

# SLOVENSKI STANDARD

# SIST EN ISO 9004-1

prva izdaja  
december 1997

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## Vodenje kakovosti in elementi sistema kakovosti - 1. del: Smernice (istoveten ISO 9004-1:1994; EN ISO 9004-1:1994)

Quality management and quality system elements - Part 1: Guidelines

Gestion de la qualité et éléments de système qualité - Partie 1: Lignes directrices

Qualitätsmanagement und Elemente eines Qualitätsmanagementsystems - Teil 1: Leitfaden

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Deskriptorji: vodenje kakovosti, program zagotavljanja kakovosti, vodenje, uporaba

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ICS 03.120.10

Referenčna številka  
SIST EN ISO 9004-1:1997 (sl,en)

Nadaljevanje na straneh od II do III in od 2 do 64

## UVOD

Standard SIST EN ISO 9004-1, Vodenje kakovosti in elementi sistema kakovosti - Smernice, prva izdaja, 1997, ima status slovenskega standarda in je istoveten evropskemu standardu EN ISO 9004-1, prva izdaja, 1994.

## NACIONALNI PREGOVOR

Evropski standard EN ISO 9004-1:1994 je pripravil tehnični odbor Evropske organizacije za standardizacijo CEN/CS F20 Zagotavljanje kakovosti, katerega sekretariat sodi pod Centralni sekretariat CEN. Slovenski standard SIST EN ISO 9004-1:1997, prva izdaja, je prevod evropskega standarda EN ISO 9004-1:1994. V primeru spora glede besedila slovenskega prevoda v tem standardu je odločilen izvirni evropski standard v angleščini. Predlog slovensko-angleške izdaje standarda je pripravil tehnični odbor USM/TC QAS Zagotavljanje kakovosti, njegovo delo je nadaljeval tehnični odbor USM/TC VZK Vodenje in zagotavljanje kakovosti.

Ta slovenski standard je dne 1997-10-27 odobril direktor USM.

## ZVEZE S STANDARDI

S prevzemom tega evropskega standarda veljajo naslednje zveze:

SIST EN ISO 8402:1997 (sl,en,de,fr) Vodenje in zagotavljanje kakovosti - Slovar

SIST ISO 9000-1:1996 (en) Standardi za vodenje in zagotavljanje kakovosti -  
1. del: Smernice za izbiro in uporabo

SIST ISO 9000-2:1996 (en) Standardi za vodenje in zagotavljanje kakovosti -  
2. del: Splošne smernice za uporabo standardov  
ISO 9001, ISO 9002 in ISO 9003

SIST ISO 9000-3:1996 (en) Standardi za vodenje in zagotavljanje kakovosti -  
3. del: Smernice za uporabo standarda ISO 9001 pri  
razvoju, nabavi in vzdrževanju programske opreme

SIST ISO 9000-4:1996 (en) Standardi za vodenje in zagotavljanje kakovosti -  
4. del: Vodilo za vodenje programa zagotovljivosti

SIST ISO 9004-2:1997 (sl,en) Vodenje kakovosti in elementi sistema kakovosti -  
2. del: Smernice za storitve

SIST ISO 9004-3:1996 (en) Vodenje kakovosti in elementi sistema kakovosti -  
3. del: Smernice za predelane materiale

SIST ISO 9004-4:1996 (en) Vodenje kakovosti in elementi sistema kakovosti -  
4. del: Smernice za izboljševanje kakovosti

SIST ISO 10005:1996 (en) Vodenje kakovosti - Smernice za plane kakovosti

SIST ISO 10007:1996 (en) Vodenje kakovosti - Smernice za vodenje konfiguracije

## OSNOVA ZA IZDAJO STANDARDA

- Prevzem standarda EN ISO 9004-1:1994

## OPOMBE

- Povsod, kjer se v besedilu standarda uporablja izraz evropski standard , v SIST EN ISO 9004-1:1997 to pomeni slovenski standard .
- Uvod in nacionalni predgovor nista sestavni del standarda.
- Slovenski standard SIST EN ISO 9004-1:1997 je istoveten standardu EN ISO 9004-1:1994 in je izdan z dovoljenjem

