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ISO 9004:2009, Managing For The Sustained Success Of An Organization – A Quality Management Approach

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Managing for the sustained success of an organization — A quality management approach

Gestion des performances durables d'un organisme — Approche de management par la qualité

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Synopsis

ISO 9004:2009 provides guidance to organizations to support the achievement of sustained success by a quality management approach. It is applicable to any organization, regardless of size, type and activity.ISO 9004:2009 is not intended for certification, regulatory or contractual use.

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