



**nanoQuest**  
QUALITY SYSTEMS

Helping organizations achieve performance results through the development of their people, processes and management systems.

## Glossary

### Quick Reference for Quality Terms

The most comprehensive list of Quality Terms and Definitions can be found on the American Society for Quality Website. <http://asq.org/glossary/>

<b>80/20 Rule:</b>	Based on the proven 80/20 rule: 20% of the sources cause 80% of any problems See Pareto analysis.
<b>Accountability:</b>	Holding an individual or group subject to blame or penalty for the results of specified tasks, functions or results. The risk can be that the individual or group, while having responsibility to make a contribution to the task or result, cannot control all of the factors affecting the outcome and may be blamed (or credited) undeservedly for effects of other factors.
<b>Accreditation:</b>	Certification by a duly recognized body of the facilities, capability, objectivity, competence, and integrity of an agency, service or operational group or individual to provide the specific service(s) or operation(s) needed.
<b>Affinity Diagram:</b>	<ol style="list-style-type: none"><li>1. A tool that is used to help groups identify the common themes that are associated with a particular problem. A process to organize information by placing it on cards and grouping the cards that go together. "Category" cards are then used to summarize each group of cards.</li><li>2. A tool used to organize ideas, generated through brainstorming, into groups of related thoughts. Often done by the members of the group with little or no talking.</li></ol>
<b>Audit:</b>	<ol style="list-style-type: none"><li>1. An onsite verification activity used to determine the effective implementation of a supplier's documented quality system.</li><li>2. Systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which audit criteria are fulfilled.</li><li>3. An onsite verification activity used to determine the effective implementation of a supplier's documented quality system.</li></ol>
<b>Audit Client:</b>	Organization or person requesting an audit. --- not to be confused with auditee.
<b>Auditee:</b>	Organization being audited.
<b>Audit Criteria:</b>	Set of policies, procedures, or requirements. Audit Criteria are used as a reference against which Audit Evidence is

	compared.
<b>Audit Evidence:</b>	Records, statements of fact or other information which are relevant to the Audit Criteria and verifiable.
<b>Audit Findings:</b>	Results of the evaluation of the collected Audit Evidence against Audit Criteria. Audit findings can be positive, neutral, and negative.
<b>Auditor:</b>	Person with the competence to conduct an audit.
<b>Availability:</b>	A product or service's ability to perform its intended function at a given time and under appropriate conditions. It can be expressed by the ratio operative time/total time where operative time is the time that it is functioning or ready to function.
<b>Balanced Scorecard:</b>	A suggested tool to describe the relevant measures of a business, usually in the following categories: financial, or return on investment and economic value-added; customer, or satisfaction, retention, market and account share; internal, or response time, cost, and new product introductions; and learning and growth, or employee satisfaction and information system availability.
<b>Baldrige Award:</b>	An American national award established in 1988 [named for Malcolm Baldrige, former Secretary of Commerce] for the purpose of recognizing and promoting outstanding corporate [for-profit companies] efforts to improve quality and productivity. The Baldrige Award Guidelines are sometimes used as a checklist or framework for developing and implementing a plan for Total Quality or, for assessing organizational progress toward Total Quality.
<b>Benchmarking:</b>	A technique that involves comparing one's own processes to excellent examples of similar processes in other organizations or departments. Through benchmarking, rapid learning can occur, and processes can undergo dramatic improvements.
<b>Brainstorming:</b>	A tool used to encourage creative thinking and new ideas. A group formulates and records as many ideas as possible concerning a certain subject, regardless of the content of the ideas. No discussion, evaluation, or criticism of ideas is allowed until the brainstorming session is complete.
<b>Calibration:</b>	Comparison of a measurement instrument or system of unverified accuracy to a measurement instrument or system of known accuracy to detect any variation from the required performance specification.
<b>Cause &amp; Effect Diagram:</b>	A tool used to analyze all factors (causes) that contribute to a given situation or occurrence (effect) by breaking down main causes into smaller and smaller sub-causes. It is also known as the Ishikawa or the fishbone diagram.
<b>Central Limit Theorem:</b>	The probability histograms of the sample mean and sample sum of n draws with replacement from a box of labeled tickets converge to a normal curve as the sample size n grows.

