

## 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   |