



National Standards Authority of Ireland

IRISH STANDARD

**I.S. EN ISO 9004:2000**

ICS 03.120.10

National Standards  
Authority of Ireland  
Dublin 9  
Ireland

Tel: (01) 807 3800  
Tel: (01) 807 3838

**QUALITY MANAGEMENT SYSTEMS -  
GUIDELINES FOR PERFORMANCE  
IMPROVEMENTS (ISO 9004:2000)**

*This Irish Standard was  
published under the  
authority of the National  
Standards Authority of  
Ireland  
and comes into effect on:  
December 15, 2000*

**NO COPYING WITHOUT NSAI  
PERMISSION EXCEPT AS  
PERMITTED BY COPYRIGHT  
LAW**

© NSAI 2000

**Price Code T**

Údarás um Chaighdeán Náisiúnta na hÉireann



**DECLARATION**  
  
**OF**  
  
**SPECIFICATION**  
  
  
**ENTITLED**  
  
**QUALITY MANAGEMENT SYSTEMS - GUIDELINES FOR PERFORMANCE  
IMPROVEMENTS (ISO 9004:2000)**  
  
**AS**  
  
**THE IRISH STANDARD SPECIFICATION FOR**  
  
**QUALITY MANAGEMENT SYSTEMS - GUIDELINES FOR PERFORMANCE  
IMPROVEMENTS (ISO 9004:2000)**

NSAI in exercise of the power conferred by section 16 (5) of the National Standards Authority of Ireland Act, 1996 (No. 28 of 1996) and with the consent of the Minister for Enterprise, Trade and Employment, hereby declares as follows:

1. This instrument may be cited as the Standard Specification (Quality management systems –Guidelines for performance improvements (ISO 9004:2000)) Declaration,2000.
2. (1) The Specification set forth in the schedule to this declaration is hereby declared to be the standard specification for Quality management systems - Guidelines for performance improvements (ISO 9004:2000). The Schedule comprises the text of EN ISO 9004:2000.  
(2) The said standard specification may be cited as Irish Standard EN ISO 9004:2000 or as I.S. EN ISO 9004:2000.
3. (1) The Standard Specification (Quality Management and Quality System Elements – Part 1: Guidelines (ISO 9004-1:1994) ) Declaration, 1994, is hereby revoked.  
(2) Reference in any other standard specification to the Instrument hereby revoked and to Irish Standard EN ISO 9004-1:1994 thereby prescribed, shall be construed respectively, as references to this Instrument and to Irish Standard EN ISO 9004:2000



EUROPEAN STANDARD  
NORME EUROPÉENNE  
EUROPÄISCHE NORM

**EN ISO 9004**

December 2000

ICS 03.120.10

Supersedes EN ISO 9004-1:1994

English version

**Quality management systems - Guidelines for performance  
improvements (ISO 9004:2000)**

Systèmes de management de la qualité - Lignes directrices  
pour l'amélioration des performances (ISO 9004:2000)

Qualitätsmanagementsysteme - Leitfaden zur  
Leistungsverbesserung (ISO 9004:2000)

This European Standard was approved by CEN on 15 December 2000.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the Management Centre or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the Management Centre has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and United Kingdom.



EUROPEAN COMMITTEE FOR STANDARDIZATION  
COMITÉ EUROPÉEN DE NORMALISATION  
EUROPÄISCHES KOMITEE FÜR NORMUNG

**Management Centre: rue de Stassart, 36 B-1050 Brussels**

## Foreword

The text of the International Standard ISO 9004:2000 has been prepared by Technical Committee ISO/TC 176 "Quality management and quality assurance", Subcommittee 2, "Quality systems", in collaboration with the CEN Management Centre (CMC).

This European Standard supersedes EN ISO 9004-1:1994.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by June 2001, and conflicting national standards shall be withdrawn at the latest by June 2001.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and the United Kingdom.

## Endorsement notice

The text of the International Standard ISO 9004:2000 has been approved by CEN as a European Standard without any modifications.

NOTE: Normative references to International Standards are listed in annex ZA (normative).

(ISO) (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 3.

Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75 % of the member bodies casting a vote.

Attention is drawn to the possibility that some of the elements of this International Standard may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights.

International Standard ISO 9004 was prepared by Technical Committee ISO/TC 176, *Quality management and quality assurance*, Subcommittee SC 2, *Quality systems*.

This second edition of ISO 9004 cancels and replaces ISO 9004-1:1994, which has been technically revised. The title has been modified to reflect the comprehensiveness of the quality management system. Many of the existing International Standards within the ISO 9000 family will be reviewed for withdrawal, or for re-issue as Technical Reports, as many of their provisions are incorporated into this International Standard.

In comparison to previous editions, ISO 9001 and ISO 9004 now form a consistent pair of standards on quality management. ISO 9001 aims to give quality assurance of product and to enhance customer satisfaction, while ISO 9004 uses a broader perspective of quality management to give guidance for performance improvement.

Annexes A and B of this International Standard are for information only.

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
-