

AS 3904.2(Int)—1990  
NZS 9004.2(Int):1990  
ISO/DIS 9004.2:1990

Interim  
Australian Standard®  
New Zealand Standard  
(Expires 1 June 1992)

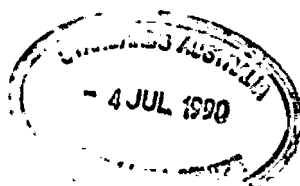
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**Quality management and quality  
system elements—**

**Part 2: Guidelines for services**

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AUS EE  
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Standards Association  
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**STANDARDS AUSTRALIA**



**AS 3904.2(Int)—1990/NZS 9004.2(Int):1990/ISO/DIS 9004.2:1990**

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This Interim Standard was prepared under a joint arrangement by Standards Australia and the Standards Association of New Zealand. It was approved for publication on behalf of the Council of Standards Australia on 30 May 1990 and on behalf of the Standards Council of New Zealand on 9 May 1990. It was published on 11 June 1990.

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

**Standards Australia Committee QR/2, Quality of Service**

Australian Automobile Association  
Australian Bankers Association  
Australian Bus and Coach Association  
Australian Consumers Association  
Australian Hotels Association  
Australian Organization for Quality  
Australia Post  
Department of the Arts, Sport, the Environment, Tourism and Territories  
Department of Defence  
Electricity Supply Association of Australia  
Federal Bureau of Consumer Affairs  
Insurance Council of Australia  
Metal Trades Industry Association of Australia  
Motor Inn and Motel Association of NSW  
Restaurant and Catering Association of NSW  
Telecom Australia  
Tourism Commission of NSW  
Urban Transit Authority of NSW

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

International Quality Consultants Limited  
Massey University  
New Zealand Dairy Board  
Placemakers  
Printpac—UEB  
Standards Association of New Zealand  
Testing Laboratory Registration Council of New Zealand  
In addition W.J. Maher and M. Dykes were co-opted to the Committee

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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 organizations; 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 organization 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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