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



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.

Book Information

Paperback: 54 pages

Publisher: Multiple. Distributed through American National Standards Institute (ANSI) (October 30, 2009)

Language: English

ASIN: B009DME458

Product Dimensions: 8.2 x 0.1 x 10.5 inches

Shipping Weight: 6.4 ounces (View shipping rates and policies)

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