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SINGAPORE STANDARD

**Quality management systems – Fundamentals
and vocabulary**

Confirmed 2023

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vocabulary**

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National Foreword

This Singapore Standard was prepared by the Working Group on Quality Management Systems (also known as the National Mirror Working Group on ISO/TC 176 – Quality Management and Quality Assurance) set up by the Technical Committee on Quality and Core Business Processes under the purview of the Safety and Quality Standards Committee.

This standard is an identical adoption of ISO 9000:2015, “Quality management systems – Fundamentals and vocabulary” published by the International Organization for Standardization.

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**Quality management systems —
Fundamentals and vocabulary**

*Systèmes de management de la qualité — Principes essentiels et
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Contents

Page

Foreword	iv
Introduction	v
1 Scope	1
2 Fundamental concepts and quality management principles	1
2.1 General.....	1
2.2 Fundamental concepts.....	2
2.2.1 Quality.....	2
2.2.2 Quality management system.....	2
2.2.3 Context of an organization.....	2
2.2.4 Interested parties.....	2
2.2.5 Support.....	2
2.3 Quality management principles.....	3
2.3.1 Customer focus.....	3
2.3.2 Leadership.....	4
2.3.3 Engagement of people.....	5
2.3.4 Process approach.....	6
2.3.5 Improvement.....	6
2.3.6 Evidence-based decision making.....	7
2.3.7 Relationship management.....	8
2.4 Developing the QMS using fundamental concepts and principles.....	9
2.4.1 QMS model.....	9
2.4.2 Development of a QMS.....	9
2.4.3 QMS standards, other management systems and excellence models.....	10
3 Terms and definitions	10
3.1 Terms related to person or people.....	10
3.2 Terms related to organization.....	11
3.3 Terms related to activity.....	13
3.4 Terms related to process.....	15
3.5 Terms related to system.....	16
3.6 Terms related to requirement.....	18
3.7 Terms related to result.....	20
3.8 Terms related to data, information and document.....	23
3.9 Terms related to customer.....	25
3.10 Terms related to characteristic.....	26
3.11 Terms related to determination.....	27
3.12 Terms related to action.....	29
3.13 Terms related to audit.....	30
Annex A (informative) Concept relationships and their graphical representation	33
Bibliography	47
Alphabetical index of terms	49

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.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see the following URL: www.iso.org/iso/foreword.html.

The committee responsible for this document is Technical Committee ISO/TC 176, *Quality management and quality assurance*, Subcommittee SC 1, *Concepts and terminology*.

This fourth edition cancels and replaces the third edition (ISO 9000:2005), which has been technically revised.

Introduction

This International Standard provides the fundamental concepts, principles and vocabulary for quality management systems (QMS) and provides the foundation for other QMS standards. This International Standard is intended to help the user to understand the fundamental concepts, principles and vocabulary of quality management, in order to be able to effectively and efficiently implement a QMS and realize value from other QMS standards.

This International Standard proposes a well-defined QMS, based on a framework that integrates established fundamental concepts, principles, processes and resources related to quality, in order to help organizations realize their objectives. It is applicable to all organizations, regardless of size, complexity or business model. Its aim is to increase an organization's awareness of its duties and commitment in fulfilling the needs and expectations of its customers and interested parties, and in achieving satisfaction with its products and services.

This International Standard contains seven quality management principles supporting the fundamental concepts described in 2.2. In 2.3, for each quality management principle, there is a "statement" describing each principle, a "rationale" explaining why the organization would address the principle, "key benefits" that are attributed to the principles, and "possible actions" that an organization can take in applying the principle.

This International Standard contains the terms and definitions that apply to all quality management and QMS standards developed by ISO/TC 176, and other sector-specific QMS standards based on those standards, at the time of publication. The terms and definitions are arranged in conceptual order, with an alphabetical index provided at the end of the document. Annex A includes a set of diagrams of the concept systems that form the concept ordering.

NOTE Guidance on some additional frequently-used words in the QMS standards developed by ISO/TC 176, and which have an identified dictionary meaning, is provided in a glossary available at: http://www.iso.org/iso/03_terminology_used_in_iso_9000_family.pdf

Quality management systems — Fundamentals and vocabulary

1 Scope

This International Standard describes the fundamental concepts and principles of quality management which are universally applicable to the following:

- organizations seeking sustained success through the implementation of a quality management system;
- customers seeking confidence in an organization's ability to consistently provide products and services conforming to their requirements;
- organizations seeking confidence in their supply chain that product and service requirements will be met;
- organizations and interested parties seeking to improve communication through a common understanding of the vocabulary used in quality management;
- organizations performing conformity assessments against the requirements of ISO 9001;
- providers of training, assessment or advice in quality management;
- developers of related standards.

This International Standard specifies the terms and definitions that apply to all quality management and quality management system standards developed by ISO/TC 176.