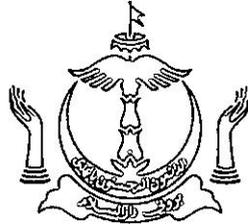


PBD ISO 9002 : 1994
ISO 9002 : 1994(E)



PIAWAI BRUNEI DARUSSALAM
BRUNEI DARUSSALAM STANDARD

Quality Systems

**Model for quality assurance in production,
installation and servicing**

MINISTRY OF DEVELOPMENT
NEGARA BRUNEI DARUSSALAM

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**Construction Planning and Research Unit
Ministry of Development
Old Airport, Jalan Berakas
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Negara Brunei Darussalam**

Quality Systems

**Model for quality assurance in production,
installation and servicing**

PIAWAI BRUNEI DARUSSALAM

PBD ISO 9002 : 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 9002 : 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

For an overview on other parts of Brunei Darussalam Standard on PBD ISO 9000 series of standards it is recommended to read the information in PBD ISO 9000 Part 1 'Guide to selection and use of quality management and quality assurance standards', which is issued separately.

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:-

- | | |
|--|--|
| 1. Pg Hj Matusin Pg Hj Matasan
(Chairman) | Ministry of Development |
| 2. Dyg Rosalind Khan | Ministry of Development |
| 3. Awg Hamdani Hj Mohd Jamil | Ministry of Development |
| 4. Awg Hj Zainal Hj Momin | Public Service Department,
Prime Minister Department |
| 5. Mr E. J. Bish | Brunei LNG Sdn. Bhd. |
| 6. Awg Mohd Said bin Ahmad | Brunei Shell Petroleum Co. Sdn. Bhd.
(Refinery) |
| 7. Mr A. M. Van Doorne | Brunei Shell Petroleum Co. Sdn. Bhd. |
| 8. Awg Ahmad bin Taha | Brunei Shell Petroleum Co. Sdn. Bhd. |
| 9. Awg Hj Md Zin Hj Abd Ghafar | Ministry of Industry & Primary Resources |
| 10. Pg Hj Ismail Pg Hj Hashim | Land Department,
Ministry of Development |
| 11. Awg Hamidon bin Haji Md Said | Public Works Department,
Ministry of Development |
| 12. Dk Rosimah Pg Hj Mohammed | Town Country Planning,
Ministry of Development |
| 13. Awg Yong Teck Nyek | Survey Department,
Ministry of Development |
| 14. Awg Abd Rahman Hj Jafaar | Housing Development Department,
Ministry of Development |
| 15. Dyg Rohaniyati bte Pehin Orang
Kaya Shahbandar Dato Seri
Paduka Awg Haji Mohd Salleh | Electrical Services Department,
Ministry of Development |

Introduction

This International Standard is one of three International Standards dealing with quality system requirements that can be used for external quality assurance purposes. The quality assurance models, set out in the three International Standards listed below, represent three distinct forms of quality system requirements suitable for the purpose of a supplier demonstrating its capability, and for the assessment of the capacity of a supplier by external parties.

- a) ISO 9001, *Quality systems - Model for quality assurance in design, development, production, installation and servicing*
 - for use when conformance to specified requirements is to be assured by the supplier during design, development, production, installation and servicing.
- b) ISO 9002, *Quality systems - Model for quality assurance in production, installation and servicing*
 - for use when conformance to specified requirements is to be assured by the supplier during production, installation and servicing.
- c) ISO 9003, *Quality systems - Model for quality assurance in final inspection and test*
 - for use when conformance to specified requirements is to be assured by the supplier solely at final inspection and test

It is emphasised that the quality system requirements specified in this International Standard, ISO 9002 and ISO 9003 are complementary (not alternative) to the technical (product) specified requirements. They specify requirements which determine what elements quality systems have to encompass, but it is not the purpose of these International Standards to enforce uniformity of quality systems. They are generic and independent of any specific industry or economic sector. The design and implementation of a quality system will be influenced by the varying needs of an organisation, its particular objectives, the products and services supplied, and the processes and specific practices employed.

It is intended that these International Standards will be adopted in their present form, but on occasions they may need to be tailored by adding or deleting certain quality system requirements for specific contractual situations. ISO 9000-1 provides guidance on such tailoring as well as on selection of the appropriate quality assurance model, viz. ISO 9001, ISO 9002 or ISO 9003.

Quality systems — Model for quality assurance in production, installation and servicing

1 Scope

This International Standard specifies quality system requirements for use where a supplier's capability to supply conforming product to an established design needs to be demonstrated.

The requirements specified are aimed primarily at achieving customer satisfaction by preventing non-conformity at all stages from production through to servicing.

This International Standard is applicable in situations when

- a) the specified requirements for product are stated in terms of an established design or specification, and
- b) confidence in product conformance can be attained by adequate demonstration of a supplier's capabilities in production, installation and servicing.

NOTE 1 For informative references, see annex A.

2 Normative reference

The following standard contains provisions which, through reference in this text, constitute provisions of this International Standard. At the time of publication, the edition indicated was valid. All standards are subject to revision, and parties to agreements based on this International Standard 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

For the purposes of this International Standard, the definitions given in ISO 8402 and the following definitions apply.

3.1 product: Result of activities or processes.

NOTES

2 A product may include service, hardware, processed materials, software or a combination thereof.

3 A product can be tangible (e.g. assemblies or processed materials) or intangible (e.g. knowledge or concepts), or a combination thereof.

4 For the purposes of this International Standard, the term "product" applies to the intended product offering only and not to unintended "by-products" affecting the environment. This differs from the definition given in ISO 8402.

3.2 tender: Offer made by a supplier in response to an invitation to satisfy a contract award to provide product.

3.3 contract: Agreed requirements between a supplier and customer transmitted by any means.

4 Quality system requirements

4.1 Management responsibility

4.1.1 Quality policy

The supplier's management with executive responsibility shall define and document its policy for quality, including objectives for quality and its commitment to quality. The quality policy shall be relevant to the supplier's organizational goals and the expectations and needs of its customers. The supplier shall ensure