INTERNATIONAL STANDARD

ISO 9002

Second edition 1994-07-01

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

Systèmes qualité — Modèle pour l'assurance de la qualité en production, installation et prestations associées



Reference number ISO 9002:1994(E)

ISO 9002:1994(E)

Contents

	To the state of th	aye
1	Scope	1
2	Normative reference	1
3	Definitions	1
4	Quality system requirements	1
4.1	Management responsibility	1
4.2	Quality system	2
4.3	Contract review	3
4.4	Design control	3
4.5	Document and data control	3
4.6	Purchasing	4
4.7	Control of customer-supplied product	4
4.8	Product identification and traceability	5
4.9	Process control	5
4.1	0 Inspection and testing	5
4.1	1 Control of inspection, measuring and test equipment	6
4.1	2 Inspection and test status	7
4.1	3 Control of nonconforming product	7
4.1	4 Corrective and preventive action	7
4.1	5 Handling, storage, packaging, preservation and delivery	8
4.1	6 Control of quality records	8
4.1	7 Internal quality audits	8
4.1	8 Training	9
4.1	9 Servicing	9
4.2	O Statistical techniques	9

© ISO 1994

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying and microfilm, without permission in writing from the publisher.

International Organization for Standardization Case Postale 56 • CH-1211 Genève 20 • Switzerland

Printed in Switzerland

_			
Δ	n	n	v

Bibliography 10

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.

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.

International Standard ISO 9002 was prepared by Technical Committee ISO/TC 176, *Quality management and quality assurance*, Subcommittee SC 2, *Quality systems*.

This second edition cancels and replaces the first edition (ISO 9002:1987), which has been technically revised.

Annex A of this International Standard is for information only.