

## Section 1.6 – TERMS AND DEFINITIONS

Terms and definitions used in KSPHC quality management system are as given in ISO 9000:2000 and ISO 10006:2003. Below given terms and definitions are extracted from the referred standards.

- 1) **Activity** – smallest identified item of work in a project process.
- 2) **Audit** – Systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which audit criteria are fulfilled.
- 3) **Capability** – ability of an organisation, system or process to realize a product that will fulfill the requirements for that product.
- 4) **Characteristic** – Distinguishing feature
- 5) **Client** – A person or a company or a department who engages the professional advice or services of another.
- 6) **Competence** – Demonstrated ability to apply knowledge and skills.
- 7) **Concession** – Permission to use or release a product that does not conform to specified requirement.
- 8) **Conformity** – Fulfillment of a requirement.
- 9) **Continual Improvement** – Recurring activity to increase the ability to fulfill the requirements.

Note: The process of establishing objectives and finding opportunities for improvement is a continual process through the use of audit findings and audit conclusions, analysis of data, management reviews or other means and generally leads to corrective action or preventive action.

- 10) **Corrective Action** – Action to eliminate the cause of a detected nonconformity or other undesirable situation.
- 11) **Correction** – Action to eliminate a detected nonconformity.
- 12) **Customer** – Organisation or person that receives a product.  
Note: A customer can be internal or external to the organisation.
- 13) **Customer satisfaction** – customer's perception of the degree to which the customer's requirements have been fulfilled.

Note 1: Customer complaints are a common indicator of low customer satisfaction but their absence does not necessarily imply high customer satisfaction.

Note 2: Even when customer requirements have been agreed with the customer and fulfilled, this does not necessarily ensure high customer satisfaction.

- 14) **Defect** – Non-fulfillment of a requirement related to an intended or specified use.
- 15) **Design and Development** – Set of processes that transform requirements into specified characteristics or into the specifications of a product, process or system.
- 16) **Deviation Permit** – Permission to depart from the originally specified requirements of a product prior to realization.
- 17) **Document** – Information and its supporting medium.
- 18) **Effectiveness** – Extent to which planned activities are realized and planned results achieved.

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- 19) **Efficiency** – Relationship between the results achieved and the resources used.
- 20) **Inspection** - Conformity evaluation by observation and judgment accompanied as appropriate by measurement, testing or gauging.
- 21) **Interested Party** – Person or group having an interest in the performance or success of an organisation (e.g. Customers, owners, people in the organisation, suppliers, bankers, unions, partners or society).
- 22) **Management** – Coordinated activities to direct and control an organisation.
- 23) **Management system** – system to establish policy and objectives and to achieve those objectives.  
Note: Management System of an organisation can include different Management systems, such as a quality management system, a financial management system or an environmental management system.
- 24) **MoU** – Memorandum of understanding that is a document containing agreed terms and conditions between two or more parties which also includes side letters i.e., subsequent correspondence which will form a part of MoU.
- 25) **Non-conformity** – Non-fulfillment of a requirement.
- 26) **Objective Evidence** – Data supporting the existence or veracity of something.
- 27) **Process** – Set of inter-related or interacting activities, which transforms inputs into outputs.  
Note 1: Inputs to a process are generally outputs of other processes.  
Note 2: Processes in an organisation are generally planned and carried out under controlled conditions to add value.  
Note 3: A process where the conformity of the resulting product cannot be readily or economically verified is frequently referred to as a special process.
- 28) **Procedure** – Specified way to carry out an activity or a process.
- 29) **Product** – Result of a process  
Note 1: There are four generic product categories such as Services (E.g. transport), Software (E.g. Computer programme, dictionary), Hardware (E.g. Engine mechanical part) and Processed Materials (E.g. Lubricants)  
Note 2: In KSPHC, product includes buildings constructed / maintained by it and the services offered by KSPHC such as Project Monitoring Services.
- 30) **Progress evaluation** – assessment of progress made on achievement of the project objectives
- 31) **Project** – Unique process 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.
- 32) **Project management** – planning, organising, monitoring, controlling and reporting of all aspects of a project and the motivation of all those involved in it to achieve the project objectives.
- 33) **Project management plan** – document specifying what is necessary to meet the objective(s) of the project.

