**Accreditation Body**: An organization that is authorized by the government to grant accreditation to a certification body.

**Annex SL:** A new format for management systems that aims to streamline the creation of all new management standards, thus making it easier for organizations to implement multiple standards at the same time. It is a replacement of ISO Guide 83.

**BSI:** It stands for British Standards Institution. It is a service organization that builds standards for a wide array of industry sectors.

**Business Continuity:** Capability of an organization to continue with its operations at acceptable levels in case of disaster or any disrupting incident.

**Business Impact Analysis:** A systematic process that evaluates the potential impact of an unexpected disaster on an organization.

**Certificate:** It contains basic information such as identification of the client, standard number, scope statement, current and expiration date, certificate number, accreditation marks, SQA mark.

**Certification Body:** A qualified administration body or registrar that is accredited by a registered accreditation body for its eligibility to audit and issue certification that attests it’s compliance to a standard.

**Compliance Management:** A process to ensure that a given set of rules is being followed by an organization or a set of people.

**Corrective Action:** An action planned by management to undertake when a problem arises, such as finding a nonconformity. These actions further lead the way for continual improvement.

**Document Control:** a systematic approach to documenting plans, policies procedures, etc. with the assurance of document quality and avoidance of risk resulting from human error during document preparation. It also ensures that the most current version of the document is in use.

**Gap Analysis:** An initial assessment report on where the organization stands presently, and where does it actually need to be, in terms of the requirements of the standard.

**Internal Review:** A detailed review of an organization’s management system to ensure that it is ready for a recertification audit at the end of the year.

**ISO 9001:** A standard that states requirements for ensuring a Quality Management System.

**ISO Audit:** A process to verify that the organization conforms to the ISO standard requirements.

**ISO Certification:** ISO certification is to achieve the required levels as specified in the standard. The certification process involves an assessment and confirmation of conformance by an external body. It verifies that you have effectively implemented and maintained the management system and making continual improvement.

**ISO Certified Company:** A company that has achieved ISO certification for any standard such as ISO 9001, ISO 27001, etc.

**ISO Clauses**: A set of requirements to an ISO standard that need to be fulfilled.

**ISO Compliant:** If an organization is following the rules and regulations disseminated by ISO, it is said to be ISO compliant, even if it has not actually achieved ISO certification.

**ISO Consultant:** Advisors who will guide you through the complete process of ISO certification from start till end.

**ISO Forms Library:** A collection of forms related to ISO standards.

**ISO Procedure:** ISO procedures are actions that determine how to operate and control your business in order to meet the ISO standard requirements.

**ISO Process:** A set of interrelated activities that transform inputs into outputs.

**ISO Template:** These are ready made outlines for various processes needed during the certification process e.g. ISO Procedures Template, ISO quality manual template, etc.

**ISO:** It stands for International Organization for Standardization. It is an independent organization that has membership of 162 national standard bodies. The purpose is to build international standards that are based on consensus of its members and provide innovation and support for market solutions.

**Key ISO Standards:** There are a whole range of ISO standards. Some of the key ISO standards are ISO 9001 is management systems - quality management system, ISO14001 is environment management system, ISO18001 is health and safety. ISO 22301 is for business continuity, ISO 27001 is for information security.

**Lead Auditor:** An auditor who is trained to audit internal management system, second parties (suppliers) and third parties (external and certification audits).

**Non-Conformity:** The “non-fulfillment” of a standard’s requirement. For example, when the standard requires that you have records of your corrective actions, and you don’t have them, that is a nonconformity.

**OFI:** OFI stands for Opportunity for Improvement. It can be any activity or situation which, in the auditor’s view, holds room for improvement. Although it is not compulsory to take any action on it, yet, improvement may prevent future problem for the organization or may prove beneficial. Hence, serious consideration must be given by the organization for any condition that is marked as OFI by the auditor.

**Preventive Action:** An action plan undertaken to prevent any potential problems, such as, taking computer backup to prevent complete loss of data.

**Process Mapping Tools:** A workflow that defines activities, roles and responsibilities, information flows, and success metrics.

**Quality Metrics:** Entities against which quality is measured. Depending upon organizational goals, quality metrics vary and are defined by the QMS. For example, for a service based industry, one of the quality metric is customer satisfaction.

**Quality Standards:** A document that specifies requirements, guidelines, specifications and characteristics to be used in a consistent manner for ensuring that all products, services and processes are functioning according to their intended purpose.

**Quality System:** A system based upon activities, policies, procedures, plans, processes, responsibilities, resources and infrastructure that together make up an organization’s Quality Management System.

**Re-certification Audit:** An evaluation of an organization’s management system to ensure compliance in order to get re-certification for the next year.

**Record Control:** A completed document is a record. Record control is a method by which a particular record can be easily distinguished and found from a set of records.

**Risk Assessment:** Identifying potential risks that can be faced by a company and assessing its impact on the business, employees and customers.

**Scope Statement:** A statement outlining the certification limits or boundaries. It includes what is included and what is excluded while fulfilling the requirements of the standard.

**Sharepoint:** It is a web application of Microsoft Office Suite where organizations can securely store, share, organize and access information from any device.

**Standard Operating Procedure:** SOP is a formal document that describes the working instructions of an organization and how these should be followed.