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VISTA

December 29, 1989

Mr. Gene Kosinski
Colloids, Inc.
394 Frelinghugsen Ave
Newark, N. J. 07114

Dear Gene:

Per your request, below are the chemical names for the predominant alcohols in VISTA ALFOL 1618 and ALFOL 20+ Alcohols:

C16	Hexadecanol
C18	Octadecanol
C20	Eicosanol
C22	Docosanol
C24	Tetracosanol

Please call me at 713-588-3445 if you have further questions.

Sincerely,

Thomas G. Grumbles

Thomas G. Grumbles, C. I. H.
Environmental Quality Manager

bko

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Quality management and quality assurance standards — Guidelines for selection and use

0 Introduction

A principal factor in the performance of an organization is the quality of its products or services. There is a world-wide trend towards more stringent customer expectations with regard to quality. Accompanying this trend has been a growing realization that continual improvements in quality are often necessary to achieve and sustain good economic performance.

Most organizations — industrial, commercial or governmental — produce a product or service intended to satisfy a user's needs or requirements. Such requirements are often incorporated in "specifications". However, technical specifications may not in themselves guarantee that a customer's requirements will be consistently met, if there happen to be any deficiencies in the specifications or in the organizational system to design and produce the product or service. Consequently, this has led to the development of quality system standards and guidelines that complement relevant product or service requirements given in the technical specifications. The series of International Standards (ISO 9000 to ISO 9004 inclusive) embodies a rationalization of the many and various national approaches in this sphere.

The quality system of an organization is influenced by the objectives of the organization, by the product or service and by the practices specific to the organization, and, therefore, the quality system varies from one organization to another.

A cross-reference list of quality system elements is given in the annex for information.

1 Scope and field of application

The purposes of this International Standard are

- a) to clarify the distinctions and interrelationships among the principal quality concepts (see clause 4), and
- b) to provide guidelines for the selection and use of a series of International Standards on quality systems that

can be used for internal quality management purposes (ISO 9004) and for external quality assurance purposes (ISO 9001, ISO 9002 and ISO 9003) (see clauses 5 to 8 inclusive).

NOTE — It is not the purpose of this series of International Standards (ISO 9000 to ISO 9004 inclusive) to standardize quality systems implemented by organizations.

2 References

ISO 8402, *Quality — Vocabulary*.

ISO 9001, *Quality systems — Model for quality assurance in design/development, production, installation and servicing*.¹⁾

ISO 9002, *Quality systems — Model for quality assurance in production and installation*.¹⁾

ISO 9003, *Quality systems — Model for quality assurance in final inspection and test*.¹⁾

