

# Quality Management System (QMS)

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## Terms and Definitions



# TERMS AND DEFINITIONS (138)

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1.

## TERMS RELATED TO PERSON OR PEOPLE

### Top Management

=> Person or group of people who directs and controls an organization at the highest level

### Quality Management System Consultant

=> Person who assists the organization on quality management system realization, giving advice or information

### Involvement

=> Taking part in an activity, event or situation

1.

## TERMS RELATED TO PERSON OR PEOPLE

### Engagement

=> Involvement in, and contribution to, activities to achieve shared objectives

### Configuration authority/ Configuration control board/ Dispositioning authority

=> Person or a group of persons with assigned responsibility and authority to make decisions on the configuration

### Dispute Resolver

=> Individual person assigned by a DRP (Dispute Resolution Process)-provider to assist the parties in resolving a dispute

## 2.

# TERMS RELATED TO ORGANIZATION

### Organization

=> Person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its objectives

### Context of the Organization

=> Combination of internal and external issues that can have an effect on an organization's approach to developing and achieving its objectives

### Interested Party/ Stakeholder

=> Person or organization that can affect, be affected by, or perceive itself to be affected by a decision or activity

## 2.

# TERMS RELATED TO ORGANIZATION

### Customer

=> Person or organization that could or does receive a product or a service that is intended for or required by this person or organization

### Provider/ Supplier

=> Organization that provides a product or a service

### External Provider/ External Supplier

=> Provider that is not part of the organization

## 2.

# TERMS RELATED TO ORGANIZATION

### **DRP-provider/ Dispute Resolution Process Provider**

=> person or organization that supplies and operates an external dispute resolution process

### **Association**

=> Organization consisting of member organizations or persons

### **Metrological Function**

=> Functional unit with administrative and technical responsibility for defining and implementing the measurement management system

### 3.

## TERMS RELATED TO ACTIVITY

### Improvement

=> Activity to enhance performance

### Continual Improvement

=> Recurring activity to enhance performance

### Management

=> Coordinated activities to direct and control an organization

### Quality Management

=> Management with regard to quality

### 3.

## TERMS RELATED TO ACTIVITY

### Quality Planning

=> Part of quality management focused on setting quality objectives and specifying necessary operational processes, and related resources to achieve the quality objectives

### Quality Assurance

=> Part of quality management focused on providing confidence that quality requirements will be fulfilled

### Quality Control

=> Part of quality management focused on fulfilling quality requirements

### 3.

## TERMS RELATED TO ACTIVITY

### Quality Improvement

=> Part of quality management focused on increasing the ability to fulfil quality requirements

### Configuration Management

=> Coordinated activities to direct and control configuration

### Change Control

=> Activities for control of the output after formal approval of its product configuration information

### 3.

## TERMS RELATED TO ACTIVITY

### Activity

=> Smallest identified object of work in a project

### Project Management

=> Planning, organizing, monitoring , controlling and reporting of all aspects of a project, and the motivation of all those involved in it to achieve the project objectives

### Configuration Object

=> Object within a configuration that satisfies an end-use function

## 4.

# TERMS RELATED TO PROCESS

### Process

=> Set of interrelated or interacting activities that use inputs to deliver an intended result

### Project

=> unique process, consisting of a set of coordinated and controlled activities with start and finish dates, undertaken to achieve an objective conforming to specific requirements, including the constraints of time, cost and resources

### Quality Management System Realization

=> Process of establishing, documenting, implementing, maintaining and continually improving a quality management system

### Competence Acquisition

=> Process of attaining competence

## 4.

# TERMS RELATED TO PROCESS

### Procedure

=> Specified way to carry out an activity or a process

### Outsource (verb)

=> Make an arrangement where an external organization performs part of an organization's function or process

### Contract

=> Binding agreement

### Design and Development

=> Set of processes that transform requirements for an object into more detailed requirements for that object

## 5.

# TERMS RELATED TO SYSTEM

### System

=> Set of interrelated or interacting elements

### Infrastructure

=> System of facilities, equipment and services needed for the operation of an organization

### Management System

=> Set of interrelated or interacting elements of an organization to establish policies and objectives, and processes to achieve those objectives

### Quality Management System

=> Part of a management system with regard to quality

## 5.

# TERMS RELATED TO SYSTEM

### Work Environment

=> Set of conditions under which work is performed

### Metrological Confirmation

=> Set of operations required to ensure that measuring equipment conforms to the requirements for its intended use

