

Vision 2000

I SUPPORTI DELL'ISO
PER L'ATTUAZIONE
DELLE
ISO 9001:2000
E
ISO 9004:2000

" TERMINOLOGIA ":

Il significato comune di molti termini inglesi utilizzati nei testi delle ISO 9001:2000 e 9004:2000

Le definizioni dei principali termini utilizzati nelle norme 9001:2000 e 9004:2000 sono riportate nella ISO 9000:2000 - Fondamenti e terminologia, documento che fa parte delle norme della Vision 2000.

*Dato peraltro che le norme contengono altri termini, considerati di uso comune, dei quali i dizionari linguistici riportano in genere diversi significati, l'ISO/TC176 ha predisposto il documento **ISO/TC176/SC2/N526R** (corrispondente al documento ISO/TC176/SC1/N215), nel quale sono riportati i significati di tali termini quando utilizzati nell'ambito delle norme sui SGQ.*

Il documento, che non ha carattere normativo, fa parte del pacchetto di documenti predisposto dall'ISO per supportare e facilitare l'adozione delle norme della Vision 2000, pacchetto che comprende anche

- la Guida (N524R2) per il Punto 1.2 - Applicazione della ISO 9001:2000
- la Guida (N525R) per la Documentazione
- la Guida (N544R) per l'Approccio per Processi

A differenza delle Guide ora citate, già tradotte in italiano e reperibili su questo stesso sito dell'AICQ (pulsante Vision 2000), il documento sulla terminologia è stato riportato nella sua versione inglese (salvo che per la Introduzione, tradotta in italiano) per non perdere le sfumature di significato attribuite a tali termini, sfumature non sempre percepibili nelle definizioni date dai dizionari italiani ai corrispondenti termini.

Alla tabella originale è stata comunque aggiunta una colonna dove, in corrispondenza al termine inglese, è riportato, su sfondo grigio, l'equivalente termine italiano normalmente (ma non sempre) utilizzato nella traduzione delle norme. Va rilevato che alcuni termini inglesi, mancando i corrispondenti termini italiani ed al fine di meglio aderire al significato originario, sono stati a volte tradotti con espressioni, formulazioni, parafrasi, etc. di equivalente significato.

Si ringrazia l'ISO per il permesso a inserire nel sito il testo del documento.

Eventuali chiarimenti sui significati dei termini, in italiano ed in inglese, possono essere richiesti al Comitato "Normativa e Certificazione dei Sistemi Gestione Qualità" dell'AICQ (aicq.comitatosgq@tin.it)

GUIDA SULLA TERMINOLOGIA DEI SISTEMI DI GESTIONE PER LA QUALITÀ

1) Introduzione

Nello sviluppo della revisione 2000 delle norme ISO 9001 e 9004 ed al fine di assistere gli utilizzatori nella loro leggibilità e traducibilità, è stata prestata particolare cura nella utilizzazione di corretti termini inglesi per descrivere concetti e requisiti. L'obiettivo è stato quello di utilizzare termini semplici, tecnicamente accurati e, nei limiti del possibile, di basarsi sulle definizioni di un comune dizionario. Come sempre quando si trattano argomenti tecnici, vi sono alcuni termini che acquistano un particolare significato, differente da quello di un comune dizionario. In questi casi le loro definizioni tecniche appropriate sono riportate nei documenti:

- ISO 9000:2000 - Sistemi Gestione Qualità, Fondamenti e terminologia
- Guida ISO Guide 2:1996 Standardizzazione ed attività correlate - Vocabolario generale
- Direttive ISO/IEC Directives Part 3:1997 Regole per la struttura e la impostazione delle norme internazionali.

Negli altri casi, ai fini della presente guida, le definizioni sono state selezionate dal "Concise Oxford Dictionary. Le definizioni riportate nella ISO 9000:2000 sono quelle ufficiali e prevalgono nei confronti di quelle riportate sui dizionari comuni.

La tabella sottostante fornisce o il significato tratto dalle attinenti definizioni del dizionario o una guida per trovare la definizione tecnica di termini importanti. Questo documento è soggetto a modifiche in occasione della pubblicazione di norme della famiglia ISO 9000:2000.

