



AS/NZS ISO 9004:2011

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



STANDARD

AS/NZS



## **AS/NZS ISO 9004:2011**

This Joint Australian/New Zealand Standard was prepared by Joint Technical Committee QR-008, Quality Systems. It was approved on behalf of the Council of Standards Australia on 10 August 2011 and on behalf of the Council of Standards New Zealand on 18 July 2011.

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*This Standard was issued in draft form for comment as DR AS/NZS ISO 9004.*

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AS/NZS ISO 9004:2011

Australian/New Zealand Standard™

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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.

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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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