

# **ISO 9000**

## **Vocabulary and Glossary Use**

**Unlocking the potential of  
ISO 9001:2015**



# Objectives

- **Gain full value from ISO 9001 from:**
  - understanding the concepts behind the terms and definitions in ISO 9000
  - the meaning of selected words used in the ISO 9000 family of standards listed in the glossary



# ISO 9000:2015

## ISO 9000:2015

- Provides the fundamental concepts, principles and vocabulary for quality management systems (QMS) and the foundation for other QMS standards
- Provides guidance for the effective and efficient implementation of a QMS and on realizing value from other QMS standards
- Facilitates consistent use and application of ISO 9001 and the other standards in the ISO 9000 family of standards



# ISO 9000:2015

## ISO 9000:2015 Facts

- It contains the technical vocabulary of the ISO 9000 family of standards
- Definitions are developed in accordance with ISO Directives
- Terms in ISO 9000 have the same meaning in all the ISO 9000 family of standards



# The vocabulary in ISO 9000 - Some facts

## ISO 9000: Understanding ISO 9001

- ISO 9000:2015 contains 146 concepts (with their terms and definitions)
- ISO 9001:2015 uses 65 concepts defined in ISO 9000
- The terms of these concepts appear 1173 times in ISO 9001:2015



# Terms used in ISO 9001:2015 in order of frequency of occurrence

organization	effectiveness	continual improvement	context of the organization
requirement	measurement	quality management	document
service	improvement	release	innovation
product	management	traceability	measuring equipment
process	customer satisfaction	validation	audit criteria
quality management system	information	objective	auditor
customer	regulatory requirement	system	audit team
documented information	statutory requirement	correction	capability
risk	nonconformity	data	efficiency
review	quality objective	feedback	engagement
design and development	audit	infrastructure	involvement
conformity	interested party	management system	outsource (verb)
external provider	quality policy	contract	policy
monitoring	corrective action	audit programme	preventive action
output	top management	characteristic	project
performance	verification	complaint	
	competence	concession	



# Terms and Definitions

- Terms can be single or multiple words
  - e.g. “quality” or “quality management” or “quality management system”
- Definitions should not be confused with the everyday dictionary meanings
- In standards:
  - the definition applies when the term is used
  - the definition can be substituted in the text for the term wherever the term appears



# A Concept ...

- has characteristics that distinguishes it from other concepts
- is described by a definition, and
- is represented by a term

## Characteristics

Vehicle with

- two wheels
- handlebars
- seat
- pedals
- chain

## Definition

Vehicle with two wheels, a handlebar, a seat and driven by pedals connected to the rear wheel by a chain

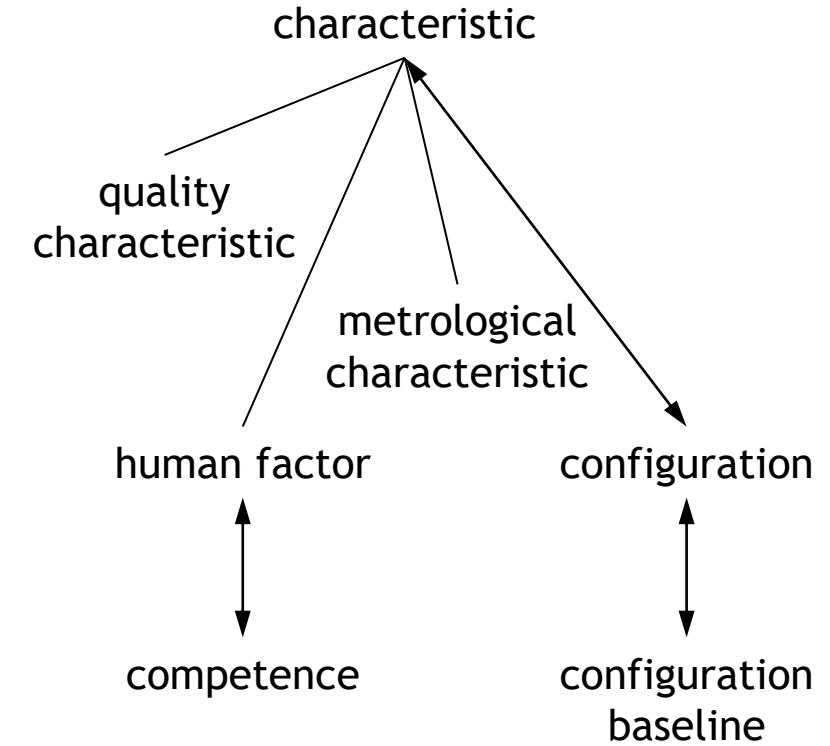
## Term

Bicycle



# Concept Diagram

- The 146 concepts in ISO 9000:2015 are grouped into 13 classes
- Annex A of ISO 9000:2015 provides a concept diagram for each class
- A concept diagram shows the relationship of the concepts of the class



Example - Concepts of the class “characteristic and related concepts”



# Words in everyday use

- Words can have a variety of meanings and this can create problems for users of standards
- A clear understanding of the word and its usage is desirable
- When using a standard it is necessary to understand the language



# Glossary - Guidance on selected words used in the ISO 9000 family of standards

**The Glossary assists standards users, standards developers, and translators of the ISO 9000 family of standards by providing:**

- the appropriate dictionary meanings of 100 selected words, as they are used in ISO 9000:2015 and in ISO 9001:2015

[Link to Glossary](#)

