SLOVENSKI STANDARD
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01-julij-2026

Nadomešča:
SIST EN ISO 9000:2015

Vodenje kakovosti - Osnove in slovar (ISO 9000:2026)

Quality management - Fundamentals and vocabulary (ISO 9000:2026)

Qualitätsmanagement - Grundlagen und Begriffe (ISO 9000:2026)

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ICS:

01.040.03	Storitve. Organizacija podjetja, vodenje in kakovost. Uprava. Transport. Sociologija. (Slovarji)	Services. Company organization, management and quality. Administration. Transport. Sociology. (Vocabularies)
03.100.70	Sistemi vodenja	Management systems
03.120.10	Vodenje in zagotavljanje kakovosti	Quality management and quality assurance

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EUROPEAN STANDARD

NORME EUROPÉENNE

EUROPÄISCHE NORM

EN ISO 9000

May 2026

ICS 01.040.03; 03.120.10; 03.100.70

Supersedes EN ISO 9000:2015

English Version

Quality management - Fundamentals and vocabulary (ISO 9000:2026)

Management de la qualité - Principes essentiels et vocabulaire (ISO 9000:2026)

Qualitätsmanagement - Grundlagen und Begriffe (ISO 9000:2026)

This European Standard was approved by CEN on 14 May 2026.

This European Standard was corrected and reissued by the CEN-CENELEC Management Centre on 17 June 2026.

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This document (EN ISO 9000:2026) has been prepared by Technical Committee ISO/TC 176 "Quality management and quality assurance" in collaboration with CCMC.

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International Standard

ISO 9000

Quality management — Fundamentals and vocabulary

Management de la qualité — Principes essentiels et vocabulaire

Fifth edition
2026-05

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Reference number
ISO 9000:2026(en)

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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.

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 document 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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This document was prepared by Technical Committee ISO/TC 176, *Quality management and quality assurance*, Subcommittee SC 1, *Concepts and terminology*, in collaboration with the European Committee for Standardization (CEN) Technical Committee, in accordance with the Agreement on technical cooperation between ISO and CEN (Vienna Agreement).

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This fifth edition cancels and replaces the fourth edition (ISO 9000:2015), which has been technically revised.

The main changes are as follows:

— the title has been changed from "Quality management systems — Fundamentals and vocabulary" to "Quality management — Fundamentals and vocabulary" to better represent the enhanced content;

— the document has been restructured by moving the fundamental concepts and quality management principles from Clause 2 to Clause 4 to align with the structure in the ISO/IEC Directives, Part 2; Clause 2 is now Normative references;

— additions have been made to the fundamentals, dividing them into two congruent groups, "Fundamental quality management concepts" and "Additional concepts relevant to quality management", to address emerging trends in quality;

— terms have been added and definitions modified to reflect changes to ISO/TC 176 documents;

— the diagrams in Annex A have been restructured to illustrate the relationship between terms.

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Introduction

This document provides the fundamentals of quality management. It provides the foundation and the vocabulary for quality management documents and quality management standards. This document is intended to help the user understand the fundamental principles, concepts and vocabulary of quality management, in order to be able to effectively and efficiently implement a quality management system (QMS) and realize value from quality management documents and QMS standards. This document proposes a well-planned QMS, based on a framework that integrates established principles and concepts relevant to quality management, in order to help organizations realize their objectives. It aims to increase an organization's awareness of its duties and commitment in fulfilling the needs and expectations of its customers and other interested parties, and in achieving satisfaction with its products and services.

To gain the most value for their organization's QMS, the user should first seek to understand the quality management principles and their rationale. The quality management principles form the basis of quality management documents. This document contains seven quality management principles in 4.2. For each quality management principle, there is a "Statement" describing the principle, a "Rationale" explaining why the organization would address the principle, "Key benefits" attributed to the principle, and "Possible actions" an organization can take in applying the principle.

The user should then understand the fundamental concepts in 4.3 and additional concepts relevant to quality management in 4.4 to seek insight into how they are used to develop QMS standards. Fundamental concepts are those which are integral to the understanding of quality management in general. Additional concepts are those relevant to the effective application of quality management within an organization.

The vocabulary in Clause 3 serves as a unified language for quality management documents, ensuring the terms are clearly and accurately defined as used within the quality management documents developed by ISO/TC 176. This document contains the terms and definitions that apply to all quality management documents and QMS standards developed by ISO/TC 176, at the time of publication. This document does not contain sector-specific terms and definitions for sector-specific QMS standards. The terms and definitions are arranged in conceptual order, with an alphabetical index of the terminological entries provided at the end of this document. Annex A includes a set of concept diagrams on which the thematic grouping of the terms and definitions in Clause 3 is based.

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NOTE Guidance on some additional frequently used words in the QMS standards developed by ISO/TC 176, and which have an identified dictionary meaning, is provided in Reference [19].

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Quality management — Fundamentals and vocabulary

1 Scope

This document establishes the fundamental concepts and principles of quality management which are universally applicable to the following:

— organizations seeking sustained success through the implementation of a quality management system (QMS);

— customers seeking confidence in an organization's ability to consistently provide products and services conforming to their requirements;

— organizations seeking confidence in their supply chain that product and service requirements will be met;

— organizations and interested parties seeking to improve communication through a common understanding of the vocabulary used in quality management;

— organizations performing conformity assessments against the requirements of ISO 9001;

— providers of training, assessment or advice in quality management;

— developers of related standards.

