Acceptance criteria*: the requirements against which a comparison is done to assess conformity*

Accident*: undesired event causing death or health and environmental damages*

Do not confuse accident and incident:

* an accident is an unexpected serious event
* an incident is an event which can lead to an accident

Activity: *set of tasks to obtain a deliverable*

Advisory notice: *notice on the use, modification, return or destruction of a medical device*

AFNOR*: French association for standardization*

Alarm from food origin*: information related to food the absence of treatment of which can involve a potentially harmful effect on the health of the consumers*

Anomaly*: variation compared to what is expected*

Do not confuse anomaly, defect, dysfunction, failure, nonconformity, reject and waste:

* anomaly is a deviation from what is expected
* defect is the non-fulfilment of a requirement related to an intended use
* dysfunction is a degraded function which can lead to a failure
* failure is when a function has become unfit
* nonconformity is the non-fulfilment of a requirement in production
* reject is a nonconforming product which will be destroyed
* waste is when there are added costs but no value

APQP*: Advanced Product Quality Planning*

AQMS: *aerospace quality management system*

Audit: *systematic and independent survey to determine whether activities and results comply with pre-established measures and are capable of achieving the objectives (see also ISO 19011, 3.1)*

Do not confuse audit and inspect:

* to audit is to improve the management system
* to inspect is to verify the conformity of a process or product

Audit client: *everyone requesting an audit (see also ISO 19011, 3.6)*

Audit conclusion: *outcome of an audit (see also ISO 19011, 3.5)*

Audit criteria: *everything against which audit evidence is compared (see also ISO 19011, 3.2)*

Audit evidence: *demonstrably true data related to audit criteria (see also ISO 19011, 3.3)*

Audit findings: *every deviation from audit criteria (see also ISO 19011, 3.4)*

Audit plan: *a planned description of activities and means to accomplish an audit (see also ISO 19011, 3.12)*

Audit program: *planning of audits for a fixed period (see also ISO 19011, 3.11)*

Do not confuse audit program and plan:

* an audit program is the annual planning of the audits
* an audit plan is the description of the audit activities

Auditee: *everyone who is audited (see also ISO 19011, 3.7)*

Do not confuse audit, auditee, and auditor:

* an audit is the process of obtaining audit evidence
* an auditee is the one who is audited
* an auditor is the one who conducts the audit

Auditor: *everyone who is trained to carry out audits (see also ISO 19011, 3.8)*

Benchmarking*: comparative analysis method in connection with one or more competitors*

Brainstorming*: method allowing the development of ideas from the participants in order to find solutions*

Calibration*: set of operations allowing the establishment of a relationship between the values shown on the apparatus and the values of a reference standard*

Do not confuse calibration and verification:

* calibration is the confirmation of a value found related to a standard (troy weight)
* verification is the positioning of reference marks

CCP*: Critical Control Point*

Certification*: written recognition by an independent organization of the conformity of a product, process or organization related with requirements established in a standard (see also ISO/IEC Guide 2: 1996)*

Do not confuse certification and accreditation:

* certification is confirmation of meeting requirements of a standard
* accreditation is the evidence of a specific technical skill to evaluate conformity

Communication*: exchange of information*

Do not confuse communicate and inform:

* to communicate is to pass on a message, listen to the reaction and discuss
* to inform is to give someone meaningful data

Competence: *personal skills, knowledge and experiences (see also ISO 9000, 3.10.4)*

Concession*: written authorization to deliver a nonconforming product (see also ISO 9000, 3.12.5)*

Conformity: *fulfillment of a specified requirement (see also ISO 9000, 3.6.11)*

Consequence*: result of an event*

Contaminant*: substance introduced accidentally or deliberately into food (see also General Principles of Food Hygiene, CAC/RCP, 2003)*

Do not confuse contaminant and micro-organism:

* a contaminant is a harmful residue
* a micro-organism is a dangerous and/or useful organism

