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Foreword

This Japanese Industrial Standard has been revised by the Minister of Economy, Trade and Industry based on the provision of Article 14, paragraph (1) of the Industrial Standardization Act applied mutatis mutandis pursuant to the provision of Article 16 of the said Act in response to a proposal for revision of Japanese Industrial Standard with a draft being attached, submitted by Japanese Standards Association (JSA), an accredited standards development organization. This edition replaces the previous edition (**JIS Q 9005** : 2014), which has been technically revised.

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Quality management systems — Guidelines for sustained success

0 Introduction

0.1 General

In order for an organization to fulfil its mission, maintain its competitive advantage and realize sustained success, it is essential to enhance the meaning of its existence by gaining the satisfaction of customers, society and other stakeholders with the value of products/services it provides.

To this end, the organization needs to create the value by continuously improving its overall performance in an effective and efficient way and meeting needs and expectations of customers, society and other stakeholders. In order to continue creating higher value, the organization needs to promptly detect and adapt to the diversification of market needs and changes in surrounding business environments such as technology innovation.

The objective of this Japanese Industrial Standard is to provide a model of quality management systems that enables organizations to agilely adapt themselves to a changing business environment.

0.2 Relationships with JIS Q 9001/JIS Q 9004

JIS Q 9001 : 2015 provides requirements for quality management systems for the organization as a social entity to provide products/services that reflect customer needs.

Using **JIS Q 9001 : 2015**, the organization can promote quality management focusing on customer satisfaction within its existing business scope.

This Standard focuses on quality management systems at a broader and higher level than **JIS Q 9001 : 2015**, helping to meet the needs and expectations of all relevant stakeholders and to systematically and continuously improve the overall performance of the organization.

JIS Q 9004 : 2018 provides guidelines to achieve sustained success through a quality management approach.

In contrast, although this Standard has the same positioning as **JIS Q 9004 : 2018** as a guideline for sustained success in a changing business environment, it has the advantage of presenting a set of procedures for providing value to customers and society, implementing organizational abilities for providing value, and planning and designing a quality management system that should be the means of implementing organizational abilities. In addition, **JIS Q 9004 : 2018** provides comprehensive guidelines on the management of organizations. On the other hand, this Standard focuses on the product/service realization process to ensure that the expectations and needs of customers and society are met, and presents specific guidelines on matters to be implemented and