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This document defines terms that apply to all quality management documents and QMS standards developed by ISO/TC 176.

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This document is applicable to all organizations, regardless of size, complexity or business model.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at https://www.electropedia.org/

3.1 Terms related to organization

3.1.1
organization
person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its *objectives* (3.7.11)

Note 1 to entry: The concept of organization includes, but is not limited to, sole-trader, company, corporation, firm, enterprise, authority, partnership, charity or institution, or part or combination thereof, whether incorporated or not, public or private.

Note 2 to entry: If the organization is part of a larger entity, the term "organization" refers only to the part of the larger entity that is within the scope of the *quality management system* (3.4.9).

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3.1.2
context of the organization
combination of internal and external issues that can have an effect on an *organization's* (3.1.1) approach to specifying and achieving its *objectives* (3.7.11)

Note 1 to entry: The organization's objectives can be related to its *products* (3.7.9) and *services* (3.7.10), investments and behaviour towards its *interested parties* (3.1.4).

Note 2 to entry: The concept of "context of the organization" is equally applicable to not-for-profit or public service organizations as it is to those seeking profits.

Note 3 to entry: Understanding the *infrastructure* (3.4.3) can help to define the context of the organization.

3.1.3
top management
person or group of people who directs and controls an *organization* (3.1.1) at the highest level

Note 1 to entry: Top management has the power to delegate authority and provide resources within the organization.

Note 2 to entry: If the scope of the *management system* (3.4.2) covers only part of an organization, then top management refers to those who direct and control that part of the organization.

3.1.4
interested party
stakeholder
person or *organization* (3.1.1) that can affect, be affected by, or perceive itself to be affected by a decision or *activity* (3.2.12)

EXAMPLE *Customers* (3.9.1), owners, people in an organization, *providers* (3.1.9), bankers, regulatory authorities, unions, partners or society that can include competitors or opposing pressure groups.

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3.1.5
involvement
taking part in an *activity* (3.2.12), event or situation

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3.1.6
engagement
involvement (3.1.5) in, and contribution to, *activities* (3.2.12) to achieve shared *objectives* (3.7.11)

3.1.7
innovation
new or changed *object* (3.5.3) realizing or redistributing value

Note 1 to entry: *Activities* (3.2.12) resulting in innovation are generally managed.

Note 2 to entry: Innovation is generally significant in its effect.

3.1.8
association
organization (3.1.1) consisting of member organizations or persons

3.1.9
provider
supplier
organization (3.1.1) that provides a *product* (3.7.9) or a *service* (3.7.10)

EXAMPLE Producer, distributor, retailer or vendor of a product or a service.

Note 1 to entry: A provider can be internal or external to the organization.

Note 2 to entry: In a contractual situation, a provider is sometimes called "contractor".

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3.1.10
external provider
external supplier
provider (3.1.9) that is not part of the *organization* (3.1.1)

EXAMPLE Producer, distributor, retailer or vendor of a *product* (3.7.9) or a *service* (3.7.10).

3.1.11
DRP-provider
dispute resolution process provider
person or *organization* (3.1.1) that supplies and operates an external *dispute* (3.9.4) resolution *process* (3.3.1)

Note 1 to entry: Generally, a DRP-provider is a legal entity, separate from the organization or person as an individual and the *complainant* (3.9.6). In this way, the attributes of independence and fairness are emphasized. In some situations, a separate unit is established within the organization to handle unresolved *complaints* (3.9.3).

Note 2 to entry: The DRP-provider contracts with the parties to provide dispute resolution, and is accountable for *performance* (3.7.3). The DRP-provider supplies *dispute resolvers* (3.9.5). The DRP-provider also utilizes support, executive and other managerial staff to supply financial resources, clerical support, scheduling assistance, training, meeting rooms, supervision and similar functions.

Note 3 to entry: DRP-providers can take many forms including not-for-profit, for-profit and public entities. An *association* (3.1.8) can also be a DRP-provider.

3.1.12
continual improvement
recurring *activity* (3.2.12) to enhance *performance* (3.7.3)

3.1.13
quality management system consultant
person who assists the *organization* (3.1.1) on *quality management system realization* (3.3.6), giving advice or *information* (3.8.4)

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Note 1 to entry: The consultant can also assist in realizing parts of a *quality management system* (3.4.9).

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Note 2 to entry: ISO 10019 provides guidance on how to distinguish a competent quality management system consultant from one who is not competent.

3.2 Terms related to management

3.2.1
management
coordinated *activities* (3.2.12) to direct and control an *organization* (3.1.1)

Note 1 to entry: Management can include establishing *policies* (3.4.5) and *objectives* (3.7.11), and *processes* (3.3.1) to achieve these objectives.

Note 2 to entry: The word “management” sometimes refers to people, i.e. a person or group of people with authority and responsibility for the conduct and control of an organization. When “management” is used in this sense, it should always be used with some form of qualifier to avoid confusion with the concept of “management” as a set of activities defined above. For example, “management shall…” is deprecated whereas “*top management* (3.1.3) shall…” is acceptable. Otherwise different words should be adopted to convey the concept when related to people (e.g. managerial or managers).

3.2.2
quality management
management (3.2.1) with regard to *quality* (3.5.2)

Note 1 to entry: Quality management can include establishing *quality policies* (3.4.6) and *quality objectives* (3.7.12), and *processes* (3.3.1) to achieve these quality objectives through *quality planning* (3.2.6), *quality assurance* (3.2.7), *quality control* (3.2.8) and *quality improvement* (3.2.9).

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