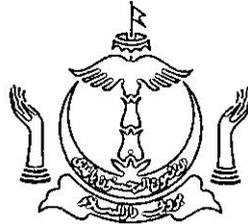


**PBD ISO 9000 Part 1 : 1994
ISO 9000-1 : 1994(E)**



**PIAWAI BRUNEI DARUSSALAM
BRUNEI DARUSSALAM STANDARD**

Quality Systems

**Guide to selection and use of quality management
and quality assurance standards**

**MINISTRY OF DEVELOPMENT
NEGARA BRUNEI DARUSSALAM**

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**Construction Planning and Research Unit
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Quality Systems

**Guide to selection and use of quality management
and quality assurance standards**

PIAWAI BRUNEI DARUSSALAM

PBD ISO 9000 Part 1 : 1994

First Edition

Attention is drawn to the fact that this Brunei Darussalam Standard does not confer any immunity from legal obligations in any contract for compliance to the Standard.

The Brunei Darussalam Standards are subject to periodical review according to the current needs of the local industries to keep abreast of progress in the industries concerned. Suggestions of amendments will be recorded and in due course brought to the notice of the committees concerned.

Amendments issued since publication

| Amd No. | Date of issue | Text affected |
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FOREWORD

This Brunei Darussalam Standard was prepared by the Technical Committee on Quality Management Systems under the authority of the Standards Committee, Ministry of Development.

First published, 1994.

This is a new standard which is identical with ISO 9000-1 : 1994(E). Where the words 'International Standard' appear, they should be interpreted as Piawai Brunei Darussalam (Brunei Darussalam Standard). The references to international standards shall be replaced by the following Brunei Darussalam Standards.

| International Standards | Corresponding Brunei Darussalam Standard on Quality Systems |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| ISO 9000-1 : 1994 | PBD ISO 9000 Part 1 : 1994 Guide to selection and use of quality management and quality assurance standards |
| ISO 9001 : 1994 | PBD ISO 9001 : 1994 Quality systems - Model for quality assurance in design, development, production, installation and servicing |
| ISO 9002 : 1994 | PBD ISO 9002 : 1994 Quality systems - Model for quality assurance in production, installation and servicing |
| ISO 9003 : 1994 | PBD ISO 9003 : 1994 Quality systems - Model for quality assurance in final inspection and test |
| ISO 9004-1 : 1994 | PBD ISO 9004 Part 1 : 1994 Quality management and quality system elements - Guidelines |

COMMITTEE REPRESENTATION

The Technical Committee on Quality Management Systems was entrusted by the Ministry of Development for the preparation of this Brunei Darussalam Standard. The members of the Technical Committee are as follows:-

- | | |
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Introduction

Organisations - industrial, commercial or governmental - supply products intended to satisfy customers' needs and/or requirements. Increased global competition has led to increasingly more stringent customer expectations with regard to quality. To be competitive and to maintain good economic performance, organisations/suppliers need to employ increasingly effective and efficient systems. Such systems should result in continual improvements in quality and increased satisfaction of the organisation's customers and other stakeholders (employees, owners, subsuppliers, society).

Customer requirements often are incorporated in "specifications". However, specifications may not in themselves guarantee that a customer's requirements will be met consistently, if there are any deficiencies in the organisational system to supply and support the product. Consequently, these concerns have led to the development of quality system standards and guidelines that complement relevant product requirements given in the technical specifications. The International Standards in the ISO 9000 family are intended to provide a generic core of quality system standards applicable to a broad range of industry and economic sectors (clause 7).

The management system of an organisation is influenced by the objectives of the organisation, by its products and by its practices specific to the organisation and, therefore, quality systems also vary from one organisation to another. A major purpose of quality management is to improve the systems and processes so that continual improvement of quality can be achieved.

This part of ISO 9000, which has the role of road map for the ISO 9000 family, has been expanded substantially. In particular, it contains guidance concepts not included in the 1987 version. These additional concepts

- are needed for effective understanding and current application of ISO 9000 family, and
- are planned for complete integration into the architecture and content of future revisions of the ISO 9000 family.

In revision of the ISO 9000 family, there are no major changes in the architectures of ISO 9001, ISO 9002, ISO 9003 and ISO 9004. (However, ISO 9003 does contain additional clauses compared to the 1987 version.) Each of these International Standards has had small-scale changes. These changes move toward future revisions to meet better the needs of users.

This part of ISO 9000 and all other International Standards in the ISO 9000 family are independent of any specific industry or economic sector. Collectively they provide guidance for quality management and general requirements for quality assurance.

The International Standards in the ISO 9000 family describe what elements quality systems should encompass but not how a specific organisation implements these elements. It is not the purpose of these International Standards to enforce uniformity of quality systems. Needs of organisations vary. The design and implementation of a quality system must necessarily be influenced by the particular objectives, products and processes, and specific practices of the organisation.

This part of ISO 9000 clarifies the principal quality-related concepts contained within the quality management and quality assurance International Standards generated by ISO/TC 176 and provides guidance on their selection and use.

Quality management and quality assurance standards —

Part 1: Guidelines for selection and use

1 Scope

This part of ISO 9000

- a) clarifies principal quality-related concepts and the distinctions and interrelationships among them;
- b) provides guidance for the selection and use of the ISO 9000 family of International Standards on quality management and quality assurance.

2 Normative reference

The following standard contains provisions which, through reference in this text, constitute provisions of this part of ISO 9000. At the time of publication, the edition indicated was valid. All standards are subject to revision, and parties to agreements based on this part of ISO 9000 are encouraged to investigate the possibility of applying the most recent edition of the standard indicated below. Members of IEC and ISO maintain registers of currently valid International Standards.

ISO 8402:1994, *Quality management and quality assurance — Vocabulary*.

3 Definitions

This revision of ISO 9000, ISO 9001, ISO 9002, ISO 9003 and ISO 9004 has improved the harmonization of terminology for organizations in the supply chain. Table 1 shows the supply chain terminology used in these International Standards.

The usage of all of these terms conforms with their formal definitions in ISO 8402. The remaining differences in terminology in table 1 reflect, in part, a desire to maintain historical continuity with usage in the 1987 edition of these International Standards.

NOTES

1 In all these International Standards, the grammatical format of the guidance or requirements text is addressed to the organization in its role as a supplier of products (the third column of table 1).

2 In the ISO 9000 row of table 1, the use of "subsupplier" emphasizes the supply chain relationship of the three organizational units, using the self-defining term in relation to "supplier". Where appropriate, especially in discussing quality management situations, the term "organization" is used rather than "supplier".

3 In the ISO 9001, ISO 9002 and ISO 9003 rows of table 1, the use of "subcontractor" reflects the fact that, in an external quality assurance context, the relevant relationship often is (explicitly or implicitly) contractual.

4 In the ISO 9004 row of table 1, the use of "organization" reflects the fact that quality management guidance is applicable to any organizational unit, irrespective of the categories of products it may supply, or whether it is a free-standing unit or part of a larger organization.

For the purposes of this part of ISO 9000, the definitions given in ISO 8402, together with the following definitions, apply.

NOTE 5 For the convenience of users of this part of ISO 9000, some relevant definitions from ISO 8402 are contained in annex A.