

Australian/New Zealand Standard™

**Software engineering—Guidelines for
the application of AS/NZS ISO 9001:2000
to computer software**



AS/NZS ISO/IEC 90003:2007

This Joint Australian/New Zealand Standard was prepared by Joint Technical Committee IT-015, Software and Systems Engineering. It was approved on behalf of the Council of Standards Australia on 3 November 2006 and on behalf of the Council of Standards New Zealand on 17 November 2006. This Standard was published on 17 January 2007.

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PREFACE

This Standard was prepared by the Joint Standards Australia/Standards New Zealand Committee IT-015, Software and Systems Engineering.

The objective of this Standard is to provide organizations with guidance in the application of ISO 9001:2000, *Quality management systems—Requirements*, to the acquisition, supply, development, operation and maintenance of computer software and related support services. (It does not add to or otherwise change the requirements of ISO 9001:2000).

This Standard is identical with, and has been reproduced from ISO/IEC 90003:2004, *Software engineering—Guidelines for the application of ISO 9001:2000 to computer software*.

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<i>Reference to International Standard</i>		<i>Australian/New Zealand Standard</i>	
ISO		AS/NZS ISO	
9000	Quality management systems— Fundamentals and vocabulary	9000	Quality management systems— Fundamentals and vocabulary
9001	Quality management systems— Requirements	9001	Quality management systems— Requirements

The term ‘informative’ has been used in this Standard to define the application of the annex to which it applies. An ‘informative’ annex is only for information and guidance.

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INTRODUCTION

This International Standard provides guidance for organizations in the application of ISO 9001:2000 to the acquisition, supply, development, operation and maintenance of computer software.

It identifies the issues which should be addressed and is independent of the technology, life cycle models, development processes, sequence of activities and organizational structure used by an organization. The guidance and identified issues are intended to be comprehensive but not exhaustive. Where the scope of an organization's activities includes areas other than computer software development, the relationship between the computer software elements of that organization's quality management system and the remaining aspects should be clearly documented within the quality management system as a whole.

Clauses 4, 5 and 6 and parts of clause 8 of ISO 9001:2000 are applied mainly at the "global" level in the organization, although they do have some effect at the "project/product level". Each project or product development may tailor the associated parts of the organization's quality management system, to suit project/product-specific requirements.

Throughout ISO 9001:2000, "shall" is used to express a provision that is binding between two or more parties, "should" to express a recommendation among possibilities and "may" to indicate a course of action permissible within the limits of ISO 9001:2000. In this International Standard (ISO/IEC 90003), "should" and "may" have the same meaning as in ISO 9001:2000, i.e. "should" to express a recommendation among possibilities and "may" to indicate a course of action permissible within the limits of this International Standard.

Organizations with quality management systems for developing, operating or maintaining software based on this International Standard may choose to use processes from ISO/IEC 12207 and ISO/IEC 12207:1995/Amd.1:2002 to support or complement the ISO 9001:2000 process model. It should be noted that the quality management process defined in ISO/IEC 12207:1995/Amd.1:2002, F.3.1.4 is not consistent with the definition of quality management in ISO 9000, ISO 9001 and other ISO/TC 176 standards. The related paragraphs of ISO/IEC 12207:1995/Amd.1:2002 are referenced in each clause of this International Standard; however, they are not intended to imply requirements additional to those in ISO 9001:2000. Further guidance to the use of ISO/IEC 12207 may be found in ISO/IEC TR 15271. For additional guidance, frequent references are provided to the International Standards for software engineering defined by ISO/IEC JTC 1/SC 7 and in particular ISO/IEC 9126-1, ISO/IEC TR 9126-2, ISO/IEC TR 9126-3, ISO/IEC TR 9126-4, ISO/IEC 15939 and ISO/IEC 15504 (all parts). Where these references are specific to a clause or subclause of ISO 9001:2000 they appear after the guidance for that clause or subclause. Where they apply generally across the parts of a clause or subclause, the references are included at the end of the last part of the clause or subclause.

Where text has been quoted from ISO 9001:2000, that text is enclosed in a box, for ease of identification.

AUSTRALIAN/NEW ZEALAND STANDARD

Software engineering — Guidelines for the application of AS/NZS ISO 9001:2000 to computer software**1 Scope****1.1 General****ISO 9001:2000, Quality management systems — Requirements****1.1 General**

This International Standard specifies requirements for a quality management system where an organization

- a) needs to demonstrate its ability to consistently provide product that meets customer and applicable regulatory requirements, and
- b) aims to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable regulatory requirements.

NOTE In this International Standard, the term “product” applies only to the product intended for, or required by, a customer.

This International Standard provides guidance for organizations in the application of ISO 9001:2000 to the acquisition, supply, development, operation and maintenance of computer software and related support services. It does not add to or otherwise change the requirements of ISO 9001:2000.

Annex A (informative) provides a table pointing to additional guidance in the implementation of ISO 9001:2000 available in ISO/IEC JTC 1/SC 7 and ISO/TC 176 standards.

The guidelines provided in this International Standard are not intended to be used as assessment criteria in quality management system registration/certification.

1.2 Application**ISO 9001:2000, Quality management systems — Requirements****1.2 Application**

All requirements of this International Standard are generic and are intended to be applicable to all organizations, regardless of type, size and product provided.

Where any requirement(s) of this International Standard cannot be applied due to the nature of an organization and its product, this can be considered for exclusion.

Where exclusions are made, claims of conformity to this International Standard are not acceptable unless these exclusions are limited to requirements within clause 7, and such exclusions do not affect the organization's ability, or responsibility, to provide product that meets customer and applicable regulatory requirements.



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