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**Performance improvements of
management systems — Guideline for
Quality Assurance by Process**

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Foreword

This Japanese Industrial Standard has been established by the Minister of Economy, Trade and Industry through deliberations at the Japanese Industrial Standards Committee according to the proposal for establishment of Japanese Industrial Standard submitted by The Japanese Society for Quality Control (JSQC)/Japanese Standards Association (JSA) with the draft prepared from the association standard (JSQC-Std 21-001 : 2015) being attached, based on the provision of Article 12 Clause 1 of the Industrial Standardization Law.

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Performance improvements of management systems — Guideline for Quality Ensurance by Process

0 Introduction

0.1 General

In order to provide value to customers through products and services, it is necessary to plan and design products and services that are attractive to customers, and to produce and provide them accordingly. In planning and designing, it is essential to accurately grasp the customers' needs, including latent ones, clarify the requirements, and convert them into specifications to realize them. On the other hand, in production and provision, it is essential to establish a process that ensures the realization of the specifications and to implement it as determined. The key concept in realizing this is to “build quality by the process,” and the specific activities for this purpose is Quality Ensurance by Process. The role of Quality Ensurance by Process in quality assurance is shown in Annex A.

This Japanese Industrial Standard summarizes the guidelines for effective implementation of Quality Ensurance by Process in production and provision, with the aim of “building quality by the process.”

No corresponding International Standard has been established at this point

0.2 Consistency with other standards

This Standard is designed with the aim of Quality Ensurance by Process and intended to be used independently; however, this Standard may be used with consistent group of such standards as

- JIS Q 9023 for policy management,
- JIS Q 9026 for daily management,
- JIS Q 9024 for procedures and methodology for continual improvement
- JIS Q 9025 for quality function deployment that is utilized for Quality Ensurance by Process in planning and design stage

to complement each other. Also, this Standard is designed to be used as a supporting technique for quality management specified in JIS Q 9005.

0.3 Relation with JIS Q 9001 and JIS Q 9004

This Standard is designed to be used as a supporting technique for an organization to effectively and efficiently operate the management system on the basis of JIS Q 9001 and JIS Q 9004.

0.4 Compatibility with other management systems

This Standard has not been prepared as a specific supporting technique for such