<b>Certificate Of Compliance:</b>	A document signed by an authorized party affirming that the supplier of a product or service has been tested/analysed/measured/verified to meet the requirements of relevant specifications.
<b>Certificate Of Conformance (Certificate Of Conformity):</b>	A document signed by an authorized party affirming that a product or service has met the requirements of the relevant specifications, contract, or regulation.
<b>Certification Audits:</b>	Audits relating to registration (e.g., ISO 9001 audits).
<b>Common Cause:</b>	A source of variation that is always present as part of the random variation inherent in the process itself. Its origin can usually be traced to an element of the system which only management can correct.
<b>Competence:</b>	Demonstrated ability to apply knowledge skills.
<b>Continuous Improvement:</b>	On-going improvement of any and all aspects of an organization including products, services, communications, environment, functions, individual processes, etc. Continuous Improvement Action taken to find ways in improving processes, decrease variation, decrease costs, and improve effectiveness of the organization.
<b>Contract Review:</b>	The steps associated with contracting with suppliers. These steps involve acceptance of the contract or order, the tender of a contract, and review of the contract.
<b>Control:</b>	Three commonly-used versions of this word: (supervision)- to influence or manipulate an employee's behaviour through the threat of consequences or the promise of reward, whether these are explicit or implied; (engineering)- to influence or manipulate a process through feedback or feed forward; (statistical)- a description of behaviour of the variation in the output of a process.
<b>Control Chart:</b>	A chart that indicates upper and lower statistical control limits, and an average line, for samples or subgroups of a given process. If all points on the control chart are within the limits, variation may be ascribed to common causes and the process is deemed to be "in control." If points fall outside the limits, it is an indication that special causes of variation are occurring, and the process is said to be "out of control."
<b>Control Limit:</b>	A statistically-determined line on a control chart used to analyze variation within a process. If variation exceeds the control limits, then the process is being affected by special causes and is said to be "out of control." A control limit is not the same as a specification limit.
<b>Cost Of Quality:</b>	The costs incurred by producing products or services of poor quality. These costs usually include the cost of inspection, rework, duplicate work, scrapping rejects, replacements and refunds, complaints, and loss of customers and reputation.
<b>Count Chart (C Chart):</b>	An attributes data control chart that evaluates process stability by charting the counts of occurrences of a given event in successive samples.
<b>Count-Per-Unit</b>	A control chart that evaluates process stability by charting

<b>Chart (U Chart):</b>	the number of occurrences of a given event per unit sampled, in a series of samples.
<b>Cp:</b>	Commonly used process capability index defined as $[(USL - LSL) / (6 \times \sigma)]$ , where $\sigma$ is the estimated process standard deviation.
<b>Cpk:</b>	Commonly used process capability index defined as the lesser of $(USL - m) / 3\sigma$ or $(m - LSL) / 3\sigma$ , where $\sigma$ is the estimated process standard deviation.
<b>Cumulative Sum Chart:</b>	Control chart that shows the cumulative sum of deviations from a set value in successive samples. Each plotted point indicates the algebraic sum of the last point and all deviations since.
<b>Customer:</b>	Any recipient of a product or service; anyone who is affected by what one produces. A customer can be external or outside the organization, or they can be internal to the organization.
<b>Decision Matrix:</b>	A tool used to evaluate problems, solutions, or ideas. The possibilities are listed down the left-hand side of the matrix and relevant criteria are listed across the top. Each possibility is then rated on a numeric scale of importance or effectiveness (e.g. on a scale of 1 to 10) for each criterion, and each rating is recorded in the appropriate box. When all ratings are complete, the scores for each possibility are added to determine which has the highest overall rating and thus deserves the greatest attention.
<b>Defect:</b>	An error in construction of a product or service that renders it unusable; an error that causes a product or service to not meet requirements.
<b>Deming Cycle:</b>	Alternate name for the Plan-Do-Check-Act cycle, a four-stage approach to problem-solving. It is also sometimes called the Shewhart cycle.
<b>Diagnostic Journey/Remedial Journey:</b>	A problem-solving approach in which a problem is investigated by looking first at symptoms, and gradually working back towards root causes. Once root causes have been established, experimentation and tracking are used in the remedial journey - the finding of a cure for the roots of the problem.
<b>DOE (Design Of Experiments):</b>	DOE is the science of designing sets of experiments which will generate enough useful data to make sound decisions without costing too much or taking too long.
<b>Employee Involvement:</b>	Regular participation of employees in decision-making and suggestions. The driving forces behind increasing the involvement of employees are the conviction that more brains are better, that people in the process know it best, and that involved employees will be more motivated to do what is best for the organization.
<b>Empowerment:</b>	Usually refers to giving employees decision-making and problem-solving authority within their jobs.
<b>External Customer:</b>	A person or organization outside your organization who receives the output of a process. Of all external customers, the end-user should be the most important.
<b>Failure Mode</b>	A technique that systematically analyzes the types of

