

AS/NZS ISO 9000.2:1998

Australian/New Zealand Standard™

**Quality management and quality
assurance Standards**

**Part 2: Generic guidelines for the
application of ISO 9001, ISO 9002
and ISO 9003**

AS/NZS ISO 9000.2:1998

This Joint Australian/New Zealand Standard was prepared by Joint Technical Committee QR/8, Quality Systems. It was approved on behalf of the Council of Standards Australia on 17 March 1998 and on behalf of the Council of Standards New Zealand on 6 April 1998. It was published on 5 June 1998.

The following interests are represented on Committee QR/8:

Australian Association of Certification Bodies	Federal Chamber of Automotive Industries, Australia
Australian Chamber of Commerce and Industry	Institute of Metals and Materials Australasia
Australian Electrical and Electronic Manufacturers Association	Institution of Engineers Australia
Australian Information Industry Association	Institution of Radio and Electronics Engineers Australia
Australian Institute of Petroleum	Main Roads Department, Queensland
Australian Organization for Quality	Master Builders Australia
ARRB Transport Research	Plastics and Chemicals Industries Association
Bureau of Steel Manufacturers of Australia	Quality Society of Australasia
Department of Defence, Australia	Royal Australian Chemical Institute
Department of Industry, Science and Tourism (Australia)	Sydney Water Corporation
Department of Primary Industries and Energy (Australia)	Telarc
Department of Transport and Regional Development (Australia)	Telstra Corporation
Electricity Supply Association of Australia	

Review of Standards. To keep abreast of progress in industry, Joint Australian/ New Zealand Standards are subject to periodic review and are kept up to date by the issue of amendments or new editions as necessary. It is important therefore that Standards users ensure that they are in possession of the latest edition, and any amendments thereto.

Full details of all Joint Standards and related publications will be found in the Standards Australia and Standards New Zealand Catalogue of Publications; this information is supplemented each month by the magazines 'The Australian Standard' and 'Standards New Zealand', which subscribing members receive, and which give details of new publications, new editions and amendments, and of withdrawn Standards.

Suggestions for improvements to Joint Standards, addressed to the head office of either Standards Australia or Standards New Zealand, are welcomed. Notification of any inaccuracy or ambiguity found in a Joint Australian/New Zealand Standard should be made without delay in order that the matter may be investigated and appropriate action taken.

This Standard was issued in draft form for comment as DR 98005.

Acacias (Wattle) contain over 1,200 species of trees and shrubs from warm climates. Some are deciduous but most are evergreen. Over 700 are indigenous to Australia. They range from low-growing shrubs to tall trees and many have been introduced to other countries for economic and ornamental purposes. Acacias are also common in tropical and subtropical Africa; most African species are characterized by vicious spines and referred to as 'thorn trees'. Acacias have either bipinnate leaves or their leaves are replaced by flattened leaf stalks, known as phyllodes, which perform the function of photosynthesis. The tiny flowers, ranging from deep golden yellow to cream or white, and crowded into globular heads or cylindrical spikes, are often fragrant and produce abundant, bee-attracting pollen.

AS/NZS ISO 9000.2:1998

Australian/New Zealand Standard™

Quality management and quality assurance Standards

Part 2: Generic guidelines for the application of ISO 9001, ISO 9002 and ISO 9003

Originated in Australia as AS 3900.2(Int)—1992.
Final Australian edition AS 3900.2—1994.
Originated in New Zealand as NZS 9000.2(Int):1992.
Final New Zealand edition NZS 9000.2:1994.
Jointly revised and redesignated AS/NZS ISO 9000.2:1998.

Published jointly by:

Standards Australia
1 The Crescent,
Homebush NSW 2140 Australia

Standards New Zealand
Level 10, Radio New Zealand House,
155 The Terrace,
Wellington 6001 New Zealand

ISBN 0 7337 1980 5

PREFACE

This Standard was prepared by the Joint Standards Australia/Standards New Zealand Committee QR/8, Quality Systems.

The Standard is technically equivalent to and has been reproduced from ISO 9000-2:1997, *Quality management and quality assurance standards, Part 2: Generic guidelines for the application of ISO 9001, ISO 9002 and ISO 9003*, published by the International Organization for Standardization (ISO). Committee QR/8 provided input to the International Committee ISO/TC 176 in the preparation of ISO 9000-2.

Appendix AA, which contains supplementary guidance questions for Australia and New Zealand, has been prepared by Committee QR/8 and is included in this edition. Appendix AA is organized according to the clause structure of AS/NZS ISO 9001 for ease of cross-referencing.

The term 'informative' has been used in this Standard to define the application of Annex A and the Australian/New Zealand Appendix AA. An 'informative' annex or appendix is for information and guidance only.

For the purpose of this Joint Standard, the ISO text should be modified so that the words 'Joint Australian/New Zealand Standard' replace the words 'International Standard' wherever they appear.

© Copyright — STANDARDS AUSTRALIA/STANDARDS NEW ZEALAND

Users of Standards are reminded that copyright subsists in all Standards Australia and Standards New Zealand publications and software. Except where the Copyright Act allows and except where provided for below no publications or software produced by Standards Australia or Standards New Zealand may be reproduced, stored in a retrieval system in any form or transmitted by any means without prior permission in writing from Standards Australia or Standards New Zealand. Permission may be conditional on an appropriate royalty payment. Australian requests for permission and information on commercial software royalties should be directed to the head office of Standards Australia. New Zealand requests should be directed to Standards New Zealand.

Up to 10 percent of the technical content pages of a Standard may be copied for use exclusively in-house by purchasers of the Standard without payment of a royalty or advice to Standards Australia or Standards New Zealand.

Inclusion of copyright material in computer software programs is also permitted without royalty payment provided such programs are used exclusively in-house by the creators of the programs.

Care should be taken to ensure that material used is from the current edition of the Standard and that it is updated whenever the Standard is amended or revised. The number and date of the Standard should therefore be clearly identified.

The use of material in print form or in computer software programs to be used commercially, with or without payment, or in commercial contracts is subject to the payment of a royalty. This policy may be varied by Standards Australia or Standards New Zealand at any time.

CONTENTS

	<i>Page</i>
1 Scope	1
2 Normative references	1
3 Definitions	2
4 Quality system requirements	2
4.1 Management responsibility	2
4.2 Quality system	5
4.3 Contract review	6
4.4 Design control	8
4.5 Document and data control	13
4.6 Purchasing	15
4.7 Control of customer-supplied product	16
4.8 Product identification and traceability	17
4.9 Process control	18
4.10 Inspection and testing	19
4.11 Control of inspection, measuring and test equipment	21
4.12 Inspection and test status	21
4.13 Control of nonconforming product	22
4.14 Corrective and preventive action	23
4.15 Handling, storage, packaging, preservation and delivery	25
4.16 Control of quality records	26
4.17 Internal quality audits	27
4.18 Training	29
4.19 Servicing	29
4.20 Statistical techniques	30
Annex A Bibliography	32
APPENDIX AA SUPPLEMENTARY GUIDANCE QUESTIONS FOR AUSTRALIA AND NEW ZEALAND	33

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
-