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Institut luxembourgeois de la normalisation de l'accréditation, de la sécurité et qualité des produits et services
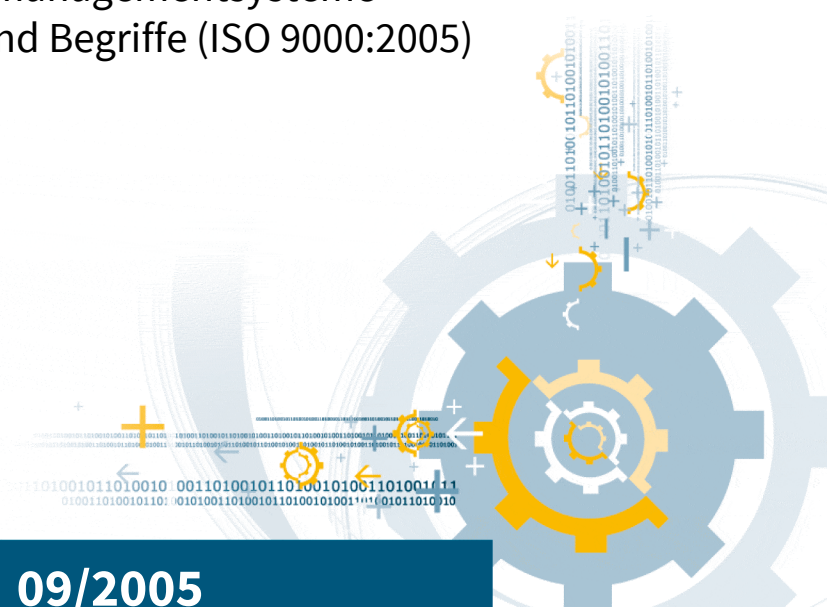
ILNAS-EN ISO 9000:2005

Quality management systems - Fundamentals and vocabulary (ISO 9000:2005)

Systèmes de management de la qualité - Principes essentiels et vocabulaire (ISO 9000:2005)

Qualitätsmanagementsysteme - Grundlagen und Begriffe (ISO 9000:2005)

09/2005

National Foreword

This European Standard EN ISO 9000:2005 was adopted as Luxembourgish Standard ILNAS-EN ISO 9000:2005.

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

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EUROPEAN STANDARD **EN ISO 9000**

NORME EUROPÉENNE

EUROPÄISCHE NORM

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Supersedes EN ISO 9000:2000

English Version

Quality management systems - Fundamentals and vocabulary (ISO 9000:2005)

Systèmes de management de la qualité - Principes essentiels et vocabulaire (ISO 9000:2005)

Qualitätsmanagementsysteme - Grundlagen und Begriffe (ISO 9000:2005)

This European Standard was approved by CEN on 12 September 2005.

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 Central Secretariat or to any CEN member.

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

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

Ref. No. EN ISO 9000:2005: E

Foreword

This document (ISO 9000:2005) 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 shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by March 2006, and conflicting national standards shall be withdrawn at the latest by March 2006.

This document supersedes EN ISO 9000:2000.

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

<center>**Endorsement notice**</center>

The text of ISO 9000:2005 has been approved by CEN as a European Standard (EN ISO 9000:2005) 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 Electronical Commission (IEC) on all matters of electrotechnical standardization.

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The main task of technical committees is to prepare International Standards. 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.

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ISO 9000:2005 was prepared by Technical Committee ISO/TC 176, *Quality management and quality assurance*, Subcommittee SC 1, *Concepts and terminology*.

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 fields relative to quality management systems.

INTERNATIONAL STANDARD

ISO 9000

Third edition
2005-09-15

Quality management systems — Fundamentals and vocabulary

Systèmes de management de la qualité — Principes essentiels et vocabulaire

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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.

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

This third edition cancels and replaces the second edition (ISO 9000:2000). It includes the changes accepted in the Draft Amendment ISO/DAM 9000:2004.

Annex A includes concept diagrams that provide a graphical representation of the relationships between terms in specific fields relative to quality management systems.