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ISO 9000

**Quality management —
Fundamentals and vocabulary**

Management de la qualité — Principes essentiels et vocabulaire

**Fifth edition
2026-05**



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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 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).

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.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

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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.

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 [\[19\]](#).