



National Standards Authority of Ireland

IRISH STANDARD

I.S. ISO 9004-2/EN 29004-2:1994

ICS 03.120.10

**QUALITY MANAGEMENT AND
QUALITY SYSTEM ELEMENTS –
PART 2: GUIDELINES FOR SERVICES
(IDENTICAL WITH ISO 9004-2:1991)**

National Standards
Authority of Ireland
Dublin 9
Ireland

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

*This Irish Standard was
published under the
authority of the National
Standards Authority of
Ireland
and comes into effect on
April 26, 1994*

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

© NSAI 1994

Price Code H

Údarás um Chaighdeáin Náisiúnta na hÉireann

DECLARATION

OF

SPECIFICATION

ENTITLED

QUALITY MANAGEMENT AND QUALITY SYSTEM ELEMENTS –

PART 2: GUIDELINES FOR SERVICES (IDENTICAL WITH ISO 9004-2:1991)

AS

THE IRISH STANDARD SPECIFICATION FOR

QUALITY MANAGEMENT AND QUALITY SYSTEM ELEMENTS –

PART 2: GUIDELINES FOR SERVICES (IDENTICAL WITH ISO 9004-2:1991)

Forfás in exercise of the power conferred by section 20 (5) of the Industrial Research and Standards Act, 1961 (No. 20 of 1961) and the Industrial Development Act, 1993 (No. 19 of 1993), and with the consent of the Minister for Enterprise and Employment, hereby declares as follows:

1. This instrument may be cited as the Standard Specification (Quality Management and Quality System Elements – Part 2: Guidelines for Services (Identical with ISO 9004-2:1991)) Declaration, 1994.
2. (1) The Specification set forth in the Schedule to this declaration is hereby declared to be the standard specification for Quality Management and Quality System Elements – Part 2: Guidelines for Services (Identical with ISO 9004-2:1991). The Schedule comprises the text of EN 29004-2 : 1993.

(2) The said standard specification may be cited as Irish Standard/ISO 9004-2/EN 29004-2:1994 or as I.S./ISO 9004-2/EN 29004-2:1994.
3. (1) The Standard Specification (Quality Management and Quality System Elements – Part 2: Guidelines for Services) Declaration, 1991, is hereby revoked.

(2) Reference in any other standard specification to the Instrument hereby revoked and to Irish Standard/ISO 9004-2 : 1991, thereby prescribed, shall be construed, respectively, as references to this Instrument and to Irish Standard/ISO 9004-2/EN 29004-2:1994.

EUROPEAN STANDARD

EN 29004-2:1993

NORME EUROPÉENNE

EUROPÄISCHE NORM

June 1993

UDC 658.562(035)

Descriptors: Quality, management, quality assurance, quality assurance program, generalities, design, implementation

English version

**Quality management and quality system elements
- Part 2: Guidelines for services (identical with
ISO 9004-2:1991)**

Gestion de la qualité et éléments de système
qualité - Partie 2: Lignes directrices pour les
services (identique à ISO 9004-2:1991)

Qualitätsmanagement und Elemente eines
Qualitätssicherungssystems - Teil 2: Leitfaden
für Dienstleistungen (identisch mit
ISO 9004-2:1991)

This European Standard was approved by CEN on 1993-05-24. 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 Central Secretariat or to any CEN member.

The European Standards exist 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 Central Secretariat has the same status as the official versions.

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

CEN

European Committee for Standardization
Comité Européen de Normalisation
Europäisches Komitee für Normung

Central Secretariat: rue de Stassart, 36 B-1050 Brussels

Foreword

Following the resolution BT 221/1991, the ISO 9004-2:1991 "Quality management and quality system elements - Part 2: Guidelines for services" was submitted to the Unique acceptance procedure.

The result of the UAP was positive.

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 December 1993, and conflicting national standards shall be withdrawn at the latest by December 1993.

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

Endorsement notice

The text of the International Standard ISO 9004-2:1991 was approved by CEN as a European Standard without any modification.

Editorial modification:

The text of clause 2, Normative references, is to be replaced by:

NOTE: Normative references to international publications are listed in annex ZA (normative).

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
-