

Australian/New Zealand Standard

**Quality systems — Model for
quality assurance in production,
installation and servicing**

AS/NZS ISO 9002:1994

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 1 August 1994 and on behalf of the Council of Standards New Zealand on 1 August 1994. It was published on 1 September 1994.

The following interests are represented on Committee QR/8:

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Australian Electrical and Electronic Manufacturers Association
Australian Information Industry Association
Australian Organization for Quality
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Quality systems — Model for quality assurance in production, installation and servicing

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PREFACE

This Standard was prepared by the Joint Standards Australia/ Standards New Zealand Committee QR/8 on Quality Systems to supersede AS 3902-1987/NZS9002:1990, which is now declared obsolescent, withdrawal to take effect on 1 September 1996.

This Standard is identical with and has been reproduced from ISO 9002, *Quality systems — Model for quality assurance in production, installation and servicing*, published by the International Organization for Standardization (ISO). Committee QR/8 provided input to the International Committee, ISO/TC 176, in the preparation of the ISO 9000 family of Standards and has endorsed the adoption of ISO numbers and titles concurrent with the adoption of the second (1994) edition of the Standards. It is issued as a Joint Standard under the terms of the Active Cooperation Agreement between Standards Australia and Standards New Zealand.

Appendix ZZ of AS/NZS ISO 9000.1 provides supplementary guidance for Australia and New Zealand on Standards available at the time of publication and their equivalence to International Standards.

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

- (a) *Terminology* The words 'this Australian Standard', 'this New Zealand Standard' or 'this Joint Australian/New Zealand Standard' should replace the words 'this International Standard', wherever they appear.
- (b) *References* The references to International Standards should be replaced by references to the appropriate Australian/New Zealand Standards.

The term 'informative' has been used in this Standard to define the application of the Bibliography, Annex A. An informative annex or appendix is for information and guidance only.

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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.

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.

International Standard ISO 9002 was prepared by Technical Committee ISO/TC 176, *Quality management and quality assurance*, Subcommittee SC 2, *Quality systems*.

This second edition cancels and replaces the first edition (ISO 9002:1987), which has been technically revised.

Annex A of this International Standard is for information only.

Introduction

This International Standard is one of three International Standards dealing with quality system requirements that can be used for external quality assurance purposes. The quality assurance models, set out in the three International Standards listed below, represent three distinct forms of quality system requirements suitable for the purpose of a supplier demonstrating its capability, and for the assessment of the capability of a supplier by external parties.

- a) ISO 9001, *Quality systems — Model for quality assurance in design, development, production, installation and servicing*
 - for use when conformance to specified requirements is to be assured by the supplier during design, development, production, installation and servicing.
- b) ISO 9002, *Quality systems — Model for quality assurance in production, installation and servicing*
 - for use when conformance to specified requirements is to be assured by the supplier during production, installation and servicing.
- c) ISO 9003, *Quality systems — Model for quality assurance in final inspection and test*
 - for use when conformance to specified requirements is to be assured by the supplier solely at final inspection and test.

It is emphasized that the quality system requirements specified in this International Standard, ISO 9001 and ISO 9003 are complementary (not alternative) to the technical (product) specified requirements. They specify requirements which determine what elements quality systems have to encompass, but it is not the purpose of these International Standards to enforce uniformity of quality systems. They are generic and independent of any specific industry or economic sector. The design and implementation of a quality system will be influenced by the varying needs of an organization, its particular objectives, the products and services supplied, and the processes and specific practices employed.

It is intended that these International Standards will be adopted in their present form, but on occasions they may need to be tailored by adding or deleting certain quality system requirements for specific contractual situations. ISO 9000-1 provides guidance on such tailoring as well as on selection of the appropriate quality assurance model, viz. ISO 9001, ISO 9002 or ISO 9003.

AUSTRALIAN/NEW ZEALAND STANDARD

Quality systems — Model for quality assurance in production, installation and servicing

1 Scope

This International Standard specifies quality system requirements for use where a supplier's capability to supply conforming product to an established design needs to be demonstrated.

The requirements specified are aimed primarily at achieving customer satisfaction by preventing nonconformity at all stages from production through to servicing.

This International Standard is applicable in situations when

- a) the specified requirements for product are stated in terms of an established design or specification, and
- b) confidence in product conformance can be attained by adequate demonstration of a supplier's capabilities in production, installation and servicing.

NOTE 1 For informative references, see annex A.

2 Normative reference

The following standard contains provisions which, through reference in this text, constitute provisions of this International Standard. At the time of publication, the edition indicated was valid. All standards are subject to revision, and parties to agreements based on this International Standard are encouraged to investigate the possibility of applying the most recent edition of the standard indicated below. Members of IEC and ISO maintain registers of currently valid International Standards.

ISO 8402:1994, *Quality management and quality assurance — Vocabulary*.

3 Definitions

For the purposes of this International Standard, the definitions given in ISO 8402 and the following definitions apply.

3.1 product: Result of activities or processes.

NOTES

2 A product may include service, hardware, processed materials, software or a combination thereof.

3 A product can be tangible (e.g. assemblies or processed materials) or intangible (e.g. knowledge or concepts), or a combination thereof.

4 For the purposes of this International Standard, the term "product" applies to the intended product offering only and not to unintended "by-products" affecting the environment. This differs from the definition given in ISO 8402.

3.2 tender: Offer made by a supplier in response to an invitation to satisfy a contract award to provide product.

3.3 contract: Agreed requirements between a supplier and customer transmitted by any means.

4 Quality system requirements

4.1 Management responsibility

4.1.1 Quality policy

The supplier's management with executive responsibility shall define and document its policy for quality, including objectives for quality and its commitment to quality. The quality policy shall be relevant to the supplier's organizational goals and the expectations and needs of its customers. The supplier shall ensure that this policy is understood, implemented and maintained at all levels of the organization.



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