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Quality management systems — Fundamentals and vocabulary

Systèmes de management de la qualité — Principes essentiels et vocabulaire

ICS: 03.120.10;01.040.03

ISO/CEN PARALLEL PROCESSING

This draft has been developed within the International Organization for Standardization (ISO), and processed under the **ISO lead** mode of collaboration as defined in the Vienna Agreement.

This draft is hereby submitted to the ISO member bodies and to the CEN member bodies for a parallel five month enquiry.

Should this draft be accepted, a final draft, established on the basis of comments received, will be submitted to a parallel two-month approval vote in ISO and formal vote in CEN.

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39 **Foreword**

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

46 International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

47 The main task of technical committees is to prepare International Standards. Draft International Standards
48 adopted by the technical committees are circulated to the member bodies for voting. Publication as an
49 International Standard requires approval by at least 75 % of the member bodies casting a vote.

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

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

54 This fourth edition cancels and replaces the third edition (ISO 9000:2005).

55

56 **Introduction**

57 This International Standard provides the fundamentals and terminology of quality management systems. It is
58 the foundation of other ISO quality management system standards and serves as the normative reference for
59 many of them. It will help the user to understand the principles, systems model and terminology of quality
60 management in order to more effectively and efficiently implement a quality management system and realize
61 value from other ISO quality management system standards.

62 This management standard for quality makes the case for a well-defined quality management system based
63 on a framework that integrates established quality fundamental concepts, principles, processes and resources
64 to help organizations realize their goals. Its aim is to make top management aware of their duties and
65 commitment in achieving their customers and stakeholders needs, expectations and satisfaction with their
66 products and services.

67 The terms and definitions are arranged in conceptual order according to ISO/IEC Directives. Annex A
68 provides information on how this works, including the set of diagrams of the concept systems that form the
69 concept ordering. An alphabetical list is provided at the end of the document to aid location of entries.