Continual improvement: *process allowing the improvement of the global performance of the organization (see also ISO 9000, 3.3.2)*

Control*: ensure compliance with the specified criteria (see also General Principles of Food Hygiene, CAC/RCP, 2003)*

Do not confuse control and optimization:

* control is meeting the objectives
* optimization is the search for the best possible results

Do not confuse control, inspection and management:

* control are the activities to get a process or an organization under control
* inspection are actions on the product, process or material related to requirements
* management are the activities with regard to personnel

Control measure*: process to prevent, eliminate or bring back to an acceptable level a food safety hazard (see also ISO 22000, 3.7 and General Principles of Food Hygiene, CAC/RCP, 2003)*

Control plan*: document describing the specific measures to carry out the control of a product or process (see also IATF 16949, p. 12)*

COQ*: costs of obtaining quality*

Corporate culture: *how we do it in-house*

Correction*: any action to eliminate or transform a potentially dangerous product (see also ISO 9000, 3.12.3)*

Corrective action: *action to eliminate the causes of nonconformity or any other undesirable event and to prevent their recurrence (see also ISO 9000, 3.12.2)*

Counterfeit part*: unauthorized copy, imitation, replacement part or modified part, deliberately presented as an authentic part*

Crisis with food origin*: collective situation of risk, relating to food, which can create a collective concern*

Critical item*: item which can require specific actions to control its effect (see also AS9100D, 3.2)*

Critical limit*: criterion to determine if a CCP is under control (see also ISO 22000, 3.11)*

Critical control point (CCP)*: stage at which a control must be applied to prevent, eliminate or reduce a food safety hazard or to bring it back to an acceptable level (see also ISO 22000, 3.10 and General Principles of Food Hygiene, CAC/RCP, 2003)*

Criticality*: level of a potential risk*

Customer: *anyone who receives a product* *(see also ISO 9000, 3.2.4)*

Do not confuse customer, interested party, stakeholder, supplier and subcontractor:

* a customer receives a product
* an interested party is affected by the impacts from an organization
* a stakeholder can affect or be affected by an organization
* a supplier provides a product
* a subcontractor provides a service or a product on which a specific work is done

Customer satisfaction*: top priority objective of every quality management system related to the satisfaction of customer requirements (see also ISO 9000, 3.9.2)*

CWQC*: Company Wide Quality Control*

Defect*: nonconformity related to a specified use (see also ISO 9000, 3.6.10)*

Detection*: level of identification of a failure by a means*

Deviation*: failure to meet a given critical limit (see also General Principles of Food Hygiene, CAC/RCP, 2003)*

Do not confuse deviation and problem:

* a deviation is the non-respect of a threshold
* a problem is a variation which should be reduced (to obtain a result)

Device / entity: *every product, component or system which can be examined as a unit (see also IEC 60812, 3.1)*

Documented information: *any support allowing the treatment of information (see also ISO 9000, 3.7.2)*

Document: *any support allowing the treatment of information (see also ISO 9000, 3.8.5 and documented information)*

Dysfunction: *element disturbing the operation of a process*

Effectiveness: *capacity to realize planned activities with minimum effort* *(see also ISO 9000, 3.7.11)*

Do not confuse effectiveness and efficiency:

* effectiveness is the level of achievement of planned results
* efficiency is the ratio between results and resources

Efficiency: *financial relationship between achieved results and resources used (see also ISO 9000, 3.7.10)*

EMS*: Environmental Management System*

End product*: any final result of a process or an activity (see also ISO 22000, 3.5)*

Environment*: space in which any organization functions (see also ISO 14001, 3.5)*

Environmental aspect*: every element of an organization that interacts with the environment (see also ISO 14001, 3.2.2)*

Do not confuse environmental aspect and impact:

* environmental aspect is the element which reacts with the environment
* environmental impact is the change of the environment resulting from an aspect

Environmental impact*: every change in the environment caused by an organization (see also ISO 14001, 3.2.4)*

