

ISO/IEC 9003:2014-12 (E)

Software engineering - Guidelines for the application of ISO 9001:2008 to computer software

Contents		Page
Foreword		iv
Introduction		v
1	Scope	1
1.1	General	1
1.2	Application	1
2	Normative references	2
3	Terms and definitions	2
4	Quality management system	5
4.1	General requirements	5
4.2	Documentation requirements	6
5	Management responsibility	8
5.1	Management commitment	8
5.2	Customer focus	9
5.3	Quality policy	9
5.4	Planning	9
5.5	Responsibility, authority and communication	10
5.6	Management review	11
6	Resource management	12
6.1	Provision of resources	12
6.2	Human resources	12
6.3	Infrastructure	13
6.4	Work environment	14
7	Product realization	14
7.1	Planning of product realization	14
7.2	Customer-related processes	16
7.3	Design and development	21
7.4	Purchasing	29
7.5	Production and service provision	32
7.6	Control of monitoring and measuring devices	38
8	Measurement, analysis and improvement	39
8.1	General	39
8.2	Monitoring and measurement	40
8.3	Control of nonconforming product	42
8.4	Analysis of data	43
8.5	Improvement	44
Annex A (informative)	Summary of guidance in the implementation of ISO 9001:2008 available in Bibliography	53