):2000.

COPYRIGHT

© Standards Australia/Standards New Zealand

All rights are reserved. No part of this work may be reproduced or copied in any form or by any means, electronic or mechanical, including photocopying, without the written permission of the publisher.

Jointly published by Standards Australia International Ltd, PO Box 1055, Strathfield, NSW 2135 and Standards New Zealand, Private Bag 2439, Wellington 6020

ISBN 0 7337 3045 0

PREFACE

This Interim Standard was prepared by the Joint Standards Australia/Standards New Zealand Committee QR/8, Quality Systems.

This Interim Standard is identical with ISO/DIS 9000:2000, *Quality Management Systems—Fundamentals and vocabulary* published by the International Organization for Standardization (ISO).

Committee QR/8 provided input to the International Organization for Standardization Committee ISO/TC176 for the preparation of the revisions of the ISO 9000 series of Standards. The Joint Committee has decided to publish this Interim Standard to give users a twelve month window of opportunity to adapt and develop their quality management systems and to gain experience with the new version of ISO 9000 prior to its publication as ISO 9001:2000, *Quality Management Systems—Fundamentals and vocabulary*, expected in November or December 2000.

Attention is drawn to the fact that this document is an interim Australian/New Zealand Standard and should be regarded as a developmental Standard and liable to further alteration.

This Interim Standard does not supersede AS/NZS ISO 9000.1:1994. That Standard together with this Interim Standard will be superseded by ISO 9000:2000 when it is published.

Standards Australia/Standards New Zealand invite comment on this Interim Standard from persons and organizations concerned with the subject. The Joint Committee will monitor all comment as it is received. The date of expiry for comment is nominally two years after publication, but the status of the Interim Standard will be reviewed upon publication, by ISO, of the final Standard. At that time the Interim Standard will be confirmed, withdrawn or revised in light of public comment.

For the purpose of this Interim Standard, the ISO text should be modified as follows:

- (a) *Terminology* The words 'this Joint Australian/New Zealand Interim Standard' should replace the words 'this International Standard' wherever they appear.
- (b) The term 'informative' is used in relation to Clause 3 and Annex A. This indicates that these elements provide additional information and guidance, but are not intended to alter or modify the provisions of the related requirements Standard, ISO 9001, in any way.
- (c) The term 'normative' is used in relation to Clause 4. This indicates that Clause 4 is an integral part of this Interim Standard.

The term 'informative' has been used in this Standard to define the application of the appendix to which it applies. An 'informative' annex is only for information and guidance.

CONTENTS

	<i>Page</i>
FOREWORD	4
0 INTRODUCTION.....	5
0.1 General.....	5
0.2 Quality management principles	5
1 Scope	6
2 Terms and definitions.....	6
2.1 Terms relating to quality	7
2.2 Terms relating to management	8
2.3 Terms relating to organization.....	9
2.4 Terms relating to process and product.....	10
2.5 Terms relating to characteristics.....	12
2.6 Terms relating to conformity	12
2.7 Terms relating to document.....	14
2.8 Terms relating to examination.....	15
2.9 Terms relating to audit	16
2.10 Terms related to quality assurance for measurement processes	17
3 Fundamentals of quality management systems.....	18
3.1 Rationale for quality management systems.....	18
3.2 Distinction between requirements for quality management systems and requirements for products	18
3.3 Quality management systems approach.....	19
3.4 The process approach	19
3.5 Purpose and benefits of establishing quality policy and quality objectives.....	20
3.6 Role of top management within the quality management system.....	20
3.7 Documentation	21
3.8 Evaluating quality management systems	21
3.9 Continual improvement	22
3.10 Role of statistical techniques	23
3.11 Quality management systems and other management system focuses	23
3.12 Relationship between quality management systems and organizational excellence models.....	23
Annex A Concept diagrams.....	24
Bibliography	36

FOREWORD

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 3.

Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75% of the member bodies casting a vote.

Attention is drawn to the possibility that some of the elements of this International Standard may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights.

International Standard ISO 9000 was prepared by Technical Committee ISO/TC 176, *Quality Management and Quality Assurance*, Subcommittee SC 1, *Concepts and Terminology*.

When finalized, ISO 9000 is intended to replace ISO 8402:1994 and ISO 9000-1:1994, clauses 4 and 5. The clauses of ISO 9000-1 that constitute the road map to the ISO 9000 family of standards (the actual 'guidelines for selection and use') have been published separately by ISO as a brochure.

Annex A of this International Standard is for information only. It includes concept diagrams that provide a graphical representation of the relationships between terms in specific concept fields relative to quality management systems.

STANDARDS AUSTRALIA/STANDARDS NEW ZEALAND

Interim Australian/New Zealand Standard Quality management systems — Fundamentals and vocabulary

0 INTRODUCTION

0.1 General

The ISO 9000 family of standards listed below has been developed to assist organizations, of all types and sizes, to implement and operate effective quality management systems.

- ISO 9000 provides fundamentals of quality management systems and the terminology for quality management systems.
- ISO 9001 specifies requirements for quality management systems for use where an organization's capability to provide products that meet customer and applicable regulatory requirements needs to be demonstrated.
- ISO 9004 provides guidance on quality management systems, including the processes for continual improvement, that contribute to the satisfaction of an organization's customers and other interested parties.
- ISO 19011 provides guidance on managing and conducting environmental and quality audits.

Together they form a coherent set of quality management system standards facilitating mutual understanding in national and international trade.

0.2 Quality management principles

To lead and operate an organization successfully requires that it be managed in a systematic and transparent manner. Success can result from implementing and maintaining a management system that is designed to continually improve performance by addressing the needs of all interested parties. Managing an organization encompasses quality management amongst other management disciplines. Eight quality management principles have been identified to facilitate the achievement of quality objectives.

- a) **Customer focus:** organizations depend on their customers and therefore should understand current and future customer needs, should meet customer requirements and should strive to exceed customer expectations.
- b) **Leadership:** leaders establish unity of purpose, direction, and the internal environment of the organization. They create the environment in which people can become fully involved in achieving the organization's objectives.
- c) **Involvement of people:** people at all levels are the essence of an organization and their full involvement enables their abilities to be used for the organization's maximum benefit.
- d) **Process approach:** a desired result is achieved more efficiently when related resources and activities are managed as a process.
- e) **System approach to management:** identifying, understanding and managing a system of interrelated processes for a given objective contributes to the effectiveness and efficiency of the organization.