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AS/NZS ISO 9004:2000 Quality management systems - Guidelines for performance improvements

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Abbreviation
AS/NZS ISO 9004:2000
Valid from
14/12/2000

Information provider
Standards New Zealand
Author
Standards New Zealand, Standards Australia, International Organisation for Standardization
Information type
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Description

This Standard provides guidance on applying quality management systems to the achievement of performance improvement. This extends beyond the requirements of AS/NZS ISO 9001 to the overall performance of the organization and the satisfaction of customers and other interested parties.

This Standard is identical with and has been reproduced from ISO 9004:2000.

Scope

This International Standard is applicable to the processes of the organization and consequently the quality management principles on which it is based can be deployed throughout the organization.

The focus of this International Standard is the achievement of ongoing improvement, measured through the satisfaction of customers and other interested parties. This International Standard consists of guidance and recommendations and is not intended for certification, regulatory or contractual use, nor as a guide to the implementation of ISO 9001.

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