ANNEXURE – VIII
GLOSSARY OF TERMS

Introduction to Management Systems

Management System: This is the manner in which an element of an organisation is managed. It could be quality, environment, information security, health and safety. Because they can be systemised, they can be standardised and benchmarked/audited and therefore reviewed and improved.

Quality Management System (QMS): It is a common sense, well documented system that ensures consistency and improvement of working practices, including the products and services produced.

ISO 9000: A generic name given to the standards developed to provide a framework around which a quality management system can effectively be planned and documented.

Standard: The document produced by an international committee of experts setting the guidelines on how things should be done.

Registration/Certification: This is what an organisation achieves when it passes the assessment. A registrar assesses a company’s management system against a standard. It is preferable to use the term registration, as certification is often misunderstood to refer to each product being guaranteed.

Assessment: A verification of the effectiveness of the management system operated by an organisation through examination of materials, processes, finished product, methods of test, records, systems, services and other activities established by an organisation within its quality system.

Management System Implementation and Registration:

Registrar: It is an independent body that visits the organisation and assesses how is it using its management system. They issue a certificate so an organisation can demonstrate that it has complied with the requirements.

Assessor/Auditor: He/She is a qualified industry expert who visits the organisation, looks at what it does and how it is managed through the management system.

Accreditation: The accreditation body are the ones who make sure that we, the registrar, are in compliance with Guide 62 and that we are meeting all the requirements to be a good impartial registrar. This allows us to come and see how you are doing, and issue a certificate that people can be confident means you are doing a good job. Some registrars operate without accreditation, but obviously there is nobody saying how good a job they are doing.

Consultant: They help to implement a management system and help to achieve registration. They can also help to design, write and implement management system in accordance with the standard and provide with immediate assistance.

Software: There is a great deal of software to help an organisation to implement its management system in the first place and to manage documentation and processes in an ongoing situation.

152 www.bsiamerica.com
American Society for Quality (ASQ): A society of individual and organisational members dedicated to the ongoing development, advancement and promotion of quality concepts, principles and techniques. Their website is www.asq.org.

The Quality Management System:

Quality Policy: It is defined by top management and written so that it is appropriate for the purpose of the organisation. It includes a commitment to comply with requirements and continually improve the effectiveness of the quality management system. It also provides a framework for establishing and reviewing quality objectives and is communicated and understood within the organisation. It should be reviewed for continuing suitability.

Quality Objectives: The organisation’s strategic planning and quality policy provide a framework for the setting of quality objectives. The objectives should be capable of being measured in order to facilitate an effective and efficient review by management. Consideration should be given to current and future needs of the organisation. The quality objectives should be communicated so employees can contribute to their achievement.

Quality Manual: It is a high level document that outlines a company’s intention to operate in a quality manner. It can be used in many ways that include, as a marketing tool, communication and training tool, and a document that allows third parties to understand the business and also assess a firm’s activities against a particular standard, for example, ISO 9001. Many organisations make their quality manual available on their intranets.

Procedure: A procedure outlines what you do to complete a task, a flow of activity that describes who does what, in what order and to what standard. Collectively the procedures make up your quality system. Your procedures will describe how you operate and control your business and meet the requirements of the standard.

Work Instructions: A firm may need more details than described in the procedures. The complexity of the business helps to determine whether it needs detailed work instructions in addition to the procedures. Many businesses include work instructions to aid in training, make it clear how a job is done, to reduce mistakes, an aide-memoir for staff, and as a point of reference for jobs that are not often carried out.

Process: Any activity or set of activities that uses resources to transform inputs into outputs can be considered a process.

Plan – Do – Check – Act: This model forms the basis for much of the strategy embodied in ISO 9000. A fairly common sense process of planning, doing, checking and then acting to continually improve the quality system.

Internal audit: When a member of a firm’s own staff audits the systems and procedures, it is known as an internal audit. A quality manager may do this regularly to see if the quality system is being used and maintained.

The Assessment

Pre assessment: This is an optional service to ensure that the firm has implemented the standard. It is a dry run to make sure that there are no major problems with achieving registration.

Initial assessment: The first full assessment of whole quality management system. If this goes well and a firm has only minor nonconformities, it will be recommended for
registration/certification. This will depend upon a firm supplying a corrective action plan to close down the minor nonconformities. Upon an acceptable review, the certificate of registration will be issued.

**Opening/Closing meeting:** The formal meetings at the beginning and the end of the assessments between the client and the assessments team. The opening meeting sets the scene, schedule and expectations of the assessment. The closing meeting addresses the findings and makes recommendations for improvement.

**Observations:** Verbal or written comments that are made by assessors to clients concerning potential nonconformity or areas of concern.

**Nonconformity:** When an assessor sees something wrong in the system that doesn’t meet the standards’ requirements, it is called nonconformity. Minor nonconformity is where there is a single lapse in following a procedure. Major nonconformity is a failure to implement and maintain a required management system element.

**Corrective action:** Short-term action to address a nonconformity.

**Preventative action:** Action taken to address the root cause and prevent the occurrence of nonconformity.

**Certificate:** Awarded following recommendation after the initial assessment, and maintained through continuing assessments.

**Scope of registration:** A precise definition of a client’s activities that are the subject of assessment.

**Appendix:** Supporting sheets to a certificate that define the activities and locations assessed and certified under one quality system.

**Continuing assessment:** The periodic visits are made to a company to ensure that firm is still using the system effectively.

**Re-certification:** Required after 3 years of certification.