

**AS/NZS ISO 9004:2000**

**Quality management systems—  
Guidelines for performance improvements**



**Standards Australia**



**STANDARDS  
NEW ZEALAND**  
*Paeonua Aotearoa*

## **AS/NZS ISO 9004:2000**

---

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 30 November 2000 and on behalf of the Council of Standards New Zealand on 21 November 2000. It was published on 15 December 2000.

---

The following interests are represented on Committee QR-008:

Australian Association of Certification Bodies  
Australian Chamber of Commerce and Industry  
Australian Electrical and Electronic Manufacturers Association  
Australian Industry Group  
Australian Information Industry Association  
Australian Institute of Petroleum  
Australian Organization for Quality  
Bureau of Steel Manufacturers of Australia  
Commonwealth Department of Transport and Regional Services  
Department of Agriculture, Fisheries and Forestry (Commonwealth)  
Department of Defence (Australia)  
Department of Industry, Science and Resources (Commonwealth)  
Federal Chamber of Automotive Industries  
Institute of Materials Engineering Australasia  
Institution of Engineers Australia  
The IREE Society  
Main Roads Department, Queensland  
Master Builders Australia  
Quality Society of Australasia  
The Royal Australian Chemical Institute  
Sydney Water Corporation  
Telarc New Zealand

Additional interests participating in the preparation of this Standard:

Association of Consulting Engineers of New Zealand

---

### **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 Standards may also be withdrawn.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 Australia web site 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 International or Standards New Zealand at the address shown on the back cover.

---

AS/NZS ISO 9004:2000

# Australian/New Zealand Standard™

## **Quality management systems— Guidelines for performance improvements**

Originated in Australia as AS 3904—1987/ISO 9004:1987.  
Originated in New Zealand as NZS 5600.2:1987.  
Previous edition AS/NZS ISO 9004(Int):2000.  
Jointly revised and designated AS/NZS ISO 9004:2000.

### **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 International Ltd, GPO Box 5420, Sydney, NSW 2001 and Standards New Zealand, Private Bag 2439, Wellington 6020

ISBN 0 7337 3706 4

## PREFACE

This Standard was prepared by the Joint Standards Australia/Standards New Zealand Committee QR-008, Quality Management Systems.

This Standard is identical with and has been reproduced from ISO 9004:2000, *Quality management systems—Guidelines for performance improvements*, published by the International Organization for Standardization (ISO), which was prepared by ISO Technical Committee TC 176, Quality Management and Quality Assurance, Subcommittee SC 2, Quality systems.

This edition of AS/NZS ISO 9004:2000 cancels and replaces AS/NZS ISO 9004(Int):2000 and AS/NZS ISO 9004.1:1994, and constitutes a technical revision of these documents. The title has been modified to reflect the comprehensiveness of the quality management system. Committee QR-008 provided input to the ISO Committee, ISO/TC 176, during the preparation of this revision.

For the purposes of this Standard, the ISO text should be modified as follows:

- (a) Terminology—The words ‘this Joint Australian/New Zealand Standard’ should replace the words ‘this International Standard’ wherever they appear.
- (b) Certain Standards referenced in the International Standard have been adopted as Joint Australian/New Zealand Standards, as identified by the Joint AS/NZS ISO numbering.

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

	Page
1 Scope .....	1
2 Normative reference .....	1
3 Terms and definitions .....	1
4 Quality management system .....	2
4.1 Managing systems and processes .....	2
4.2 Documentation .....	3
4.3 Use of quality management principles .....	4
5 Management responsibility .....	5
5.1 General guidance .....	5
5.2 Needs and expectations of interested parties .....	7
5.3 Quality policy .....	9
5.4 Planning .....	10
5.5 Responsibility, authority and communication .....	11
5.6 Management review .....	12
6 Resource management .....	14
6.1 General guidance .....	14
6.2 People .....	15
6.3 Infrastructure .....	17
6.4 Work environment .....	18
6.5 Information .....	18
6.6 Suppliers and partnerships .....	19
6.7 Natural resources .....	19
6.8 Financial resources .....	19
7 Product realization .....	20
7.1 General guidance .....	20
7.2 Processes related to interested parties .....	23
7.3 Design and development .....	24
7.4 Purchasing .....	29
7.5 Production and service operations .....	31
7.6 Control of measuring and monitoring devices .....	33
8 Measurement, analysis and improvement .....	34
8.1 General guidance .....	34
8.2 Measurement and monitoring .....	35
8.3 Control of nonconformity .....	40
8.4 Analysis of data .....	41
8.5 Improvement .....	42

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
-