

3.0 Terms and Definitions

3.1 Terms related to Quality Management System:

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.

BSR:

Business Segment Review.

Capability:

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

Complaint:

Customer 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.

Conformity:

Fulfilment of a requirement.

Context of the Organization:

Combination of internal and external issues that can influence an organization's approach to developing and achieving its objectives.

Continual Improvement:

Recurring activity to enhance performance.

Correction:

Action to eliminate a detected nonconformity.

Corrective Action:

Action to eliminate the cause of a nonconformity and to prevent recurrence.

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.

Customer Satisfaction:

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

Defect:

Nonconformity related to an intended or specified use.

External Provider:

External supplier provider that is not part of the organization.

Feedback:

Customer satisfaction> opinions, comments, and expressions of interest in a product, a service, or a complaints-handling process.

Grade:

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

Improvement:

Activity to enhance performance.

Infrastructure:

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

Interested Party:

Stakeholder, person, or organization that can affect, be affected by, or perceive itself to be affected by a decision or activity.

Management:

Coordinated activities to direct and control an organization.

Management system:

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

Mission:

The organization's purpose for existing as expressed by top management.

Nonconformity:

Non-fulfilment of a requirement.

Objective:

Result to be achieved.

Organization:

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

Outsource:

Arrangement where an external organization performs part of an organization's function or process.

Policy:

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

Preventive Action:

Action to eliminate the cause of a potential nonconformity or another potential undesirable situation.

Procedure:

Specified way to carry out an activity or a process.

Process:

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

Provider Supplier:

Organization that provides a product or a service.

Quality:

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

Quality Improvement:

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

Quality Management System:

Management system related to quality.

Quality Management System Realization:

Process of establishing, documenting, implementing, maintaining, and continually improving the quality management system.

Quality Objective:

Objective related to quality.

Quality Policy:

Policy related to quality.

Quality Requirement:

Requirement related to quality.

Regulatory Requirement:

Obligatory requirement specified by an authority mandated by a legislative body.

Requirement:

Need or expectation that is stated, generally implied or obligatory Risk effect of uncertainty.

Statutory Requirement:

Obligatory requirement specified by a legislative body.

Strategy:

Plan to achieve a long-term or overall objective.

System:

Set of interrelated or interacting elements.

Top Management:

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

Traceability:

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

Vision:

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

Work Environment:

Set of conditions under which work is performed.

3.2 Terms Related to Environmental Management System:

Compliance Obligations:

Legal requirements that an organization must comply with and other requirements that an organization must or chooses to comply with.

Environment:

Surroundings in which an organization operates, including air, water, land, natural resources, flora, fauna, humans, and their interrelationships.

Environmental Aspect:

Element of an organization's activities or products or services that interacts or can interact with the environment.

Environmental Condition:

State or characteristic of the environment as determined at a certain point in time.

Environmental Impact:

Change to the environment, whether adverse or beneficial, wholly, or partially resulting from an organization's environmental aspects.

Environmental Management:

Part of the Management System used to manage environmental aspects, fulfil compliance obligations, and address risks and opportunities.

Environmental Performance:

Performance related to the management of environmental aspects.

Environmental Policy:

Intentions and direction of an organization related to environmental performance, as formally expressed by its top management.

Life Cycle:

Consecutive and inter-linked stages of a product (or service) system, from raw material acquisition or generation from natural resources to final disposal.

Prevention of Pollution:

Use of processes, practices, techniques, materials, products, services, or energy to avoid, reduce or control (separately or in combination) the creation, emission, or discharge of any type of pollutant or waste, to reduce adverse environmental impacts.

Risk:

Effect of uncertainty.

Risks and Opportunities:

Potential adverse effects (threats) and potential beneficial effects (opportunities).

3.3 Terms related to OHSE Management System:

Acceptable Risk:

Risk that has been reduced to a level that can be tolerated by the organization having regard to its legal obligations and its own OHSE policy.

Hazard:

Source, situation, or act with a potential for harm in terms of human injury or ill health, or a combination of these.

Hazard Identification:

Process of recognizing that a hazard exists and defining its characteristics.

Health:

Identifiable, adverse physical or mental condition arising from and/or made worse by a work activity and/or work-related situation.

Incident:

Work-related event(s) in which an injury or ill health (regardless of severity) or fatality occurred or could have occurred.

Occupational Health and Safety (OHSE):

Conditions and factors that affect, or could affect, the health and safety of employees or other workers (including temporary workers and contractor personnel), visitors, or any other person in the workplace.

OHSE Management System:

Part of an organization's management system used to develop and implement its OHSE policy and manage its OHSE risks.

OHSE Policy:

Overall intentions and direction of an organization related to its OHSE performance as formally expressed by top management.

Risk:

Combination of the likelihood of an occurrence of a hazardous event or exposure(s) and the severity of injury or ill health that can be caused by the event or exposure(s)

Risk Assessment:

Process of evaluating the risk(s) arising from a hazard(s), considering the adequacy of any existing controls, and deciding whether the risk(s) is acceptable.