

Australian/New Zealand Standard™

**Quality management systems—  
Fundamentals and vocabulary**



## **AS/NZS ISO 9000:2006**

This Joint Australian/New Zealand Standard was prepared by Joint Technical Committee QR-008, Quality Management Systems. It was approved on behalf of the Council of Standards Australia on 29 May 2006 and on behalf of the Council of Standards New Zealand on 2 June 2006.

This Standard was published on 16 June 2006.

---

The following are represented on Committee QR-008:

Airways New Zealand  
Association of Accredited Certification Bodies  
Australian Institute of Petroleum  
Australian Organization for Quality  
Bureau of Steel Manufacturers Australia  
Commonwealth Department of Transport and Regional Services  
Department of Agriculture, Fisheries and Forestry (Commonwealth)  
Department of Defence (Australia)  
Department of Industry, Tourism and Resources (Commonwealth)  
Energy Networks Association  
Engineers Australia  
Federal Chamber of Automotive Industries  
Institute of Metals Engineering Australia  
International Accreditation Forum  
Joint Accreditation System of Australia and New Zealand  
Main Roads Department, Queensland  
RABQSA International  
The Royal Australian Chemical Institute

---

### **Keeping Standards up-to-date**

Standards are living documents which reflect progress in science, technology and systems. To maintain their currency, all Standards are periodically reviewed, and new editions are published. Between editions, amendments may be issued. Standards may also be withdrawn. It is important that readers assure themselves they are using a current Standard, which should include any amendments which may have been published since the Standard was purchased.

Detailed information about joint Australian/New Zealand Standards can be found by visiting the Standards Web Shop at [www.standards.com.au](http://www.standards.com.au) or Standards New Zealand web site at [www.standards.co.nz](http://www.standards.co.nz) and looking up the relevant Standard in the on-line catalogue.

Alternatively, both organizations publish an annual printed Catalogue with full details of all current Standards. For more frequent listings or notification of revisions, amendments and withdrawals, Standards Australia and Standards New Zealand offer a number of update options. For information about these services, users should contact their respective national Standards organization.

We also welcome suggestions for improvement in our Standards, and especially encourage readers to notify us immediately of any apparent inaccuracies or ambiguities. Please address your comments to the Chief Executive of either Standards Australia or Standards New Zealand at the address shown on the back cover.

---

*This Standard was issued in draft form for comment as DR 06110.*

---

AS/NZS ISO 9000:2006

Australian/New Zealand Standard™

**Quality management systems—  
Fundamentals and vocabulary**

Originated in Australia as part of AS 1057—1971.  
Originated in New Zealand as part of NZ 5604:1987.  
Reissued as part of AS/NZS 8402:1994.  
Previous edition AS/NZS ISO 9000:2000.  
Fourth edition 2006.

**COPYRIGHT**

© Standards Australia/Standards New Zealand

All rights are reserved. No part of this work may be reproduced or copied in any form or by any means, electronic or mechanical, including photocopying, without the written permission of the publisher.

Jointly published by Standards Australia, GPO Box 476, Sydney, NSW 2001 and Standards New Zealand, Private Bag 2439, Wellington 6020

ISBN 0 7337 7512 8

## PREFACE

This Standard was prepared by the Joint Standards Australia/Standards New Zealand Committee QR-008, Quality Management Systems, to supersede AS/NZS ISO 9000:2000.

This Standard is identical with and has been reproduced from ISO 9000:2005, *Quality management systems— Fundamentals and vocabulary*. The International Standard was prepared by Technical Committee ISO/TC 176, Quality management and quality assurance, Subcommittee SC 1, Concepts and terminology, and incorporates the changes accepted in the Draft Amendment, ISO/DAM 9000:2004. Committee QR-008 provided input to the ISO Committee during the preparation of this revision.

The main objective of the revised edition is to harmonize terms and definitions from other related Standards, particularly AS/NZS ISO 19011:2003, *Guidelines for quality and/or environmental management systems auditing*, and AS/NZS ISO 10012:2004, *Measurement management systems— Requirements for measurement processes and measuring equipment*.

As this Standard is reproduced from an international standard, the following applies:

- (a) Its number appears on the cover and title page while the international standard number appears only on the cover.
- (b) In the source text 'ISO 9000' should read 'AS/NZS ISO 9000'.
- (c) A full point substitutes for a comma when referring to a decimal marker.
- (d) Certain Standards mentioned in the International Standard have been adopted as Joint Australian/New Zealand Standards, as identified by Joint AS/NZS ISO numbering.

Standards adopted as joint Australian/New Zealand Standards (AS/NZS ISO) or Australian Standards (AS ISO) include the major Standards in the 'ISO 9000 family', as listed in the Bibliography (i.e. see items [4], [5], [6], [7], [8], [9], [12] and [13]). For additional guidance on the following subjects defined in the Standard, reference may also be made to the following—

- AS/NZS ISO 10005, Quality management systems—Guidelines for quality plans (see 3.7.5); and
- AS ISO 10006, Quality management systems—Guidelines for quality management systems in projects (see 3.4.3).

Annex A includes concept diagrams that provide a graphical representation of the relationships between terms in specific fields relative to quality management systems.

The term 'informative' has been used in this Standard to define the application of the Annex to which it applies. An informative Annex is for information and guidance only.

## CONTENTS

	<i>Page</i>
<b>1 Scope .....</b>	<b>1</b>
<b>2 Fundamentals of quality management systems .....</b>	<b>1</b>
<b>2.1 Rationale for quality management systems .....</b>	<b>1</b>
<b>2.2 Requirements for quality management systems and requirements for products .....</b>	<b>1</b>
<b>2.3 Quality management systems approach .....</b>	<b>2</b>
<b>2.4 The process approach .....</b>	<b>2</b>
<b>2.5 Quality policy and quality objectives .....</b>	<b>2</b>
<b>2.6 Role of top management within the quality management system .....</b>	<b>3</b>
<b>2.7 Documentation .....</b>	<b>4</b>
<b>2.8 Evaluating quality management systems .....</b>	<b>4</b>
<b>2.9 Continual improvement .....</b>	<b>5</b>
<b>2.10 Role of statistical techniques .....</b>	<b>6</b>
<b>2.11 Quality management systems and other management system focuses .....</b>	<b>6</b>
<b>2.12 Relationship between quality management systems and excellence models .....</b>	<b>6</b>
<b>3 Terms and definitions .....</b>	<b>6</b>
<b>3.1 Terms relating to quality .....</b>	<b>7</b>
<b>3.2 Terms relating to management .....</b>	<b>8</b>
<b>3.3 Terms relating to organization .....</b>	<b>9</b>
<b>3.4 Terms relating to process and product .....</b>	<b>11</b>
<b>3.5 Terms relating to characteristics .....</b>	<b>12</b>
<b>3.6 Terms relating to conformity .....</b>	<b>13</b>
<b>3.7 Terms relating to documentation .....</b>	<b>14</b>
<b>3.8 Terms relating to examination .....</b>	<b>15</b>
<b>3.9 Terms relating to audit .....</b>	<b>16</b>
<b>3.10 Terms relating to quality management or measurement processes .....</b>	<b>18</b>
<b>Annex A (informative) Methodology used in the development of the vocabulary .....</b>	<b>20</b>
<b>Bibliography .....</b>	<b>29</b>
<b>Alphabetical index .....</b>	<b>30</b>

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](#)
-