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**REFERENCE COPY**

**INFORMATION CENTRE  
STANDARDS AUSTRALIA**

AS 3900.1—1987  
NZS 9000.1:1990  
ISO 9000:1987

**Australian Standard®  
New Zealand Standard**

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**Quality management and quality  
assurance Standards**

**Part 1: Guidelines for selection and  
use**

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(ISO Title: Quality management and quality assurance  
Standards—Guidelines for selection and use)

AUS CC  
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Standards Association  
of New Zealand

**STANDARDS AUSTRALIA**



## **AS 3900.1—1987/NZS 9000.1:1990/ISO 9000:1987**

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This Standard was prepared under a joint arrangement by the Standards Association of New Zealand and Standards Australia. NZS 9000 (formerly NZS 5600:Part 1) was approved for publication on behalf of the Standards Council of New Zealand on 9 October 1987 and AS 3900 on behalf of the Council of Standards Australia on 3 September 1987 and published as a Joint Standard on 11 June 1990. In 1992 the title was amended by reverting to the original ISO title, to make provision for the issue of further Parts to the Standard. It was redesignated as Joint Standard AS 3900.1/NZS 9000.1/ISO 9000 without amendment to the text or technical content.

**The following organizations are represented on the Committees responsible for this Standard:**

**Standards Association of New Zealand Committee 56/1, Quality Assurance/Management Standards**

Cadform Manufacturing Services Limited  
Department of Scientific and Industrial Research—Auckland Industrial Development Division  
International Quality Consultants Limited  
Massey University  
Ministry of Works and Development  
New Zealand Dairy Board  
Standards Association of New Zealand  
Testing Laboratory Registration Council of New Zealand  
The Gallagher Group  
U.E.B. Packaging Limited

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**Standards Australia Committee QR/-, Quality and Reliability Standards.**

Australian Organization for Quality Control  
Bureau of Steel Manufacturers of Australia  
Confederation of Australian Industry  
Department of Defence  
Department of Primary Industry  
Department of Transport and Communications  
Electricity Supply Association of Australia  
Federal Chamber of Automotive Industries  
Federation of Automotive Products Manufacturers  
Institute of Metals and Materials Australasia  
Institute of Quality Assurance  
Metal Trades Industry Association of Australia  
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To keep abreast of progress in industry, Australian and New Zealand Standards are subject to periodic review and are kept up to date by the issue of amendments or new editions as necessary. It is important therefore that Standards users ensure that they are in possession of the latest edition, and any amendments thereto.

Full details of all publications of the Standards Association of New Zealand and Standards Australia will be found in the Catalogue of Publications of the respective organization; this information is supplemented in their monthly magazines, which subscribing members receive, and which give details of new publications, new editions and amendments, and of withdrawn Standards.

Suggestions for improvements to Australian and New Zealand Standards, addressed to the head office of the relevant organizations are welcomed. Notification of any inaccuracy or ambiguity found in either an Australian or New Zealand Standard should be made without delay in order that the matter may be investigated and appropriate action taken.

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## AS 3900.1—1987 PREFACE

This Standard is identical with ISO 9000—1987, 'Quality management and quality assurance Standards—Guidelines for selection and use, published by the International Organization for Standardization (ISO). It has been adopted under the direction of the Quality and Reliability Standards Committee.

The Australian Committee provided input to the International Committee ISO/TC 176 in the preparation of ISO 9000 to ISO 9004 and following a review of the final Standards it was decided that these should be endorsed in the interests of international harmonization and trade and issued nationally using a dual-number Australian Standard/ISO Standard reference.

This Standard is intended to be used as an introductory document. It defines five key quality terms, discusses the principal concepts relevant to quality and provides guidance on the selection of the appropriate quality system Standard and factors which should be taken into consideration. Additional guidance is given in AS 3904.1/ISO 9004.1.

The text of the International Standard has been approved for publication as an Australian Standard without deviation. However, where the words 'International Standard' appear in this Standard, they should be read as 'Australian Standard'.

## NZS 9000.1:1990 FOREWORD

These Standards have been prepared by the Standards Association of New Zealand at the request of the New Zealand Organisation for Quality Assurance which considered there was a need to provide clear guidance on Quality Assurance/Management Standards and a basis for training in New Zealand.

The Standards, previously numbered in the NZS 5600 series have been renumbered without change to the technical content and are identical in all respects to the ISO 9000-4 series, hence the dual numbering system.

There are three quality assurance levels defined in the Standards. Each level in the series is less comprehensive than the one above it. The cross-reference list of quality system Standards given in the Annex of NZS 9000.1 (ISO 9000) shows the decreasing requirements by clause. The list will assist when cross-referencing or upgrading from one Standard to another.

