

SLOVENSKI STANDARD

SIST EN 29000-3:1997

01-december-1997

Nadomešča:
SIST ISO 9000-3:1996

Standardi za vodenje in zagotavljanje kakovosti - 3. del: Smernice za uporabo standarda ISO 9001 pri razvoju, nabavi in vzdrževanju programske opreme (ISO 9000-3:1991)

Quality management and quality assurance standards - Part 3: Guidelines for the application of ISO 9001 to the development, supply and maintenance of software (ISO 9000-3:1991)

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Qualitätsmanagement- und Qualitätssicherungsnormen - Teil 3: Leitfaden für die Anwendung von ISO 9001 auf die Entwicklung, Lieferung und Wartung von Software (ISO 9000-3:1991)

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Normes pour la gestion de la qualité et l'assurance de la qualité - Partie 3: Lignes directrices pour l'application de l'ISO 9001 au développement, a la mise a disposition et a la maintenance du logiciel (ISO 9000-3:1991)

Ta slovenski standard je istoveten z: EN 29000-3:1993

ICS:

03.120.10	Vodenje in zagotavljanje kakovosti	Quality management and quality assurance
35.080	Dokumentiranje razvoja programske opreme in sistemov (sistemska dokumentacija)	Software development and system documentation

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en

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EUROPEAN STANDARD

EN 29000-3:1993

NORME EUROPÉENNE

EUROPÄISCHE NORM

June 1993

UDC 658.562:681.3.06

Descriptors: Quality, quality assurance, quality assurance program, software

English version

**Quality management and quality assurance
standards - Part 3: Guidelines for the application
of ISO 9001 to the development, supply and
maintenance of software (identical with
ISO 9000-3:1991)**

Normes pour la gestion de la qualité et l'assurance de la qualité - Partie 3: Lignes directrices pour l'application de l'ISO 9001 au développement, à la mise à disposition et à la maintenance du logiciel (identique à ISO 9000-3:1991)

Qualitätsmanagement- und Qualitätssicherungsnormen - Teil 3: Leitfaden für die Anwendung von ISO 9001 auf die Entwicklung, Lieferung und Wartung von Software (identisch mit ISO 9000-3:1991)



REPUBLICA SLOVENIJA
MINISTRSTVO ZA ZNANOST IN TEHNOLOGIJO
Urad RS za standardizacijo in meroslovje
LJUBLJANA
SIST. EN 29000-3
PREVZET PO METODI RAZGLASITVE

-12- 1997

This European Standard was approved by CEN on 1993-05-24. CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration.

Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the Central Secretariat or to any CEN member.

The European Standards exist in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the Central Secretariat has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and United Kingdom.

CEN

European Committee for Standardization
Comité Européen de Normalisation
Europäisches Komitee für Normung

Central Secretariat: rue de Stassart, 36 B-1050 Brussels

Foreword

Following the resolution BT 221/1991, the ISO 9000-3:1991 "Quality management and quality assurance standards - Part 3: Guidelines for the application of ISO 9001 to the development, supply and maintenance of software" was submitted to the Unique acceptance procedure.

The result of the UAP was positive.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by December 1993, and conflicting national standards shall be withdrawn at the latest by December 1993.

According to the CEN/CENELEC Internal Regulations, the following countries are bound to implement this European Standard: Austria, Belgium, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, United Kingdom.

Endorsement notice

The text of the International Standard ISO 9000-3:1991 was approved by CEN as a European Standard without any modification.

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Editorial modification:

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The text of clause 2, Normative references, is to be replaced by:

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NOTE: Normative references to international publications are listed in annex ZA (normative).



Annex ZA (normative)
Normative references to international publications
with their relevant European publications

This European Standard incorporates by dated or undated reference, provisions from other publications. These normative references are cited at the appropriate places in the text and the publications are listed hereafter. For dated references, subsequent amendments to or revisions of any of these publications apply to this European Standard only when incorporated in it by amendment or revision. For undated references the latest edition of the publication referred to applies (including amendments).

<u>Publication</u>	<u>Year</u>	<u>Title</u>	<u>EN/HD</u>	<u>Year</u>
ISO 2382-1	1984	Data processing - Vocabulary - Part 1: Fundamental terms	-----	----
ISO 8402	1986	Quality - Vocabulary	EN 28402	1991
ISO 9001	1987	Quality systems - Model for quality assurance in design/development, production, installation and servicing	EN 29001	1990
ISO 10011-1	1987	Guidelines for auditing quality systems - Part 1: Auditing	EN 30011-1	1993

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INTERNATIONAL STANDARD

ISO 9000-3

First edition
1991-06-01

Corrected and reprinted
1993-05-01

Quality management and quality assurance standards —

Part 3:

Guidelines for the application of ISO 9001 to
the development, supply and maintenance of
software

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28 Normes pour la gestion de la qualité et l'assurance de la qualité —

Partie 3: Lignes directrices pour l'application de l'ISO 9001 au
développement, à la mise à disposition et à la maintenance du logiciel



Reference number
ISO 9000-3:1991(E)

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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.

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 9000-3 was prepared by Technical Committee ISO/TC 176, *Quality management and quality assurance*.

ISO 9000 consists of the following parts, under the general title *Quality management and quality assurance standards*:

- *Part 1: Guidelines for selection and use*
- *Part 2: Generic guidelines for the application of ISO 9001, ISO 9002 and ISO 9003*
- *Part 3: Guidelines for the application of ISO 9001 to the development, supply and maintenance of software*

Part 1 will be a revision of ISO 9000:1987. Part 2 is to be published.

Annexes A and B of this part of ISO 9000 are for information only.

Introduction

With the progress of information technology, the amount of software products has been increasing and the quality management of software products is essential. One of the means of establishing a quality management system is to provide guidance for software quality assurance.

The requirements for a generic quality system for two-party contractual situations have already been published: ISO 9001:1987, *Quality systems — Model for quality assurance in design/development, production, installation and servicing*.

However, the process of development and maintenance of software is different from that of most other types of industrial products. In such a rapidly evolving technology field it is therefore necessary to provide additional guidance for quality systems where software products are involved, taking into account the present status of this technology.

The nature of software development is such that some activities are related to particular phases of the development process, while others may apply throughout the process. These guidelines have therefore been structured to reflect these differences. This document thus does not correspond directly in format with ISO 9001 and cross-reference indexes (annex A and annex B) are provided to give assistance when referring to that standard.

Contracts between two parties for software product development may occur in many variations. In certain cases of two-party contracts, these guidelines might not be applicable even if "tailored". It is therefore important to determine the adequacy of the application of this part of ISO 9000 to the contract.

This part of ISO 9000 deals primarily with situations where specific software is developed as part of a contract according to purchaser's specifications. However, the concepts described may be equally of value in other situations.

NOTES

- 1 In English, use of the masculine gender in this part of ISO 9000 is not meant to exclude the feminine gender where applied to persons. Similarly, use of the singular does not exclude the plural (and vice versa) when the sense allows.
- 2 Throughout this part of ISO 9000 where there is no further guidance, the text of the relevant ISO 9001 clause is given and printed in italics.
- 3 In this part of ISO 9000 there are a number of lists; none of these is presumed to be exhaustive — they are intended as examples.