Environmental management system (EMS)*: set of processes allowing the achievement of the environmental objectives (see also ISO 14001, 3.1.2)*

Environmental objective*: environment related, measurable goal that must be achieved (see also ISO 14001, 3.2.6)*

Environmental performance*: measurable and expected results of the environmental management system (see also ISO 14001, 3.4.11)*

Environmental policy*: statement by top management allowing the determination of environmental objectives (see also ISO 14001, 3.1.3)*

External provider: *an entity that provides a product (see also supplier)*

FA*: functional analysis*

Factual approach*: decisions are made using reliable data and information and valid analysis methods (see also ISO 9004, Annex B.8)*

Fail safe device*: system allowing the prevention of errors by eliminating the human factor (see also IATF 16949, p. 13; "Poka-Yoke" in Japanese)*

Failure*: variation of aptitude of a functional unit to satisfy a specified function (see also IEC 60 812, 3.2)*

Failure effect*: consequence of a failure mode (see also IEC 60 812, 3.4)*

Failure mode*: way in which a product or system deviates from a specified function (see also IEC 60812, 3.5)*

First article inspection (FAI)*: aerospace product approval activities (see also EN 9102, 3.5)*

5 M*: Manpower, Machine, Material, Method, Measurement*

5 S*: Seiri, Seiton, Seiso, Seiketsu, Shitsuke – sort, straighten, scrub, systemize, standardize*

5 W*: asking five times Why*

Flowchart*: picture of a process that shows the steps performed and their interactions (see also ISO 22000, 3.6; also called flow diagram)*

FMEA*: Failure Mode and Effects Analysis*

FMECA*: Failure Mode, Effects, and Criticality Analysis*

Food*: every product intended for nourishment*

Food hazard*: potential harmful effect of a biological, chemical or physical nature on people's health following the consumption of food* *(see also ISO 22000, 3.3)*

Do not confuse food hazard and risk:

* hazard is a potential harmful effect coming from food
* risk is the level of occurrence and the severity of the hazard on the consumer

Food hygiene*: means and conditions to control food hazards and to guarantee the food safety and suitability (see also General Principles of Food Hygiene, CAC/RCP, 2003)*

Food safety*: absence of harm to the consumer when food is prepared and/or consumed according to its intended use (see also ISO 22000, 3.1 and General Principles of Food Hygiene, CAC/RCP, 2003)*

Do not confuse food safety and suitability:

* food safety is the absence of damage for the consumer
* food suitability is what is acceptable for the consumer

Food safety management system*: set of processes allowing the achievement of the food safety objectives*

Food safety manual: *document stating the general measures of an organization to obtain safe finished products*

Food safety policy*: statement by top management allowing the establishment of food safety objectives (see also ISO 22000, 3.4)*

Food suitability*: assurance that food when consumed in accordance with the intended use is acceptable for consumption (see also General Principles of Food Hygiene, CAC/RCP, 2003)*

Food traceability*: property to memorize or restore the history and the trace of food (see also CE 178/2002)*

FS*: Food Safety*

FSMS*: Food Safety Management System*

Functional analysis*: studies of the functions of a product or system in relation to its environment (see also NF X50-151)*

Good manufacturing practice: *all the preventive activities which are necessary for food production under acceptable hygienic conditions*

Graded approach: *activities employed to ensure that the application of requirements is commensurate with nuclear safety significance*

HACCP*: Hazard Analysis Critical Control Point. System for the control of the hazards which threaten food safety (see also General Principles of Food Hygiene, CAC/RCP, 2003)*

HACCP method*: tool of reasoning which makes it possible to identify, evaluate and control the food safety hazards*

HACCP plan*: planned description of the procedures and means to ensure the control of food hazard safety (see also General Principles of Food Hygiene, CAC/RCP, 2003)*

HACCP system*: the HACCP plan and the prerequisite programs for the control of food safety*

