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## ISO 9000 Introduction and Support Package: Guidance on the Terminology used in ISO 9001:2000 and ISO 9004:2000

In conjunction with the publication of the International Standards ISO 9001:2000 and ISO 9004:2000, ISO/TC 176/SC 2 has published a number of guidance modules:

- Guidance on ISO 9001:2000 clause 1.2 'Application'
- Guidance on the Documentation requirements of ISO 9001:2000
- Guidance on the Process Approach to quality management systems
- Guidance on the Terminology used in ISO 9001:2000 and ISO 9004:2000

Together these are being made available as the ISO/TC 176/SC 2 'ISO 9000 Introduction and Support Package'.

Feedback from users of the standards will be used to determine whether additional modules should be developed, or if these published modules should be revised.

The modules, and further information on the year 2000 ISO 9000 standards, may be downloaded from web site:

**<http://www.bsi.org.uk/iso-tc176-sc2>**

This particular module was developed by the ISO/TC 176/SC1/WG2 and ISO/TC 176/SC2/WG 18 Terminology liaison Task Group, and is being jointly published by ISO/TC 176/SC 1 and ISO/TC 176/SC 2. (ISO/TC 176/SC1 was responsible for the development of ISO 9000:2000 *Quality management systems - Fundamentals and vocabulary*). The expansion of the module to become relevant to the ISO 9000:2000 family of standards will be considered as the need arises.

~~It should be noted that the definition given for 'outsourcing' within this document is considered to be an interim definition, requiring further work. This will be re-examined at the next meeting of the ISO/TC 176/SC1/WG2 and ISO/TC 176/SC2/WG 18 Terminology liaison Task Group.~~

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# ISO 9000 Introduction and Support Package: Guidance on the Terminology used in ISO 9001:2000 and ISO 9004:2000

## 1) Introduction

In developing the year 2000 revisions of the ISO 9001 and ISO 9004 and to assist in their readability and translation, great care has been taken to use the correct English words and terms to describe the concepts and requirements. The objective is to use simple technically accurate terms, and to the greatest extent possible, rely on common dictionary definitions. As with most technical subjects, there are some terms that have a very specific meaning different from the common dictionary one. In this case, the appropriate technical definition is provided in:

ISO 9000:2000 *Quality management systems - Fundamentals and Vocabulary*

ISO Guide 2:1996 *Standardization and related activities – General vocabulary*

ISO/IEC Directives Part 3:1997 *Rules for the Structure and drafting of International Standards*

In all other cases, for the purpose of this guidance, definitions are selected from the Concise Oxford Dictionary. Definitions in ISO 9000:2000 have **normative** status, which takes precedence over their common dictionary definitions.

The table below provides either the meaning from the relevant dictionary definition or guidance on where to find the technical definition for important words and terms. This module may change as other Standards within the ISO 9000:2000 family are published.

NOTE 1 Four out of the 80 definitions included in ISO 9000:2000, which presented particular difficulties during the development of the ISO 9000:2000, ISO 9001:2000 or ISO 9004:2000, are given in smaller italic font in the table below. Readers should obtain ISO 9000:2000 for the complete set of terms and definitions.

NOTE 2 The ISO/IEC Directives, Parts 1, 2 and 3, are available from the ISO web site at: [www.iso.ch](http://www.iso.ch).

## 2) Table of important words and terms used in the ISO 9000 family of Standards

Word or Term		Meaning
Activity	noun	- state of being active - the exertion of energy, action
Ambiguous	adjective	using words with doubtful or double meaning
Analysis	noun	resolution or breaking up of something complex into its various simple elements; the exact determination of the elements or components of something complex
Appropriate	adjective	- specially suitable (for, to) - fitting
Audit	noun	See ISO 9000:2000 clause 3.9.1
Audit client	noun	See ISO 9000:2000 clause 3.9.7
Audit conclusion	noun	See ISO 9000:2000 clause 3.9.6
Audit criteria	noun	See ISO 9000:2000 clause 3.9.3
Audit evidence	noun	See ISO 9000:2000 clause 3.9.4
Audit findings	noun	See ISO 9000:2000 clause 3.9.5
Audit programme	noun	See ISO 9000:2000 clause 3.9.2
Audit team	noun	See ISO 9000:2000 clause 3.9.10
Auditee	noun	See ISO 9000:2000 clause 3.9.8
Auditor	noun	See ISO 9000:2000 clause 3.9.9
Authority	noun	- power or right to enforce obedience - moral or legal supremacy - right to command or give a final decision Note: This subsumes the ISO Guide 2:1996 definition of "authority": body that has legal powers and rights.