Nota 1 - Quattro tra le 80 definizioni riportate nella ISO 9000:2000, che hanno presentato particolari difficoltà nelle fasi di sviluppo delle ISO 9000:2000, ISO 9001:2000 ed ISO 9004:2000, sono riportate in corsivo nella tabella. I lettori dovrebbero far riferimento alla ISO 9000:2000 per il quadro completo delle definizioni.

Nota 2 - Le Direttive ISO/IEC, Parti 1, 2 e 3, sono disponibili sul sito ISO www.iso.ch

2 - Tabella di termini importanti utilizzati nella famiglia di norme ISO 9000

Word or Term (english)		Termine (italiano)	Meaning
Activity	noun	Attività	- state of being active - the exertion of energy, action
Ambiguous	adjective	Ambiguo	using words with doubtful or double meaning
Analysis	noun	Analisi	resolution or breaking up of something complex into its various simple elements; the exact determination of the elements or components of something complex
Appropriate	adjective	Appropriato	- specially suitable (for, to) - fitting
Audit	noun	Verifica Ispettiva; Audit	See ISO 9000:2000 clause 3.9.1
Audit client	noun	Committente della verifica ispettiva	See ISO 9000:2000 clause 3.9.7

Word or Term (english)		Termine (italiano)	Meaning
Audit conclusion	noun	Conclusione della verifica ispettiva	See ISO 9000:2000 clause 3.9.6
Audit criteria	noun	Criteri della verifica ispettiva	See ISO 9000:2000 clause 3.9.3
Audit evidence	noun	Evidenza della verifica ispettiva	See ISO 9000:2000 clause 3.9.4
Audit findings	noun	Risultanza della verifica ispettiva	See ISO 9000:2000 clause 3.9.5
Audit programme	noun	Programma delle verifiche ispettive	See ISO 9000:2000 clause 3.9.2
Audit team	noun	Gruppo di verifica ispettiva	See ISO 9000:2000 clause 3.9.10
Auditee	noun	Organizzazione verificata	See ISO 9000:2000 clause 3.9.8
Auditor	noun	Valutatore	See ISO 9000:2000 clause 3.9.9
Authority	noun	Autorità	<ul style="list-style-type: none"> - power or right to enforce obedience - moral or legal supremacy - right to command or give a final decision <p>Note: This subsumes the ISO Guide 2:1996 definition of "authority": body that has legal powers and rights.</p>
Available	adjective	Disponibile	<ul style="list-style-type: none"> - able to be used - at one's disposal
Can	verb	Potere	<ul style="list-style-type: none"> - be able to - there is a possibility of - it is possible to <p>Note: "May" signifies permission expressed by the standards, whereas "can" refers to the ability of user of the standard or to a possibility to him. (See ISO Directives Part 3:1997, Table E.4)</p>
Cannot	verb	Non potere	<ul style="list-style-type: none"> - be unable to - there is no possibility of - it is not possible to <p>(See ISO Directives Part 3:1997, Table E.4)</p>
Capability	noun	Capacità	See ISO 9000:2000 clause 3.1.5
Characteristic	noun	Caratteristica	See ISO 9000:2000 clause 3.5.1
Commitment	noun		obligation
Communication	noun	Comunicazione	exchange of information
Competence	noun	Competenza	See ISO 9000:2000 clause 3.9.12
Concession	noun		See ISO 9000:2000 clause 3.6.11