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ICS: 03.120.10

Deskriptorji: vodenje kakovosti, program zagotavljanja kakovosti, vodenje, uporaba

Slovenska izdaja

**Vodenje kakovosti in elementi sistema kakovosti -  
1. del: Smernice (ISO 9004-1:1994)**

Quality management and quality system elements - Part 1: Guidelines (ISO 9004-1:1994)	Gestion de la qualité et éléments de système qualité - Partie 1: Lignes directrices (ISO 9004-1:1994)	Qualitätsmanagement und Elemente eines Qualitätsmanagementsystems - Teil 1: Leitfaden (ISO 9004-1:1994)
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Ta evropski standard je dne 1994-06-20 sprejel CEN. Članice CEN morajo izpolnjevati določila poslovnika CEN/CENELEC, s katerim je predpisano, da mora biti ta standard brez kakršnihkoli sprememb sprejet kot nacionalni standard.

Seznami najnovjših izdaj teh nacionalnih standardov in njihovi bibliografski podatki so na voljo pri Centralnem sekretariatu ali članicah CEN.

Ta evropski standard obstaja v treh uradnih izdajah (angleški, francoski in nemški). Izdaje v drugih jezikih, ki jih članice CEN na lastno odgovornost prevedejo in izdajo ter prijavijo pri Centralnem sekretariatu CEN, veljajo kot uradne izdaje.

Članice CEN so nacionalne ustanove za standardizacijo Avstrije, Belgije, Danske, Finske, Francije, Grčije, Irske, Islandije, Italije, Luksemburga, Nemčije, Nizozemske, Norveške, Portugalske, Španije, Švedske, Švice in Združenega kraljestva.

**CEN**

Evropski komite za standardizacijo  
European Committee for Standardisation  
Europäisches Komitee für Normung  
Comité Européen de Normalisation

Centralni sekretariat: Rue de Stassart 36, B-1050 Bruselj

## Predgovor

Ta evropski standard je pripravil tehnični odbor ISO/TC 176 Vodenje in zagotavljanje kakovosti Mednarodne organizacije za standardizacijo (ISO) in sta ga z vzporednim postopkom glasovanja prevzela ISO in CEN.

Ta evropski standard zamenjuje EN 29004:1987.

Ta evropski standard dobi status nacionalnega standarda z objavo istovetnega besedila ali z razglasitvijo, in sicer najpozneje do januarja 1995. Nacionalne standarde, ki so v nasprotju s tem standardom, je treba umakniti najpozneje do januarja 1995.

V skladu s poslovníkom CEN/CENELEC morajo uporabo tega evropskega standarda obvezno uvesti naslednje države: Avstrija, Belgija, Danska, Finska, Francija, Grčija, Islandija, Irska, Italija, Luksemburg, Nemčija, Nizozemska, Norveška, Portugalska, Španija, Švedska, Švica in Združeno kraljestvo.

## Opomba o prevzemu

Besedilo mednarodnega standarda ISO 9004-1:1994 je CEN sprejel kot evropski standard brez kakršnihkoli sprememb.

## Foreword

This European Standard has been prepared by ISO/TC 176 Quality management and quality assurance of the International Organization for Standardization (ISO) and was adopted by ISO and CEN following a parallel voting procedure.

This European Standard replaces EN 29004:1987.

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 January 1995, and conflicting national standards shall be withdrawn at latest by January 1995.

In accordance with the CEN/CENELEC Internal Regulations, 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 and United Kingdom.

## Endorsement notice

The text of the International Standard ISO 9004-1:1994 has been approved by CEN as a European Standard without any modification.

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**Predgovor**

ISO (Mednarodna organizacija za standardizacijo) je svetovna zveza nacionalnih organov za standarde (članov ISO). Mednarodne standarde ponavadi pripravljajo tehnični odbori ISO. Vsak član, ki želi sodelovati na določenem področju, za katero je ustanovljen tehnični odbor, ima pravico biti zastopan v tem odboru. Pri delu sodelujejo tudi vladne in nevladne mednarodne organizacije, povezane z ISO. V vseh zadevah, ki so povezane s standardizacijo na področju elektrotehnike, ISO tesno sodeluje z Mednarodno elektrotehniško komisijo (IEC).

