

ANSI/ASQC Q9000-1

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AMERICAN NATIONAL STANDARD

Quality Management and Quality Assurance Standards—Guidelines for Selection and Use



AMERICAN SOCIETY FOR QUALITY CONTROL
611 EAST WISCONSIN AVENUE
MILWAUKEE, WISCONSIN 53202

AMERICAN NATIONAL STANDARD

Quality Management and Quality Assurance Standards—Guidelines for Selection and Use

*Prepared by
American Society for Quality Control Standards Committee
for
American National Standards Committee Z-1 on Quality Assurance*

An American National Standard Approved on August 1, 1994

Descriptors: quality management, quality assurance, quality audit, quality systems, selection, use, general conditions.

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ASQC Mission: To facilitate continuous improvement and increase customer satisfaction by identifying, communicating, and promoting the use of quality principles, concepts, and technologies; and thereby be recognized throughout the world as the leading authority on, and champion for, quality.

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Foreword

This Foreword is not a part of American National Standard *Quality Management and Quality Assurance Standards—Guidelines for Selection and Use.*)

This American National Standard corresponds to the International Standard ISO 9000-1:1994. This standard is the road map document for use of all other International Standards in the entire ISO 9000 family; that is, all the standards published by ISO Technical Committee 176, Quality Management and Quality Assurance. The initial five ISO 9000 series standards, ISO 9000, ISO 9001, ISO 9002, ISO 9003, and ISO 9004, when published in the United States as American National Standards in 1987, were designated as ANSI/ASQC Q90 through ANSI/ASQC Q94 respectively. The five 1987 standards in their 1994 international revisions are now designated ISO 9000-1, ISO 9001, ISO 9002, ISO 9003, and ISO 9004-1 respectively. Their publication as American National Standards are now designated ANSI/ASQC Q9000-1-1994, ANSI/ASQC Q9001-1994, ANSI/ASQC Q9002-1994, ANSI/ASQC Q9003-1994, and ANSI/ASQC Q9004-1-1994 respectively. This new numbering system is intended to emphasize the word-for-word correspondence of the International and American National Standards.

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 nongovernmental, 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. The American National Standards Institute (ANSI) is the U.S. member body of ISO. ASQC is the U.S. member of ANSI responsible for quality management and related standards.

This standard provides guidelines for selection and use of all standards in the ISO 9000 family. At this writing not all of the ISO 9000 family standards have been adopted as American National Standards, but this standard provides guidelines for the entire family as currently published internationally. See clause 7 in the standard for detailed discussion of the designations for all standards in the ISO 9000 family.

Users should note that all ANSI/ASQC standards undergo revision from time to time. In the case of International Standards adopted as American National Standards, the revision timing is influenced by the international revision timing. Reference herein to any other standard implies the latest American National Standard revision unless otherwise stated.

Comments concerning this standard are welcome. They should be sent to the sponsor of the standard, American Society for Quality Control, 611 East Wisconsin Avenue, P.O. Box 3005, Milwaukee, WI 53201-3005, c/o Standards Administrator.

Introduction

Organizations—industrial, commercial, or governmental—supply products intended to satisfy customers' needs and/or requirements. Increased global competition has led to increasingly more stringent customer expectations with regard to quality. To be competitive and to maintain good economic performance, organizations/suppliers need to employ increasingly effective and efficient systems. Such systems should result in continual improvements in quality and increased satisfaction of the organization's customers and other stakeholders (employees, owners, subsuppliers, society).

Customer requirements often are incorporated in "specifications." However, specifications may not in themselves guarantee that a customer's requirements will be met consistently, if there are any deficiencies in the organizational system to supply and support the product. Consequently, these concerns have led to the development of quality-system standards and guidelines that complement relevant product requirements given in the technical specifications. The International Standards in the ISO 9000 family are intended to provide a generic core of quality-system standards applicable to a broad range of industry and economic sectors (clause 7).

The management system of an organization is influenced by the objectives of the organization, by its products, and by the practices specific to the organization and, therefore, quality systems also vary from one organization to another. A major purpose of quality management is to improve the systems and processes so that continual improvement of quality can be achieved.

ANSI/ASQC Q9000-1-1994, which has the role of road map for the ISO 9000 family, has been expanded substantially. In particular, it contains guidance concepts not included in the 1987 version. These additional concepts

- are needed for effective understanding and current application of the ISO 9000 family, and
- are planned for complete integration into the architecture and content of future revisions of the ISO 9000 family.

In revision of the ISO 9000 family, there are no major changes in the architectures of ANSI/ASQC Q9001-1994, ANSI/ASQC Q9002-1994, ANSI/ASQC Q9003-1994, and ANSI/ASQC Q9004-1-1994. (However, ANSI/ASQC Q9003-1994 does contain additional clauses compared to the 1987 version.) Each of these American National Standards has had small-scale changes. These changes move toward future revisions to meet better the needs of users.

ANSI/ASQC Q9000-1-1994 and all International Standards in the ISO 9000 family are independent of any specific industry or economic sector. Collectively they provide guidance for quality management and general requirements for quality assurance.

The International Standards in the ISO 9000 family describe what elements quality systems should encompass but not how a specific organization implements these elements. It is not the purpose of these International Standards to enforce uniformity of quality systems. Needs of organizations vary. The design and implementation of a quality system must necessarily be influenced by the particular objectives, products and processes, and specific practices of the organization.

ANSI/ASQC Q9000-1-1994 clarifies the principal quality-related concepts contained within the quality management and quality assurance International Standards generated by ISO/TC 176 and provides guidance on their selection and use.