Word or Term (english)		Termine (italiano)	Meaning
Confirm	verb	Confermare	- make valid by formal assent - ratify
Conformity	noun	Conformità	See ISO 9000:2000 clause 3.6.1
Continual improvement	noun	Miglioramento continuo	ISO 9000:2000 clause 3.2.13 defines continual improvement as: recurring activity to increase the ability to fulfil requirements (3.1.2). NOTE: The process (3.4.1) of establishing objectives and finding opportunities for improvement is a continual process through the use of audit findings (3.9.6) and audit conclusions (3.9.7), analysis of data, management (3.2.6) reviews (3.8.7) or other means and generally leads to corrective (3.6.5) or preventive action (3.6.4).
Control	noun	Tenuta sotto controllo	- power to give orders or to restrain something - means of restraining or regulating - standard of comparison for checking the results of an action or measurement
Correction	noun	Correzione	See ISO 9000:2000 clause 3.6.6
Corrective action	noun	Azione correttiva	See ISO 9000:2000 clause 3.6.5
Customer	noun	Cliente	See ISO 9000:2000 clause 3.3.5
Customer requirement	noun	Requisito del cliente	See definition of "requirement" in ISO 9000:2000 clause 3.1.2
Customer satisfaction	noun	Soddisfazione del cliente	ISO 9000:2000 in clause 3.1.4 defines customer satisfaction as: customer's perception of the degree to which the customer's requirements (3.1.2) have been fulfilled. NOTE 1 Customer (3.3.5) complaints are a common indicator of low customer satisfaction but their absence does not necessarily imply high customer satisfaction. NOTE 2 Even when customer (3.3.5) requirements (3.1.2) have been agreed with the customer and fulfilled, this does not necessarily ensure the achievement of customer satisfaction.
Data	noun	Dato	facts, especially numerical facts, collected together for reference or information
Defect	noun	Difetto	See ISO 9000:2000 clause 3.6.3
Deficiency	noun	Carenza	- (the amount of a) shortfall - something lacking
Dependability	noun	Fidatezza	See ISO 9000:2000 clause 3.5.3
Design and development	noun	Progettazione e sviluppo	See ISO 9000:2000 clause 3.4.4
Deviation permit	noun	Deroga prima della produzione	See ISO 9000:2000 clause 3.6.12
Disposition	noun	Trattamento, Disposizione	action of getting rid of or making over, to arrange, a putting in order
Document	noun	Documento	See ISO 9000:2000 clause 3.7.2

Word or Term (english)		Termine (italiano)	Meaning
Dominant element	noun	Elemento dominante	most influential element
Effectiveness	noun	Efficacia	See ISO 9000:2000 clause 3.2.14
Efficiency	noun	Efficienza	See ISO 9000:2000 clause 3.2.15
Enhance	verb	Aumentare, Migliorare	increase the quality of
Essential	adjective	Essenziale	- constituting or forming part of a thing's essence - fundamental to its composition
Evaluate	verb	Valutare	- determine the amount or value of - appraise - assess
Exclusion	noun	Esclusione	- action or act of excluding - (an instance of) shutting out from a place, debarring from an office or society, rejecting from consideration, etc.
Experience	noun	Esperienza	practical acquaintance with facts or events, considered as a source of knowledge
Facilitate	verb	Facilitare	- make easy or easier - promote, help forward (an action, result, etc.)
Facilities	noun	Attrezzature, Strutture	physical means or equipment required in order to do something
Feedback	noun	Retroazione	transfer of information about the result of an experiment, performance, activity, etc. back to the input or responsible party
Focus	noun	Focalizzare	centre of activity, attention
Framework	noun	Struttura	structure made of joined parts
Functional	verb	Funzionale	- of, or pertaining to serving a function, office, or purpose - relating to activity (rather than to structure or form)
Grade	noun	Classe	See ISO 9000:2000 clause 3.1.3
Hardware	noun	Hardware	physical components of a computer, machine, etc. Also see the definition of "product" in ISO 9000:2000 clause 3.4.2
Identify	verb	Identificare	- establish who or what a given person or thing is - recognize
Implement (Noun: implementation)	verb	Attuare,	put (a decision or plan) into effect

