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Australian Standard™

Quality management systems—Guidelines for quality management in projects

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Australian Standard™

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PREFACE

This Standard was prepared by the Standards Australia Committee QR-008, Quality Systems.

This Standard is identical with, and has been reproduced, from ISO 10006:2003, *Quality management systems – Guidelines for quality management in projects*.

The objective of this Standard is to provide guidance on quality system elements, concepts and practices for which the implementation is important to, and has impact on, the achievements of quality in project management and supplements the guidance given in AS/NZS ISO 9004:2000.

As this Standard is reproduced from an international Standard, the following applies:

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Reference to International Standard		*Australian/New Zealand Standard*	
ISO		AS/NZS ISO	
9000	Quality management systems—Fundamentals and vocabulary	9000	Quality management systems—Fundamentals and vocabulary
9004	Quality management systems—Guidelines for performance improvements	9004	Quality management systems—Guidelines for performance improvements

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

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INTRODUCTION

This International Standard provides guidance on quality management in projects. It outlines quality management principles and practices, the implementation of which are important to, and have an impact on, the achievement of quality objectives in projects. It supplements the guidance given in ISO 9004.

These guidelines are intended for a wide audience. They are applicable to projects which can take many forms from the small to very large, from simple to complex, from being an individual project to being part of a programme or portfolio of projects. They are intended to be used by personnel who have experience in managing projects and need to ensure that their organization is applying the practices contained in the ISO 9000 family of standards, as well as those who have experience in quality management and are required to interact with project organizations in applying their knowledge and experience to the project. Inevitably, some groups will find that material presented in the guidelines is unnecessarily detailed for them, however other readers may be dependent on the detail.

It is recognized that there are two aspects to the application of quality management in projects; that of the project processes and that of the project's product. A failure to meet either of these dual aspects may have significant effects on the project's product, the project's customer and other interested parties, and the project organization.

These aspects also emphasize that the achievement of quality objectives is a top management responsibility, requiring a commitment to the achievement of quality objectives to be instilled at all levels within the organizations involved in the project. However, each level should retain responsibility for their respective processes and products.

The creation and maintenance of process and product quality in a project requires a systematic approach. This approach should be aimed at ensuring that the stated and implied needs of the customer are understood and met, that other interested parties' needs are understood and evaluated, and that the originating organization's quality policy is taken into account for implementation in the management of the project.

It should be noted that a summary of processes in projects is given in Annex A.

AUSTRALIAN STANDARD

Quality management systems — Guidelines for quality management in projects

1 Scope

This International Standard gives guidance on the application of quality management in projects.

It is applicable to projects of varying complexity, small or large, of short or long duration, in different environments, and irrespective of the kind of product or process involved. This can necessitate some tailoring of the guidance to suit a particular project.

This International Standard is not a guide to “project management” itself. Guidance on quality in project management processes is discussed in this International Standard. Guidance on quality in a project’s product-related processes, and on the "process approach", is covered in ISO 9004.

Since this International Standard is a guidance document, it is not intended to be used for certification/registration purposes.

2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 9000:2000, *Quality management systems — Fundamentals and vocabulary*

ISO 9004: 2000, *Quality management systems — Guidelines for performance improvements*

NOTE The Bibliography contains additional references applicable to quality management in projects.

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO 9000 and the following apply. Some of the definitions below are quoted directly from ISO 9000:2000, but are also supplemented with notes specific to projects.

3.1
activity
⟨project⟩ smallest identified item of work in a **project** (3.5) **process** (3.3)

3.2
interested party
person or group having an interest in the performance or success of an organization

EXAMPLE Customers, owners, people in an organization, suppliers, bankers, unions, partners or society.

NOTE 1 A group can comprise an organization, a part thereof, or more than one organization.

[ISO 9000:2000, definition 3.3.7]

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