

ANNEX TO ITEM 3

A FEW KEY TERMS

ISO 9000:2006 Quality Management Systems – Fundamentals and Vocabulary

- 1- *Quality Management*: The coordinated activities to direct and control an organization with regard to quality.

NOTE Direction and control with regard to quality generally includes establishment of the quality policy and quality objectives, quality planning, quality control, quality assurance and quality improvement.

Management System: Set of interrelated or interacting elements of an organization to establish policies and objectives and processes to achieve those objectives

Note 1 A management system can address a single discipline or several disciplines

Note 2 The system elements include the organization's structure, role and responsibilities, planning, operation, etc.

Note 3 The scope of a management system may include the whole of the organization, specific and identified functions of the organization, specific and identified sections of the organization, or one or more functions across a group of organizations.

- 2- *Quality Planning*: focuses on setting quality objectives and specifying necessary operational processes and related resources to fulfil the quality objectives
- 3- *Quality Control*: part of quality management focused on fulfilling quality requirements.
- 4- *Quality Assurance*: part of quality management focused on providing confidence that quality requirements will be fulfilled
- 5- *Quality Management Requirement*: need or expectation that is stated, generally implied or obligatory

NOTE “Generally implied” means that it is custom or common practice for the organization, its customers and other interested parties, that the need or expectation under consideration is implied.

- 6- *Quality Improvement*: part of quality management focused on increasing the ability to fulfil quality requirements.