EESTI STANDARD

EVS-ISO 10006:2008

KVALITEEDIJUHTIMISSÜSTEEMID
Juhised projektide kvaliteedijuhtimiseks

Quality management systems
Guidelines for quality management in projects

EESTI STANDARDIKESKUS
EESTONIAN CENTRE FOR STANDARDISATION

EESTI STANDARDI EESSÕNA

NATIONAL FOREWORD

Käesolev Eesti standard EVS-ISO 10006:2008 "Kvaliteedijuhtimissüsteemid. Juhised projektide kvaliteedijuhtimiseks" sisaldab rahvusvahelise standardi ISO 10006:2003 "Quality management systems – Guidelines for quality management in project" identset ingliskeelset teksti.	This Estonian Standard EVS-ISO 10006:2008 consists of the identical English text of the International Standard ISO 10006:2003 "Quality management systems – Guidelines for quality management in project".
Ettepaneku rahvusvahelise standardi ümbertrükimeetodil ülevõtuks esitas EVS/TK 33 "Juhtimissüsteemid", standardi avaldamise korraldas Eesti Standardikeskus.	Proposal to adopt the International Standard by reprint method was presented by EVS/TK 33 "Management Systems", Estonian standard is published by the Estonian Centre for Standardisation.
Standard EVS-ISO 10006:2008 on kinnitatud Eesti Standardikeskuse 07.10.2008 käskkirjaga nr 183 ja jõustub sellekohase teate avaldamisel EVS Teataja 2008. aasta novembrikuu numbris.	This standard is ratified with the order of Estonian Centre for Standardisation dated 07.10.2008 No. 183 and is endorsed with the notification published in the November 2008 edition of official bulletin of the Estonian national standardisation organisation.
Standard on kättesaadav Eesti Standardikeskusest.	The standard is available from Estonian Centre for Standardisation.

Käsitlusala:	**Scope:**
Käesolev rahvusvaheline standard annab nõuandeid kvaliteedijuhtimise rakendamiseks projektides. See sobib erineva keerukusega projektidele, väikestele ja suurtele, lühi- või pikaajalistele, erinevates keskkondades ja olenemata toote või protsessi liigist. Seetõttu võib osutuda vajalikuks juhise teatud kohandamine kindla projektiga sobimiseks. Käesolev rahvusvaheline standard ei ole juhis "projektijuhtimisele". See rahvusvaheline standard käsitleb kvaliteedijuhiseid projektijuhtimise protsessides. Kvaliteedijuhend projekti tootega seotud protsessidele ja "protsessi käsitlusele" sisaldub standardis ISO 9004. Kuna käesolev rahvusvaheline standard on nõuandedokument, ei ole see mõeldud kasutamiseks sertifitseerimise/registreerimise eesmärkidel.	This International Standard gives guidance on the application of quality management in projects. It is applicable to projects of varying complexity, small or large, of short or long duration, in different environments, and irrespective of the kind of product or process involved. This can necessitate some tailoring of the guidance to suit a particular project. This International Standard is not a guide to "project management" itself. Guidance on quality in project management processes is discussed in this International Standard. Guidance on quality in a project's product-related processes, and on the "process approach", is covered in ISO 9004. Since this International Standard is a guidance document, it is not intended to be used for certification/registration purposes.

ICS 03.120.10 Kvaliteedijuhtimine ja -tagamine

Võtmesõnad: kvaliteedijuhtimine

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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.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of technical committees is to prepare International Standards. Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75 % of the member bodies casting a vote.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights.

ISO 10006 was prepared by Technical Committee ISO/TC 176, *Quality management and quality assurance*, Subcommittee SC 2, *Quality systems*.

This second edition cancels and replaces the first edition (ISO 10006:1997), which has been technically revised.

This edition has sought to improve the alignment of ISO 10006 with the ISO 9000 family of International Standards, and includes new text concerning their quality management principles. Also, the title of ISO 10006 has been revised to reflect the changes to the ISO 9000 family of International Standards and to give an improved expression of the aim of this International Standard.

Introduction

This International Standard provides guidance on quality management in projects. It outlines quality management principles and practices, the implementation of which are important to, and have an impact on, the achievement of quality objectives in projects. It supplements the guidance given in ISO 9004.

These guidelines are intended for a wide audience. They are applicable to projects which can take many forms from the small to very large, from simple to complex, from being an individual project to being part of a programme or portfolio of projects. They are intended to be used by personnel who have experience in managing projects and need to ensure that their organization is applying the practices contained in the ISO 9000 family of standards, as well as those who have experience in quality management and are required to interact with project organizations in applying their knowledge and experience to the project. Inevitably, some groups will find that material presented in the guidelines is unnecessarily detailed for them, however other readers may be dependent on the detail.

It is recognized that there are two aspects to the application of quality management in projects; that of the project processes and that of the project's product. A failure to meet either of these dual aspects may have significant effects on the project's product, the project's customer and other interested parties, and the project organization.

These aspects also emphasize that the achievement of quality objectives is a top management responsibility, requiring a commitment to the achievement of quality objectives to be instilled at all levels within the organizations involved in the project. However, each level should retain responsibility for their respective processes and products.

The creation and maintenance of process and product quality in a project requires a systematic approach. This approach should be aimed at ensuring that the stated and implied needs of the customer are understood and met, that other interested parties' needs are understood and evaluated, and that the originating organization's quality policy is taken into account for implementation in the management of the project.

It should be noted that a summary of processes in projects is given in Annex A.

Taotluslikult tühjaks jäetud

Quality management systems — Guidelines for quality management in projects

1 Scope

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It is applicable to projects of varying complexity, small or large, of short or long duration, in different environments, and irrespective of the kind of product or process involved. This can necessitate some tailoring of the guidance to suit a particular project.

This International Standard is not a guide to "project management" itself. Guidance on quality in project management processes is discussed in this International Standard. Guidance on quality in a project's product-related processes, and on the "process approach", is covered in ISO 9004.

Since this International Standard is a guidance document, it is not intended to be used for certification/registration purposes.

2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 9000:2000, *Quality management systems — Fundamentals and vocabulary*

ISO 9004: 2000, *Quality management systems — Guidelines for performance improvements*

NOTE   The Bibliography contains additional references applicable to quality management in projects.

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO 9000 and the following apply. Some of the definitions below are quoted directly from ISO 9000:2000, but are also supplemented with notes specific to projects.

3.1
activity
⟨project⟩ smallest identified item of work in a **project** (3.5) **process** (3.3)

3.2
interested party
person or group having an interest in the performance or success of an organization

EXAMPLE   Customers, owners, people in an organization, suppliers, bankers, unions, partners or society.

NOTE 1   A group can comprise an organization, a part thereof, or more than one organization.

[ISO 9000:2000, definition 3.3.7]