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Word or Term		Meaning
Available	adjective	- able to be used - at one's disposal
Can	verb	- be able to - there is a possibility of - it is possible to Note: "May" signifies permission expressed by the standards, whereas "can" refers to the ability of user of the standard or to a possibility to him. (See ISO Directives Part 3:1997, Table E.4)
Cannot	verb	- be unable to - there is no possibility of - it is not possible to (See ISO Directives Part 3:1997, Table E.4)
Capability	noun	See ISO 9000:2000 clause 3.1.5
Characteristic	noun	See ISO 9000:2000 clause 3.5.1
Commitment	noun	obligation
Communication	noun	exchange of information
Competence	noun	See ISO 9000:2000 clause 3.9.12
Concession	noun	See ISO 9000:2000 clause 3.6.11
Confirm	verb	- make valid by formal assent - ratify
Conformity	noun	See ISO 9000:2000 clause 3.6.1
<b>Continual improvement</b>	<b>noun</b>	<b>ISO 9000:2000 clause 3.2.13 defines continual improvement as: recurring activity to increase the ability to fulfil requirements (3.1.2). NOTE: The process (3.4.1) of establishing objectives and finding opportunities for improvement is a continual process through the use of audit findings (3.9.6) and audit conclusions (3.9.7), analysis of data, management (3.2.6) reviews (3.8.7) or other means and generally leads to corrective (3.6.5) or preventive action (3.6.4).</b>
Control	noun	- power to give orders or to restrain something - means of restraining or regulating - standard of comparison for checking the results of an action or measurement
Correction	noun	See ISO 9000:2000 clause 3.6.6
Corrective action	noun	See ISO 9000:2000 clause 3.6.5
Customer	noun	See ISO 9000:2000 clause 3.3.5
Customer requirement	noun	See definition of "requirement" in ISO 9000:2000 clause 3.1.2
<b>Customer satisfaction</b>	<b>noun</b>	<b>ISO 9000:2000 in clause 3.1.4 defines customer satisfaction as: customer's perception of the degree to which the customer's requirements (3.1.2) have been fulfilled. NOTE 1 Customer (3.3.5) complaints are a common indicator of low customer satisfaction but their absence does not necessarily imply high customer satisfaction. NOTE 2 Even when customer (3.3.5) requirements (3.1.2) have been agreed with the customer and fulfilled, this does not necessarily ensure the achievement of customer satisfaction.</b>
Data	noun	facts, especially numerical facts, collected together for reference or information
Defect	noun	See ISO 9000:2000 clause 3.6.3
Deficiency	noun	- (the amount of a) shortfall - something lacking
Dependability	noun	See ISO 9000:2000 clause 3.5.3
Design and development	noun	See ISO 9000:2000 clause 3.4.4
Deviation permit	noun	See ISO 9000:2000 clause 3.6.12
Disposition	noun	action of getting rid of or making over, to arrange, a putting in order
Document	noun	See ISO 9000:2000 clause 3.7.2
Dominant element	noun	most influential element

