

ISO 9000:2005-09 (E)

Quality management systems - Fundamentals and vocabulary

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	6
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	11
3.5	Terms relating to characteristics	12
3.6	Terms relating to conformity	13
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 management or measurement processes	18
Annex A (informative) Methodology used in the development of the vocabulary		20
Bibliography		29
Alphabetical index		30