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3 GLOSSARY OF TERMS

This glossary has been prepared to provide a definition of some of the terms used in the field of quality assurance.

- Assurance** Evidence (verbal or written) that gives confidence that something will or will not happen or has not happened.
- Audit** Systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which audit criteria are fulfilled. The comparison of the practices and systems with the precisely defined methods, procedures and instructions it has stated it works to. An examination of records or activities to verify their accuracy, usually by someone other than the person responsible for them.
- Benchmarking** A technique for measuring an organisation's products, services, and operations against those of its competitors, resulting in search for best practice that will lead to superior performance.
- Calibration** All the operations are engaged in for the purpose of determining the values of errors of a measuring instrument and, if necessary, of determining other measurement properties.
- Capability** Ability of an organization, system or process to realize a product that will fulfil the requirements for that product.
- Certification** The authoritative act of documenting compliance with agreed requirements.
- Competence** Demonstrated ability to apply knowledge and skills.
- Computer software** Software covers all instructions and data which are input to a computer to cause it to function in any mode; it includes operating systems, compilers and test routines as well as applications programs. The definition embraces the documents used to define and describe the program (including flowcharts, network diagrams and program

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listings) and also covers any associated specifications, inspection plans, inspection data, inspection results and other instructions.

Contract	An agreement formally executed by both customer and organisation (enforceable by law) which requires performance of services or delivery of products at a cost to the customer in accordance with stated terms and conditions.
Conformity	The fulfilment of a specified requirement by quality characteristic of an item or service.
Corrective action	Action to eliminate the cause of a detected nonconformity or other undesirable situation.
Customer	Organisation or person that receives a product.
Customer satisfaction	Customer's perception of the degree to which the customer's requirements have been fulfilled.
Define and document	To state in written form, the precise meaning, nature, or characteristics of something.
Design	A process of originating a conceptual solution to a requirement and expressing it in a form from which a product may be produced or a service delivered (e.g. design of a test procedure).
Design and development	Set of processes that transforms requirements into specified characteristics or into the specification of a product, process or system. Design creates the conceptual solution and development transforms the solution into a fully working model.
Design approval procedure	The definitive procedure through which a product design is tested and reviewed against specification.
Design review	A formal documented comprehensive and systematic examination of a design to evaluate the design requirements and the capability of the design to meet those requirements and to identify problems and propose solutions.
Evaluation	To ascertain the relative goodness, quality, or usefulness of an entity with respect to a specific purpose.

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Evidence of conformance	Documents which testify that an entity conforms with certain prescribed requirements.
Inspection	The inspection of an entity to determine whether it conforms to prescribed requirements.
Instruction	The written and/or spoken direction given in regard to what is to be done, including the information given in training.
ISO	The International Standard Organisation. It is the specialised international agency for the making of standards. It has a membership of over 90 countries.
Management representative	The person the management appoints to act on their behalf to manage the quality system.
Management system	System to establish policy and objectives and to achieve those objectives.
Measuring equipment	Measuring instrument, software, measurement standard, reference material or auxiliary apparatus or combination thereof necessary to realize a measurement process.
Objective evidence	Data supporting the existence or verity of something.
Organisation	Group of people and facilities with an arrangement of responsibilities, authorities and relationships.
Preventive action	Action to eliminate the cause of a potential nonconformity or other undesirable potential situation.
Procedure	Specified way to carry out an activity or a process. A sequence of steps to execute a activity.
Process	Set of interrelated or interacting activities which transforms inputs into outputs.
Process capability	The ability of a process to maintain product characteristics within present limits.

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Product	Result of a process.
Quality	Degree to which a set of inherent characteristics fulfils requirements. The totality of features and characteristics of a product or service that bear on its ability to satisfy a given need.
Quality assurance	All activities and functions concerned with the attainment of quality.
Quality control	The operational techniques and activities that sustain the product or service quality to specified requirements. It is also the use of such techniques.
Quality manual	Document specifying the quality management system of an organisation.
Quality management system	Management system to direct and control an organization with regard to quality.
Quality plan	Document specifying which procedures and associated resources shall be applied by whom and when to a specific project, product, process or contract.
Quality policy	The overall quality intentions and direction of an organisation as regards quality as formally expressed by top management.
Quality records	Objective evidence of the achieved features and characteristics of a product or service and the processes applied to its development, design, production, installation, maintenance, and disposal as well as records of assessments, audits, and other examinations of an organization to determine its capability to achieve given quality requirements.
Quality system	The organisation structure, responsibilities, activities, resources and events that together provide organised procedures and methods of implementation to ensure the organisation can meet quality requirements.
Requirement	A need or expectation that is stated, generally implied or obligatory.

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Review	Activity undertaken to determine the suitability, adequacy and effectiveness of the subject matter to achieve established objectives.
Rework	Action on a nonconforming product to make it conform to the requirements.
Specification	The document that describes in detail the requirements with which a product or service has to comply.
System	Set of interrelated or interacting elements.
System audit	An audit carried out to establish whether the quality system conforms to a prescribed standard in both its design and its implementation.
Traceability	Ability to trace the history, application or location of that which is under consideration.
Validation	Confirmation, through the provision of objective evidence that the requirements for a specific intended use or application have been fulfilled.
Verification	Confirmation, through the provision of objective evidence that specified requirements have been fulfilled.
Work instructions	Instructions which describe work to be executed, who is to do it, when it is to start and be completed, and how, if necessary, it is to be carried out.