

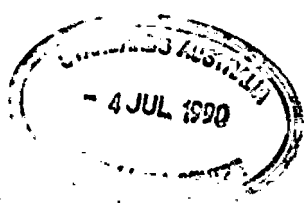
AS 3904.2(Int)—1990
NZS 9004.2(Int):1990
ISO/DIS 9004.2:1990

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

**Quality management and quality
system elements—**

Part 2: Guidelines for services

AUS EE
NZ FF



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

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

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 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.

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](#)
-