

Implementation of
ISO 10005:1995

Quality management — Guidelines for quality plans

Committees responsible for this British Standard

The preparation of this British Standard was entrusted to Technical Committee QS/1, Quality management and quality management procedures, upon which the following bodies were represented:

Association of British Certification Bodies	Energy Industries Council
Association of British Health-Care Industries	Engineering Equipment and Materials Users' Association
Association of Consulting Engineers	Federation of The Electronics Industry
Association of Contact Lens Manufacturers	Federation of Small Businesses
Association of Quality Management Consultants	GAMBICA (BEAMA) Ltd.
Association for Services Management International	Guildford College of Further and Higher Education
BEAMA Ltd.	Health and Safety Executive
BLWA Ltd. (The Association of the Laboratory Supply Industry)	Information Systems Quality Association
Bristol Quality Centre	Institute of Chartered Accountants
British Approvals Service for Cables	Institute of Management
British Gas plc	Institute of Quality Assurance
British Industrial Truck Association	Institution of Electrical Engineers
British Iron and Steel Producers' Association	Institution of Mechanical Engineers
British Maritime Technology	International Atomic Energy Agency
British Nuclear Fuels plc	International Register of Certified Auditors
British Photographic Association	London Quality Centre
British Plastics Federation	Medical Sterile Products Association
British Quality Foundation	Mercury Communications Ltd.
British Railways Board	Ministry of Defence
British Security Industry Association	National Association of Plumbing, Heating and Mechanical Services Contractors
British Standards Society	National Council of Building Material Producers
British Surgical Trades Association	National House-Building Council
British Telecommunications plc	National Quality Development Support Network
British Welded Steel Tube Association	Pera International
Centre for Advanced Maritime Studies	Power Generation Contractors' Association (PGCA)(BEAMA Ltd.)
Ceramic Industry Certification Scheme Ltd.	Quality Forum
Chemical Industries Association	Royal Institution of Chartered Surveyors
Computing Services and Software Association	Safety Assessment Federation Ltd.
Confederation of British Industry	Society of British Aerospace Companies Ltd.
Consumers' Association	Society of Motor Manufacturers and Traders Ltd.
Consumer Policy Committee of BSI	Solvents Industry Association Ltd.
Cranfield University	United Kingdom Accreditation Service
Department of the Environment (Quality Competition and Attestation Branch)	University of Leeds
Department of Trade and Industry (National Physical Laboratory)	University of Salford
Department of Trade and Industry (Standards Policy Unit)	Water Services Association of England and Wales
Defence Manufacturers' Association	West Midlands Enterprise Board
Electricity Association	

This British Standard, having been prepared under the direction of the Management System Sector Board, was published under the authority of the Standards Board and comes into effect on 15 February 1996

© BSI 06-2000

The following BSI references relate to the work on this standard:
Committee reference QS/1
Draft for comment 94/408218 DC

ISBN 0 580 25516 6

Amendments issued since publication

Amd. No.	Date	Comments

National foreword

This British Standard reproduces verbatim ISO 10005:1995 and implements it as the UK national standard.

This British Standard has been prepared under the direction of the Management Systems Sector Board whose Technical Committee QS/1 has the responsibility to:

- aid enquirers to understand the text;
- present to the responsible international committee any enquiries on interpretation, or proposals for change, and keep UK interests informed;
- monitor related international and European developments and promulgate them in the UK.

NOTE International and European Standards, as well as overseas standards, are available from Customer Services, BSI, 389 Chiswick High Road, London W4 4AL.

A British Standard does not purport to include all the necessary provisions of a contract. Users of British Standards are responsible for their correct application.

Compliance with a British Standard does not of itself confer immunity from legal obligations.

Summary of pages

This document comprises a front cover, an inside front cover, pages i and ii, the ISO title page, pages ii to iv, pages 1 to 14, an inside back cover and a back cover.

The BSI copyright notice displayed in this document indicates when the document was last issued.

INTERNATIONAL STANDARD

**ISO
10005**

First edition
1995-09-15

Quality management — Guidelines for quality plans

Management de la qualité — Lignes directrices pour les plans qualité



Contents

	Page
Introduction	1
1 Scope	1
2 Normative reference	1
3 Definitions	1
4 Preparation, review, acceptance and revision of the quality plan	2
4.1 Preparation	2
4.2 Review and acceptance	3
4.3 Revision	3
5 Contents of the quality plan	3
5.1 Management responsibilities	3
5.2 Quality plan and quality system	3
5.3 Contract review	3
5.4 Design control	4
5.5 Document and data control	4
5.6 Purchasing	4
5.7 Control of customer-supplied product	4
5.8 Product identification and traceability	4
5.9 Process control	4
5.10 Inspection and testing	4
5.11 Control of inspection, measuring and test equipment	5
5.12 Inspection and test status	5
5.13 Control of nonconforming product	5
5.14 Corrective and preventive action	5
5.15 Handling, storage, packaging, preservation and delivery	5
5.16 Control of quality records	5
5.17 Quality audits	5
5.18 Training	6
5.19 Servicing	6
5.20 Statistical techniques	6
Annex A (informative) Simplified examples of formats for the presentation of quality plans	7
Annex B (informative) Bibliography	Inside back cover
Figure A.1 — Example of a format for a quality plan for services	8
Figure A.2 — Example of a format for a quality plan for manufactured product	10
Figure A.3 — Example of a format of a quality plan for a processed material	11
Figure A.4 — Simplified example of a software life cycle	12
Table A.1 — Software quality plan — Activity reference (see Figure A.4)	13

Foreword

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 non-governmental, 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.

Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75 % of the member bodies casting a vote.

International Standard ISO 10005 was prepared by Technical Committee ISO/TC 176, *Quality management and quality assurance*, Subcommittee SC 2, *Quality systems*.

Annexes A and B of this International Standard are for information only.

