

AS/NZS ISO 10014:2022  
ISO 10014:2021



Australian/New Zealand Standard™

# Quality management systems — Managing an organization for quality results Guidance for realizing financial and economic benefits

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AS/NZS ISO 10014:2022

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## Preface

This Standard was prepared by the Standards Australia Committee QR-008, Quality Systems to supersede AS ISO 10014—2007, *Quality management systems—Guidelines for realizing financial and economic benefits*.

The objective of this document is to provide guidelines for realizing financial and economic benefits by applying a top-down structured approach to achieving financial and economic benefits. The structured approach uses the quality management principles and quality management system described in the AS/NZS ISO 9000 family of management system standards to —

(a) monitor and manage trends in key performance metrics; and

(b) take improvement action based on the observed metrics.

This document is directed specifically to the top management of an organization.

This document is applicable to any organization, whether from the public, private or not-for-profit sector, regardless of its business model, revenue, number of employees, diversity of product and service offerings, organizational culture, complexity of processes, place, or number of locations.

This document provides examples of achievable benefits from the application of concepts in those standards. This document identifies associated practical management methods and tools to assist in realizing the benefits.

This document is identical with, and has been reproduced from, ISO 10014:2021, *Quality management systems — Managing an organization for quality results — Guidance for realizing financial and economic benefits*.

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