When contractually required to produce a product or provide a service to one of the Standards, suppliers should consider the benefits to them of implementing the applicable additional requirements of the higher levels.

The objectives of these Standards are:

- (a) To provide a customer with the assurance that a quality product or service will be supplied.
- (b) To give the supplier the minimum guidelines to allow the development of an appropriate quality management system which can demonstrate product or service Quality Assurance to the customers.

The selection of any one Standard does not change the contractual requirements to produce a product or provide a service of the required quality. Specifying a more comprehensive Standard does, in general, provide the customer and the supplier with greater assurance, supported by documentary evidence, that the quality requirements will be met providing that the quality assurance system is implemented and is effective.

For selecting and implementing the most appropriate Standard, the use of NZS 9000.1 (ISO 9000) Quality Systems—Guide to selection and use and NZS 9004.1 (ISO 9004) Quality management and quality system elements—Guidelines is recommended. These guidelines provide explanations and suggest means for satisfying the requirements of the Standard.

For some products or services, specifying a more comprehensive Standard may not lead to a higher degree of assurance. Selection of the appropriate Standard should be made by considering the parameters that are inherent in the product or service.

It should be noted that the quality system of an organization is influenced by the objectives of the organization, by the product or service and by the practices specific to the organization, and, therefore, the quality system varies from one organization to another and must suit that organization's operation.

## PREFACE

For the purpose of this Australian/New Zealand Standard, the ISO text should be modified by replacement of references to other publications with references to Australian or New Zealand Standards.

<i>Reference to International Standard</i>	<i>Australian or New Zealand Standard</i>	<i>Quality—Vocabulary</i>
8402	NZS 5604	Quality—Vocabulary
9001	AS 3901/ NZS 9001	Quality systems for design/ development, production installa- tion and servicing
9002	AS 3902/ NZS 9002	Quality systems for production and installation
9003	AS 3903/ NZS 9003	Quality systems for final inspection and test
9004	AS 3904.1/ NZS 9004.1	Quality management and quality system elements—Guidelines
9004-2	AS 3904.2/ NZS 9004.2	Quality management and quality system elements Part 2: Guidelines for services

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# Quality management and quality assurance standards — Guidelines for selection and use

## 0 Introduction

A principal factor in the performance of an organization is the quality of its products or services. There is a world-wide trend towards more stringent customer expectations with regard to quality. Accompanying this trend has been a growing realization that continual improvements in quality are often necessary to achieve and sustain good economic performance.

Most organizations — industrial, commercial or governmental — produce a product or service intended to satisfy a user's needs or requirements. Such requirements are often incorporated in "specifications". However, technical specifications may not in themselves guarantee that a customer's requirements will be consistently met, if there happen to be any deficiencies in the specifications or in the organizational system to design and produce the product or service. Consequently, this has led to the development of quality system standards and guidelines that complement relevant product or service requirements given in the technical specifications. The series of International Standards (ISO 9000 to ISO 9004 inclusive) embodies a rationalization of the many and various national approaches in this sphere.

The quality system of an organization is influenced by the objectives of the organization, by the product or service and by the practices specific to the organization, and, therefore, the quality system varies from one organization to another.

A cross-reference list of quality system elements is given in the annex for information.

## 1 Scope and field of application

The purposes of this International Standard are

- a) to clarify the distinctions and interrelationships among the principal quality concepts (see clause 4), and
- b) to provide guidelines for the selection and use of a series of International Standards on quality systems that

can be used for internal quality management purposes (ISO 9004) and for external quality assurance purposes (ISO 9001, ISO 9002 and ISO 9003) (see clauses 5 to 8 inclusive).

NOTE — It is not the purpose of this series of International Standards (ISO 9000 to ISO 9004 inclusive) to standardize quality systems implemented by organizations.

## 2 References

ISO 8402, *Quality — Vocabulary.*

ISO 9001, *Quality systems — Model for quality assurance in design/development, production, installation and servicing.*<sup>1)</sup>

ISO 9002, *Quality systems — Model for quality assurance in production and installation.*<sup>1)</sup>

ISO 9003, *Quality systems — Model for quality assurance in final inspection and test.*<sup>1)</sup>

ISO 9004, *Quality management and quality system elements — Guidelines.*<sup>1)</sup>

## 3 Definitions

For the purposes of this International Standard, the definitions given in ISO 8402 apply. Five key terms and definitions have been taken from ISO 8402 and included in this International Standard because of their importance in the proper use of this International Standard.

**3.1 quality policy :** The overall quality intentions and direction of an organization as regards quality, as formally expressed by top management.

NOTE — The quality policy forms one element of the corporate policy and is authorized by top management.

1) The cross-references in the annex to specific clauses and sub-clauses in this series of International Standards apply to the first editions published in 1987.