ISO 9004, *Quality management and quality system elements — Guidelines*.¹⁾

3 Definitions

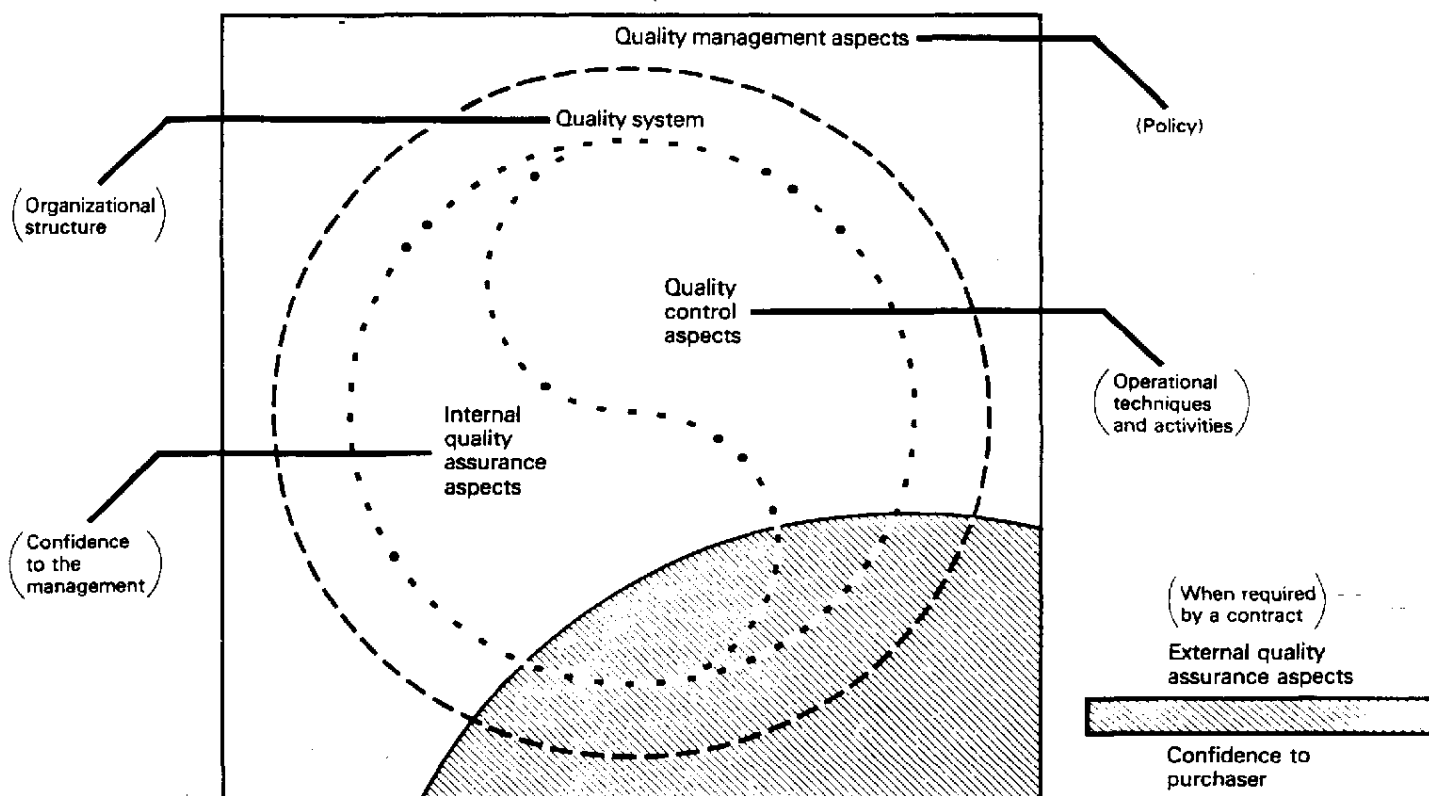
For the purposes of this International Standard, the definitions given in ISO 8402 apply. Five key terms and definitions have been taken from ISO 8402 and included in this International Standard because of their importance in the proper use of this International Standard.

3.1 quality policy : The overall quality intentions and direction of an organization as regards quality, as formally expressed by top management.

NOTE — The quality policy forms one element of the corporate policy and is authorized by top management.

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1) The cross-references in the annex to specific clauses and sub-clauses in this series of International Standards apply to the first editions published in 1987.



NOTES

- 1 The elements that comprise a quality system are listed in the annex.
- 2 Activities aimed at providing confidence to the management of an organization that the intended quality is being achieved are often called "internal quality assurance".
- 3 Activities aimed at providing confidence to the purchaser that the supplier's quality system will provide a product or service that will satisfy the purchaser's stated quality requirements are often called "external quality assurance".

Figure — Relationship of concepts

ISO 9004 provides guidance on the technical, administrative and human factors affecting the quality of products or services, at all stages of the quality loop from detection of need to customer satisfaction. Throughout ISO 9004, emphasis is placed on the satisfaction of the customer's need, the establishment of functional responsibilities and the importance of assessing (as far as possible) the potential risks and benefits. All these aspects should be considered in establishing and maintaining an effective quality system.

8 Use of International Standards on quality systems for contractual purposes

8.1 General

After this International Standard has been consulted, the purchaser and supplier should refer to ISO 9001, ISO 9002 and

ISO 9003 to determine which of these International Standards is most relevant to the contract, and what specific adaptations, if any, have to be made.

The selection and application of a model for quality assurance appropriate to a given situation should provide benefits to both purchaser and supplier. Examining the risks, costs and benefits for both parties will determine the extent and nature of reciprocal information and the measures each party must take to provide adequate confidence that the intended quality will be achieved.

8.2 Selection of model for quality assurance

8.2.1 General

As indicated in the introduction to each of these three International Standards, certain quality system elements have been

standards can be selected that will meet needs adequately for almost any situation. However, on occasions, certain quality system elements called for in the selected International Standard may be deleted and, on other occasions, elements may be added. If this should prove necessary, it should be agreed between the purchaser and the supplier, and should be specified in the contract.

8.5.2 Review of contractual quality system elements

Both parties should review the proposed contract to be sure that they understand the quality system requirements and that the requirements are mutually acceptable considering the economics and risks in their respective situations.

8.5.3 Supplementary quality assurance or quality system requirements

There may be a need to specify supplementary requirements in the contract, such as quality plans, quality programmes, quality audit plans, etc.

8.5.4 Technical requirements

The technical requirements of the product or service are defined in the technical specifications of the contract.

ISO 9000 : 1987 (E)

UDC 658.56

Descriptors : quality assurance, quality assurance programme, selection.

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Price based on 6 pages