<b>Effects Analysis (Fmea):</b>	failures which will be expected as a product is used, and what the effects of each "failure mode" will be.
<b>Facilitator:</b>	Person who helps a team with issues of teamwork, communication, and problem-solving. A facilitator should not contribute to the actual content of the team's project, focusing instead as an observer of the team's functioning as a group.
<b>Fishbone Diagram:</b>	Another name for an Ishikawa diagram or cause & effect diagram, derived from the shape of the diagram as used by its creator, Kaoru Ishikawa.
<b>Flowchart:</b>	A graphical representation of a given process delineating each step. A flowchart is used to diagram how a process actually functions and where waste, error, and frustration enter the process. Also know as process mapping.
<b>Force Field Analysis:</b>	A tool, developed by social psychologist Kurt Lewin, which is used to analyze the opposing forces involved in causing/resisting any change. It is shown in balance sheet format with forces that will help (driving forces) listed on the left and forces that hinder (restraining forces) listed on the right.
<b>Frequency Distribution:</b>	An organization of data, usually in a chart, which depicts how often different events occur. A histogram is one common type of frequency distribution, and a frequency polygon is another.
<b>Gantt Chart:</b>	A bar chart that shows planned work and finished work in relation to time. Each task in a list has a bar corresponding to it. The length of the bar is used to indicate the expected or actual duration of the task.
<b>Histogram:</b>	A specialized bar chart showing the distribution of measurement data. It will pictorially reveal the amount and type of variation within a process.
<b>Hoshin Kanri:</b>	Japanese term for hoshin planning, a form of interactive strategic planning which aids the flow of information up and down the organizational layers in a systematic, productive way.
<b>Hoshin Planning:</b>	A method of strategic planning for quality. It helps executives integrate quality improvement into the organization's long-range plan. Used to ensure that the mission, vision, goals, and annual objectives of an organization are communicated to and implemented by everyone, from the executive level to the 'front line' level.
<b>Indicator:</b>	Quantitative measure of performance. Indicators are usually ratios comparing the number of occurrences a certain phenomenon and the number of times the phenomenon could have occurred.
<b>Internal Customer:</b>	Someone within your organization, further downstream in a process, who receives the output of your work.
<b>Just-In-Time Instruction:</b>	Training given as needed for immediate application, without lag time and the usual loss of retention.
<b>Kaizen:</b>	A Japanese word meaning continuous improvement through constant striving to reach higher standards.
<b>Mean:</b>	The average of a group of measurement values. Mean is

	determined by dividing the sum of the values by the number of values in the group.
<b>Median:</b>	The middle of a group of measurement values when arranged in numerical order. For example, in the group (32, 45, 78, 79, 101), 78 is the median. If the group contains an even number of values, the median is the average of the two middle values.
<b>Metacraftsmanship:</b>	Metacraftsmanship is a term used to tie together the many ideas shared by quality improvement, reengineering, management, leadership, and customer-driven production. Although these theories have much in common, they are often treated as separate and disparate approaches to improving a business. Suggests ways of getting complex organizations to work the way a single craftsman would.
<b>Mission Statement:</b>	A written declaration of the purpose of an organization or project team. Organizational mission or vision statements often include an organizational vision for the future, goals, and values.
<b>Mode:</b>	The most frequently occurring value in a group of measurements The most common value obtained in a set of observations. For example, for a data set (3, 7, 3, 9, 9, 3, 5, 1, 8, 5), the unique mode is 3. Similarly, for a data set (2, 4, 9, 6, 4, 6, 6, 2, 8, 2), there are two modes: 2 and 6. A distribution with a single mode is said to be unimodal. A distribution with more than one mode is said to be bimodal, trimodal, etc., or in general, multimodal.
<b>Noise:</b>	In the context of quality management, noise is essentially variability. For example, if you are making ketchup, noise in the process comes from variations in the quality of incoming tomatoes, in changes in ambient temperature and humidity, in variations in machinery performance, in variations in the quality of human factors, etc.
<b>Nominal Group Technique:</b>	Technique used to encourage creative thinking and new ideas, but is more controlled than brainstorming. Each member of a group writes down his or her ideas and then contributes one to the group pool. All contributed ideas are then discussed and prioritized.
<b>Np Chart:</b>	A control chart indicating the number of defective units in a given sample.
<b>Paradigm:</b>	A way of thinking about a given subject that defines how one views events, relationships, ideas, etc. within the boundaries of that subject.
<b>Pareto Chart:</b>	A bar chart that orders data from the most frequent to the least frequent, allowing the analyst to determine the most important factor in a given situation or process.
<b>Pareto Principle:</b>	The idea that a few root problems are responsible for the large majority of consequences. The Pareto principle is derived from the work of Vilfredo Pareto, a turn-of-the-century Italian economist who studied the distributions of wealth in different countries. He concluded that a fairly consistent minority – about 20% – of people controlled the large majority – about 80% – of a society's wealth. This

