

# COLUMBIA COLLEGE

## TERMS AND DEFINITIONS PER ISO 9001:2000

<b>NOTE:</b>	<b>Clarification of Terms</b>
<b>Must; Shall; Will:</b>	These words or phrases indicate actions or activities that are <i>essential</i> or <i>mandatory</i> .
<b>Should:</b>	This word implies that it is highly desirable to perform certain actions or activities, but not essential or mandatory.
<b>May or Could; Can:</b>	These words imply freedom or liberty to follow an alternative to the action or activity being presented in a document.

### TERMS RELATING TO THE NAME COLUMBIA COLLEGE

Columbia College: also referred to as Columbia College Corp, Columbia, the College and divisions including the Columbia Learning Society and the Columbia Training Center.

### TERMS RELATING TO THE OPERATION OF COLUMBIA COLLEGE

Accredited or Recognized Institution: a university or college from which Columbia College normally accepts transfer credit.

Class: a specific time(s) of the day when students meet with facilitator(s).

Contact Hours: the number of hours of instruction to which a student is obligated for a specific course.

Course: a subject or study that students are enrolled in.

Department: two or more Programs administered within a specific area of the organization.

Session: a complete period of study often referred to as an academic year. Prerequisites, Co-requisites and Recommended Backgrounds: successful completion of required preceding course(s) and/or relevant work history.

Prerequisite Waiver: written permission from the facilitator and Program Manager required for a student to register in a course without the proper prerequisite.

Program: the course requirements and other requirements which must be met in order to receive a Certificate or Diploma from the College. A Program is also an area in the organization that administers an academic service.

Semester: the period of time during which a set number of courses is offered as students move toward completing an entire program.

Statement of Grades: a statement sent to each student at the end of each semester or program. Only those grades for that semester or program will normally appear on the statement. The statement may also contain the student's current and cumulative Grade Point Average (GPA).

Transfer Credit: credit granted by a Program Manager for courses taken at another recognized university or college. Specified transfer credit satisfies specific program requirements. Unspecified transfer credit is granted in terms of approximating subject and course levels and does not satisfy specific program requirements.

Tutorial: a special time that has been set aside for course students to meet with program personnel to discuss and review challenges the students may be experiencing with that course.

## **TERMS RELATING TO CUSTOMER**

External Customers: include prospective customers, active customers, associate customers and inactive or past customers.

Prospective Customers: include potential learners.

Active Customers: include new learners as well as those who have remained active over a longer period of time.

Associate Customers: include other organizations, vendors, suppliers, consultants, competitors, employers, sponsoring, licensing bodies and investors.

Inactive or past customers: include individuals or organizations that have received service from Columbia and are not currently active.

Internal Customers: include employees and contract facilitators.

## **TERMS RELATING TO QUALITY**

Quality: degree to which a set of inherent characteristics fulfills requirements.

Requirement: need or expectation that is stated, generally implied or obligatory.

Grade: category or rank given to different quality requirements or products, processes or systems having the same functional use.

Customer Satisfaction: customer's perception of the degree to which the customer's requirements have been fulfilled.

Capability: ability of an organization, system or process to realize a product that will fulfill the requirements for that product.

## **TERMS RELATING TO MANAGEMENT**

System: set of interrelated or interacting elements.

Management system: system to establish policy and objectives and to achieve those objectives.

Quality management system: management system to direct and control an organization with regard to quality.

Quality policy: overall intentions and direction of an organization related to quality as formally expressed by top management.

Quality objective: something sought, or aimed for, related to quality.

Management: coordinated activities to direct and control an organization.

Top management: person or group of people who direct and control an organization at the highest level.

Quality management: coordinated activities to direct and control an organization with regard to quality

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 control: part of quality management focused on fulfilling quality requirements.

Quality assurance: part of quality management focused on providing confidence that quality requirements will be fulfilled.

Quality improvement: part of quality management focused on increasing the ability to fulfill quality requirements.

Continual improvement: recurring activity to increase the ability to fulfill requirements.

