AS/NZS ISO 9000.1:1994

Australian/New Zealand Standard

**Quality management and quality assurance standards** 

Part 1: Guidelines for selection and use

#### AS/NZS ISO 9000.1:1994

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:

Association of Certification Bodies (Australia)

Australian Chamber of Commerce and Industry

Australian Chemical Industry Council

Australian Electrical and Electronic Manufacturers Association

Australian Information Industry Association

Australian Organization for Quality

Australian Road Research Board

Bureau of Steel Manufacturers of Australia

Cement and Concrete Association of Australia

Department of Defence, Australia
Department of Industry Technology and Regional Development (Australia)
Department of Primary Industries and Energy (Australia)

Department of Transport and Communications (Australia)

Department of Transport, Queensland

Electricity Supply Association of Australia

Federal Chamber of Automotive Industries, Australia

Institute of Metals and Materials Australasia

Institution of Engineers Australia

Institution of Radio and Electronics Engineers Australia

Printing and Allied Trades Employers Federation of Australia

Quality Society of Australasia

Roads and Traffic Authority of N.S.W.

Royal Australian Chemical Institute

Telecom Australia

Testing Laboratory Registration Council of New Zealand

Total Quality Management Institute of Australia

Water Board, Sydney—Illawarra—Blue Mountains

Review of Standards. To keep abreast of progress in industry, Joint Australian/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 Joint Standards and related publications will be found in the Standards Australia and Standards New Zealand Catalogue of Publications; this information is supplemented each month by the magazines 'The Australian Standard' and 'Standards New Zealand', which subscribing members receive, and which give details of new publications, new editions and amendments, and of withdrawn Standards.

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

AS/NZS ISO 9000.1:1994

### Australian/New Zealand Standard

# Quality management and quality assurance standards

## Part 1: Guidelines for selection and use

First published in Australia as AS 3900—1987/ISO 9000:1987.

First published in New Zealand as NZS 5600.1:1987.

AS 3900—1987/ISO 9000:1987 and NZS 5600.1:1987 redesignated in 1990 and issued as Joint Standard AS 3900—1987/NZS 9000:1990/ISO 9000:1987 Redesignated in 1992 as Joint Standard AS 3900.1—1987/NZS 9000:1990/ISO 9000:1987. Jointly revised and redesignated as Joint Standard AS/NZS ISO 9000.1:1994.

#### PUBLISHED JOINTLY BY:

STANDARDS AUSTRALIA 1 The Crescent, Homebush NSW 2140 Australia

STANDARDS NEW ZEALAND Level 10, Standards House, 155 The Terrace, Wellington 6001 New Zealand

#### ii

#### **PREFACE**

This Standard was prepared by the Joint Standards Australia/Standards New Zealand Committee QR/8 on Quality Systems to supersede AS 3900.1—1987/NZS 9000.1:1990, which is now declared obsolescent, withdrawal to take effect on 1 September 1996.

This Standard is identical with and has been reproduced from ISO 9000-1, *Quality management and quality assurance standards*, Part 1: *Guidelines for selection and use*, 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 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 Annexes and the Australian/New Zealand Appendix ZZ. An informative annex or appendix is for information and guidance only.

#### © Copyright - STANDARDS AUSTRALIA/STANDARDS NEW ZEALAND

Users of Standards are reminded that copyright subsists in all Standards Australia and Standards New Zealand publications and software. Except where the Copyright Act allows and except where provided for below no publications or software produced by Standards Australia or Standards New Zealand may be reproduced, stored in a retrieval system in any form or transmitted by any means without prior permission in writing from Standards Australia or Standards New Zealand. Permission may be conditional on an appropriate royalty payment. Australian requests for permission and information on commercial software royalties should be directed to the head office of Standards Australia. New Zealand requests should be directed to Standards New Zealand.

Up to 10 percent of the technical content pages of a Standard may be copied for use exclusively in-house by purchasers of the Standard without payment of a royalty or advice to Standards Australia or Standards New Zealand.

Inclusion of copyright material in computer software programs is also permitted without royalty payment provided such programs are used exclusively in-house by the creators of the programs.

Care should be taken to ensure that material used is from the current edition of the Standard and that it is updated whenever the Standard is amended or revised. The number and date of the Standard should therefore be clearly identified.

The use of material in print form or in computer software programs to be used commercially, with or without payment, or in commercial contracts is subject to the payment of a royalty. This policy may be varied by Standards Australia or Standards New Zealand at any time.

### **CONTENTS**

		Pá	age
1	Scope		1
2	Normative reference		1
3	Definitions		1
4	Principal concepts		2
4.1	Key objectives and responsibilities for quality		2
4.2	Stakeholders and their expectations		3
4.3	Distinguishing between quality system requirements and product requirements		3
4.4	Generic product categories		3
4.5	Facets of quality		3
4.6	Concept of a process		4
4.7	Network of processes in an organization		5
4.8	Quality system in relation to the network of processes		6
4.9	Evaluating quality systems		6
5	Roles of documentation		6
5.1	Value of documentation		6
5.2	Documentation and evaluation of quality systems		7
5.3	Documentation as a support for quality improvement		7
5.4	Documentation and training		7
6	Quality system situations		7
7	Selection and use of International Standards on quality		8
7.1	General		8
7.2	Selection and use		8
7.3	Application guidelines		8
7.4	Coffware		^



	This is a free preview.	Purchase the e	entire publication	at the link below:
--	-------------------------	----------------	--------------------	--------------------

**Product Page** 

- Dooking for additional Standards? Visit Intertek Inform Infostore
- Dearn about LexConnect, All Jurisdictions, Standards referenced in Australian legislation