



ISO 9000

Glossary

*Guidance on selected words
used in the ISO 9000 family
of standards*



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This document was first published by ISO in 2019 and provides the appropriate meaning of selected words found in dictionaries for the context in which they are used in ISO 9000:2015 and ISO 9001:2015. The aim of this document is to assist standards' users, standards' developers, and translators of the ISO 9000 family of standards by providing selected dictionary meanings for common words, which are used in ISO 9000:2015 and in ISO 9001:2015. If a common word is used at different locations in the text of a standard with different dictionary meanings, the relevant clauses are indicated.

This revised version has been produced in response to comments received by the Committee Manager of ISO/TC 176/SC 1. The changes have generally been made to remove ambiguity from more than one meaning for one word and to expand information for one-word meanings. Changes are indicated by side lines in the margins.

Defined concepts (with the terms and definitions) used within the ISO 9000 family of standards are given in ISO 9000:2015 Clause 3.

Any comments on this Glossary should be made to your National Standardization Body to forward them to the Committee Manager of ISO/TC 176/SC 1, Jennifer Admussen, at jadmussen@asq.org.



Table of common words used in ISO 9000:2015 and in ISO 9001:2015

	Word (and clauses where it is used, if used in different dictionary meanings)		Meaning
1	ability	<i>noun</i>	being able
2	accordance (in accordance with)	<i>noun</i>	in a manner conforming with
3	action (see ISO 9000: A.5 fig. A.15)	<i>noun</i>	activity to achieve something
4	activity (see ISO 9000: A.5 fig. A.6)	<i>noun</i>	doing something
5	adequacy	<i>noun</i>	sufficiency; being sufficient for the intended purpose
6	adjustment	<i>noun</i>	act of making something different
7	analysis	<i>noun</i>	examination of the nature or structure of something
8	appropriate (for, to)	<i>adjective</i>	suitable (for, to); fit for a particular purpose or situation
9	applicable (requirement) ISO 9001: 0.1, 1 para 1 1a), 1 para 1 1b), 4.2, 5.1.2, 5.2.1, 6.2.1, 8.2.2, 8.2.3.1, 8.3.2, 8.4.2, A3 para 1 line 6	<i>adjective</i>	necessary to apply
10	applicable (as applicable) ISO 9000: Introduction, 1, 3.2.2; ISO 9001: 0.3.2, 1 para 2, 4.3, 7.2, 7.5.3.2, 8.2.3.2, 8.5.1, 10.2.1, A.3 para 1 line 5, A.5, Annex B	<i>adjective</i>	possible to apply
11	applicable (as applicable) ISO 9001: 8.6	<i>adjective</i>	when required

	Word (and clauses where it is used, if used in different dictionary meanings)		Meaning
12	authority ISO 9000: 2.3.2.4, 2.3.4.4, 3.1.1, 3.1.5 (def), 3.3.3; ISO 9001: 4.4.1 e), 5.3, 8.3.2, A.1	<i>noun</i>	power to command or give a decision
13	authority ISO 9000:3.1.5 (term), 3.2.1, 3.6.7; ISO 9001: 8.6, 8.7.2	<i>noun</i>	person or body that has powers and rights
14	authority ISO 9001: 7.5.3.2	<i>noun</i>	permission to do something
15	available	<i>adjective</i>	able to be used or obtained
16	aware (to be aware, to make aware)	<i>verb</i>	to have or to create knowledge or perception of a situation or fact
17	awareness	<i>noun</i>	knowledge or perception of a situation or fact
18	boundary	<i>noun</i>	limit; limit of a sphere of activity
19	calibration	<i>noun</i>	see VIM: 2007 ¹ , Clause 2.39 process of checking or changing a device used for measuring things to make it accurate
20	can	<i>verb</i>	ISO/IEC Directives Part 2, 2021, Clause 7.5, Table 6 - be able to - there is a possibility of - it is possible to
21	cannot	<i>verb</i>	ISO/IEC Directives Part 2, 2021, Clause 7.5, Table 6 - be unable to - there is no possibility of - it is not possible to
22	commitment	<i>noun</i>	obligation and promise to do something
23	communication	<i>noun</i>	sharing or exchanging information
24	confirm	<i>verb</i>	establish as true

