Australian/New Zealand Standard™

Quality management systems— Fundamentals and vocabulary

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AS/NZS ISO 9000:2006

This Joint Australian/New Zealand Standard was prepared by Joint Technical Committee QR-008, Quality Management Systems. It was approved on behalf of the Council of Standards Australia on 29 May 2006 and on behalf of the Council of Standards New Zealand on 2 June 2006.

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The following are represented on Committee QR-008:

Airways New Zealand
Association of Accredited Certification Bodies
Australian Institute of Petroleum
Australian Organization for Quality
Bureau of Steel Manufacturers Australia
Commonwealth Department of Transport and Regional Services
Department of Agriculture, Fisheries and Forestry (Commonwealth)
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Department of Industry, Tourism and Resources (Commonwealth)
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International Accreditation Forum
Joint Accreditation System of Australia and New Zealand
Main Roads Department, Queensland
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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 Standards may also be withdrawn.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 Web Shop at www.standards.com.au or Standards New Zealand web site at www.standards.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 or Standards New Zealand at the address shown on the back cover.

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PREFACE

This Standard was prepared by the Joint Standards Australia/Standards New Zealand Committee QR-008, Quality Management Systems, to supersede AS/NZS ISO 9000:2000.

This Standard is identical with and has been reproduced from ISO 9000:2005, *Quality management systems— Fundamentals and vocabulary*. The International Standard was prepared by Technical Committee ISO/TC 176, Quality management and quality assurance, Subcommittee SC 1, Concepts and terminology, and incorporates the changes accepted in the Draft Amendment, ISO/DAM 9000:2004. Committee QR-008 provided input to the ISO Committee during the preparation of this revision.

The main objective of the revised edition is to harmonize terms and definitions from other related Standards, particularly AS/NZS ISO 19011:2003, *Guidelines for quality and/or environmental management systems auditing*, and AS/NZS ISO 10012:2004, *Measurement management systems— Requirements for measurement processes and measuring equipment*.

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

(a)   Its number appears on the cover and title page while the international standard number appears only on the cover.

(b)   In the source text 'ISO 9000' should read 'AS/NZS ISO 9000'.

(c)   A full point substitutes for a comma when referring to a decimal marker.

(d)   Certain Standards mentioned in the International Standard have been adopted as Joint Australian/New Zealand Standards, as identified by Joint AS/NZS ISO numbering.

Standards adopted as joint Australian/New Zealand Standards (AS/NZS ISO) or Australian Standards (AS ISO) include the major Standards in the 'ISO 9000 family', as listed in the Bibliography (i.e. see items [4], [5], [6], [7], [8], [9], [12] and [13]). For additional guidance on the following subjects defined in the Standard, reference may also be made to the following—

–   AS/NZS ISO 10005, Quality management systems—Guidelines for quality plans (see 3.7.5); and

–   AS ISO 10006, Quality management systems—Guidelines for quality management systems in projects (see 3.4.3).

Annex A includes concept diagrams that provide a graphical representation of the relationships between terms in specific fields relative to quality management systems.

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

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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 describes fundamentals of quality management systems and specifies the terminology for quality management systems.

— ISO 9001 specifies requirements for a quality management system where an organization needs to demonstrate its ability to provide products that fulfil customer and applicable regulatory requirements and aims to enhance customer satisfaction.

— ISO 9004 provides guidelines that consider both the effectiveness and efficiency of the quality management system. The aim of this standard is improvement of the performance of the organization and satisfaction of customers and other interested parties.

— ISO 19011 provides guidance on auditing quality and environmental management systems.

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, it is necessary to direct and control it in a systematic and transparent manner. Success can result from implementing and maintaining a management system that is designed to continually improve performance while addressing the needs of all interested parties. Managing an organization encompasses quality management amongst other management disciplines.

Eight quality management principles have been identified that can be used by top management in order to lead the organization towards improved performance.

a) **Customer focus**

Organizations depend on their customers and therefore should understand current and future customer needs, should meet customer requirements and strive to exceed customer expectations.

b) **Leadership**

Leaders establish unity of purpose and direction of the organization. They should create and maintain the internal 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 benefit.

d) **Process approach**

A desired result is achieved more efficiently when activities and related resources are managed as a process.

e) **System approach to management**

Identifying, understanding and managing interrelated processes as a system contributes to the organization's effectiveness and efficiency in achieving its objectives.

f) **Continual improvement**

Continual improvement of the organization's overall performance should be a permanent objective of the organization.

g) **Factual approach to decision making**

Effective decisions are based on the analysis of data and information.

h) **Mutually beneficial supplier relationships**

An organization and its suppliers are interdependent and a mutually beneficial relationship enhances the ability of both to create value.

These eight quality management principles form the basis for the quality management system standards within the ISO 9000 family.

NOTES

AUSTRALIAN/NEW ZEALAND STANDARD

Quality management systems — Fundamentals and vocabulary

1 Scope

This International Standard describes fundamentals of quality management systems, which form the subject of the ISO 9000 family, and defines related terms.

This International Standard is applicable to the following:

a) organizations seeking advantage through the implementation of a quality management system;

b) organizations seeking confidence from their suppliers that their product requirements will be satisfied;

c) users of the products;

d) those concerned with a mutual understanding of the terminology used in quality management (e.g. suppliers, customers, regulators);

e) those internal or external to the organization who assess the quality management system or audit it for conformity with the requirements of ISO 9001 (e.g. auditors, regulators, certification/registration bodies);

f) those internal or external to the organization who give advice or training on the quality management system appropriate to that organization;

g) developers of related standards.

2 Fundamentals of quality management systems

2.1 Rationale for quality management systems

Quality management systems can assist organizations in enhancing customer satisfaction.

Customers require products with characteristics that satisfy their needs and expectations. These needs and expectations are expressed in product specifications and collectively referred to as customer requirements. Customer requirements may be specified contractually by the customer or may be determined by the organization itself. In either case, the customer ultimately determines the acceptability of the product. Because customer needs and expectations are changing, and because of competitive pressures and technical advances, organizations are driven to improve continually their products and processes.

The quality management system approach encourages organizations to analyse customer requirements, define the processes that contribute to the achievement of a product which is acceptable to the customer, and keep these processes under control. A quality management system can provide the framework for continual improvement to increase the probability of enhancing customer satisfaction and the satisfaction of other interested parties. It provides confidence to the organization and its customers that it is able to provide products that consistently fulfil requirements.

2.2 Requirements for quality management systems and requirements for products

The ISO 9000 family distinguishes between requirements for quality management systems and requirements for products.

Requirements for quality management systems are specified in ISO 9001. Requirements for quality management systems are generic and applicable to organizations in any industry or economic sector regardless of the offered product category. ISO 9001 itself does not establish requirements for products.