Osnutki mednarodnih standardov, ki jih sprejmejo tehnični odbori, se pošljejo vsem članicam v glasovanje. Za objavo mednarodnega standarda je potrebno pridobiti soglasje najmanj 75 odstotkov članic, ki se udeležijo glasovanja.

Mednarodni standard ISO 9004-1 je pripravil tehnični odbor ISO/TC 176 Vodenje in zagotavljanje kakovosti, pododbor SC 2, *Sistemi kakovosti*.

Prva izdaja ISO 9004-1 razveljavlja in zamenjuje ISO 9004:1987, pripravljena pa je bila kot rezultat pripomb na ISO 9004:1987. ISO zahteva, da so vsi njihovi standardi pregledani vsakih pet let. Ko je bil ISO 9004 razširjen v serijo standardov, je bilo odločeno, da bo popravljena izdaja ISO 9004 iz leta 1987 postala prvi del serije, to je ISO 9004-1.

Pripombe, ki jih je med pregledom sprejela delovna skupina 12, ki sodi v okvir ISO/TC 176/SC 2, so bile utemeljene z naslednjimi razmišljanji.

- a) ISO 9004 je dokument za interno uporabo v organizaciji. Ni namenjen kot vodilo k standardom ISO 9001, ISO 9002, ISO 9003, za kar je na voljo ISO 9000-2.

**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 for 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 9004-2 was prepared by Technical Committee ISO/TC 176, Quality management and quality assurance, Subcommittee SC2 *Quality systems*.

The first edition of ISO 9004-1 cancels and replaces ISO 9004:1987, and has been prepared as a result of comments received on ISO 9004:1987. ISO requires that all its standards be reviewed every five years and, as ISO 9004 has been expanded into a series of standards, it was considered that the revision of the 1987 edition of ISO 9004 should become the first part in the series, i.e. ISO 9004-1.

Comments adopted by Working Group 12 of ISO/TC 176/SC2 during the review were based on the following considerations.

- a) ISO 9004 is a document for internal use by an organization. It is not intended as guidance to ISO 9001, ISO 9002 or ISO 9003, for which ISO 9000-2 is available.



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|--|--|
| <p>b) Zaradi oblikovnih razlogov je bila ohranjena struktura dokumenta iz leta 1987 tudi v izdaji 1994. Strukture vseh štirih standardov, ISO 9001, ISO 9002, ISO 9003 in ISO 9004, bodo spremenjene in usklajene med seboj v naslednjem petletnem velikem pregledu.</p>                                 | <p>b) For editorial reasons, the 1987 document structure was retained in the 1994 edition. The structure of all four standards ISO 9001, ISO 9002, ISO 9003 and ISO 9004 will be changed and aligned with each other in the next five-year major revision.</p>   |
| <p>c) Ta izdaja je pravzaprav oblikovna popravljena izdaja, ki usklajuje izrazje z ISO 8402 in osvetljuje potrebo po boljšem delovanju ne le proizvodne, ampak tudi procesne in storitvene industrije.</p>   | <p>c) This edition is essentially an editorial revision to align terminology with ISO 8402 and to reflect the need to serve better not only manufacturing but also process and service industries.</p>   |
| <p>d) Ta izdaja predstavlja nekaj novejših zamisli o splošnem vodenju kakovosti, kot na primer, da so vse aktivnosti lahko obravnavane kot procesi, z vhodi in izhodi.</p>   | <p>d) This edition also introduces some newer general quality management concepts, such as that all activities can be considered as processes, with input and output.</p>  |
| <p>e) Večji poudarek je dan planiranju in preventivnim ukrepom, zato so aktivnosti, kot so ravnanje, prepoznavanje in pakiranje dodatno obravnavane v Kakovosti pri izdelavi specifikacij in v načrtovanju (8. poglavje), Kakovosti procesov (10. poglavje) in Obvladovanju procesov (11. poglavje).</p> | <p>e) More emphasis has been placed on planning and preventive action. For this reason, activities such as handling, identification and packaging processes are now additionally dealt with under Quality in specification and design (clause 8), Quality of processes (clause 10) and Control of processes (clause 11).</p> |
| <p>f) Slika 1 je obnovljena in sedaj odraža aktivnosti, povezane s kakovostjo v življenjskem krogu proizvoda.</p>  | <p>f) Figure 1 has been updated to reflect quality activities in the life cycle of a product.</p>  |
| <p>g) Predstavljene so nove metode finančnih poročil o učinkovitosti vodenja kakovosti.</p>  | <p>g) New methods for the financial reporting of quality management effectiveness have been introduced.</p>  |