	same distribution has been observed in other areas and has been termed the Pareto principle.
<b>Percent Chart (P Chart):</b>	A control chart that determines the stability of a process by finding what percentage of total units in a sample are defective.
<b>Pie Chart:</b>	A chart that compares groups of data to the whole data set by showing each group as a "slice" of the entire "pie." Pie charts are particularly useful for investigating what percentage each group represents.
<b>Plan-Do-Check-Act (PDCA) Cycle:</b>	A four-step improvement process originally conceived of by Walter A. Shewhart. The first step involves planning for the necessary improvement; the second step is the implementation of the plan; the third step is to check the results of the plan; the last step is to act upon the results of the plan. It is also known as the Shewhart cycle, the Deming cycle, and the PDCA cycle.
<b>Policy Deployment:</b>	Another name for hoshin planning.
<b>Population:</b>	Total set of items from which a sample set is taken.
<b>Process Capability:</b>	<ol style="list-style-type: none"> <li>1. A statistical measure indicating the inherent variation for a given event in a stable process, usually defined as the process width divided by 6 sigma.</li> <li>2. Competence of the process, based on tested performance, to achieve certain results.</li> </ol>
<b>Process Capability Index:</b>	Measurement indicating the ability of a process to produce specified results. Cp and Cpk are two process capability indices.
<b>Quality Assurance (QA):</b>	Traditionally refers to the systematic post-production checks, inspection, or reviews done to ensure quality of a product or service though in the strict sense of the definition that is an end of process quality control activity. Modern quality management systems consider Quality Assurance that through tools such Quality Audits, Quality Control, and specifically Systems Audits assures that the processes, tools, and safeguards are in place to produce quality products.
<b>Quality Audit:</b>	An independent investigation and assessment of quality activities and results to determine whether or not the quality plan is effective and appropriate.
<b>Quality Circles:</b>	<ol style="list-style-type: none"> <li>1. Quality improvement teams or groups.</li> <li>2. In Japan, groups of employees formed for the study of and sharing information regarding quality control issues and theory.</li> </ol>
<b>Quality Control:</b>	The use of techniques and activities that compare actual quality performance with goals and define appropriate action in response to a shortfall.
<b>Quality Improvement:</b>	A systematic approach to the processes of work that looks to remove waste, loss, rework, frustration, etc. in order to make the processes of work more effective, efficient, and appropriate.
<b>Quality Improvement Team:</b>	A group of employees that take on a project to improve a given process or design a new process within an organization.

<b>Quality Function Deployment (QFD):</b>	A technique used to translate customer requirements into appropriate goals for each stage of product or service development and output.
<b>Quality Loss Function:</b>	An algebraic function that illustrates the loss of quality that occurs when a characteristic deviates from its target value. It is expressed often in monetary terms. Dr. Genichi Taguchi coined this term; his work suggests that quality losses vary as the square of the deviation from target.
<b>Range Chart:</b>	Control chart in which the range of the subgroup is used to track the instantaneous variation within a process, i.e. the variation in the process at any one time, when many input factors would not have time to vary enough to make a detectable difference. Range charts are usually paired with average charts for complete analysis.
<b>Recorder:</b>	The team member that takes minutes during team meetings to capture team's progress. Once the team is well underway, this role can be rotated through out the group.
<b>Regression Analysis:</b>	A statistical technique used to determine the best mathematical expression to describe the relationship between a response and independent variables.
<b>Reliability:</b>	The probability of a product or service successfully doing its job under given conditions.
<b>Robust:</b>	The ability of a product or service to function appropriately regardless of external conditions and other uncontrollable factors.
<b>Run Chart:</b>	Also known as a line chart, or line graph. A chart that plots data over time, allowing you to identify trends and anomalies.
<b>Sample:</b>	A subset of a population used to represent the population in statistical analysis. Samples are almost always random, which means that all individuals in the population are equally likely to be chosen for the sample.
<b>Sample Standard Deviation Chart (S-Chart):</b>	Control chart in which the standard deviation of the subgroup is tracked to determine the variation within a process over time. Sample standard deviation charts are usually paired with average charts for complete analysis.
<b>Scatterplot:</b>	A tool that studies the possible relationship between two variables expressed on the x-axis and y-axis of a graph. The direction and density of the points plotted will indicate various relationships or a lack of any relationship between the variables.
<b>Seven Tools Of Quality:</b>	Quality improvement tools that include the histogram, Pareto chart, check sheet, control chart, cause-and-effect diagram, flowchart, and scatter diagram.
<b>Special Causes:</b>	Causes of variation in a process that are not inherent in the process itself but originate from circumstances that are out of the ordinary. Special causes are indicated by points that fall outside the limits of a control chart.
<b>Specification Limit:</b>	An engineering or design requirement that must be met in order to produce a satisfactory product.
<b>Statistical Process Control (SPC):</b>	Analysis and control of a process through the use of statistical techniques, particularly control charts.



