Skip to main content Skip to primary navigation	
Menu	
<ul> <li><u>Home Home</u></li> <li><u>About this portal</u></li> <li><u>Latest updates</u></li> </ul>	
Print Save Email	
Resource detail	
Citations	

# AS/NZS ISO 9004:2011 Managing for the sustained success of an organization - A quality management approach

Table of Contents				
View on Information Provider website {{ linkText }}				
Abbreviation				
AS/NZS ISO 9004:20	11			
Valid from				
29/08/2011				
Information provider				
Standards New Zeala	Ind			
Author				
Standards New Zeala	and, Standards Australia, International Organisation for Standardization			
Information type				
New Zealand Standa	rd			
Format				
PDF				

Description

This Standard provides guidance to organizations to support the achievement of sustained success by a quality management approach. It is applicable to any organisation, regardless of size, type, and activity. This International standard is not intended for certification, regulatory or contractual use. Identical to and reproduced from ISO 9004:2009.

For assistance with locating previous versions, please contact the information provider.



For assistance with locating previous versions, please contact the information provider.

This resource is not cited by any other resources.

### AS/NZS ISO 9004:2011 Managing for the sustained success of an organization - A quality management approach

This document is not CITED BY any other resources:



# AS/NZS ISO 9004:2011 Managing for the sustained success of an organization - A quality management approach

Show what documents this resource is CITED BY

Show what documents this resource CITES

#### Description

This Standard provides guidance to organizations to support the achievement of sustained success by a quality management approach. It is applicable to any organisation, regardless of size, type, and activity. This International standard is not intended for certification, regulatory or contractual use. Identical to and reproduced from ISO 9004:2009.

View on Information Provider website

AS/NZS ISO 9004:2011 Managing for the sustained success of an organization - A quality management approach

#### Description

This Standard provides guidance to organizations to support the achievement of sustained success by a quality management approach. It is applicable to any organisation, regardless of size, type, and activity. This International standard is not intended for certification, regulatory or contractual use. Identical to and reproduced from ISO 9004:2009.

View on Information Provider website

This resource does not cite any other resources.

## AS/NZS ISO 9004:2011 Managing for the sustained success of an organization - A quality management approach

This resource does not CITE any other resources.

Back	
Close	

Table of Contents

1 Scope

- **2 Normative References**
- **3 Terms And Definitions**
- 4 Managing For The Sustained Success Of An Organization
- 4.1 General
- 4.2 Sustained Success
- 4.3 The Organization's Environment
- 4.4 Interested Parties, Needs And Expectations
- **5 Strategy And Policy**
- 5.1 General

- 5.2 Strategy And Policy Formulation
- 5.3 Strategy And Policy Deployment
- 5.4 Strategy And Policy Communication
- **6 Resource Management**
- 6.1 General
- 6.2 Financial Resources
- 6.3 People In The Organization
- 6.4 Suppliers And Partners
- 6.5 Infrastructure
- 6.6 Work Environment
- 6.7 Knowledge, Information And Technology
- 6.8 Natural Resources
- 7 Process Management
- 7.1 General
- 7.2 Process Planning And Control
- 7.3 Process Responsibility And Authority
- 8 Monitoring, Measurement, Analysis And Review
- 8.1 General
- 8.2 Monitoring
- 8.3 Measurement
- 8.4 Analysis
- 8.5 Review Of Information From Monitoring, Measurement And Analysis
- 9 Improvement, Innovation And Learning
- 9.1 General
- 9.2 Improvement

9.3 Innovation

9.4 Learning

Annex A (Informative) Self-Assessment Tool

Annex B (Informative) Quality Management Principles

Annex C (Informative) Correspondence Between ISO 9004:2009 And ISO 9001:2008

### Bibliography

