



تعاریف و اصطلاحات "سیستم مدیریت کیفیت" برگرفته از ISO9000:2000

audit	systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which audit criteria are fulfilled
auditee	organization being audited
auditor	person with the competence to conduct an audit
audit client	organization or person requesting an audit
audit conclusion	outcome of an audit provided by the audit team after consideration of the audit objectives and all audit findings
audit criteria	set of policies, procedures or requirements used as a reference
audit evidence	records , statements of fact or other information which are relevant to the audit criteria and verifiable
audit findings	results of the evaluation of the collected audit evidence against audit criteria
audit program	set of one or more audit planned for a specific time frame and directed towards a specific purpose
audit team	one or more auditors conducting an audit
capability	ability of an organization , systems or process to realize a product that will fulfill the requirements for that product
characteristic	distinguishing feature

competence	demonstrated ability to apply knowledge and skills
concession conformity	- permission to use or release a product that does not conform to specified requirements fulfillment of a requirements
correction	action to eliminate a detected nonconformity
corrective action	action to eliminate the cause of a detected nonconformity or other undesirable situation
continual improvement	recurring activity to increase the ability to fulfill requirements
customer	organization or person that receives a product
customer satisfaction	customer's perception of the degree to which the customer's requirements have been fulfilled
dependability	collective term used to describe the availability performance and its influencing factors: reliability performance, maintainability performance and maintenance support performance
defect	non-fulfilment of a requirements related to an intended or specified use
design and development	set of processes that transforms requirements into specified characteristics or into the specification of a product , process or system
deviation permit	permission to depart from the originally specified requirements of a product prior to realization
document	information and its supporting medium
effectiveness	extent to which planned activities are realized and planned results achieved
efficiency	relationship between the result achieved and the resources used
grade	category or rank given to different quality requirements for products , processes or systems having the same functional use
information	meaningful data

infrastructure	system of facilities, equipment and services needed for the operation of an organization
inspection	conformity evaluation by observation and judgment accompanied as appropriate by measurement, testing or gauging
interested party	person or group having an interest in the performance or success of an organization
management	coordinated activities to direct and control an organization
management system	system to establish policy and objectives and to achieve those objectives
measurement control system	set of interrelated or interacting elements necessary to achieve metrological confirmation and continual control of measurement processes
measurement process	set of operations to determine the value of a quantity
measuring equipment	measuring instrument, software, measurement standard, reference material or auxiliary apparatus or combination thereof necessary to realize a measurement process
metrological characteristic	distinguishing feature which can influence the results of measurement
metrological confirmation	set of operations required to ensure that measuring equipment conforms to the requirements for its intended use
metrological function	function with organizational responsibility for defining and implementing the measurement control system
nonconformity	non-fulfillment of a requirements
objective evidence	data supporting the existence or verity of something
organization	group of people and facilities with an arrangement of responsibilities, authorities and relationships
organizational structure	arrangement of responsibilities, authorities and relationships between people
preventive action	action to eliminate the cause of a potential nonconformity or other undesirable potential situation

process	set of interrelated or interacting activities which transforms inputs into outputs
procedure	specified way to carry out an activity or a process
product	result of a process
project	unique processes , consisting of a set of coordinated and controlled activities with start and finish dates, undertaken to achieve an objective conforming to specific requirements , including the constraints of time, cost and resources
qualification process	process to demonstrate the ability to fulfill specified requirements
quality	degree to which a set of inherent characteristic fulfils requirements
quality assurance	part of quality management focused on providing confidence that quality requirements will be fulfilled
quality characteristic	inherent characteristics of a product , process or system related to a requirements
quality control	part of quality management focused on fulfilling quality requirements
quality improvement	part of quality management focused on increasing the ability to fulfill quality requirements
quality management	coordinated activities to direct and control an organization with regard to quality
quality management system	management system to direct and control an organization with regard to quality
quality manual	document specifying the quality management system of an organization
quality objective	something sought, or aimed for, related to quality
quality plan	document specifying which procedures and associated resources shall be applied by whom and when to a specific project , product , process or contract
quality planning	part of quality management focused on setting quality objectives and specifying necessary operational processes and related resources to fulfill the quality objectives

quality policy	overall intentions and direction of an organization related to quality as formally expressed by top management
record	document stating results achieved or providing evidence of activities performed
regrade	alteration of the grade of a nonconforming product in order to make it conform to requirements differing from the initial ones
release	permission to proceed to the next stage of a process
repair	action on a nonconforming product to make it acceptable for the intended use
requirement	need or expectation that is stated, generally implied or obligatory
review	activity undertaken to determine the suitability, adequacy and effectiveness of the subject matter to achieve established objectives
rework	action on a nonconforming product to make it conform to the requirements
scrap	action on a nonconforming product to preclude its originally intended use
specification	document stating requirements
supplier	organization or person that provides a product
system	set of interrelated or interacting elements
technical expert	person who provides specific knowledge of or expertise on the subject to be audited
test	determination of one or more characteristics according to a procedure
top management	person or group of people who directs and controls an organization at the highest level
traceability	ability to trace the history, application or location of that which is under consideration

validation	confirmation, through the provision of objective evidence , that the requirements for a specific intended use or application have been fulfilled
verification	confirmation, through the provision of objective evidence , that specified requirements have been fulfilled
work environment	set of conditions under which work is performed