

REFERENCE COPY

**INFORMATION CENTRE
STANDARDS AUSTRALIA**

Superseded by AS/NZS 9004-1:1994

Obsolescent September 1994

AS 3904.1—1987

NZS 9004.1:1990

ISO 9004:1987

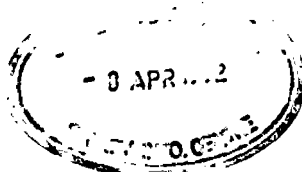
WITHDRAWN: 1 DEC 1996

**Australian Standard®
New Zealand Standard**

**Quality management and quality
system elements—Guidelines**

(ISO Title: Quality management and quality system elements—
Guidelines)

AUS F
NZ GG



Standards Association
of New Zealand

STANDARDS AUSTRALIA



AS 3904.1—1987/NZS 9004.1:1990/ISO 9004:1987

This Standard was prepared under a joint arrangement by the Standards Association of New Zealand and Standards Australia. NZS 9004.1 (formerly NZS 5600:Part 2) was approved for publication on behalf of the Council of New Zealand on 9 October 1987 and AS 3904.1, as AS 3904, on behalf of the Council of Standards Australia on 3 September 1987. This Joint Standard was published on 11 June 1990.

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

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

Cadform Manufacturing Services Limited
Department of Scientific and Industrial Research—Auckland Industrial Development Division
International Quality Consultants Limited
Massey University
Ministry of Works and Development
New Zealand Dairy Board
Standards Association of New Zealand
Testing Laboratory Registration Council of New Zealand
The Gallagher Group
U.E.B. Packaging Limited

ACKNOWLEDGEMENT

The support of the Department of Trade and Industry, Carter Holt Harvey Limited, Fisher and Paykel Limited, Interlock Industries Limited, New Zealand Market Development Board, New Zealand Organisation for Quality Assurance Incorporated, New Zealand Post Office, Petroleum Corporation of New Zealand Limited, Pilkington Brothers (NZ) Limited, the Gallagher Group, New Zealand Dairy Board and U.E.B. Packaging Limited, in the development of this Standard is acknowledged.

Standards Australia Committee QR/-, Quality and Reliability Standards.

Australian Organization for Quality Control
Bureau of Steel Manufacturers of Australia
Confederation of Australian Industry
Department of Defence
Department of Primary Industry
Department of Transport and Communications
Electricity Supply Association of Australia
Federal Chamber of Automotive Industries
Federation of Automotive Products Manufacturers
Institute of Metals and Materials Australasia
Institute of Quality Assurance
Metal Trades Industry Association of Australia
Telecom Australia

Review of Standards

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 organization; 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 organizations 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.

AS 3904.1—1987
NZS 9004.1:1990
ISO 9004:1990

Australian Standard® New Zealand Standard

Quality management and quality system elements—Guidelines

(ISO Title: Quality management and quality system elements—
Guidelines)

In Australia
First published as AS 3904—1987/
ISO 9004—1987.
Redesignated and reprinted in 1990 as Joint
Standard AS 3904.1—1987/
NZS 9004.1:1990/ISO 9004:1987.

In New Zealand
First published as NZS 5600:Part 2:1987.
Redesignated as NZS 9004.1 in 1990 and
issued as Joint Standard AS 3904.1—1987/
NZS 9004.1:1990/ISO 9004:1987.

PUBLISHED JOINTLY BY:

STANDARDS AUSTRALIA
(Standards Association of Australia, 80 Arthur Street, North Sydney,
NSW, Australia)

STANDARDS ASSOCIATION OF NEW ZEALAND
6th floor, Wellington Trade Centre, 181-187 Victoria Street,
Wellington 1, New Zealand

UDC 658.56

ISBN 0 7262 4820 7

AS 3904.1—1987 PREFACE

This Standard is identical with ISO 9004—1987, Quality management and quality system elements—Guidelines, published by the International Organization for Standardization (ISO). It has been adopted under the direction of the Quality and Reliability Standards Committee.

The Australian Committee provided input to the International Committee ISO/TC 176 in the preparation of ISO 9000 to ISO 9004 and following a review of the final Standards it was decided that these should be endorsed in the interests of international harmonization and trade and issued nationally using a dual-number Australian Standard/ISO Standard reference.

This Standard provides guidance on the basic elements which make up a quality system and discusses means of ensuring their effectiveness.

The text of the International Standard has been approved for publication as an Australian Standard without deviation. However, where the words 'International Standard' appear in this Standard, they should be read as 'Australian Standard'.

NZS 9004.1:1990 FOREWORD

These Standards have been prepared by the Standards Association of New Zealand at the request of the New Zealand Organisation for Quality Assurance which considered there was a need to provide clear guidance on Quality Assurance/Management Standards and a basis for training in New Zealand.

The Standards, previously numbered in the NZS 5600 series have been renumbered without change to the technical content and are identical in all respects to the ISO 9000-4 series, hence the dual numbering system.

There are three quality assurance levels defined in the Standards. Each level in the series is less comprehensive than the one above it. The cross-reference list of quality system Standards given in the Annex of NZS 9000 (ISO 9000) shows the decreasing requirements by clause. The list will assist when cross-referencing or upgrading from one Standard to another.

When contractually required to produce a product or provide a service to one of the Standards, suppliers should consider the benefits to them of implementing the applicable additional requirements of the higher levels.

The objectives of these Standards are:

- (a) To provide a customer with the assurance that a quality product or service will be supplied.
- (b) To give the supplier the minimum guidelines to allow the development of an appropriate quality management system which can demonstrate product or service Quality Assurance to the customers.

The selection of any one Standard does not change the contractual requirements to produce a product or provide a service of the required quality. Specifying a more comprehensive Standard does, in general, provide the customer and the supplier with greater assurance, supported by documentary evidence, that the quality requirements will be met providing that the quality assurance system is implemented and is effective.

For selecting and implementing the most appropriate Standard, the use of NZS 9000 (ISO 9000) Quality Systems—Guide to selection and use and NZS 9004.1 (ISO 9004) Quality management and quality system elements—Guidelines is recommended. These guidelines provide explanations and suggest means for satisfying the requirements of the Standard.

For some products or services, specifying a more comprehensive Standard may not lead to a higher degree of assurance. Selection of the appropriate Standard should be made by considering the parameters that are inherent in the product or service.

It should be noted that the quality system of an organization is influenced by the objectives of the organization, by the product or service and by the practices specific to the organization, and, therefore, the quality system varies from one organization to another and must suit that organization's operation.

Contents

	Page
0 Introduction	4
1 Scope and field of application	5
2 References	5
3 Definitions	5
4 Management responsibility	5
5 Quality system principles	6
6 Economics—Quality-related cost considerations	9
7 Quality in marketing	9
8 Quality in specification and design	10
9 Quality in procurement	12
10 Quality in production	13
11 Control of production	14
12 Product verification	14
13 Control of measuring and test equipment	15
14 Nonconformity	15
15 Corrective action	16
16 Handling and post-production functions	17
17 Quality documentation and records	17
18 Personnel	18
19 Product safety and liability	19
20 Use of statistical methods	19

© Copyright — STANDARDS ASSOCIATION OF NEW ZEALAND

The New Zealand copyright of this document is the property of the Standards Council. No part of it may be reproduced by photocopying or by any other means without prior written permission of the Director of the Standards Association of New Zealand unless the circumstances are covered by the exemption sections (19 and 21) of the Copyright Act 1962.

© Copyright — STANDARDS AUSTRALIA

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

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

Standards Australia will also permit the inclusion of its copyright material in computer software programs for no 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 at any time.

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

[Product Page](#)

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