ISO 9004 sestavljajo naslednji deli pod splošnim naslovom *Vodenje kakovosti in elementi sistema kakovosti*:

- 1. del: *Smernice*
- 2. del: *Smernice za storitve*
- 3. del: *Smernice za predelane materiale*
- 4. del: *Smernice za izboljševanje kakovosti*

ISO 9004 consists of the following parts, under the general title *Quality management and quality system elements*:

- Part 1: *Guidelines*
- Part 2: *Guidelines for services*
- Part 3: *Guidelines for processed materials*
- Part 4: *Guidelines for quality improvement*

- |   |   |
|---|---|
| - 5. del: <i>Smernice za plane kakovosti</i>                                    | - Part 5: <i>Guidelines for quality plans</i>   |
| - 6. del: <i>Smernice o zagotavljanju kakovosti za vodenje projektov</i>        | - Part 6: <i>Guide to quality assurance for project management</i>                              |
| - 7. del: <i>Smernice za vodenje konfiguracij</i>                               | - Part 7: <i>Guidelines for configuration management</i>  |
| - 8. del: <i>Smernice za načela kakovosti in njihovo uporabnost pri vodenju</i> | - Part 8: <i>Guidelines on quality principles and their application to management practices</i> |

Dodatek A tega dela standarda ISO 9004 je namenjen samo informiranju.

Annex A of this part of ISO 9004 is for information only.

## 0 Uvod

## 0 Introduction

### 0.1 Splošno

### 0.1 General

Ta del standarda ISO 9004 in vsi drugi mednarodni standardi v skupini ISO 9000 so splošni standardi in neodvisni od kateregakoli industrijskega ali gospodarskega sektorja. Skupaj so vodilo za vodenje kakovosti in modele zagotavljanja kakovosti.

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.

Mednarodni standardi skupine ISO 9000 opisujejo, katere elemente naj vključujejo sistemi kakovosti, ne pa, kako naj posamezna organizacija uvaja te elemente. Zaradi različnih potreb organizacij ni namen teh mednarodnih standardov vsiljevati poenotenje sistemov kakovosti. Na načrtovanje in uvajanje sistema kakovosti vplivajo posamezni cilji, proizvodi, procesi in lastna praksa organizacije.

The International Standards in the ISO 9000 family describe what elements quality systems should encompass, but not how a specific organization should implement these element. Because the needs of organizations 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 organization.

Kakovost proizvodov naj bo glavna skrb vsake organizacije. (Glej 3.5 za definicijo proizvoda, ki vključuje tudi storitev.)

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

Organizacija naj, če hoče biti uspešna, ponuja proizvode, ki:

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

- a) izpolnjujejo dobro opredeljene potrebe, uporabo ali namen

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

- |  |   |
|--|---|
| b) zadovoljujejo odjemalčeva pričakovanja                  | b) satisfy customers expectations;                      |
| c) so skladni z uporabljenimi standardi in specifikacijami | c) comply with applicable standards and specifications; |
| d) izpolnjujejo zahteve družbe (glej 3.3)                  | d) comply with requirements of society (see 3.3);       |
| e) odražajo potrebe okolja                                 | e) reflect environmental needs;                         |
| f) so dostopni po konkurenčnih cenah                       | f) are made available at competitive prices;            |
| g) so priskrbljeni ekonomično                              | g) are provided economically.                           |