<b>Structural Variation:</b>	Variation caused by recurring system-wide changes such as seasonal changes or long-term trends.
<b>Supplier:</b>	Anyone whose output (materials, information, service, etc.) becomes an input to another person or group in a process of work. A supplier can be external or internal to the organization.
<b>Tree Diagram:</b>	A chart used to break any task, goal, or category into increasingly detailed levels of information. Family trees are the classic example of a tree diagram.
<b>Timekeeper:</b>	Team member who keeps track of time spent on each agenda item during team meetings. This job can easily be rotated among team members.
<b>Total Quality Management:</b>	Managing for quality in all aspects of an organization focusing on employee participation and customer satisfaction. Often used as a catch-all phrase for implementing various quality control and improvement tools.
<b>Type I Error:</b>	Rejecting something that is acceptable. Also known as an alpha error.
<b>Type II Error:</b>	Accepting something that should have been rejected. Also known as beta error.
<b>U Chart:</b>	A control chart showing the count of defects per unit in a series of random samples.
<b>Value-Added:</b>	Each time work is done to inputs to transform them into something of greater usefulness as an end product.
<b>Variables Data:</b>	Data that is measured on a continuous and infinite scale such as temperature, distance, and pressure rather than in discreet units or yes/no options. Variables data is used to create histograms, some control charts, and sometimes run charts.
<b>Variance:</b>	A measure of deviation from the mean in a sample or population.
<b>Variation:</b>	Change in the output or result of a process. Variation can be caused by common causes, special causes, tampering, or structural variation.
<b>Vision:</b>	Often incorporated into an organizational mission (or vision) statement to clarify what the organization hopes to be doing at some point in the future. The vision should act as a guide in choosing courses of action for the organization.
<b>Zero Defects:</b>	Philip Crosby's recommended performance standard that leaves no doubt regarding the goal of total quality. People can continually move closer to this goal by committing themselves to their work and the improvement process.

## Quick Reference for ISO 14001 Terms and Definitions

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<b>aspect (environmental)</b>	an element of an organization's activities, products or services that can interact with the environment. A significant environmental aspect has or can have a significant environmental impact.
<b>auditor</b>	a person with the competence to conduct an audit
<b>audit</b>	a systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which audit criteria are fulfilled
<b>audit criteria</b>	a set of policies, procedures or requirements used as a reference during an audit
<b>audit evidence</b>	records, statements of fact or other information, both qualitative and quantitative, which are relevant to the audit criteria and verifiable
<b>audit findings</b>	results of the evaluation of the collected audit evidence against the audit criteria. Findings indicate conformity or nonconformity to the criteria or opportunities for improvement. They may be a single important issue or a group of connected observations.
<b>capability</b>	the ability of an organization, system, or process to realize a product that will fulfill the requirements for that product
<b>characteristic</b>	a distinguishing feature whether physical, sensory, behavioural, temporal, ergonomic or functional
<b>compliance</b>	an affirmative indication or judgment that the supplier of a product or service has met the requirements of the relevant specifications, contract, or regulation; also the state of meeting requirements
<b>continual improvement</b>	recurring process of enhancing the environmental management system in order to achieve improvements in performance consistent with the organization's environmental policy
<b>corrective action</b>	action to eliminate the cause of a detected nonconformity or other undesirable situation in order to prevent <b>recurrence</b>