Harmlessness*: quality of what is not harmful to health*

Hazard analysis*: way to determine the hazards and to establish the critical controls so as to guarantee food safety*

Do not confuse hazard and risk:

* hazard is the state, the situation, the source which can lead to an incident
* risk is the measurement, the consequence of a hazard

Do not confuse hazard and risk analysis:

* hazard analysis is the responsibility of participants in the food chain
* risk analysis is of the public health domain

Hazard*: situation that could lead to an incident (see also ISO 45001, 3.19)*

IMS*: Integrated Management System*

Incident*:* *undesired event that could lead to health damages (see also ISO 45001, 3.35)*

Indicator: *value of a parameter*, *associated with a process objective, allowing the objective measure of its effectiveness* *(see also FD X50-171, 2.1)*

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Do not confuse indicator and objective:

* an indicator is the information on the deviation between the achieved result and the pre-set objective
* an objective is a sought after commitment, each objective is broken down into indicators

Inspection: *the actions of measuring, trialing and surveying of a process, product or material to establish whether requirements are met (see also ISO 9000, 3.11.7)*

ISO*: International Organization for Standardization*

ITNS*: important to nuclear safety*

JIT*: Just In Time*

Key characteristic*: attribute which can require specific actions to manage its variation (see also AS9100D, 3.3)*

Leadership*: ability to inspire and lead a team to achieve set goals*

Legal watch*: collection and permanent use of statutory and regulatory information*

Level of risk*: criticality of risk by impact and likelihood (see also ISO Guide 73, 3.6.1.8)*

Liberated company: *company where there are no bosses but servant leaders and independent and responsible persons*

Likelihood: *possibility that something happens (see also ISO Guide 73, 3.6.1.1)*

Management by quality: *activities with quality as first priority*

Management review: *a periodic survey of the management system for its continual improvement carried out by top management*

Management system: *set of processes allowing objectives to be achieved* *(see also ISO 9000, 3.5.3)*

Manager: *someone who gets results through other people*

MCT*: Multiple Choice Test*

Medical device*: product or service to be used for purposes of diagnosis, prevention, monitoring, treatment, alleviation of disease or injury*

Micro-organism (microbe)*:*  *living organism of microscopic size, dangerous and/or useful (bacterium, virus, yeast)*

Monitoring*:* *pack of planned actions to guarantee the effectiveness of the critical control points*

*(see also ISO 22000, 3.12)*

MTBF*: Mean Time Between Failures*

Nonconformity: *non-fulfillment of a specified requirement (see also ISO 9000, 3.6.9)*

Nuclear safety: *achievement of proper operating conditions, prevention of accidents and mitigation of accident consequences, resulting in protection of workers, the public and the environment from undue radiation risks (IAEA Safety glossary)*

Objective evidence: *demonstrably true factual data (see also ISO 9000, 3.8.3)*

Occupational health and safety*: everything that can influence the wellbeing of the personnel in a company*

Occupational health and safety management system*: set of processes allowing the achievement of the occupational health and safety objectives (see also ISO 45001, 3.11)*

Occupational health and safety policy*: statement by top management allowing the establishment of occupational health and safety objectives (see also ISO 45001, 3.15)*

Occurrence*: frequency or probability of the appearance of a failure or an event*

ODT*: Open and Distance Training*

OHS*: Occupational Health and Safety*

Operational prerequisite program (oPRP)*: set of essential processes and conditions guaranteeing the control of the probability of the introduction, contamination or proliferation of food safety hazards (see also ISO 22000, 3.9)*

oPRP*: operational prerequisite program*

Organization: *human structure that satisfies some need* *(see also ISO 9000, 3.2.1)*

Do not confuse organization and enterprise, society, company:

* organization is the term used by the ISO 9001 standard as the entity between the supplier and the customer
* enterprise, society, company are examples of organizations

