

SINGAPORE STANDARD
SS ISO 9001 : 2008
(ICS 03.120.10)

Quality management systems – Requirements

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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 a revision of SS ISO 9001:2000 and is identical with ISO 9001 : 2008. SS ISO 9001 : 2008 cancels and replaces SS ISO 9001 : 2000.

Details of the changes between the 2000 edition and 2008 edition are given in Annex B.

Attention is drawn to the following :

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

| International Standard | Corresponding Singapore Standard |
|------------------------|----------------------------------|
| ISO 9000 | SS ISO 9000 |
| ISO 9001 | SS ISO 9001 |
| ISO 9004 | SS ISO 9004 |
| ISO 14001 | SS ISO 14001 |
| ISO 19011 | SS ISO 19011 |

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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.*

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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.

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.

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ISO 9001 was prepared by Technical Committee ISO/TC 176, *Quality management and quality assurance*, Subcommittee SC 2, *Quality systems*.

This fourth edition cancels and replaces the third edition (ISO 9001:2000), which has been amended to clarify points in the text and to enhance compatibility with ISO 14001:2004.

Details of the changes between the third edition and this fourth edition are given in Annex B.

Quality management systems — Requirements

1 Scope

1.1 General

This International Standard specifies requirements for a quality management system where an organization

- a) needs to demonstrate its ability to consistently provide product that meets customer and applicable statutory and regulatory requirements, and
- b) aims to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

NOTE 1 In this International Standard, the term “product” only applies to

- a) product intended for, or required by, a customer,
- b) any intended output resulting from the product realization processes.

NOTE 2 Statutory and regulatory requirements can be expressed as legal requirements.