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- 34) **Preventive action** – Action to eliminate the cause of a potential nonconformity or other undesirable potential situation.
- 35) **Purchase** - to obtain by paying money or its equivalent
- 36) **Qualification Process** – Process to demonstrate the ability to fulfill specified requirements.  
Note: Qualification can concern persons, products, processes or systems.
- 37) **Quality** – degree to which a set of inherent characteristics fulfills requirement  
Note 1: The term quality can be used with adjectives such as poor, good or excellent  
Note 2: “Inherent”, as opposed to “assigned”, means existing in something, especially as a permanent characteristic.
- 38) **Quality Assurance** – Part of quality management focused on providing confidence that quality requirements will be fulfilled.
- 39) **Quality Characteristic** – Inherent characteristic of a product, process or system related to a requirement.
- 40) **Quality Control** – Part of quality management focused on fulfilling quality requirements.
- 41) **Quality Improvement** – Part of quality management focused on the increasing the ability to fulfill the quality requirements.  
Note: The requirements can be related to any aspect such as effectiveness, efficiency or traceability.
- 42) **Quality Management** – Coordinated activities to direct and control an organisation with regard to quality.  
Note: Directions and control with regard to quality generally includes establishments of quality policy and quality objectives, quality planning, quality control, quality assurance and quality improvement.
- 43) **Quality Management System** – Management system to direct and control an organisation with regard to quality
- 44) **Quality Manual** – Document specifying the quality management system of an organisation.
- 45) **Quality Objective** – Something sought, or aimed for, related to quality.  
Note 1: Quality Objectives are generally based on the organisation’s quality policy.  
Note 2: Quality objectives are generally specified for relevant functions and levels in the organisation.
- 46) **Quality Plan** – Document specifying which procedures and associated resources shall be applied by whom and when to a specific project, product, process or contract.
- 47) **Quality Planning** – Part of Quality management focused on setting quality objectives and specifying necessary operational processes and related resources to fulfill the quality objectives.  
Note: Establishing quality plans can be part of quality planning.

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- 48) **Quality Policy** – Overall intentions and direction of an organisation related to quality as formally expressed by top management.  
Note 1: Generally the quality policy is consistent with the overall policy of the organisation and provides a framework for the setting of quality objectives.  
Note 2: Quality Management principles presented in this international standard forms the basis for the establishment of the quality policy of the organisation.
- 49) **Record** - anything (such as a document or a photograph) providing permanent evidence of or information about past events; it also includes documents in digital form
- 50) **Repair** – Action on a nonconforming product to make it acceptable for the intended use.
- 51) **Requirement** – need or expectation that is stated, generally implied or obligatory.
- 52) **Review** – Activity undertaken to determine the suitability, adequacy and effectiveness of the subject matter to achieve established objectives.
- 53) **Re-work** – Action on a nonconforming product to make it conform to the requirements.
- 54) **Scrap** – Action on a nonconforming product to preclude its originally intended use.
- 55) **Side letter** – Any correspondence between KSPHC and other outside agencies which forms part of agreement document.
- 56) **Specification** – Document stating requirements.
- 57) **SR** – Schedule of rates of respective PWD Circles
- 58) **Supplier** – Organisation or person that provides a product (A producer, distributor, retailer or vendor of a product, or a provider of a service or information; in contractual situation, a supplier is sometimes called a “contractor”; in the context of projects, ‘contractor’ or ‘subcontractor’ is often used in place of “supplier”).  
Note: A supplier can be internal or external to the organisation.
- 59) **System** – set of interrelated or interacting elements
- 60) **Test** – Determination of one or more characteristics according to a procedure.
- 61) **Top Management** – Person or group of people who direct and control an organisation at the highest level. (in case of KSPHC, it is Board of Directors represented by CMD).
- 62) **Top Management Committee** – A sub – committee of top management consisting of Chairman and Managing Director, Executive Director, Chief Engineer and Financial Advisor to review the detailed QSPs and implement the same through out the Corporation. Further it also consists of the Management Representative and also the Chief co – ordinator for implementation of QMS as its co – opted members.
- 63) **Traceability** – Ability to trace the history, application or location of that which is under consideration.
- 64) **Validation** – Confirmation, through the provision of objective evidence, that the requirements for a specific intended use or application have been fulfilled.
- 65) **Verification** – Confirmation, through the provision of objective evidence, that specified requirements have been fulfilled.

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