Do not confuse organizational chart and process map

* the organizational chart is the graphic display of departments and their links
* the process map is the graphic display of processes and their interaction

PDCA*: Plan, Do, Check, Act*

Performance: *the measurable and expected results of the management system* *(see also ISO 9000, 3.7.8)*

Poka-Yoke*: see Fail safe device*

Potential cause of failure: *circumstance capable of leading to a failure*

Do not confuse cause and symptom:

* a cause is the circumstance leading to a failure
* a symptom is the character related to a status

PPAP*: Product Part Approval Process*

Predictive maintenance*: group of planned forecast actions to avoid likely failures of the equipment (see also IATF 16949, p. 15)*

Do not confuse predictive and preventive maintenance:

* predictive maintenance avoids the potential dysfunctions by forecast analysis
* preventive maintenance avoids the unforeseen dysfunctions by regular maintenance

Prerequisite program (PRP)*: set of processes and conditions guaranteeing safe finished products for the consumer (see also ISO 22000, 3.8)*

Preventive maintenance*: group of planned prevention actions to maintain the equipment in perfect state and provide specified service (see also IATF 16949, p. 15)*

Problem*: gap to be reduced between the actual situation and the desired situation*

Procedure: *set of actions to carry out a process (see also ISO 9000, 3.4.5 and documented information)*

Process: *activities that transform inputs into outputs* *(see also ISO 9000, 3.4.1)*

Do not confuse procedure, process, product, activity and task

* a procedure is the description of how we should conform to the rules
* a process is how we satisfy the customer using people to achieve the objectives
* a product is the result of a process
* an activity is a set of tasks
* a task is a sequence of simple operations

Process approach: *management by the processes to better satisfy customers, improve the effectiveness of all processes and increase global efficiency (see also ISO 9001, 0.3)*

Product (or service): *any outcome of a process or activity (see also ISO 9000, 3.4.2)*

PRP*: prerequisite program*

PSW*: Part Submission Warrant*

QC*: Quality Control*

QCD*: Quality, Cost, Delay*

QM*: Quality Manual*

QMS*: Quality Management System*

QSE*: Quality, Safety, Environment*

Quality: *aptitude to fulfill requirements (see also ISO 9000, 3.6.2)*

Quality approach*: set of continual improvement activities to achieve the objectives of quality policy*

Quality management: *activities allowing the control of an organization with regard to quality (see also ISO 9000, 3.3.4)*

Quality Management System: *set of processes allowing the achievement of the quality objectives (see also ISO 9000, 3.5.4)*

Quality manager: *leader of the journey towards excellence*

Quality manual*: document specifying the general measures taken by an organization to obtain products or services of quality (see also ISO 9000, 3.8.8)*

Quality objective*: quality related, measurable goal that must be achieved (see also ISO 9000, 3.7.2)*

Quality plan*: document specifying the methods, means, responsibilities and stages of activities related to quality, applied specifically to a product, project or process (see also ISO 9000, 3.8.9)*

Quality policy: *statement by top management allowing the establishment of quality objectives* (see also ISO 9000, 3.5.9)

Recall*: measure preventing the consumption of unsafe food after distribution or sale*

Do not confuse recall and withdrawal:

* recall is a measure to prevent consumption after distribution
* withdrawal is a measure to prevent the distribution

Record*: document providing objective evidence of achieved results (see also ISO 9000, 3.8.10 and documented information)*

Reject*: treatment of an unrecoverable product*

Requirement: *explicit or implicit* *need or expectation* *(see also ISO 9000, 3.6.4)*

Residual risk*: risk accepted (see also ISO Guide 73, 3.8.1.6)*

Responsibility*: capacity to make a decision alone*

Review*: a survey of a file, product, process so as to verify if pre-set objectives are achieved (see also ISO 9000, 3.11.2)*

Do not confuse review and follow-up:

* review is the analysis of the effectiveness in achieving objectives
* follow-up is the verification of the obtained results of an action

