

ILNAS

Institut luxembourgeois de la normalisation
de l'accréditation, de la sécurité et qualité
des produits et services

ILNAS-EN ISO 9000:2000

**Quality management systems -
Fundamentals and vocabulary (ISO
9000:2000)**

Qualitätsmanagementsysteme -
Grundlagen und Begriffe (ISO 9000:2000)

Systèmes de management de la qualité -
Principes essentiels et vocabulaire (ISO
9000:2000)

12/2000



National Foreword

This European Standard EN ISO 9000:2000 was adopted as Luxembourgish Standard ILNAS-EN ISO 9000:2000.

Every interested party, which is member of an organization based in Luxembourg, can participate for FREE in the development of Luxembourgish (ILNAS), European (CEN, CENELEC) and International (ISO, IEC) standards:

- Participate in the design of standards
- Foresee future developments
- Participate in technical committee meetings

<https://portail-qualite.public.lu/fr/normes-normalisation/participer-normalisation.html>

THIS PUBLICATION IS COPYRIGHT PROTECTED

Nothing from this publication may be reproduced or utilized in any form or by any mean - electronic, mechanical, photocopying or any other data carries without prior permission!

ILNAS-EN ISO 9000:2000

EUROPEAN STANDARD **EN ISO 9000**

NORME EUROPÉENNE

EUROPÄISCHE NORM

December 2000

ICS 00.004.03

Supersedes EN ISO 8402:1995

English version

**Quality management systems - Fundamentals and vocabulary
(ISO 9000:2000)**

Systèmes de management de la qualité - Principes
essentiels et vocabulaire (ISO 9000:2000)

Qualitätsmanagementsysteme - Grundlagen und Begriffe
(ISO 9000:2000)

This European Standard was approved by CEN on 15 December 2000.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the Management Centre or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the Management Centre has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and United Kingdom.



EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

Management Centre: rue de Stassart, 36 B-1050 Brussels

Foreword

The text of the International Standard ISO 9000:2000 has been prepared by Technical Committee ISO/TC 176 "Quality management and quality assurance", Subcommittee 1, "Concepts and terminology", in collaboration with the CEN Management Centre (CMC).

This European Standard supersedes EN ISO 8402:1995.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by June 2001, and conflicting national standards shall be withdrawn at the latest by June 2001.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and the United Kingdom.

Endorsement notice

The text of the International Standard ISO 9000:2000 has been approved by CEN as a European Standard without any modifications.

(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.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 3.

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.

Attention is drawn to the possibility that some of the elements of this International Standard may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights.

International Standard ISO 9000 was prepared by Technical Committee ISO/TC 176, *Quality management and quality assurance*, Subcommittee SC 1, *Concepts and terminology*.

This second edition cancels and replaces ISO 8402:1994.

Annex A of this International Standard is for information only. It includes concept diagrams that provide a graphical representation of the relationships between terms in specific concept fields relative to quality management systems.

ILNAS-EN ISO 9000:2000
**INTERNATIONAL
STANDARD**

**ISO
9000**

Second edition
2000-12-15

**Quality management systems —
Fundamentals and vocabulary**

*Systèmes de management de la qualité — Principes essentiels et
vocabulaire*



Reference number
ISO 9000:2000(E)

© ISO 2000

PDF disclaimer

This PDF file may contain embedded typefaces. In accordance with Adobe's licensing policy, this file may be printed or viewed but shall not be edited unless the typefaces which are embedded are licensed to and installed on the computer performing the editing. In downloading this file, parties accept therein the responsibility of not infringing Adobe's licensing policy. The ISO Central Secretariat accepts no liability in this area.

Adobe is a trademark of Adobe Systems Incorporated.

Details of the software products used to create this PDF file can be found in the General Info relative to the file; the PDF-creation parameters were optimized for printing. Every care has been taken to ensure that the file is suitable for use by ISO member bodies. In the unlikely event that a problem relating to it is found, please inform the Central Secretariat at the address given below.

© ISO 2000

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 either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
Case postale 56 • CH-1211 Geneva 20
Tel. + 41 22 749 01 11
Fax + 41 22 749 09 47
E-mail copyright@iso.ch
Web www.iso.ch

Printed in Switzerland

Contents

	Page
1 Scope	1
2 Fundamentals of quality management systems	1
2.1 Rationale for quality management systems	1
2.2 Requirements for quality management systems and requirements for products	1
2.3 Quality management systems approach	2
2.4 The process approach	2
2.5 Quality policy and quality objectives	2
2.6 Role of top management within the quality management system	3
2.7 Documentation	4
2.8 Evaluating quality management systems	4
2.9 Continual improvement	5
2.10 Role of statistical techniques	6
2.11 Quality management systems and other management system focuses	6
2.12 Relationship between quality management systems and excellence models	6
3 Terms and definitions	7
3.1 Terms relating to quality	7
3.2 Terms relating to management	8
3.3 Terms relating to organization	9
3.4 Terms relating to process and product	10
3.5 Terms relating to characteristics	12
3.6 Terms relating to conformity	12
3.7 Terms relating to documentation	14
3.8 Terms relating to examination	15
3.9 Terms relating to audit	16
3.10 Terms relating to quality assurance for measurement processes	17
 Annex	
A Methodology used in the development of the vocabulary	19
Bibliography	28
Alphabetical index	29

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.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 3.

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.

Attention is drawn to the possibility that some of the elements of this International Standard may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights.

International Standard ISO 9000 was prepared by Technical Committee ISO/TC 176, *Quality management and quality assurance*, Subcommittee SC 1, *Concepts and terminology*.

This second edition cancels and replaces ISO 8402:1994.

Annex A of this International Standard is for information only. It includes concept diagrams that provide a graphical representation of the relationships between terms in specific concept fields relative to quality management systems.