

INTERNATIONAL STANDARD

**ISO
9002**

Second edition
1994-07-01

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

*Systèmes qualité — Modèle pour l'assurance de la qualité en production,
installation et prestations associées*



Reference number
ISO 9002:1994(E)

Contents

	Page
1 Scope	1
2 Normative reference	1
3 Definitions	1
4 Quality system requirements	1
4.1 Management responsibility	1
4.2 Quality system	2
4.3 Contract review	3
4.4 Design control	3
4.5 Document and data control	3
4.6 Purchasing	4
4.7 Control of customer-supplied product	4
4.8 Product identification and traceability	5
4.9 Process control	5
4.10 Inspection and testing	5
4.11 Control of inspection, measuring and test equipment	6
4.12 Inspection and test status	7
4.13 Control of nonconforming product	7
4.14 Corrective and preventive action	7
4.15 Handling, storage, packaging, preservation and delivery	8
4.16 Control of quality records	8
4.17 Internal quality audits	8
4.18 Training	9
4.19 Servicing	9
4.20 Statistical techniques	9

© ISO 1994

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying and microfilm, without permission in writing from the publisher.

International Organization for Standardization
Case Postale 56 • CH-1211 Genève 20 • Switzerland

Printed in Switzerland

Annex

A Bibliography **10**