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## ISO RESOURCE SITE DEFINITION OF TERMS

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<b>Audit (Internal Quality)</b>	A systematic, independent, and documented process for obtaining evidence and objectively evaluating the extent to which the audit criteria are fulfilled
<b>Audit (External/Surveillance)</b>	An audit conducted by third-party auditors
<b>Audit Checklist</b>	A list of things to be checked or done during the audit to ensure systematic, structured, and uniform approach by all auditors
<b>Audit Itinerary</b>	A record on which areas of the organization should be audited and when
<b>Audit Plan</b>	A plan used to describe the audit strategy and guidelines to follow while performing the audit.
<b>Auditor</b>	A person with competence to conduct an audit
<b>Certified Copy</b>	Reproduced copy, stamped "Certified Copy" in purple ink and duly signed by Document Controller
<b>Corrective Action</b>	Action to eliminate the cause of nonconformity and to prevent recurrence
<b>Conformity</b>	Services or actions that conform to the policies, procedures, processes, and standards established by NHA, requirements of ISO 9001, executive/legislative directives, statutes, laws, rules, regulations, and professional/work ethics
<b>Continuous Improvement</b>	Refers to an ongoing effort to improve all elements of an organization – process, tools, services, etc.
<b>Controlled Copy</b>	A reproduced copy of the original documents such as Board Resolutions, Memorandum Circulars, Quality Manual, Quality Procedures, Operations Manuals, and/or Process Flows, stamped "Controlled Copy" in blue ink, signed by the Document Controller and issued to identified Copy Holder
<b>Document Controller</b>	The designated staff responsible for ensuring that all documents are properly identified, updated, approved, and made available at relevant areas for use; responsible for the maintenance and implementation of this Procedure and for ensuring

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	that obsolete documents are identified and stamped to prevent further usage
<b>Document Custodian</b>	Designated/Authorized staff in the Group/Department to coordinate with Document Controllers; receives controlled copies of documents and distributes the same to Copy Holders; responsible for the receipt and distribution of documents from external sources
<b>Forms</b>	A document with blank spaces for information to be inserted
<b>Obsolete Copy</b>	Superseded, no longer applicable, and not relevant documents, stamped "Obsolete Copy" in red ink
<b>Opportunities</b>	Document bearing original approval, which is signed in blue ink, dry sealed (where applicable), and maintained by the respective Document Controllers
<b>Original Copy</b>	A document bearing original approval, which is signed in blue ink, dry sealed (where applicable), and maintained by the respective Document Controllers.
<b>Preventive Action</b>	Action to eliminate the cause of potential nonconformity or other potential undesirable situation.
<b>Process Flow</b>	A schematic diagram showing the step-by-step progression of activities occurring through a procedure
<b>Process Implementer/Owner</b>	The Group /Department/ Office/ Committee responsible for the review, development, or revision of documents by virtue of its mandate and functions
<b>Quality Management System</b>	A management system that directs and controls an organization with regard to quality
<b>Quality Manual</b>	A compilation of policies, procedures, or other documents (usually for purposes of instruction or training); description of the management system and its elements
<b>Quality Policy</b>	A brief statement of an organization's purpose, mission, and strategic direction

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<b>Quality Procedure</b>	Document containing a specified way to carry out an activity or a process
<b>Risk (Internal)</b>	Risks that arise from poor systems or poor performance by employees, and lax internal control systems, will lead to operational inefficiencies
<b>Risk (External)</b>	Risks that the Authority does not have control over and cannot easily predict their likelihood of occurrence or the actual impact on the Authority. (e.g. COVID-19)
<b>Uncontrolled Copy</b>	A reproduced copy of document stamped "Uncontrolled Copy" in black ink and used strictly for reference only and cannot be updated. Photocopied controlled documents that do not bear fresh stamps and dry seal (where applicable) are considered uncontrolled

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