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Word or Term		Meaning
Effectiveness	noun	See ISO 9000:2000 clause 3.2.14
Efficiency	noun	See ISO 9000:2000 clause 3.2.15
Enhance	verb	increase the quality of
Essential	adjective	- constituting or forming part of a thing's essence - fundamental to its composition
Evaluate	verb	- determine the amount or value of - appraise - assess
Exclusion	noun	- action or act of excluding - (an instance of) shutting out from a place, debarring from an office or society, rejecting from consideration, etc.
Experience	noun	practical acquaintance with facts or events, considered as a source of knowledge
Facilitate	verb	- make easy or easier - promote, help forward (an action, result, etc.)
Facilities	noun	physical means or equipment required in order to do something
Feedback	noun	transfer of information about the result of an experiment, performance, activity, etc. back to the input or responsible party
Focus	noun	centre of activity, attention
Framework	noun	structure made of joined parts
Functional	verb	- of, or pertaining to serving a function, office, or purpose - relating to activity (rather than to structure or form)
Grade	noun	See ISO 9000:2000 clause 3.1.3
Hardware	noun	physical components of a computer, machine, etc. Also see the definition of "product" in ISO 9000:2000 clause 3.4.2
Identify	verb	- establish who or what a given person or thing is - recognize
Implement (Noun: implementation)	verb	put (a decision or plan) into effect
Improvement	noun	- action or process of making or becoming greater - (an) increase, (a) growth, development, intensification Also see "continual improvement" and "quality improvement" in this table.
Independent	noun	- not influenced or affected by others - (of an inquiry, audit, investigator, observer, etc.) outside the organization, unit, process etc., concerned
Information	noun	See ISO 9000:2000 clause 3.7.1
Infrastructure	noun	See ISO 9000:2000 clause 3.3.3
Inspection	noun	See ISO 9000:2000 clause 3.8.2
Integrity	noun	- condition of having no part or element taken away or lacking - undivided state - completeness
Interested party	noun	See ISO 9000:2000 clause 3.3.7
Justification	noun	shown to be just, right, or proper
Legible	noun	clear enough to be read
Liaison	noun	communication and cooperation
Maintain	verb	- go on with, continue, persevere in (an undertaking) - go on with the use of (something)

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Word or Term		Meaning
Maintenance	noun	<ul style="list-style-type: none"> <li>- action of keeping something in working order, in repair, etc.</li> <li>- the state or fact of being kept up</li> <li>- means or provision for upkeep</li> </ul>
Management (Verb: Manage)	noun	See ISO 9000:2000 clause 3.2.6
Management system	noun	See ISO 9000:2000 clause 3.2.2
May	verb	<ul style="list-style-type: none"> <li>- is permitted</li> <li>- is allowed</li> <li>- is permissible</li> </ul> <p>Note: "May" signifies permission expressed by the standards, whereas "can" refers to the ability of the user of the standard. Also see "need not" below. (See ISO Directives Part 3:1997, Table E.3)</p>
Measurable	adjective	<ul style="list-style-type: none"> <li>- able to be measured or perceived</li> <li>- susceptible to measurement or computation</li> </ul>
Measure	verb	<ul style="list-style-type: none"> <li>- ascertain or determine the spatial magnitude or quantity of (something)</li> <li>- ascertain or determine (a spatial magnitude or quantity) by the application of some object of known size or capacity or by comparison with some fixed unit</li> </ul>
Measurement control system	noun	See ISO 9000:2000 clause 3.10.1
Measurement process	noun	See ISO 9000:2000 clause 3.10.2
Measuring equipment	noun	See ISO 9000:2000 clause 3.10.4
Methodology	noun	<ul style="list-style-type: none"> <li>- branch of knowledge that deals with method and its application in a particular field</li> <li>- the study of empirical research or the techniques employed in it</li> </ul>
Metrological characteristic	noun	See ISO 9000:2000 clause 3.10.5
Metrological confirmation	noun	See ISO 9000:2000 clause 3.10.3
Metrological function	noun	See ISO 9000:2000 clause 3.10.6
Monitor	verb	<ul style="list-style-type: none"> <li>- observe, supervise, keep under review</li> <li>- measure or test at intervals, especially for the purpose of regulation or control</li> </ul>
Necessary	adjective	that which is required for a given situation
Need	noun	<ul style="list-style-type: none"> <li>- of necessity</li> <li>- necessarily</li> </ul>
Need not	verb	used to say "it is not required that...". Also see "May" above. (See ISO Directive Part 3:1997, Annex E.3)
Nonconformity	noun	See ISO 9000:2000 clause 3.6.2
Objective evidence	noun	See ISO 9000:2000 clause 3.8.1
Objective	noun	<ul style="list-style-type: none"> <li>- something to be achieved or attempted to achieve</li> <li>- an aim, goal, target</li> </ul>
Obsolete	adjective	<ul style="list-style-type: none"> <li>- no longer practiced or used</li> <li>- outmoded, out of date</li> </ul>
Organization	noun	See ISO 9000:2000 clause 3.3.1
Organizational structure	noun	See ISO 9000:2000 clause 3.3.2

