

SINGAPORE STANDARD

# **SS ISO 9004 : 2000**

(ICS 03.120.10)

## **Quality management systems – Guidelines for performance improvements**

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Published by  
Singapore Productivity and Standards Board  
2 Bukit Merah Central  
Singapore 159835  
PSB Website : [www.psb.gov.sg](http://www.psb.gov.sg)  
Standards Website: [www.standards.org](http://www.standards.org)



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ISBN 9971-67-823-3

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## National Foreword

This Singapore Standard was prepared by the Special Technical Committee on Quality Management and Quality Assurance under the direction of the Standards Council of Singapore. This standard is a revision of SS ISO 9004-1:1994 and is identical with ISO 9004:2000. Where the words 'International Standard' appear, they should be interpreted as 'Singapore Standard'. The references to International Standards shall be replaced by the following Singapore Standards:

International Standard	Corresponding Singapore Standard
ISO 9000:2000	SS ISO 9000:2000 Quality management systems – Fundamentals and vocabulary
ISO 9001:2000	SS ISO 9001:2000 Quality management systems – Requirements

Annexes A and B of this Singapore Standard are for information only.

### NOTE

1. *Singapore Standards are subject to periodic review to keep abreast of technological changes and new technical developments. The revisions of Singapore Standards are announced through the issue of either amendment slips or revised editions.*
2. *Compliance with a Singapore Standard does not exempt users from legal obligations.*

## 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 9004 was prepared by Technical Committee ISO/TC 176, *Quality management and quality assurance*, Subcommittee SC 2, *Quality systems*.

This second edition of ISO 9004 cancels and replaces ISO 9004-1:1994, which has been technically revised. The title has been modified to reflect the comprehensiveness of the quality management system. Many of the existing International Standards within the ISO 9000 family will be reviewed for withdrawal, or for re-issue as Technical Reports, as many of their provisions are incorporated into this International Standard.

In comparison to previous editions, ISO 9001 and ISO 9004 now form a consistent pair of standards on quality management. ISO 9001 aims to give quality assurance of product and to enhance customer satisfaction, while ISO 9004 uses a broader perspective of quality management to give guidance for performance improvement.

Annexes A and B of this International Standard are for information only.

## Quality management systems — Guidelines for performance improvements

### 1 Scope

This International Standard provides guidelines beyond the requirements given in ISO 9001 in order to consider both the effectiveness and efficiency of a quality management system, and consequently the potential for improvement of the performance of an organization. When compared to ISO 9001, the objectives of customer satisfaction and product quality are extended to include the satisfaction of interested parties and the performance of the organization.

This International Standard is applicable to the processes of the organization and consequently the quality management principles on which it is based can be deployed throughout the organization. The focus of this International Standard is the achievement of ongoing improvement, measured through the satisfaction of customers and other interested parties.

This International Standard consists of guidance and recommendations and is not intended for certification, regulatory or contractual use, nor as a guide to the implementation of ISO 9001.

### 2 Normative reference

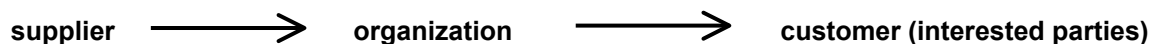
The following normative document contains provisions which, through reference in this text, constitute provisions of this International Standard. For dated references, subsequent amendments to, or revisions of, any of these publications do not apply. However, parties to agreements based on this International Standard are encouraged to investigate the possibility of applying the most recent edition of the normative document indicated below. For undated references, the latest edition of the normative document referred to applies. Members of ISO and IEC maintain registers of currently valid International Standards.

ISO 9000:2000, *Quality management systems — Fundamentals and vocabulary*.

### 3 Terms and definitions

For the purposes of this International Standard, the terms and definitions given in ISO 9000 apply.

The following terms, used in this edition of ISO 9004 to describe the supply-chain, have been changed to reflect the vocabulary currently used:



Throughout the text of this International Standard, wherever the term “product” occurs, it can also mean “service”.