Word or Term (english)		Termine (italiano)	Meaning
Improvement	noun	Miglioramento	<ul style="list-style-type: none"> - action or process of making or becoming greater - (an) increase, (a) growth, development, intensification <p>Also see “continual improvement” and “quality improvement” in this table.</p>
Independent	noun	Indipendente	<ul style="list-style-type: none"> - not influenced or affected by others - (of an inquiry, audit, investigator, observer, etc.) outside the organization, unit, process etc., concerned
Information	noun	Informazione	See ISO 9000:2000 clause 3.7.1
Infrastructure	noun	Infrastruttura	See ISO 9000:2000 clause 3.3.3
Inspection	noun	Ispezione	See ISO 9000:2000 clause 3.8.2
Integrity	noun	Integrità	<ul style="list-style-type: none"> - condition of having no part or element taken away or lacking - undivided state - completeness
Interested party	noun	Parte interessata	See ISO 9000:2000 clause 3.3.7
Justification	noun	Giustificazione	shown to be just, right, or proper
Legible	noun	Leggibile	clear enough to be read
Liaison	noun	Collegamento	communication and cooperation
Maintain	verb	Mantenere	<ul style="list-style-type: none"> - go on with, continue, persevere in (an undertaking) - go on with the use of (something)
Maintenance	noun	Manutenzione	<ul style="list-style-type: none"> - action of keeping something in working order, in repair, etc. - the state or fact of being kept up - means or provision for upkeep
Management (Verb: Manage)	noun	Gestione (Verbo: Gestire)	See ISO 9000:2000 clause 3.2.6
Management system	noun	Sistema di gestione	See ISO 9000:2000 clause 3.2.2
May	verb	Potere (verbo)	<ul style="list-style-type: none"> - is permitted - is allowed - is permissible <p>Note: “May” signifies permission expressed by the standards, whereas “can” refers to the ability of the user of the standard. Also see “need not” below. (See ISO Directives Part 3:1997, Table E.3)</p>
Measurable	adjective	Misurabile	<ul style="list-style-type: none"> - able to be measured or perceived - susceptible to measurement or computation

Word or Term (english)		Termine (italiano)	Meaning
Measure	verb	Misurare	<ul style="list-style-type: none"> - ascertain or determine the spatial magnitude or quantity of (something) - ascertain or determine (a spatial magnitude or quantity) by the application of some object of known size or capacity or by comparison with some fixed unit
Measurement control system	noun	Sistema di controllo della misurazione	See ISO 9000:2000 clause 3.10.1
Measurement process	noun	Processo di misurazione	See ISO 9000:2000 clause 3.10.2
Measuring equipment	noun	Apparecchiatura per misurazione	See ISO 9000:2000 clause 3.10.4
Methodology	noun	Metodologia	<ul style="list-style-type: none"> - branch of knowledge that deals with method and its application in a particular field - the study of empirical research or the techniques employed in it
Metrological characteristic	noun	Caratteristica metrologica	See ISO 9000:2000 clause 3.10.5
Metrological confirmation	noun	Conferma metrologica	See ISO 9000:2000 clause 3.10.3
Metrological function	noun	Funzione metrologica	See ISO 9000:2000 clause 3.10.6
Monitor	verb	Monitorare	<ul style="list-style-type: none"> - observe, supervise, keep under review - measure or test at intervals, especially for the purpose of regulation or control
Necessary	adjective	Necessario	that which is required for a given situation
Need	noun	Esigenza	<ul style="list-style-type: none"> - of necessity - necessarily
Need not	verb	Non necessario	used to say "it is not required that...". Also see "May" above. (See ISO Directive Part 3:1997, Annex E.3)
Nonconformity	noun	Nonconformità	See ISO 9000:2000 clause 3.6.2
Objective evidence	noun	Evidenza oggettiva	See ISO 9000:2000 clause 3.8.1
Objective	noun	Obiettivo	<ul style="list-style-type: none"> - something to be achieved or attempted to achieve - an aim, goal, target
Obsolete	adjective	Obsoleto	<ul style="list-style-type: none"> - no longer practiced or used - outmoded, out of date
Organization	noun	Organizzazione	See ISO 9000:2000 clause 3.3.1
Organizational structure	noun	Struttura organizzativa	See ISO 9000:2000 clause 3.3.2