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Word or Term		Meaning
Origin	noun	- beginning, cause, or ultimate source of something - that from which a thing is derived - a source, a starting point
Outsource	verb	for the purpose and spirit of ISO 9000:2000 family of Standards, the terms "subcontract" and "outsource" are interchangeable and have the same meaning
Perception	noun	state of being or process of becoming aware or conscious of a thing, especially through any of the senses
Performance	noun	execution, accomplishment, fulfillment, the carrying out of a command, duty, purpose, promise, etc.
Periodic	adjective	- recurring or reappearing at regular or any intervals (of time or space) - intermittent
Permissible	adjective	- that can or ought to be permitted - allowable
Physical	adjective	characterized by or suggestive of bodily (as distinct from mental or psychological) activities or attributes
Plan	verb	arrange in advance (an action or proposed proceeding)
	noun	formulation or organized method by which something is to be done
Policy	noun	- course of action or principle adopted or proposed by a government, party, individual, etc. - any course of action adopted as advantageous or expedient
Preservation	noun	- action or an act of preserving or protecting something - the fact of being preserved
Prevention	noun	action of stopping something from happening or making impossible an anticipated event or intended act
Preventive action	noun	See ISO 9000:2000 clause 3.6.4
Procedure	noun	See ISO 9000:2000 clause 3.4.5
Process	noun	See ISO 9000:2000 clause 3.4.1
Process approach	noun	systematic identification and management of the processes employed within an organization and particularly the interactions between such processes
Product	noun	See ISO 9000:2000 clause 3.4.2
Project	noun	See ISO 9000:2000 clause 3.4.3
Promote	verb	- further the development, progress or establishment of (a thing) - encourage, help forward, or support actively (a cause, process, etc.)
Property	noun	- that which one owns - a thing or things belonging to a person, persons or organization - possessions collectively - a characteristic possessed by something
Protect	verb	defend or guard against malfunction, breakdown, injury or danger
Qualification process	noun	See ISO 9000:2000 clause 3.8.6
Quality	noun	See ISO 9000:2000 clause 3.1.1
Quality assurance	noun	See ISO 9000:2000 clause 3.2.11
Quality characteristic	noun	See ISO 9000:2000 clause 3.5.2
Quality control	noun	See ISO 9000:2000 clause 3.2.10
<b>Quality improvement</b>	<b>noun</b>	<b>ISO 9000:2000</b> in clause 3.2.12 defines quality improvement as: part of quality management (3.2.8), focused on increasing the ability to fulfil quality (3.1.1) requirements (3.1.2). <b>NOTE</b> : The requirements can be related to any aspect such as effectiveness (3.2.14), efficiency (3.2.15) or traceability (3.5.4).
Quality management	noun	See ISO 9000:2000 clause 3.2.8

