

COMMON TERMS – Quality Management Systems

Definitions per ISO 9000:2015

Characteristic	Distinguishing feature
Documented Information	Information required to be controlled and maintained by an organization and the medium on which it is contained
Interested party	Person or organization that can affect, be affected by, or perceive itself to be affected by a decision or activity
Management System	Set of interrelated or interacting elements of an organization to establish policies and objectives and processes to achieve those objectives
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
Output	Result of a process
Policy	Intentions and direction of an organization as formally expressed by its top management
Process	Set of interrelated or interacting activities that use inputs to deliver an intended result
Product	Output of an organization that can be produced without any transaction taking place between the organization and the customer
Quality	Degree to which a set of inherent characteristics of an object fulfill requirements
Requirement	Need or expectation that is stated, generally implied or obligatory
Risk	Effect of uncertainty
Service	Output of an organization with at least one activity necessarily performed between the organization and the customer
Top Management	Person or group of people who direct and control an organization at the highest level