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**NATIONAL STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

GB/T 19004.1-1994

Replacing GB/T 19004-2011

**Quality management. Quality of an organization. Guidance to
achieve sustained success**
(English Translation)

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Foreword

This standard is one of the core standards of the GB/T 19000 family.

This standard was drafted in accordance with the rules given in GB/T 1.1-2009.

This standard replaces GB/T 19004-2011 "Pursuing Organizational Quality Management Methods for Continuous Success".

Compared with GB/T 19004-2011, the main technical changes of this standard are as follows except for editorial changes.

---Consistent with the concepts and terms of GB/T 19000-2016 and GB/T 19001-2016;

---Focus on the concept of "organizational quality";

---Focus on the concept of "organizational characteristics".

The use of translation in this standard is equivalent to the adoption of ISO 9004:2018 "Guidelines for Continuous Success of Quality Management Organizations".

This standard was proposed and managed by the National Standardization Technical Committee for Quality Management and Quality Assurance (SAC/TC151).

Drafting organizations of this standard. China National Institute of Standardization, China Association for Quality, Civil Aviation University of China, Shanghai Institute of Quality Management, Shanghai Military Equipment Department Test Supervision Bureau, Fuhai Group New Energy Holdings Co., Ltd., Shandong Jingyanggang Winery Co., Ltd., Infinitus (China) Co., Ltd.

Division, Jiangsu Xugong Construction Machinery Research Institute Co., Ltd., China Certification Center Co., Ltd., Beijing Junyou Integrity Testing and Certification Co., Ltd., Yike Testing and Certification Co., Ltd., Hisense Group Co., Ltd., YOFC Optical Fiber and Cable Co., Ltd., Weihua Group Co., Ltd., Nanjing Kerida Electric Sub-equipment Co., Ltd., Shanghai Jianke Engineering Consulting Co., Ltd., Hongdou Group Co., Ltd., Shandong Jingzhi Wine Co., Ltd., North Jingdaoxiangcun Food Co., Ltd., Inner Mongolia Yili Industrial Group Co., Ltd., Shanghai Electric Nuclear Power Equipment Co., Ltd., North China Fang Rare Earth (Group) High-Tech Co., Ltd., Daye Special Steel Co., Ltd., Suzhou Lion Precision Alloy Co., Ltd., China National Building Material Inspection and Certification Group Co., Ltd., Hebei Hongzhida Testing Technology Service Co., Ltd., Beijing Qingzhong Enterprise Management Consulting Co., Ltd.

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the company.

Introduction

This standard is based on the quality management principles set forth in GB/T 19000-2016, and provides organizations with a complex, severe and constantly changing environment.

To achieve sustained success in the environment. The comprehensive application of these quality management principles can lay a solid foundation for the establishment of organizational values and strategies basis.

GB/T 19001-2016 focuses on providing confidence in the organization's products and services, and this standard focuses on the organization's ability to achieve sustained success Provide confidence.

The top management's attention to the organization's ability to meet the needs and expectations of customers and other relevant parties will enhance the organization's continued success.

Gong confidence. This standard describes the systematic improvement of the overall performance of the organization, including the planning, implementation, and implementation of an effective and efficient management system.

Analysis, evaluation and improvement.

Over the years, the factors that affect the success of the organization have continued to appear, evolve, increase or decrease, and adapting to these changes is important for sustained success. This these factors include social responsibility, environmental and cultural factors, as well as factors such as efficiency, quality and agility that may have been considered before. Comprehensive Taken together, these factors are all part of the organizational environment.

Through the learning and understanding of the constantly changing environment of the organization by managers at all levels, the ability to achieve sustained success can be enhanced. Improvement and innovation Also supports continued success.

This standard advocates self-evaluation and provides a self-evaluation tool for evaluating the extent to which the organization adopts the concepts in this standard (see appendix A).

The structure of this standard is shown in Figure 1, which contains the necessary elements for the organizations involved in this standard to achieve sustained success.

Figure 1 Schematic diagram of the structure of this standard

Quality management organization Guidelines for achieving sustained success

1 Scope

This standard provides guidance for organizations to enhance their ability to achieve sustained success. This standard and the quality management described in GB/T 19000-2016 Principles are consistent.

This standard provides a self-evaluation tool to review the extent to which the organization adopts the concepts in this standard.

This standard is applicable to any organization of all sizes, types and activities.

2 Normative references

The following documents are indispensable for the application of this document. For dated reference documents, only the dated version applies to this article Pieces. For undated references, the latest version (including all amendments) applies to this document.