

AS/NZS ISO 9004:2000

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



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AS/NZS ISO 9004:2000

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The following interests are represented on Committee QR-008:

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Australian/New Zealand Standard™

Quality management systems— Guidelines for performance improvements

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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.

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