



AS/NZS ISO 9004:2011

Managing for the sustained success of an organization— A quality management approach



STANDARD

AS/NZS



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AS/NZS ISO 9004:2011

Australian/New Zealand Standard™

Managing for the sustained success of an organization—A quality management approach

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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 9004:2000, *Quality management systems—Guidelines for performance improvements*.

The objective of this Standard is to endorse and make more freely available the latest version of this important ISO text.

This Standard is identical with, and has been reproduced from ISO 9004:2009, *Managing for the sustained success of an organization—A quality management approach*.

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

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