Risk*: likelihood of occurrence of a threat or an opportunity (see also ISO Guide 73, 1.1)*

Risk analysis: *methodical analysis of the existence of a hazard to understand its nature and to facilitate the adoption of control measures (see also General Principles of Food Hygiene, CAC/RCP, 2003)*

Risk appetite: *quantity and type of opportunity to seize or risk to take (see also ISO Guide 73, 3.7.1.2)*

Risk assessment: *risk identification, analysis and evaluation process (see also ISO Guide 73, 3.4.1)*

Risk management: *activities to restrict the possibility that something goes wrong (see also ISO Guide 73, 2.1)*

Risk management system: *set of processes allowing the achievement of the risk objectives (see also ISO Guide 73, 2.1)*

Risk policy: *statement by top management allowing the establishment of risk objectives (see also ISO Guide 73, 2.1.2)*

Risk prevention: *activities based on decreasing risk likelihood of occurrence*

Risk protection: *activities based on reducing risk impacts*

Risk treatment: *risk reduction activities (see also ISO Guide 73, 3.8.1)*

Safety*: aptitude to avoid an undesired event*

Sanitary quality*: aptitude to satisfy and guarantee an optimal food safety*

Service*: see product*

Severity*: level of perception of a failure by the customer*

SMED*: Single Minute Exchange of Die*

SPC*: Statistical Process Control*

Special characteristic*: characteristic of a product or process which could affect the safety of the product or compliance with regulation or could decrease customer satisfaction (see also IATF 16949, p. 16)*

Special requirement*: requirement at the limit of its technical capabilities (see also AS9100D, 3.5)*

Specification*: final description of system or product requirements in order to develop or validate it (see also ISO 9000, 3.8.7)*

Stakeholder*: person, group or company that can affect or be affected by an organization*

Strategy*: total approach to achieve objectives (see also ISO 9000, 3.5.12)*

Do not confuse goal, mission, purpose, strategy and vision (always reasons for existence):

* a goal is to make money on the long term
* a mission is how to realize its vision
* a purpose is to meet the identified requirements
* a strategy is a plan to achieve its objectives
* a vision is what we want to become in the long run

Supplier: *an entity that provides a product (see also ISO 9000, 3.2.5)*

System: *set of interacting processes (see also ISO 9000, 3.5.1)*

System approach: *management of a set of interacting processes capable of achieving organizational objectives (see also ISO 9004, Annex B.6)*

TC*: technical committee*

3 MU*: "Muda, Mura, Muri" – Japanese for waste, irregularity, difficulty*

Top management: *group or persons in charge of the organizational control at the highest level (see also ISO 9000, 3.1.1)*

TQC*: Total Quality Control*

Traceability: *the aptitude to memorize or restore all or part of a trace of executed functions (see also ISO 9000, 3.6.13)*

TS*: technical specification*

Validation: *notice that application of any process, product, service or material allows expected results to be achieved (see also ISO 9000, 3.8.13)*

Do not confuse validation and verification:

* validation is to approve compliance
* verification is to review compliance

Validation (food): *establishment that application of the FSMS is compliant (see also ISO 22000, 3.15 and General Principles of Food Hygiene, CAC/RCP, 2003)*

VA*: Value Analysis*

Value analysis*: method of optimization of a product or system intended to satisfy user's needs*

Verification: *the periodic inspection survey of compliance of a process, product, service or material (see also ISO 9000, 3.8.12)*

Verification (metrology)*: set of operations allowing the positioning of a reference mark on a measuring apparatus*

Verification (food)*: periodic inspection survey of compliance of the FSMS (see also ISO 22000, 3.16 and General Principles of Food Hygiene, CAC/RCP, 2003)*

Waste*: anything that adds cost but no value*

Withdrawal*: measure preventing the distribution or the sale of an unsafe food*

Work environment*: set of human and physical factors in which work is carried out (see also ISO 9000, 3.5.5)*