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Word or Term		Meaning
Quality management system	noun	See ISO 9000:2000 clause 3.2.3
Quality manual	noun	See ISO 9000:2000 clause 3.7.4
Quality objective	noun	See ISO 9000:2000 clause 3.2.5
Quality plan	noun	See ISO 9000:2000 clause 3.7.5
Quality planning	noun	See ISO 9000:2000 clause 3.2.9
Quality policy	noun	See ISO 9000:2000 clause 3.2.4
Quotation	noun	contractor's (supplier's) estimate for a specified job, etc.
Realization	noun	- action or an act of bringing into effect - converting into actuality
Record	noun	See ISO 9000:2000 clause 3.7.6
Rectify (Noun; Rectification)	verb	- put right, correct, amend - remove any errors in
Regrade	verb	See ISO 9000:2000 clause 3.6.8
Release	noun	See ISO 9000:2000 clause 3.6.13
Repair	verb	See ISO 9000:2000 clause 3.6.9
<b>Requirement</b>	<b>noun</b>	<b>ISO 9000:2000</b> in clause 3.1.2 defines requirement as: need or expectation that is stated, generally implied or obligatory. NOTE 1 "Generally implied" means that it is custom or common practice for the organization (3.3.1), its customers (3.3.5) and other interested parties (3.3.7), that the expectation under consideration is implied. NOTE 2 A qualifier can be used to denote a specific type of requirement, e.g. product (3.4.2) requirement, quality management (3.2.8) requirement, customer requirement. NOTE 3 A specified requirement is one which is stated, for example, in a document (3.7.2). NOTE 4 Requirements can be generated by different interested parties.
Resource	verb	provide means of supplying a deficient asset
	noun	- a stock or reserve that can be drawn on when necessary - available asset
Responsibility	noun	- charge, trust, or duty, for which one is responsible - a person for whom or thing for which one is responsible
Responsible	adjective	Answerable, accountable, (to)
Retain	verb	- keep in custody or under control - maintain, keep up, or continue to use something
Retrievable (Noun: Retrieve)	verb	obtainable (e.g. stored information from a computer or document from an archive)
Review	noun	See ISO 9000:2000 clause 3.8.7
Rework	verb	See ISO 9000:2000 clause 3.6.7
Safeguard	verb	protect, secure, give safety to
Scope	noun	range or extent of action, main purpose, intention
Scrap	verb	See ISO 9000:2000 clause 3.6.10
Sequence	noun	order in which things succeed one another
Shall	verb	- is to - is required to - it is required that - has to - only ... is permitted - it is necessary  Note: "must" may not be used as an alternative to "shall". (See ISO Directives Part 3:1997, Table E.1)

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Word or Term		Meaning
Shall not	verb	<ul style="list-style-type: none"> <li>- is not allowed [permitted] [acceptable] [permissible]</li> <li>- is required to be not</li> <li>- is required that ... be not</li> <li>- is not to be</li> </ul> (See ISO Directives Part 3:1997, Table E.1)
Should	verb	<ul style="list-style-type: none"> <li>- used to indicate that among several possibilities one is recommended as particularly suitable, without mentioning or excluding others,</li> <li>- a certain course of action is preferred but not necessarily required</li> </ul> (See ISO Directives Part 3:1997, table E.2)
Should not	verb	certain possibility or course of action is deprecated but not prohibited (See ISO Directives Part 3:1997, table E.2)
Skill	noun	ability to do something (especially manual or physical) well
Software	noun	See definition of "product" in ISO 9000:2000 clause 3.4.2
Specification	noun	See ISO 9000:2000 clause 3.7.3
Subcontract	verb	See "outsource" above
Suitable	adjective	fit for or appropriate to a purpose, occasion, person's character, etc.
Supplement	noun	<ul style="list-style-type: none"> <li>- thing or part added to remedy a deficiency</li> <li>- an addition</li> <li>- an auxiliary item or means</li> </ul>
Supplier	noun	See ISO 9000:2000 clause 3.3.6
System	noun	See ISO 9000:2000 clause 3.2.1
Systematic	adjective	arranged or conducted according to a system, plan, or an organized method
Technical expert	noun	See ISO 9000:2000 clause 3.9.11
Test	noun	See ISO 9000:2000 clause 3.8.3
Top management	noun	See ISO 9000:2000 clause 3.2.7
Traceability	noun	See ISO 9000:2000 clause 3.5.4
Training	noun	the act or process of providing or receiving instruction in or for a particular skill, profession, occupation, etc.
Utility	noun	organization responsible for the supply of, for example, gas, water, electricity, telecommunication, etc.
Validation	noun	See ISO 9000:2000 clause 3.8.5
Verification	noun	See ISO 9000:2000 clause 3.8.4
Work environment	noun	See ISO 9000:2000 clause 3.3.4
Workspace	noun	area in which work is performed