

QMS Glossary for EypAir  
Project: QMS-EgyptAir  
Workshop Tuesday, March 25<sup>th</sup>, 2008

Skills Senior Consultant  
Mohamed-Ali Ibrahim

**Audit**

A systematic, independent, and documented process for obtaining evidence and evaluating it objectively to determine the extent to which agreed criteria are fulfilled.

**Audit Client**

The organization or person requesting an audit.

**Audit Conclusion**

The outcome of an audit provided by the audit team after consideration of all the audit findings.

**Audit Criteria**

The set of policies, procedures, or requirements determined as a reference.

**Audit Evidence**

The records, statements of fact, or other information relevant to the agreed criteria and which can be cross-checked.

**Audit Findings**

The results of the evaluation of collected audit evidence against audit criteria.

**Audit Plan**

The description of the activities and arrangements for an audit.

**Audit Program**

A set of one or more audits planned for a specific timeframe and directed towards a specific purpose.

**Audit Scope**

The extent and boundaries of an audit.

**Audit Team**

One or more auditors conducting an audit, supported if needed by technical experts.

**Auditee**

The organization being audited.

**Auditor**

A person appointed to conduct an audit.

**Capability**

The ability of an organization, system, or process to realize a product that will fulfil the requirements for that product.

**Characteristic**

A distinguishing feature. The classes of characteristics include physical (e.g., mechanical); sensory (e.g., smell); behavioural (e.g., honesty); temporal (e.g., reliability); ergonomic (e.g., safety); and functional (e.g., speed).

**Competence**

The demonstrated ability to apply knowledge and skills.

**Concession**

Permission to use or release a product that does not conform to specified requirements.

**Conformity**

The fulfilment of a requirement.

**Continual Improvement**

The recurring activity to increase the ability to fulfil requirements.

**Contract**

A binding agreement.

**Correction**

The action taken to eliminate a detected nonconformity.

**Corrective Action**

The action taken to eliminate the cause of a detected nonconformity or other undesirable situation.

**Customer**

An organization or person that receives a product.

**Customer Satisfaction**

A customer's perception of the degree to which the customer's requirements have been fulfilled.

**Defect**

The nonfulfilment of a requirement related to an intended or specified use.

**Dependability**

The totality of characteristics related to the availability performance and its influencing factors: reliability, maintainability, and support.

**Design and Development**

The set of processes that transform requirements into specified characteristics or into the specification of a product, process, or system.

**Document**

Information and its supporting medium. A set of documents is often called documentation.

**Deviation Permit**

Permission to depart from the originally specified requirements of a product prior to realization.

**Effectiveness**

The extent to which planned activities are realized and planned results achieved.

**Efficiency**

The relationship between the result achieved and the resources used.

**Grade**

The category or rank given to different quality requirements for products, processes, or systems having the same functional use.

**Guideline**

A document stating recommendations or suggestions.

**Infrastructure**

The system of facilities, equipment, and services needed for the operation of an organization.

**Inspection**

The conformity evaluation by observation and judgement accompanied as appropriate by measurement, testing, or gauging.

**Interested Party**

A person or group having an interest in the performance or success of an organization, for example, customers, owners, employees, suppliers, bankers, unions, partners, and society.

**Management**

The coordinated activities to direct and control an organization.

**Management System**

The set of interrelated or interacting elements to establish policy and objectives and to achieve those objectives.

**Measurement Process**

The set of operations to determine the value of a quantity.

**Measurement Management System**

The set of interrelated or interacting elements necessary to achieve metrological confirmation and continual control of measurement processes.

**Measuring Equipment**

The measuring instrument, software, measurement standard, reference material or auxiliary apparatus, or a combination thereof, necessary to realize a measurement process.

**mission/Vision Statement**

Gives concrete expression to the Vision statement, explaining how it is to be achieved.

The mission statement for this site is: 'To provide a well-structured, accessible, concise survey of the best and most appropriate mind tools available'.

### **Nonconformity**

The nonfulfilment of a requirement.

### **Objective**

Statement of specific measurable or observable results to be achieved over a specified period of time. It answers both “what” and “when,” quantitatively.

Further definition: A general statement of desired results to be achieved over an unspecified period of time; the aim or object towards which a project or endeavor is directed; end; target; applied to large, long(er) term targets “attained only by prolonged effort or hardship”.

sub-goals; describe the intended end effect of action, not the action steps or means; must be specific, measurable, achievable, relevant and time bound—SMART.

