

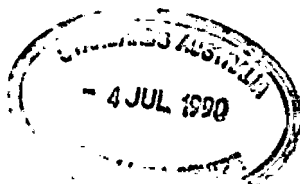
AS 3904.2(Int)—1990
NZS 9004.2(Int):1990
ISO/DIS 9004.2:1990

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



Standards Association
of New Zealand

STANDARDS AUSTRALIA



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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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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which subscribing members receive, and which give details of new publications, new editions and amendments, and of withdrawn Standards.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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