

SINGAPORE STANDARD
SS ISO 9000 : 2005
(ICS 01.040.03; 03.120.10)

Quality management systems
– Fundamentals and vocabulary

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Head
Standardisation Department
SPRING Singapore
2 Bukit Merah Central
Singapore 159835
Telephone: 62786666 Telefax: 62786667
Email: stn@spring.gov.sg

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National Foreword

This Singapore Standard was prepared by the Technical Committee on Quality Management under the purview of the Management Systems Standards Committee.

This standard is identical to ISO 9000 : 2005 published by the International Organisation for Standardisation. This third edition cancels and replaces the second edition (SS ISO 9000 : 2000).

Attention is drawn to the following:

1. Where the words 'International Standard' appear, they should be read as 'Singapore Standard'.
2. The references to International Standards shall be replaced by the following Singapore Standards:

International Standard	Corresponding Singapore Standard
ISO 9001 : 2000	SS ISO 9001 : 2000 Quality management systems – Requirements
ISO 9004 : 2000	SS ISO 9004 : 2000 Quality management systems – Guidelines for performance improvements
ISO 19011 : 2002	SS ISO 19011 : 2002 Guidelines for quality and/or environmental management systems auditing
ISO 14001 : 2004	SS ISO 14001 : 2004 Environmental management systems – Requirements with guidance for use

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

This standard is expected to be used by all organisations in the development of their quality management system.

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

NOTE

1. *Singapore Standards are subject to periodic review to keep abreast of technological changes and new technical developments. The changes in Singapore Standards are documented through the issue of either amendments or revisions.*
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 2.

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.

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

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.