### **Objective Evidence**

The data supporting the existence or verity of something. It may be obtained through observation, measurement, test, or other means.

### **Organization**

The group of people and facilities with an arrangement of responsibilities, authorities, and relationships.

### **Organizational Structure**

The arrangement of responsibilities, authorities, and relationships between people.

### **Performance Indicator**

A quantitative parameter used to ascertain the degree of performance.

Often misused as a synonym for performance measure.

A performance indicator is less precise than a performance measure and usually provides only an intermediate measure of achievement.

### **Policy**

A strategy that defines the way the organization does business.

Policies are designed to achieve goals, often not directly related to a program (such as, employment equity policy), and realize the vision.

### **Preventive Action**

The action taken to eliminate the cause of a potential nonconformity or other potentially undesirable situation.

### **Procedure**

The specified way to carry out an activity or a process.

#### **- purpose**

The reason for the procedure. It is important to know the objective of the document and why the reader should follow the process.

#### **- scope**

The boundaries of the procedure. It describes which activities are covered and the applicability of the document to functional areas.

**- responsibilities**

The roles and authority for process users and process managers organized by job titles.

**- references**

A list of related documents mentioned in the Process section.

**- process**

A description of the logical sequence of activities to perform a procedure. Covers what, when, where, and by whom.

**- records**

The information and data saved during the process for use in other processes and as proof of compliance to requirements.

**Process**

A set of interrelated or interacting activities which transform inputs into outputs.

**Product/Service**

The result of a process.

**Project**

A unique process, consisting of a set of coordinated and controlled activities with start and finish dates, undertaken to achieve an objective conforming to specific requirements, including the constraints of time, cost, and resources.

**Qualification Process**

The process to demonstrate the ability to fulfil specified requirements.

**Quality**

The degree to which a set of inherent characteristics fulfils requirements.

**Quality Assurance**

The part of quality management focused on providing confidence that quality requirements will be fulfilled.

**Quality Characteristic**

The inherent characteristic of a product, process, or system related to a requirements.

**Quality Control**

The part of quality management focused on fulfilling quality requirements.

**Quality Improvement**

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

**Quality Management**

The coordinated activities to direct and control an organization with regard to quality.

**Quality Management System**

The management system to direct and control an organization with regard to quality.

**Quality Manual**

A document specifying the quality management system of an organization. They vary in detail and format to suit the size and complexity of an individual organization.

**Quality Objective**

Something sought, or aimed for, related to quality. The objectives are generally based on the quality policy of an organization and specified for relevant functions and levels in the organization.

**Quality Plan**

A document specifying which procedures and associated resources shall be applied by when and by whom to a specific project, product, process, or contract.

**Quality Planning**

The part of quality management focused on setting quality objectives and specifying necessary operational processes and related resources to fulfil quality objectives.

**Quality Policy**

The overall intentions and direction of an organization related to quality as formally expressed by top management.

**Quality Surveillance**

The frequent or constant monitoring and verification of the status of an entity and analysis of records to ensure specified requirements are being fulfilled.

**Record**

A document stating results achieved or providing evidence of activities performed.

**Registrar**

A third party organization (Certification Body) that conducts independent audits of a company's quality system to ensure it conforms to requirements.

**Registration**

When a quality system complies with the applicable standard, the registrar issues a certificate of registration and places the company's name in a directory of registered firms.

**Repair**

The action taken on a nonconforming product to make it acceptable for the intended usage.

**Requirement**

A need or expectation that is stated, generally implied, or obligatory.

**Review**

The activity undertaken to determine the suitability, adequacy, and effectiveness of the subject matter to achieve established objectives.

**Rework**

The action taken on a nonconforming product to make it conform to the requirements.

**Scope**

The scope of registration defines the company sites, product lines, and operations covered by an ISO 9001 certificate.

**Service**

An intangible product that is the result of at least one activity performed at the interface between the supplier and the customer.

**Specification**

A document stating requirements.

**Supplier**

The organization or person that provides a product.

**System**

A set of interrelated or interacting elements.

**Technical Expert**

The person who provides specific knowledge or expertise to the audit team.

**Test**

The determination of one or more characteristics according to a specified procedure.

**Top Management**

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

**Traceability**

The ability to trace the history, application, or location of that which is under consideration.

**Validation**

The confirmation, through the provision of objective evidence, that the requirements for a specific intended use or application have been fulfilled.

**Verification**

The confirmation, through the provision of objective evidence, that specified requirements have been fulfilled.

**Work Environment**

The set of conditions under which work is performed