## 0.2 Organizacijski cilji

Organizacija, ki hoče doseči svoje cilje, naj zagotovi, da bodo obvladovani tehnični, administrativni in človeški dejavniki, ki vplivajo na kakovost njenih proizvodov, pa naj bo to strojna oprema, programska oprema, predelani materiali ali storitve. Vse to obvladovanje naj bo usmerjeno v zmanjševanje, izločanje in, kar je najpomembnejše, v preprečevanje neskladnosti.

Da bi dosegli cilje, zastavljene v politiki kakovosti organizacije, je treba razviti in uvesti sistem kakovosti.

Pomembnost vsakega elementa (ali zahteve) sistema kakovosti se spreminja od enega tipa dejavnosti do drugega in od enega proizvoda do drugega.

Da bi se dosegla največja učinkovitost in zadovoljila pričakovanja odjemalcev, je bistveno, da je sistem kakovosti primeren vrsti dejavnosti in proizvoda, ki ga organizacija ponuja.

## 0.2 Organizational goals

In order to meet its objectives, an organization 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 organization'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 Izpolnjevanje potreb in pričakovanj odjemalca/organizacije**

Sistem kakovosti ima dva med seboj povezana vidika:

- a) potrebe in pričakovanja odjemalca

Potreba odjemalca je zaupanje v sposobnost organizacije, da dobavlja želeno kakovost in da jo tudi ves čas vzdržuje.

- b) potrebe in interesi organizacije

Poslovna potreba organizacije je, da doseže in vzdržuje želeno kakovost ob optimalnih stroških; izpolnjevanje tega vidika je povezano s planirano in učinkovito uporabo tehnoloških, človeških in materialnih virov, dostopnih organizaciji.

Oba vidika sistema kakovosti zahtevata stvarne dokaze v obliki informacij in podatkov o kakovosti sistema in kakovosti proizvodov organizacije.

**0.3 Meeting customer/organization 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 organization to deliver the desired quality as well as the consistent maintenance of that quality.

- b) The organization's needs and interests

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

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 organization's products.

**0.4 Koristi, stroški in tveganje**

Upoštevanje koristi, stroškov in tveganja je zelo pomembno tako za organizacijo kot za odjemalca in neločljivo spremlja največje število proizvodov. Možni učinki in razvejenost teh obravnav so dani v točkah od a) do c):

- a) upoštevanje koristi

Za odjemalca je treba upoštevati zmanjševanje stroškov, izboljšanje primernosti za uporabo, povečanje zadovoljstva in zaupanja.

Za organizacijo je treba upoštevati povečanje donosnosti in tržnega deleža.

**0.4 Benefits, costs and risks**

Benefit, cost and risk considerations have great importance for both the organization and customer. These considerations 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 to use, increased satisfaction and growth in confidence.

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

## b) upoštevanje stroškov

Za odjemalca je treba upoštevati varnost, stroške nabave, delovanja, vzdrževanja, zastojev in popravil ter morebitne stroške odstranitve.

Za organizacijo je treba upoštevati stroške, ki izvirajo iz pomanjkljivosti pri trženju in načrtovanju, vključno s stroški zaradi neustreznih proizvodov, predelav, popravil, zamenjav, ponovnih obdelav, izgube proizvodnje, jamstva in popravil na terenu.

## c) upoštevanje tveganja

Za odjemalca je treba upoštevati tveganja glede zdravja in varnosti ljudi, nezadovoljstva s proizvodi, razpoložljivosti, reklamacij in izgube zaupanja.

Za organizacijo je treba upoštevati tveganja zaradi pomanjkljivih proizvodov, ki vodijo k izgubi dobrega imena ali slovesa, izgubi trga, k pritožbam, reklamacijam, odgovornosti za posledice in zapravljanju človeških in finančnih virov.

