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Second Edition

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NAMIBIAN STANDARD

Quality management systems – Fundamentals and vocabulary

This Namibian standard is the identical implementation of ISO 9000:2005 and is adopted with the permission of the International Organization for Standardization

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Abstract

ISO 9000:2015 describes fundamentals of quality management systems, which form the subject of the ISO 9000 family, and defines related terms.

It is applicable to the following:

- a) Organizations seeking advantage through the implementation of a quality management system;
- b) Organizations seeking confidence from their suppliers that their product requirements will be satisfied;
- c) Users of the products;
- d) Those concerned with a mutual understanding of the terminology used in quality management (e.g. suppliers, customers, regulators);
- e) Those internal or external to the organization who assess the quality management system or audit it for conformity with the requirements of ISO 9001 (e.g. auditors, regulators, certification/registration bodies);
- f) Those internal or external to the organizations who give advice or training on the quality management system appropriate to that organization;
- g) Developers of related standards.

Keywords

Customer focus, Leadership, process approach, system approach, continual improvement

National foreword

This NAMS 9000:2015 standard is identical with (the third edition of) International Standard ISO 9000:2015 Quality management systems – Fundamentals and vocabulary. 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.

This NAMS was published in 2015.

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Quality management systems — Fundamentals and vocabulary

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





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Foreword

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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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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.