



INFO UPDATE

Quality/Business Management

Volume 7 — October 2009

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Info Update is published by the Canadian Standards Association (CSA) eight times a year. It contains important information about new and existing standards, e.g., recently published standards, and withdrawn standards. It also gives you highlights of other activities and services.

CSA offers a free online service called *Keep Me Informed* that will notify registered users when each new issue of *Info Update* is published. To register go to <http://www.csa-intl.org/onlinestore/KeepMeInformed/PleaseIdentifyYourself.asp?Language=EN>.

To view the complete issue of *Info Update* visit <http://standardsactivities.csa.ca/standardsactivities/default.asp?language=en>.

What you'll find

Within each program, information is organized into the following sections:

Completed Projects / Projets terminés

▼ **New Standards – New Editions – Special Publications**

This section lists new standards, new editions (including adoptions), and special publications that have been published since the last issue of *Info Update*. To place your order call 1-800-463-6727 or visit our Online Store at <http://www.csa.ca>. Prices shown are quoted in Canadian dollars and do not include applicable taxes or shipping charges. Our office locations are listed at the end of this document.

▼ **Nouvelles normes – Nouvelles éditions – Publications spéciales publiées en français**

Cette section énumère les nouvelles normes et éditions (y compris les normes adoptées) ainsi que les publications spéciales qui ont paru depuis la dernière livraison du bulletin Info-Update. Pour commander, composez le 1 800 463-6727 ou visitez notre Boutique en ligne, au <http://www.csa.ca>. Les prix sont indiqués en dollars canadiens et ne comprennent pas les taxes pertinentes ni les frais d'expédition. La liste de nos bureaux est présentée à la fin de ce document.

▼ **Amendments**

Amendments are issued periodically for some standards. This section lists amendments that have been published since the last issue of *Info Update*. Most amendments are made available to the purchaser free of charge by returning the update notification card included in the standard or registering online for the update service through the Online Store at <http://www.csa.ca> and clicking on "My Account" on the navigation bar. Amendments developed by other standards development organizations, and adopted by CSA are made available for a fee. The prices shown are quoted in Canadian dollars and do not include applicable taxes or shipping charges.

▼ **Modifications publiées en français**

Dans le cas de certaines normes, des modifications sont publiées à intervalles réguliers. Cette section présente la liste des modifications publiées depuis la dernière livraison du bulletin *Info-Update*. La plupart des modifications étant offertes gratuitement, vous n'avez qu'à remplir et à nous retourner la carte d'avis de mise à jour incluse avec chaque norme. Vous pouvez également vous inscrire en direct à notre service de mise à jour en vous rendant à la Boutique en ligne, au <http://www.csa.ca>, et en cliquant sur le bouton « Mon compte » de la barre de navigation. Des frais s'appliquent toutefois aux modifications élaborées par d'autres organismes de normalisation et adoptées par la CSA. Les prix sont indiqués en dollars canadiens et ne comprennent pas les taxes pertinentes ni les frais d'expédition.

▼ **Adopted Standards**

Adopted standards have been developed by another standards development organization and have been approved by our technical committee for use in Canada, with or without modification. They are available for sale from CSA. You will find published adopted standards listed under "New Standards — New Editions — Special Publications."

▼ **Endorsed Standards**

Endorsed standards have been developed by another standards development organization, and have been approved by the appropriate CSA technical committee for use in Canada.

Endorsed standards are not sold by CSA.

For copies, contact the originating organization or Global Info Centre Canada at 1-800-854-7179 or 613-237-4250; fax 613-237-4251; e-mail gic@ihscanada.ca; Web site <http://www.global.ihs.com>.

Completed Projects (cont'd) / Projets terminés (suite)

▼ Reaffirmed Standards

The standards listed in this section have been reviewed to determine if they remain technically valid and are acceptable for use until the next edition is published or for a further five years.

▼ Withdrawn Standards

The standards listed in this section have been withdrawn. Most withdrawn standards are available from our archived collection. Some copies may not be in original format.

To order, call toll-free 1-800-463-6727 (in Toronto, 416-747-4044).

▼ Formal Interpretations

This section lists questions that individuals have submitted about a particular standard. Each question has been reviewed and answered by the appropriate committee. If you would like to submit a question about a particular standard, please see the end notes in the preface of that standard.

Under Development

The *Under Development* section formerly published in *Info Update* is now available directly on the CSA website. This enhancement allows us to provide you with these important notifications on a more timely basis. To visit the new "Current Standards Activities" page, go to: <http://standardsactivities.csa.ca/standardsactivities/default.asp?language=en>.

Certification and Testing (CSA International)

▼ Informs Notices (Bulletins from CSA International)

An *Informs* is a notice containing information only. It does not contain anything that would require you to resubmit products for certification. If you would like a copy of an *Informs* notice, call CSA International at 416-747-4171, or fax 416-747-2476.

▼ Certification Notices

Certification notices inform you about changes that would require a product to be resubmitted for certification or about critical factors that may affect a product's certification. Products must comply with the changed requirements by the effective dates given.

CSA certification and testing clients receive these notices automatically. If you did not receive a copy or would like to receive one, call CSA International at 416-747-2488, or fax 416-747-4173.



Completed Projects / Projets terminés

Reaffirmed Standards

CAN/CSA-ISO 10002:04 (R2009)

Quality management — Customer satisfaction — Guidelines for complaints handling in organizations (Adopted ISO 10002:2004, first edition, without modification)

Nouvelles normes — Nouvelles éditions — Publications spéciales publiées en français

PLUS 9001, 4^e édition

Principes essentiels de l'ISO 9000 : Guide pratique pour l'application des normes de la famille ISO 9000

Papier.....	135 \$
PDF	120 \$

La famille de normes ISO 9000 a été élaborée pour aider les organismes de tous types et de toutes tailles à mettre en œuvre et appliquer un système de gestion de la qualité efficace.

Elle comporte quatre normes de base :

- L'ISO 9000:2005, *Systèmes de management de la qualité — Principes essentiels et vocabulaire*, décrit les principes essentiels d'un SGQ et définit le vocabulaire associé à un SGQ.
- L'ISO 9001:2008 définit les exigences d'un SGQ auxquelles doit se conformer un organisme qui doit démontrer son aptitude à fournir des produits qui satisfont aux exigences du client, ainsi qu'aux exigences réglementaires pertinentes, et à augmenter le niveau de satisfaction du client.
- L'ISO 9004:2000, *Systèmes de management de la qualité — Lignes directrices pour l'amélioration des performances*, énonce des lignes directrices visant l'efficacité et l'efficience du SGQ. Le but de cette norme est d'améliorer les performances de l'organisme ainsi que la satisfaction des clients et des autres parties intéressées.
- L'ISO 19011:2002, *Lignes directrices pour l'audit des systèmes de management de la qualité et/ou de management environnemental* fournit des lignes directrices relatives à l'audit des systèmes de gestion de la qualité et de l'environnement et a été élaborée par les Comités techniques 176 et 207 de l'ISO. Le Comité technique 207 est responsable de la famille de normes ISO 14000 sur la gestion de l'environnement.

Ces quatre normes ISO constituent un ensemble cohérent de normes visant les SGQ qui favorisent la compréhension mutuelle à l'occasion d'échanges commerciaux nationaux et internationaux.