¹ ISO/IEC Guide 99:2007, *International vocabulary of metrology — Basic and general concepts and associated terms (VIM)*

	Word (and clauses where it is used, if used in different dictionary meanings)		Meaning
25	conform (to/with)	<i>verb</i>	fulfil; fulfil a requirement
26	consistent (with)	<i>adjective</i>	conforming to or in agreement with
27	consistently	<i>adverb</i>	unchanging over time
28	control	<i>noun</i>	part of management focused on fulfilling requirements
29	control	<i>verb</i>	manage focusing on fulfilling requirements
30	define	<i>verb</i>	state or describe exactly
31	demonstrate	<i>verb</i>	show clearly
32	determine	<i>verb</i>	find out (one or more characteristics)
33	distribution	<i>noun</i>	bringing objects to their destination
34	disposition	<i>noun</i>	defining what to do with an object
35	documentation	<i>noun</i>	set of documents
36	enhance	<i>verb</i>	improve; improve something
37	enhancement	<i>noun</i>	improvement; process of improving something
38	ensure	<i>verb</i>	make sure
39	essential ISO 9001: 0.3.1, 0.4, 7.1.5.2, 8.3.3, 8.3.5, Annex B	<i>adjective</i>	necessary
40	essential ISO 9000: 2.2.5.2, 2.3.3.1, 2.3.5.2; ISO 9001: 0.3.3	<i>adjective</i>	important
41	essential characteristic ISO 9001: A.8	<i>noun</i>	character; distinguishing feature

	Word (and clauses where it is used, if used in different dictionary meanings)		Meaning
42	establish	<i>verb</i>	set up on a stable or permanent basis; initiate or bring about
43	evaluate	<i>verb</i>	judge; examine carefully; form an idea of the amount, number, or value of
44	expectation	<i>noun</i>	wish to be fulfilled
45	experience	<i>verb</i>	perceive; gain knowledge and skill through time spent doing a job or activity
46	experience	<i>noun</i>	practice; knowledge and skill gained from first hand participation or observation
47	facilitate	<i>verb</i>	make easier
48	focus	<i>noun</i>	centre of interest
49	framework ISO 9001: 0.4	<i>noun</i>	high level structure, identical core text, common terms and core definitions (ISO/IEC Directives, Part 1, Consolidated ISO supplement 2014, Annex SL, Appendix 2) Note that in Annex SL of the ISO/IEC Directives, Part 1, Procedures for the technical work — Consolidated ISO Supplement — Procedures specific to ISO 2022, the Identical clause titles, identical core text and common terms and core definitions for use in management systems standards are referred to as the “harmonized structure”.

	Word (and clauses where it is used, if used in different dictionary meanings)		Meaning
50	framework ISO 9000 intro, 2.4.2, 3.5.9; ISO 9001: 5.2.1	<i>noun</i>	set of principles
51	function ISO 9000: 2.2.1, 3.3.13, A.4	<i>noun</i>	purpose
52	function ISO 9000: 3.2.7	<i>noun</i>	resource
53	function ISO 9000: 2.3.2.3, 3.2.1, 3.2.9, 3.4.6, 3.5.3, 3.7.2; ISO 9001: 6.2.1	<i>noun</i>	organizational unit
54	functional	<i>adjective</i>	practical and for use
55	hardware	<i>noun</i>	equipment or materials necessary for conducting an activity; mechanical, magnetic, electronic, and electrical devices comprising a computer system.
56	identify	<i>verb</i>	establish or indicate who or what (someone or something) is Note. Indicating can be achieved by various means such as naming, marking or labelling. Note. In ISO 9001:2015, “identify” is used only with the meaning of identification of an object (mark or label) or a person or role (name or specify). Note. In standards other than ISO 9001, “identify” is sometimes used with the meaning “determine, find out”.
57	impartiality	<i>noun</i>	presence of objectivity; even handedness; treating and affecting without bias
58	implement	<i>verb</i>	put into effect or practice
59	integrity ISO 9000: 2.3.2.4	<i>noun</i>	moral soundness

