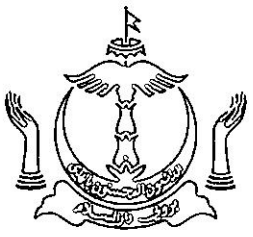
PBD ISO 9004 Part 1 : 1994
ISO 9004-1 : 1994(E)



PIAWAI BRUNEI DARUSSALAM
BRUNEI DARUSSALAM STANDARD

Quality Systems

Quality management and quality system elements - Guidelines

MINISTRY OF DEVELOPMENT
NEGARA BRUNEI DARUSSALAM

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Quality Systems

Quality management and quality system elements - Guidelines

PIAWAI BRUNEI DARUSSALAM

PBD ISO 9004 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

Contents

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 9004-1 : 1994(E). Where the words 'International Standard' appear, they should be intepreted 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 : 1994 '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

0.1 General

This part of ISO 9004 and all other International Standards in the ISO 9000 family are generic and independent of any specific industry or economic sector. Collectively they provide guidance for quality management and models for quality assurance.

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

A primary concern of any organisation should be the quality of its products. (See 3.5 for the definition of "product" which includes service.)

In order to be successful, an organisation should offer products that:

a) meet a well-defined need, use or purpose;

b) satisfy customers' expectations;

c) comply with applicable standards and specifications;

d) comply with requirements of society (see 3.3);

e) reflect environmental needs;

f) are made available at competitive prices;

g) are provided economically.

0.2 Organisational goals

In order to meet its objectives, an organisation should ensure that the technical, administrative and human factors affecting the quality of its products will be under control, whether hardware, software, processed materials or services. All such control should be oriented towards the reduction, elimination and, most importantly, prevention of nonconformities.

A quality system should be developed and implemented for the purpose of accomplishing the objectives set out in the organisation's quality policy.

Each element (or requirement) in a quality system varies in importance from one type of activity to another and from one product to another.

In order to achieve maximum effectiveness and to satisfy customer expectations, it is essential that the quality system be appropriate to the type of activity and to the product being offered.

0.3 Meeting customer/organisation needs and expectations

A quality system has two interrelated aspects, as follows.

a) **The customer's needs and expectations**

For the customer, there is a need for confidence in the ability of the organisation to deliver the desired quality as well as the consistent maintenance of that quality.

b) **The organisation's needs and interests**

For the organisation, there is a business need to attain and to maintain the desired quality at an optimum cost; the fulfillment of this aspect is related to the planned and efficient utilisation of the technological, human and material resources available to the organisation.

Each of the above aspects of a quality system requires objective evidence in the form of information and data concerning the quality of the system and the quality of the organisation's products.

0.4 Benefits, costs and risks

Benefit, cost and risk consideration have great importance for both the organisation and customer. These consideration are inherent aspects of most products. The possible effects and ramifications of these considerations are given in a) to c).

a) **Benefit considerations**

For the customer, consideration has to be given to reduced costs, improved fitness for use, increased satisfaction and growth in confidence.

For the organisation, consideration has to be given to increased profitability and market share.

b) **Cost Considerations**

For the customer, consideration has to be given to safety, acquisition cost, operating, maintenance, downtime and repair costs, and possible disposal costs.

For the organisation, consideration has to be given to costs due to marketing and design deficiencies, including unsatisfactory product, rework, repair, replacement, reprocessing, loss of production, warranties and field repair.

c) **Risk considerations**

For the customer, consideration has to be given to risks such as those pertaining to the health and safety of people, dissatisfaction with product, availability, marketing claims and loss of confidence.

For the organisation, consideration has to be given to risks related to deficient products which lead to loss of image or reputation, loss of market, complaints, claims, liability and waste of human and financial resources.

0.5 Conclusions

An effective quality system should be designed to satisfy customer needs and expectations while serving to protect the organisation's interests. A well-structured quality system is a valuable management resource in the optimization and control of quality in relation to benefit, cost and risk considerations.

Quality management and quality system elements —

Part 1:
Guidelines

1 Scope

This part of ISO 9004 provides guidance on quality management and quality system elements.

The quality system elements are suitable for use in the development and implementation of a comprehensive and effective in-house quality system, with a view to ensuring customer satisfaction.

This part of ISO 9004 is not intended for contractual, regulatory or certification use. Consequently, it is not a guideline for the implementing of ISO 9001, ISO 9002 and ISO 9003. ISO 9000-2 should be used for that purpose.

The selection of appropriate elements contained in this part of ISO 9004 and the extent to which these elements are adopted and applied by an organization depends upon factors such as the market being served, nature of the product, production processes, and customer and consumer needs.

References in this part of ISO 9004 to a "product" should be interpreted as applicable to the generic product categories of hardware, software, processed materials or service (in accordance with the definition of "product" in ISO 8402).

NOTES

1 For further guidance, see ISO 9004-2 and ISO 9004-3.

2 For informative references, see annex A.

2 Normative references

The following standards contain provisions which, through reference in this text, constitute provisions of this part of ISO 9004. At the time of publication, the editions indicated were valid. All standards are subject to revision, and parties to agreements based on this part of ISO 9004 are encouraged to investigate the possibility of applying the most recent editions of the standards indicated below. Members of IEC and ISO maintain registers of currently valid International Standards.

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

ISO 9000-1:1994, *Quality management and quality assurance standards — Part 1: Guidelines for selection and use.*

3 Definitions

This revision of ISO 9004 has improved the harmonization of terminology with other International Standards in the ISO 9000 family. Table 1 shows the supply chain terminology used in these International Standards.