Word or Term (english)		Termine (italiano)	Meaning
Origin	noun	Origine	- beginning, cause, or ultimate source of something - that from which a thing is derived - a source, a starting point
Outsource	verb	Subappaltare Esteralizzere	for the purpose and spirit of ISO 9000:2000 family of Standards, the terms "subcontract" and "outsource" are interchangeable and have the same meaning
Perception	noun	Percezione	state of being or process of becoming aware or conscious of a thing, especially through any of the senses
Performance	noun	Esecuzione Adempimento	execution, accomplishment, fulfillment, the carrying out of a command, duty, purpose, promise, etc.
Periodic	adjective	Periodico	- recurring or reappearing at regular or any intervals (of time or space) - intermittent
Permissible	adjective	Ammissibile	- that can or ought to be permitted - allowable
Physical	adjective	Fisico	characterized by or suggestive of bodily (as distinct from mental or psychological) activities or attributes
Plan	verb	Pianificare	arrange in advance (an action or proposed proceeding)
	noun	Piano	formulation or organized method by which something is to be done
Policy	noun	Politica	- course of action or principle adopted or proposed by a government, party, individual, etc. - any course of action adopted as advantageous or expedient
Preservation	noun	Conservazione	- action or an act of preserving or protecting something - the fact of being preserved
Prevention	noun	Prevenzione	action of stopping something from happening or making impossible an anticipated event or intended act
Preventive action	noun	Azione preventiva	See ISO 9000:2000 clause 3.6.4
Procedure	noun	Procedura	See ISO 9000:2000 clause 3.4.5
Process	noun	Processo	See ISO 9000:2000 clause 3.4.1
Process approach	noun	Approccio per processi	systematic identification and management of the processes employed within an organization and particularly the interactions between such processes
Product	noun	Prodotto	See ISO 9000:2000 clause 3.4.2
Project	noun	Progetto	See ISO 9000:2000 clause 3.4.3
Promote	verb	Promuovere	- further the development, progress or establishment of (a thing) - encourage, help forward, or support actively (a cause, process, etc.)

Word or Term (english)		Termine (italiano)	Meaning
Property	noun	Proprietà	<ul style="list-style-type: none"> - that which one owns - a thing or things belonging to a person, persons or organization - possessions collectively - a characteristic possessed by something
Protect	verb	Proteggere	defend or guard against malfunction, breakdown, injury or danger
Qualification process	noun	Processo di qualifica	See ISO 9000:2000 clause 3.8.6
Quality	noun	Qualità	See ISO 9000:2000 clause 3.1.1
Quality assurance	noun	Assicurazione qualità	See ISO 9000:2000 clause 3.2.11
Quality characteristic	noun	Caratteristica qualitativa	See ISO 9000:2000 clause 3.5.2
Quality control	noun	Controllo della qualità	See ISO 9000:2000 clause 3.2.10
Quality improvement	noun	Miglioramento della qualità	ISO 9000:2000 in clause 3.2.12 defines quality improvement as: part of quality management (3.2.8), focused on increasing the ability to fulfil quality (3.1.1) requirements (3.1.2). NOTE : The requirements can be related to any aspect such as effectiveness (3.2.14), efficiency (3.2.15) or traceability (3.5.4).
Quality management	noun	Gestione per la qualità	See ISO 9000:2000 clause 3.2.8
Quality management system	noun	Sistema di gestione per la qualità	See ISO 9000:2000 clause 3.2.3
Quality manual	noun	Manuale della qualità	See ISO 9000:2000 clause 3.7.4
Quality objective	noun	Obiettivo per la qualità	See ISO 9000:2000 clause 3.2.5
Quality plan	noun	Piano della qualità	See ISO 9000:2000 clause 3.7.5
Quality planning	noun	Pianificazione della qualità	See ISO 9000:2000 clause 3.2.9
Quality policy	noun	Politica per la qualità	See ISO 9000:2000 clause 3.2.4
Quotation	noun	Quotazione	contractor's (supplier's) estimate for a specified job, etc.
Realization	noun	Realizzazione	<ul style="list-style-type: none"> - action or an act of bringing into effect - converting into actuality
Record	noun	Registrazione	See ISO 9000:2000 clause 3.7.6
Rectify (Noun; Rectification)	verb	Rettificare (nome: Rettifica)	<ul style="list-style-type: none"> - put right, correct, amend - remove any errors in

