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NAMIBIAN STANDARD

Managing for the sustained success of an organization – A quality management approach

This Namibian standard is the identical implementation of ISO 9004:2009 and is adopted with the permission of the International Organization for Standardization

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National Foreword

This NAMS 9004:2014 standard is identical with (*the third edition of*) International Standard ISO 9004:2009 Managing for the sustained success of an organization – A quality management approach. The Namibian Standards Institution technical committee responsible for the adoption of this standard is Technical Committee 2 on quality management systems standards.

No amendments, omission and additions have been made to the original ISO standard.

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**Managing for the sustained success of an
organization — A quality management
approach**

*Gestion des performances durables d'un organisme — Approche de
management par la qualité*

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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.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights.

ISO 9004 was prepared by Technical Committee ISO/TC 176, *Quality management and quality assurance*, Subcommittee SC 2, *Quality systems*.

This third edition cancels and replaces the second edition (ISO 9004:2000), which has been technically revised.

Managing for the sustained success of an organization is a major change in focus for ISO 9004, leading to substantial changes to its structure and contents.

Introduction

This International Standard provides guidance to support the achievement of sustained success for any organization in a complex, demanding, and ever-changing environment, by a quality management approach.

The sustained success of an organization is achieved by its ability to meet the needs and expectations of its customers and other interested parties, over the long term and in a balanced way. Sustained success can be achieved by the effective management of the organization, through awareness of the organization's environment, by learning, and by the appropriate application of either improvements, or innovations, or both.

This International Standard promotes self-assessment as an important tool for the review of the maturity level of the organization, covering its leadership, strategy, management system, resources and processes, to identify areas of strength and weakness and opportunities for either improvements, or innovations, or both.

This International Standard provides a wider focus on quality management than ISO 9001; it addresses the needs and expectations of all relevant interested parties and provides guidance for the systematic and continual improvement of the organization's overall performance. An extended model of a process-based quality management system incorporating the elements of ISO 9001 and ISO 9004 is given in Figure 1.

Key

Information flow

Value-adding activities

Figure 1 — Extended model of a process-based quality management system

This International Standard has been developed to maintain consistency with ISO 9001 and be compatible with other management system standards. Such standards complement each other, but can also be used independently.

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