## 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 organization, 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 organization, 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 Sklepi**

Učinkovit sistem kakovosti naj bo načrtovan tako, da izpolni potrebe in pričakovanja odjemalca in hkrati varuje interese organizacije. Dobro strukturiran sistem kakovosti je koristno sredstvo vodenja pri optimiranju in obvladovanju kakovosti v povezavi z upoštevanjem koristi, stroškov in tveganja.

**0.5 Conclusions**

An effective quality system should be designed to satisfy customer needs and expectations while serving to protect the organization'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.

# Vodenje kakovosti in Quality management and elementi sistema kakovosti - quality system elements - 1. del: Smernice Part 2: Guidelines

## 1 Predmet standarda

Ta del mednarodnega standarda ISO 9004 podaja smernice za vodenje kakovosti in za elemente sistema kakovosti.

Elementi sistema kakovosti so uporabni pri razvoju in izvajanju celovitega in učinkovitega sistema kakovosti v organizaciji, cilj pa je zadovoljiti odjemalca.

Ta del mednarodnega standarda se ne uporablja v pogodbene in zakonodajne namene ali za certificiranje. Prav tako ni smernica za izvajanje ISO 9001, ISO 9002 in ISO 9003. V ta namen se uporablja ISO 9000-2.

Izbira primernih elementov standarda ISO 9004 in obseg, do katerega jih organizacija prevzame in izvaja, sta odvisna od dejavnikov, kot so trg, narava proizvoda, proizvodni procesi in potrebe odjemalca in uporabnika.

Izraz proizvod naj se v tem delu standarda ISO 9004 razlaga, kot je uporabljen v splošnih kategorijah proizvodov, kot so strojna oprema, programska oprema, predelani materiali ali storitve (v skladu z definicijo proizvoda v ISO 8402).

Opombi:

1. Za nadaljnja navodila glej ISO 9004-2 in ISO 9004-3.
2. Za informacije o drugih standardih glej dodatek A.

## 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 Zveze z drugimi standardi

V standardih, navedenih v nadaljevanju, so dana določila, ki z zvezami v tem besedilu tvorijo določila tega dela standarda ISO 9004. V času objave sta bili veljavni navedeni izdaji standardov. Vsi standardi so predmet revizij, zato se vsem strankam, katerih dogovor temelji na tem delu standarda ISO 9004, priporoča, da raziščejo možnost uporabe najnovejših izdaj spodaj navedenih standardov. Kataloge trenutno veljavnih mednarodnih standardov vzdržujejo članice IEC in ISO.

ISO 8402: 1994, *Vodenje in zagotavljanje kakovosti - Slovar*

ISO 9000-1:1994, *Standardi za vodenje in zagotavljanje kakovosti - 1. del: Smernice za izbiro in uporabo*

## 3 Definicije

V tej revidirani izdaji ISO 9004 so izrazi boljše usklajeni z drugimi mednarodnimi standardi družine ISO 9000. V razpredelnici 1 so prikazani izrazi za člene v dobavni verigi, kot so uporabljeni v teh mednarodnih standardih.

Razpredelnica 1: Odnosi med organizacijami v dobavni verigi

ISO 9000-1	poddobavitelj subsupplier	→	dobavitelj ali organizacija supplier or organization	→	odjemalec customer
ISO 9001, ISO 9002, ISO 9003	podpogodbenuk subcontractor	→	dobavitelj supplier	→	odjemalec customer
ISO 9004-1	podpogodbenuk subcontractor	→	organizacija organization	→	odjemalec costumer

Da bi se izognili zmedi zaradi pomena izraza dobavitelj v standardih ISO 9000 in ISO 9001, se v tem delu standarda ISO 9004 namesto izraza dobavitelj uporablja izraz podpogodbenuk. Za popolno razlago ozadja uporabe teh izrazov glej standard ISO 9000-1.

## 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.

Table 1 - Relationships of organizations in the supply chain

Thus, the term subcontractor is used rather than the term supplier in this part of ISO 9004 to avoid confusion with the meaning of the term supplier, in ISO 9000 and ISO 9001. See ISO 9000-1 for a fuller explanation of the basis for usage of these terms.