Word or Term (english)		Termine (italiano)	Meaning
Regrade	verb	Riclassificazione	See ISO 9000:2000 clause 3.6.8
Release	noun	Rilascio	See ISO 9000:2000 clause 3.6.13
Repair	verb	Riparazione	See ISO 9000:2000 clause 3.6.9
Requirement	noun	Requisito	ISO 9000:2000 in clause 3.1.2 defines requirement as: need or expectation that is stated, generally implied or obligatory. NOTE 1 “Generally implied” means that it is custom or common practice for the organization (3.3.1), its customers (3.3.5) and other interested parties (3.3.7), that the expectation under consideration is implied. NOTE 2 A qualifier can be used to denote a specific type of requirement, e.g. product (3.4.2) requirement, quality management (3.2.8) requirement, customer requirement. NOTE 3 A specified requirement is one which is stated, for example, in a document (3.7.2). NOTE 4 Requirements can be generated by different interested parties.
Resource	verb	Mettere a disposizione risorse	provide means of supplying a deficient asset
	noun	Risorse	- a stock or reserve that can be drawn on when necessary - available asset
Responsibility	noun	Responsabilità	- charge, trust, or duty, for which one is responsible - a person for whom or thing for which one is responsible
Responsible	adjective	Responsabile	Answerable, accountable, (to)
Retain	verb	Mantenere	- keep in custody or under control - maintain, keep up, or continue to use something
Retrievable (Noun: Retrieve)	verb	Rintracciabile	obtainable (e.g. stored information from a computer or document from an archive)
Review	noun	Riesame	See ISO 9000:2000 clause 3.8.7
Rework	verb	Rilavorazione	See ISO 9000:2000 clause 3.6.7
Safeguard	verb	Salvaguardare	protect, secure, give safety to
Scope	noun	Finalità, Campo di applicazione	range or extent of action, main purpose, intention
Scrap	verb	Scarto	See ISO 9000:2000 clause 3.6.10
Sequence	noun	Sequenza	order in which things succeed one another

Word or Term (english)		Termine (italiano)	Meaning
Shall	verb	Deve	<ul style="list-style-type: none"> - is to - is required to - it is required that - has to - only ... is permitted - it is necessary <p>Note: "must" may not be used as an alternative to "shall". (See ISO Directives Part 3:1997, Table E.1)</p>
Shall not	verb	Non deve	<ul style="list-style-type: none"> - is not allowed [permitted] [acceptable] [permissible] - is required to be not - is required that ... be not - is not to be <p>(See ISO Directives Part 3:1997, Table E.1)</p>
Should	verb	Dovrebbe	<ul style="list-style-type: none"> - used to indicate that among several possibilities one is recommended as particularly suitable, without mentioning or excluding others, - a certain course of action is preferred but not necessarily required <p>(See ISO Directives Part 3:1997, table E.2)</p>
Should not	verb	Non dovrebbe	<p>certain possibility or course of action is deprecated but not prohibited</p> <p>(See ISO Directives Part 3:1997, table E.2)</p>
Skill	noun	Abilità	ability to do something (especially manual or physical) well
Software	noun	Software	See definition of "product" in ISO 9000:2000 clause 3.4.2
Specification	noun	Specifica	See ISO 9000:2000 clause 3.7.3
Subcontract	verb	Subappalto	See "outsource" above
Suitable	adjective	Adeguate	fit for or appropriate to a purpose, occasion, person's character, etc.
Supplement	noun	Supplemento	<ul style="list-style-type: none"> - thing or part added to remedy a deficiency - an addition - an auxiliary item or means
Supplier	noun	Fornitore	See ISO 9000:2000 clause 3.3.6
System	noun	Sistema	See ISO 9000:2000 clause 3.2.1
Systematic	adjective	Sistematico	arranged or conducted according to a system, plan, or an organized method
Technical expert	noun	Esperto tecnico	See ISO 9000:2000 clause 3.9.11
Test	noun	Prova	See ISO 9000:2000 clause 3.8.3

Word or Term (english)		Termine (italiano)	Meaning
Top management	noun	Alta direzione, Vertice	See ISO 9000:2000 clause 3.2.7
Traceability	noun	Rintracciabilità	See ISO 9000:2000 clause 3.5.4
Training	noun	Addestramento	the act or process of providing or receiving instruction in or for a particular skill, profession, occupation, etc.
Utility	noun	Fornitore di servizi di utilità	organization responsible for the supply of, for example, gas, water, electricity, telecommunication, etc.
Validation	noun	Validazione	See ISO 9000:2000 clause 3.8.5
Verification	noun	Verifica	See ISO 9000:2000 clause 3.8.4
Work environment	noun	Ambiente di lavoro	See ISO 9000:2000 clause 3.3.4
Workspace	noun	Spazio di lavoro	area in which work is performed