

Australian/New Zealand Standard™

**Quality management—Quality of an
organization—Guidance to achieve
sustained success**



AS/NZS ISO 9004:2018

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- Australian Organisation for Quality
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Preface

This Standard was prepared by the Joint Standards Australia/Standards New Zealand Committee QR-008, Quality Systems, to supersede AS/NZS ISO 9004:2011, *Managing for the sustained success of an organization — A quality management approach*.

The objective of this Standard is to give guidelines for enhancing an organization's ability to achieve sustained success. This guidance is consistent with the quality management principles given in AS/NZS ISO 9000:2016.

This Standard provides a self-assessment tool to review the extent to which the organization has adopted the concepts in this document.

This Standard is applicable to any organization, regardless of its size, type and activity.

This Standard is identical with, and has been reproduced from, ISO 9004:2018, *Quality management — Quality of an organization — Guidance to achieve sustained success*.

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