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<b>document</b>	information and its supporting medium whether paper, magnetic, electronic, optical computer disk, photograph or combination thereof
<b>effectiveness</b>	extent to which planned activities are realized and planned results achieved
<b>efficiency</b>	relationship between the result achieved and resources used
<b>EHS manual</b>	the documentation describing the procedures for implementing an organization's environmental management program
<b>emergency response plan</b>	a detailed plan that describes the logistics and reporting requirements in the event of either fire, erosion or spills
<b>emission</b>	one or more substances released to the water, air or soil in the natural environment
<b>EMS (environmental management system)</b>	part of an organization's management system used to develop and implement its environmental policy and manage its environmental aspects
<b>environment</b>	surroundings in which an organization operates, including air, water, land, natural resources, flora, fauna, humans, and their interrelation. Surroundings in this context extend from within the organization to the global system.
<b>environmental inventory</b>	an environmental inventory identifies and quantifies - where appropriate - all environmental aspects of an organization's activities, products and services
<b>environmental objective</b>	overall environmental goal, consistent with the environmental policy, that an organization sets itself to achieve
<b>environmental performance</b>	measurable results of an organization's management of its environmental aspects. In the context of the environmental management system, results can be measured against the organization's environmental policy, environmental objectives, environmental targets
<b>environmental performance indicators</b>	different parameters describing the potential impact of activities, products or services on the environment. These parameters are the result of characterizing classified environmental interventions and environmental aspects.

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environmental interventions and environmental aspects.

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**environmental policy** overall intentions and direction of an organization related to its environmental performance as formally expressed by Top Management. The environmental policy provides a framework for action and for the setting of environmental objectives and targets.

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**Environmental Policy** a statement by an organization of its intentions and principles in relation to its overall environmental performance. Environmental policy provides a framework for action and for the setting of its environmental objectives and targets.

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**environmental target** detailed performance requirement, applicable to the organization or parts thereof, that arises from the environmental objectives and that needs to be set and met in order to achieve those objectives

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**impact (environmental)** any change to the environment, whether adverse or beneficial, wholly or partially resulting from an organization's environmental aspects

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**interested party** person or group concerned with or affected by the environmental performance of an organization

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**internal audit** systematic, independent (freedom from responsibility for the activity being audited) and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which the environmental management system audit criteria set by the organization are fulfilled

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**management system** a set of interrelated elements used to establish policy and objectives and to achieve those objectives which includes organizational structure, planning activities, responsibilities, practices, procedures, processes and resources

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**nonconformity** non-fulfilment of a requirement

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**organization** company, corporation, firm, enterprise, authority or institution, or part or combination thereof, whether incorporated or not, public or private that has its own functions and administration

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<b>prevention of pollution</b>	use of processes, practices, techniques, materials, products, services or energy to avoid, reduce or control (separately or in combination) the creation, emission or discharge of any type of pollutant or waste in order to reduce adverse environmental impacts. Prevention of pollution can include source reduction or elimination, process, product or service changes, efficient use of resources, material and energy substitution, reuse, recovery, recycling, reclamation and treatment.
<b>preventive action</b>	action to eliminate the cause of a potential nonconformity or other undesirable potential situation to prevent <b>occurrence</b>
<b>procedure</b>	specified way to carry out an activity or a process
<b>process</b>	set of interrelated or interacting elements which transforms inputs into outputs
<b>product</b>	result of a process whether goods (hardware or processed material), services or software
<b>project</b>	a unique process consisting of a set of coordinated or controlled activities with start and finish dates undertaken to achieve an objective conforming to specific requirements, including the constraints of time, cost and resources
<b>record</b>	document stating results achieved or providing evidence of activities performed
<b>requirement</b>	need or expectation that is stated whether the common practice of the organization, the practice expected by customers or interested parties or obligatory by legal or other requirements
<b>review</b>	activity undertaken to determine the suitability, adequacy and effectiveness of the subject matter to achieve established objectives
<b>stakeholders</b>	those groups and organizations having an interest or stake in a organization's EMS program (e.g., regulators, shareholders, customers, suppliers, special interest groups, residents, competitors, investors, bankers, media, lawyers, geologists, insurance companies, trade groups, unions, ecosystems and cultural heritage)

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<b>system</b>	set of interrelated or interacting elements
<b>traceability</b>	ability to trace the history, application or location of that which is under consideration
<b>validation</b>	confirmation through the provision of objective evidence that the requirements for a specific intended use or application have been fulfilled
<b>verification activities</b>	all inspection, test and monitoring work related to environmental management
<b>waste</b>	an output with no marketable value that is discharged to the environment normally in reference to solid or liquid materials

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