



National Standards Authority of Ireland

IRISH STANDARD

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**QUALITY MANAGEMENT SYSTEMS -  
FUNDAMENTALS AND VOCABULARY  
(ISO 9000:2000)**

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EUROPEAN STANDARD  
NORME EUROPÉENNE  
EUROPÄISCHE NORM

EN ISO 9000

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ICS 00.004.03

Supersedes EN ISO 8402:1995

English version

Quality management systems - Fundamentals and vocabulary  
(ISO 9000:2000)

Systèmes de management de la qualité - Principes  
essentiels et vocabulaire (ISO 9000:2000)

Qualitätsmanagementsysteme - Grundlagen und Begriffe  
(ISO 9000:2000)

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## Foreword

The text of the International Standard ISO 9000:2000 has been prepared by Technical Committee ISO/TC 176 "Quality management and quality assurance", Subcommittee 1, "Concepts and terminology", in collaboration with the CEN Management Centre (CMC).

This European Standard supersedes EN ISO 8402:1995.

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of an identical text or by endorsement, at the latest by June 2001, and conflicting national standards shall be withdrawn at the latest by June 2001.

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International Standard ISO 9000 was prepared by Technical Committee ISO/TC 176, *Quality management and quality assurance*, Subcommittee SC 1, *Concepts and terminology*.

This second edition cancels and replaces ISO 8402:1994.

Annex A of this International Standard is for information only. It includes concept diagrams that provide a graphical representation of the relationships between terms in specific concept fields relative to quality management systems.

# INTERNATIONAL STANDARD

**ISO  
9000**

Second edition  
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## **Quality management systems — Fundamentals and vocabulary**

*Systèmes de management de la qualité — Principes essentiels et  
vocabulaire*



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