


VERSION NO. 1	MANUAL TITLE <b>QUALITY MANUAL</b>	DOCUMENT NO. <b>QM 3.2</b>
	DOCUMENT NAME	REVISION NO. 01
	TERMS AND DEFINITIONS	EFFECTIVITY DATE <b>SEPTEMBER 4, 2018</b>
		PAGE NO. 1 of 3

PSHS adopts the following terms and definitions within its Quality Management System. Where no definition is provided, the agency typically adopts the definitions provided in **ISO 9000: Quality Management – Fundamentals and Vocabulary**. In some cases, specific procedures or documentation may provide a different definition to be used in the context of that document; in such cases, the definition will supersede those provided for in this Quality Manual or ISO 9000.

### General Terminology

**PSHS** – Philippine Science High School

**PSHSS** – Philippine Science High School System

**BOT** – refers to the PSHS Board of Trustees

**Execom** – refers to the Executive Committee, a collegial body composed of all the Campus Directors and headed by the Executive Director.

**Mancom** – refers to the Management Committee of a PSHS Campus, composed of the Campus Director and Chiefs of the different Divisions; In the case of the Office of the Executive Director, the Mancom is composed of the Executive Director, Deputy Executive Director and the Division Chiefs.

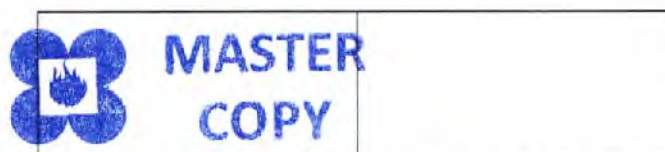
**Product** – refers to the special science secondary education program of the institution.


**Services** – refers to the services being provided to the customers aside from the curricular offerings (e.g. library, dormitory, canteen, guidance and counseling, medical, etc.).

**Customers** – refers to the students or parents.

**Key Performance Indicator (KPI)** – corresponds to Individual Performance and Commitment Review (IPCR)

**Quality Objectives** – corresponds to Office Performance and Commitment Review (OPCR)



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		PAGE NO. 2 of 3

### Quality Management System Related Terminology

**QMS** – refers to quality management system

**Corrective Action** – refers to action(s) to prevent the recurrence of the nonconformity/problem.

**Document Information** – written and/or electronic information used to describe how an activity is done, or provide guidance in the performance of an activity, or captured evidence of an activity having been done. This can refer to manuals, forms, references and records of the institution.

### Risk-Based Thinking Terminology

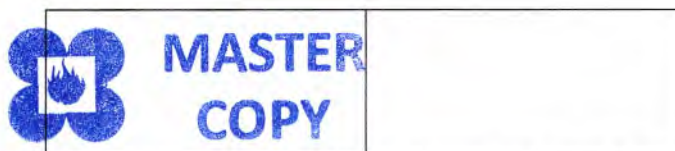
**Risk** – Negative effect of uncertainty

**Opportunity** – Positive effect of uncertainty


**Uncertainty** - A deficiency of information related to understanding or knowledge of an event, its consequence, or likelihood. (Not to be confused with measurement uncertainty.)

**Risk Assessment** – the process of evaluating the risk(s), taking into account the adequacy of any existing controls, and deciding whether or not the risk(s) is acceptable. It is the overall process of risk identification, risk analysis and risk evaluation.

**Acceptable Risk** – the risk that is tolerable or that has been reduced to a level that can be tolerated by the organization.





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		EFFECTIVITY DATE <b>SEPTEMBER 4, 2018</b>
		PAGE NO. <b>3 of 3</b>

**Nonconforming Product and Services Terminology**

**Nonconformity** – refers to a deviation to standards, policies and/or procedures.

**Rework** - Efforts to bring nonconforming product or service into conformance through additional operations that do not alter the original design of the product or service.

**Repair** - Efforts to bring nonconforming product or service into conformance through additional operations that alter the original design of the product or service; this may be through the addition of material or feature not specified in the original design, or through altering pre-existing design features.

**Scrap** - The discard of nonconforming product in lieu of rework or repair.

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