### Measurement Management System

=> Set of interrelated or interacting elements necessary to achieve metrological confirmation and control of measurement processes

### Policy

=> Intentions and direction of an organization as formally expressed by its top management

## 5.

# TERMS RELATED TO SYSTEM

### Quality Policy

=> Policy related to quality

### Vision

=> Aspiration of what an organization would like to become as expressed by top management

### Mission

=> Organization's purpose for existing as expressed by top management

### Strategy

=> Plan to achieve a long-term or overall objective

## 6.

# TERMS RELATED TO REQUIREMENT

### Object/ Entity/ Item

=> Anything perceivable or conceivable

### Quality

=> Degree to which a set of inherent characteristics of an object fulfils requirements

### Grade

=> Category or rank given to different requirements for an object having the same functional use

### Requirement

=> Need or expectation that is stated, generally implied or obligatory

## 6.

# TERMS RELATED TO REQUIREMENT

### Quality Requirement

=> Requirement related to quality

### Statutory Requirement

=> Obligatory requirement specified by a legislative body

### Regulatory Requirement

=> Obligatory requirement specified by an authority mandated by a legislative body

### Product Configuration Information

=> Requirement or other information for product design, realization, verification, operation and support

## 6.

# TERMS RELATED TO REQUIREMENT

### Nonconformity

=> Non-fulfilment of a requirement

### Defect

=> Nonconformity related to an intended or specified use

### Conformity

=> Fulfilment of a requirement

### Capability

=> Ability of an object to realize an output that will fulfil the requirements for that output

6.

## TERMS RELATED TO REQUIREMENT

### Traceability

=> Ability to trace the history, application or location of an object

### Dependability

=> Ability to perform as and when required

### Innovation

=> New or changed object realizing or redistributing value

# 7.

## TERMS RELATED TO RESULT

### Objective

=> Result to be achieved

### Quality Objective

=> Objective related to quality

### Success

=> Achievement of an objective

### Sustained Success

=> Success over a period of time

### Output

=> Result of a process

# 7.

## TERMS RELATED TO RESULT

### Product

=> Output of an organization that can be produced without any transaction taking place between the organization and the customer

### Service

=> Output of an organization with at least one activity necessarily performed between the organization and the customer

### Performance

=> Measurable result

# 7.

## TERMS RELATED TO RESULT

### Risk

=> Effect of uncertainty

### Efficiency

=> Relationship between the result achieved and the resources used

### Effectiveness

=> Extent to which planned activities are realized and planned results are achieved

8.

## TERMS RELATED TO DATA, INFORMATION AND DOCUMENT

### Data

=> Facts about an object

### Information

=> meaningful data

### Objective Evidence

=> Data supporting the existence or verity of something

### Information System

=> Network of communication channels used within an organization

### Document

=> Information and the medium on which it is contained

8.

## TERMS RELATED TO DATA, INFORMATION AND DOCUMENT

### Documented Information

=> Information required to be controlled and maintained by an organization and the medium on which it is contained

### Specification

=> Document stating requirements

### Quality Manual

=> Specification for the quality management system of an organization

### Quality Plan

=> Specification of the procedures and associated resources to be applied when and by whom to a specific object

8.

## TERMS RELATED TO DATA, INFORMATION AND DOCUMENT

### Record

=> Document stating results achieved or providing evidence of activities performed

### Project Management Plan

=> Document specifying what is necessary to meet the objective(s) of the project

### Verification

=> Confirmation, through the provision of objective evidence, that specified requirements have been fulfilled

### Validation

=> Confirmation, through the provision of objective evidence, that the requirements for a specific intended use or application have been fulfilled

8.

## TERMS RELATED TO DATA, INFORMATION AND DOCUMENT

### Configuration Status Accounting

=> Formalized recording and reporting of product configuration information, the status of proposed changes and the status of the implementation of approved changes

### Specific Case

=> subject of the quality plan

## 9.

# TERMS RELATED TO CUSTOMER

### Feedback

=> Opinions, comments and expressions of interest in a product, a service or a complaints-handling process

### Customer Satisfaction

=> Customer's perception of the degree to which the customer's expectations have been fulfilled

### Complaint

=> Expression of dissatisfaction made to an organization, related to its product or service, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected

## 9.

# TERMS RELATED TO CUSTOMER

### Customer Service

=> Interaction of the organization with the customer throughout the life cycle of a product or a service

