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Responsible committee: QS/1 Quality management and quality assurance procedures

Interested committees:

Title: Draft BS ISO 9000 Quality Management Systems - Fundamentals and Vocabulary

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## Introduction

This draft standard is based on European discussions in which the UK has taken an active part. Your comments on this draft are welcome and will assist in the preparation of the consequent British Standard. Comment is particularly welcome on national, legislative or similar deviations that may be necessary.

Even if this draft standard is not approved by the UK, if it receives the necessary support in Europe, the UK will be obliged to publish the official English Language text unchanged as a British Standard and to withdraw any conflicting standard.

## UK Vote

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- All comments submitted should be presented as given in the example below. Further information on submitting comments and how to obtain a blank electronic version of a comment form are available from the BSI website at: <http://drafts.bsigroup.com/>

## Template for comments and secretariat observations

Date: xx/xx/20xx	Document: ISO/DIS xxxx
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1	2	(3)	4	5	(6)	(7)
MB	Clause No./ Subclause No./ Annex (e.g. 3.1)	Paragraph/ Figure/ Table/Note	Type of comment	Comment (justification for change) by the MB	Proposed change by the MB	Secretariat observations on each comment submitted
	3.1	Definition 1	ed	Definition is ambiguous and needs clarifying.	Amend to read "...so that the mains connector to which no connection..."	
	6.4	Paragraph 2	te	The use of the UV photometer as an alternative cannot be supported as serious problems have been encountered in its use in the UK.	Delete reference to UV photometer.	

# DRAFT INTERNATIONAL STANDARD

## ISO/DIS 9000

ISO/TC 176/SC 1

Secretariat: ANSI

Voting begins on:  
2014-07-10

Voting terminates on:  
2014-10-10

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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.

To expedite distribution, this document is circulated as received from the committee secretariat. ISO Central Secretariat work of editing and text composition will be undertaken at publication stage.

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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.

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# 70 **Quality management systems — Fundamentals and vocabulary**

## 71 **1 Scope**

72 This International Standard describes the fundamental concepts, principles and vocabulary of quality  
73 management, and defines related terms, which are universally applicable to the following:

- 74 — organizations seeking sustained success through the implementation of quality and other management  
75 systems;
- 76 — customers seeking confidence in organization's ability to provide satisfactory products;
- 77 — organizations seeking confidence in their supply chain that their product requirements will be met;
- 78 — those interested parties seeking to improve communication through a common understanding of the  
79 terminology used in quality management;
- 80 — organizations performing conformity assessments against the requirements of ISO 9001;
- 81 — those providing training in quality management;
- 82 — developers of related standards.

## 83 **2 Quality management principles and fundamental concepts**

### 84 **2.1 General**

85 The quality management concepts and principles described in this standard give management the capacity to  
86 meet challenges presented by an environment that is profoundly different from that of just a few decades ago.  
87 The context in which the 21<sup>st</sup> century organisation works is characterised by accelerated change, globalisation  
88 of markets, limited resources, and the emergence of knowledge as a principal resource. Society has become  
89 better educated and more demanding, making interested parties increasingly more powerful. This clause  
90 provides a way of thinking about the organisation more broadly, by providing fundamental concepts and  
91 principles to be used in the development of a Quality Management System.

### 92 **2.2 Fundamental concepts**

#### 93 **2.2.1 Quality**

94 Quality focused organizations embrace a culture that inspires and drives behaviour, attitude, actions and  
95 processes in order to deliver value through fulfilling the requirements of interested parties.

96 The quality of an organization's products and services is determined by not only the ability to satisfy a  
97 particular customer but also the intended and unintended impact on other interested parties.

98 The quality of products and services include not only their intended function, but also their perceived value  
99 and benefit to the customer.

#### 100 **2.2.2 Quality management system**

101 Quality management systems manage the interacting processes, sub-systems, procedures, and resources  
102 required to:

- 103 • provide value to all relevant interested parties, and
- 104 • realize the outputs, outcomes, or results of the whole organization

105 Anticipating the impact of outcomes is essential in managing performance.

106 Quality management systems provide a means of managing the cost of quality. Awareness of these costs  
107 enables organizations to take action in order to optimise utilization of resources.