Effectiveness: extent to which planned activities are realized and planned results achieved.

Efficiency: relationship between the result achieved and the resources used.

## **TERMS RELATING TO ORGANIZATION**

Organization: group of people and facilities with an arrangement of responsibilities, authorities and relationships.

Organizational structure: arrangement of responsibilities, authorities and relationships between people.

Infrastructure: (organization) system of facilities, equipment and services needed for the operation of an organization.

Work environment: set of conditions under which work is performed.

Customer: organization or person that receives a product.

Supplier: organization or person that provides a product.

Interested party: person or group having an interest in the performance or success of an organization.

## **TERMS RELATING TO PROCESS AND PRODUCT**

Product: students with knowledge and skills

Service: education

Process: set of interrelated or interacting activities which transforms inputs into outputs

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.

Design and development: set of processes that transforms requirements into specified characteristics or into the specification of a product, process or system.

Procedure: specified way to carry out an activity or a process.

## **TERMS RELATING TO CHARACTERISTICS**

Characteristic: distinguishing feature

Quality characteristic: inherent characteristic of a product, process or system related to a requirement.

Dependability: collective term used to describe the availability performance and its influencing factors: reliability performance, maintainability performance and maintenance support performance.

Traceability: ability to trace the history, application or location of that which is under consideration.

## **TERMS RELATING TO CONFORMITY**

Conformity: fulfillment of a requirement

Nonconformity: non-fulfillment of a requirement

Defect: non-fulfillment of a requirement related to an intended or specified use.

Preventive action: action to eliminate the cause of a potential nonconformity or other undesirable potential situation.

Corrective action: action to eliminate the cause of a detected nonconformity or other undesirable situation.

Correction: action to eliminate a detected nonconformity.

Rework: action on a nonconforming product to make it conform to the requirements.

Regrade: alteration of the grade of a nonconforming product in order to make it conform to requirements differing from the initial ones.

Repair: action on a nonconforming product to make it acceptable for the intended use.

Scrap: action on a nonconforming product to preclude its originally intended use.

Concession: permission to use or release a product that does not conform to specified requirements.

Deviation permit: permission to depart from the originally specified requirements of a product prior to realization

Release: permission to proceed to the next stage of a process

## **TERMS RELATING TO DOCUMENTATION**

Information: meaningful data

Document: information and its supporting medium

Specification: document stating requirements

Quality manual: document specifying the quality management system of an organization.

Quality plan: document specifying which procedures and associated resources shall be applied by whom and when to a specific project, product, process or contract.

Record: document stating results achieved or providing evidence of activities performed.

## **TERMS RELATING TO EXAMINATION**

Objective evidence: data supporting the existence or verity of something.

Inspection: conformity evaluation by observation and judgement accompanied as appropriate by measurement, testing or gauging.

Test: determination of one or more characteristics according to a procedure.

Verification: confirmation, through the provision of objective evidence, that specified requirements have been fulfilled.

Validation: confirmation, through the provision of objective evidence, that the requirements for a specific intended use or application have been fulfilled.

Qualification process: process to demonstrate the ability to fulfill specified requirements.

Review: activity undertaken to determine the suitability, adequacy and effectiveness of the subject matter to achieve established objectives.

## **TERMS RELATING TO AUDIT**

Audit: systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which audit criteria are fulfilled.

Audit programme: set of one or more audits planned for a specific time frame and directed towards a specific purpose.

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 conclusion: outcome of an audit provided by the audit team after consideration of the audit objectives and all audit findings.

Audit client: organization or person requesting an audit.

Auditee: organization being audited.

Auditor: person with the competence to conduct an audit.

Audit team: one or more auditors conducting an audit.

Technical expert: (audit) person who provides specific knowledge of or expertise on the subject to be audited.

Competence: demonstrated ability to apply knowledge and skills.

## **TERMS RELATING TO QUALITY ASSURANCE FOR MEASUREMENT PROCESSES**

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.

Metrological confirmation: set of operations required to ensure that measuring equipment conforms to the requirements for its intended use.

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.