### Customer Satisfaction Code of Conduct

=> Promises, made to customers by an organization concerning its behaviour, that are aimed at enhanced customer satisfaction and related provisions

### Dispute

=> Disagreement, arising from a complaint, submitted to a DRP-provider

# 10.

## TERMS RELATED TO CHARACTERISTIC

### Characteristic

=> Distinguishing feature

### Quality Characteristic

=> Inherent characteristic of an object related to a requirement

### Human Factor

=> Characteristic of a person having an impact on an object under consideration

### Competence

=> Ability to apply knowledge and skills to achieve intended results

# 10.

## TERMS RELATED TO CHARACTERISTIC

### **Metrological Characteristic**

characteristic (3.10.1) which can influence the results of measurement (3.11.4)

### **Configuration**

=> Interrelated functional and physical characteristics of a product or service defined in product configuration information

### **Configuration Baseline**

=> Approved product configuration information that establishes the characteristics of a product or service at a point in time that serves as reference for activities throughout the life cycle of the product or service

# 11.

## TERMS RELATED TO DETERMINATION

### Determination

=> Activity to find out one or more characteristics and their characteristic values

### Review

=> Determination of the suitability, adequacy or effectiveness of an object to achieve established objectives

### Monitoring

=> Determining the status of a system, a process, a product, a service, or an activity

# 11.

## TERMS RELATED TO DETERMINATION

### Measurement

=> Process to determine a value

### Measurement Process

set of operations to determine the value of a quantity

### Measuring Equipment

=> measuring instrument, software, measurement standard, reference material or auxiliary apparatus or combination thereof necessary to realize a measurement process

# 11.

## TERMS RELATED TO DETERMINATION

### Inspection

=> Determination of conformity to specified requirements

### Test

=> Determination according to requirements for a specific intended use or application

### Progress Evaluation

=> Assessment of progress made on achievement of the project objectives

# 12.

## TERMS RELATED TO ACTION

### Preventive Action

=> Action to eliminate the cause of a potential nonconformity or other potential undesirable situation

### Corrective Action

=> Action to eliminate the cause of a nonconformity and to prevent recurrence

### Correction

=> Action to eliminate a detected nonconformity

## 12.

# TERMS RELATED TO ACTION

### Regrade

=> Alteration of the grade of a nonconforming product or service in order to make it conform to requirements differing from the initial requirements

### Concession

Permission to use or release a product or service that does not conform to specified requirements

### Deviation Permit

=> Permission to depart from the originally specified requirements of a product or service prior to its realization

### Release

=> Permission to proceed to the next stage of a process or the next process

# 12.

## TERMS RELATED TO ACTION

### Rework

=> Action on a nonconforming product or service to make it conform to the requirements

### Repair

=> Action on a nonconforming product or service to make it acceptable for the intended use

### Scrap

=> Action on a nonconforming product or service[ to preclude its originally intended use

# 13.

## TERMS RELATED TO AUDIT

### Audit

=> Systematic, independent and documented process for obtaining objective evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled

### Combined Audit

=> Audit carried out together at a single auditee on two or more management systems

### Joint Audit

=> Audit carried out at a single auditee by two or more auditing organizations

### Audit Programme

=> Set of one or more audits planned for a specific time frame and directed towards a specific purpose

# 13.

## TERMS RELATED TO AUDIT

### Audit Scope

=> Extent and boundaries of an audit

### Audit Plan

=> Description of the activities and arrangements for an audit

### Audit Criteria

=> Set of policies, procedures or requirements used as a reference against which objective evidence is compared

### Audit Evidence

=> Records, statements of fact or other information, which are relevant to the audit criteria and verifiable

# 13.

## TERMS RELATED TO AUDIT

### Audit Findings

=> Results of the evaluation of the collected audit evidence against audit criteria

### Audit Conclusion

=> Outcome of an audit, after consideration of the audit objectives and all audit findings

### Audit Client

=> Organization or person requesting an audit

### Auditee

=> Organization being audited

### Guide

=> Person appointed by the auditee to assist the audit team

# 13.

## TERMS RELATED TO AUDIT

### Audit Team

=> One or more persons conducting an audit, supported if needed by technical experts

### Auditor

=> Person who conducts an audit (3.13.1)

### Technical Expert

=> Person who provides specific knowledge or expertise to the audit team

### Observer

=> Person who accompanies the audit team but does not act as an auditor

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**Reference:  
ISO 9001: 2015**

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