

Australian/New Zealand Standard

**Quality systems — Model for
quality assurance in production,
installation and servicing**

AS/NZS ISO 9002:1994

This Joint Australian/New Zealand Standard was prepared by Joint Technical Committee QR/8, Quality Systems. It was approved on behalf of the Council of Standards Australia on 1 August 1994 and on behalf of the Council of Standards New Zealand on 1 August 1994. It was published on 1 September 1994.

The following interests are represented on Committee QR/8:

Association of Certification Bodies (Australia)
Australian Chamber of Commerce and Industry
Australian Chemical Industry Council
Australian Electrical and Electronic Manufacturers Association
Australian Information Industry Association
Australian Organization for Quality
Australian Road Research Board
Bureau of Steel Manufacturers of Australia
Cement and Concrete Association of Australia
Department of Defence, Australia
Department of Industry Technology and Regional Development (Australia)
Department of Primary Industries and Energy (Australia)
Department of Transport and Communications (Australia)
Department of Transport, Queensland
Electricity Supply Association of Australia
Federal Chamber of Automotive Industries, Australia
Institute of Metals and Materials Australasia
Institution of Engineers Australia
Institution of Radio and Electronics Engineers Australia
Printing and Allied Trades Employers Federation of Australia
Quality Society of Australasia
Roads and Traffic Authority of N.S.W.
Royal Australian Chemical Institute
Telecom Australia
Testing Laboratory Registration Council of New Zealand
Total Quality Management Institute of Australia
Water Board, Sydney — Illawarra — Blue Mountains

Review of Standards. To keep abreast of progress in industry, Joint Australian/New Zealand Standards are subject to periodic review and are kept up to date by the issue of amendments or new editions as necessary. It is important therefore that Standards users ensure that they are in possession of the latest edition, and any amendments thereto.

Full details of all Joint Standards and related publications will be found in the Standards Australia and Standards New Zealand Catalogue of Publications; this information is supplemented each month by the magazines 'The Australian Standard' and 'Standards New Zealand', which subscribing members receive, and which give details of new publications, new editions and amendments, and of withdrawn Standards.

Suggestions for improvements to Joint Standards, addressed to the head office of either Standards Australia or Standards New Zealand, are welcomed. Notification of any inaccuracy or ambiguity found in a Joint Australian/New Zealand Standard should be made without delay in order that the matter may be investigated and appropriate action taken.

This Standard was issued in draft form for comment as DR 93263 (in part)

Australian/New Zealand Standard

Quality systems — Model for quality assurance in production, installation and servicing

First published in Australia as
AS 3902—1987/ISO 9002:1987.
First published in New Zealand as NZS 5602:1987.
AS 3902—1987/ISO 9002:1987 and NZS 5602:1987
redesignated in 1990 as Joint Standard
AS 3902—1987/NZS 9002:1990/ISO 9002:1987.
Jointly revised and redesignated as Joint Standard
AS/NZS ISO 9002:1994.

PUBLISHED JOINTLY BY:

STANDARDS AUSTRALIA
1 The Crescent,
Homebush NSW 2140 Australia

STANDARDS NEW ZEALAND
Level 10, Standards House,
155 The Terrace,
Wellington 6001 New Zealand

PREFACE

This Standard was prepared by the Joint Standards Australia/ Standards New Zealand Committee QR/8 on Quality Systems to supersede AS 3902-1987/NZS9002:1990, which is now declared obsolescent, withdrawal to take effect on 1 September 1996.

This Standard is identical with and has been reproduced from ISO 9002, *Quality systems — Model for quality assurance in production, installation and servicing*, published by the International Organization for Standardization (ISO). Committee QR/8 provided input to the International Committee, ISO/TC 176, in the preparation of the ISO 9000 family of Standards and has endorsed the adoption of ISO numbers and titles concurrent with the adoption of the second (1994) edition of the Standards. It is issued as a Joint Standard under the terms of the Active Cooperation Agreement between Standards Australia and Standards New Zealand.

Appendix ZZ of AS/NZS ISO 9000.1 provides supplementary guidance for Australia and New Zealand on Standards available at the time of publication and their equivalence to International Standards.

For the purpose of this Standard, the ISO text should be modified as follows:

- (a) *Terminology* The words 'this Australian Standard', 'this New Zealand Standard' or 'this Joint Australian/New Zealand Standard' should replace the words 'this International Standard', wherever they appear.
- (b) *References* The references to International Standards should be replaced by references to the appropriate Australian/New Zealand Standards.

The term 'informative' has been used in this Standard to define the application of the Bibliography, Annex A. An informative annex or appendix is for information and guidance only.

© Copyright — STANDARDS AUSTRALIA/STANDARDS NEW ZEALAND

Users of Standards are reminded that copyright subsists in all Standards Australia and Standards New Zealand publications and software. Except where the Copyright Act allows and except where provided for below no publications or software produced by Standards Australia or Standards New Zealand may be reproduced, stored in a retrieval system in any form or transmitted by any means without prior permission in writing from Standards Australia or Standards New Zealand. Permission may be conditional on an appropriate royalty payment. Australian requests for permission and information on commercial software royalties should be directed to the head office of Standards Australia. New Zealand requests should be directed to Standards New Zealand.

Up to 10 percent of the technical content pages of a Standard may be copied for use exclusively in-house by purchasers of the Standard without payment of a royalty or advice to Standards Australia or Standards New Zealand.

Inclusion of copyright material in computer software programs is also permitted without royalty payment provided such programs are used exclusively in-house by the creators of the programs.

Care should be taken to ensure that material used is from the current edition of the Standard and that it is updated whenever the Standard is amended or revised. The number and date of the Standard should therefore be clearly identified.

The use of material in print form or in computer software programs to be used commercially, with or without payment, or in commercial contracts is subject to the payment of a royalty. This policy may be varied by Standards Australia or Standards New Zealand at any time.