	Word (and clauses where it is used, if used in different dictionary meanings)		Meaning
60	integrity ISO 9001: 5.3, 6.3, 7.5.3.1	<i>noun</i>	wholeness; completeness, congruence and consistency
61	justification	<i>noun</i>	rationale; something that shows an act or belief to be reasonable or necessary
62	knowledge	<i>noun</i>	available collection of information being a justified belief and having a high certainty to be true
63	maintain	<i>verb</i>	enable to continue
64	maintenance	<i>noun</i>	enabling to continue
65	may	<i>verb</i>	ISO/IEC Directives Part 2, 2021, Clause 7.4, Table 5 - is permitted - is allowed - is permissible
66	measurable	<i>adjective</i>	able to be measured
67	measure	<i>verb</i>	determine a value
68	monitor	<i>verb</i>	determine a status
69	necessary	<i>adjective</i>	needed
70	need	<i>noun</i>	necessity; essential to do something
71	opportunity	<i>noun</i>	a time or set of circumstances that makes it possible to do something
72	origin	<i>noun</i>	place or time when something first began to exist
73	perception	<i>noun</i>	cognition; particular way of understanding or thinking about something

	Word (and clauses where it is used, if used in different dictionary meanings)		Meaning
74	periodic	<i>adjective</i>	regular; recurring at regular intervals
75	person (see ISO 9000: A.5 fig. A.4)	<i>noun</i>	individual human
76	plan	<i>verb</i>	formulate a series of actions needed to achieve an objective
77	preservation	<i>noun</i>	maintaining something in its original or existing state
78	property	<i>noun</i>	object owned by a person or organization
79	provide	<i>verb</i>	supply
80	relevant	<i>adjective</i>	related to and important to that which is being considered
81	responsibility	<i>noun</i>	accountability; accountability to behave in a particular way
82	responsible	<i>adjective</i>	held accountable
83	result	<i>noun</i>	outcome; consequence of an action, process or system Note. A result can take the form of an output (result of a process) or outcome (consequence of the use or application of an output or outputs)
84	retain	<i>verb</i>	keep; secure and keep for future use or application
85	safeguard	<i>verb</i>	protect; protect something or someone from harm or damage
86	scope	<i>noun</i>	area of application

	Word (and clauses where it is used, if used in different dictionary meanings)		Meaning
87	sequence	<i>verb</i>	order
88	shall Note: "shall" is used 136 times in ISO 9001:2015	<i>verb</i>	ISO/IEC Directives Part 2, 2021, Clause 7.2, Table 3 - is to - is required to - it is required that - has to - only ... is permitted - it is necessary
89	shall not	<i>verb</i>	ISO/IEC Directives Part 2, 2021, Clause 7.2, Table 3 - is not allowed [permitted] [acceptable] [permissible] - is required to be not - is required that ... be not - is not to be
90	should	<i>verb</i>	ISO/IEC Directives Part 2, 2021, Clause 7.3, Table 4 - it is recommended that - ought to
91	software	<i>noun</i>	programs, procedures, rules and associated documentation pertaining to the operation of a computer system
92	specific	<i>adjective</i>	particular; involving or related to one particular thing or type of thing
93	specify	<i>verb</i>	define; explain something in an exact and detailed way
94	suitable	<i>adjective</i>	appropriate; appropriate for a particular purpose, person or situation

	Word (and clauses where it is used, if used in different dictionary meanings)		Meaning
95	supply	<i>verb</i>	provide; provide an individual or organization with something they want or need
96	systematic	<i>adjective</i>	orderly; done in a carefully planned and orderly way
97	unambiguous	<i>adjective</i>	clear; clear and with only one possible meaning
98	validity	<i>noun</i>	state of being valid; quality of being logically valid
99	verify	<i>verb</i>	carry out verification (see ISO 9000:2015 Clause 3.8.12)

About ISO

ISO (International Organization for Standardization) is an independent, non-governmental international organization with a membership of 167* national standards bodies. Through its members, it brings together experts to share knowledge and develop voluntary, consensus-based, market-relevant International Standards that support innovation and provide solutions to global challenges.

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