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**Global-Mark P/L**

**Management Document MSP-01**

**Title: Nomenclature and Definitions**

**Type of Document: Procedure**

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This document is external

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## Document Information and Revision History

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## Revision History

Revision	Date	Author(s)	Notes
1	15/1/2005	Maria Michoux	Original issue
2	24/5/2005	Herve Michoux	Added some comments to the definition of a site.
3	26/7/2005	Herve Michoux	Added the definition of a Client.
4	12/9/2005	Herve Michoux	Added comments on correlation testing
5	18/1/2008	Herve Michoux	Updated to reflect ISO17021 requirements
6	30/6/2009	Herve Michoux	Updated the section on Labs., “ life of product” and “partial”
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9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			

## Table of Contents

1	Why do we have this document .....	3
2	Acronyms .....	3
3	Definitions: .....	3
4	What documents/records are needed to implement this procedure .....	7



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## 1 Why do we have this document

This document describes the key words, acronyms and definitions that are used within Global-Marks management system and for the provision of its services

## 2 Acronyms

For the purpose of our management system, and certification activities the following acronyms shall apply

GM: Global-Mark Pty Ltd

CSC: Customer Service Centre of Global-Mark: the central hub of the organisation.

### Global-Mark people/positions

MD: Managing Director of Global-Mark Pty Ltd

CM: Client Manager, a Global-Mark representative

PM: Program Manager, a Global-Mark representative

CSM: Customer Service Manager, a Global-Mark representative

CSO: Customer Service Officer, a Global-Mark representative

TE: Technical Expert, a contractor to Global-Mark

### Global-Mark Management System

MPS: Management System Procedure, a Global-Mark document

WI: Work Instruction, a Global-Mark document

JD: Job Description, a Global-Mark document

SC: Standard complement (for the product conformance program) a document developed by Global-Mark

### Global-Mark activities and documents

RF: Review Finding

PCPlan: Post Certification Plan (planning reviews for the next 3 or more years)

RR: Review Report

PCP: Product Conformance Program

### Activities

CR: Certification Review

PC: Post Certification Review

FU: Follow up Review

RC: Re-Certification Review

PreC: Pre-Certification Review

DR: Document Review

### Other:

QMS: Quality Management System

EMS: Environmental Management System

OHS: Occupational Health and Safety

PCP: Product Conformance Program

DES: Disability Employment Services

DSS: Disability Services Standards (issued by the Commonwealth of Australia)

MS: Management System

## 3 Definitions:

For the purpose of our management system, and certification activities the following definitions shall apply

**Acceptable Test Report (ATR):** a test report issued by an Approved Laboratory which meets one or more of the following conditions

1. Be issued by a NATA approved laboratory (the NATA accreditation must cover in its scope the test done by the laboratory), including instances where the test was undertaken by another laboratory, but the report was issued by the accredited laboratory
2. Be issued under the IEC CB scheme, by a certification body approved under the scheme
3. Be issued by a laboratory approved by IANZ



4. Be issued by another laboratory approved by another accreditation body that is a signatory to the International Laboratory Accreditation Cooperation (ILAC) Multilateral Recognition Arrangement, and the accreditation must cover in its scope the test done by the laboratory, including instances where the test was undertaken by another laboratory, but the report was issued by the accredited laboratory
5. Be issued by a laboratory, where the test has been witnessed by an approved Global-Mark representative. This may often be the case of in-house laboratories.
6. Recognised test report must be current.
7. If NATA, IANZ, ILAC MRA or IEC CB scheme approval is not available, Global-Mark may accept an alternative laboratory approval mechanism.

There may be reports provided by other organisation: see comments on “approval laboratories” below on the acceptability of these reports and issuing organisations.

**For the Gas Safety Program: Also only options 1, 2, 3, 4 are acceptable**

**Approved Laboratory:** suitable and competent body(ies) or person(s) carrying out testing, inspection and certification as specified in ISO/IEC 17025 and 17020. An approved Laboratory should issue an **Acceptable Test Report (ATR)**.

There will be instances where an organisation issuing a “test report” or “report” is not formally accredited.

Global-Mark will on a case by case basis assess the acceptability of this report and issuing organisation taking into account:

- The independence, competence and credibility of the organisation
- The availability of accredited providers in this field
- The availability of a published and accepted test method
- The type of report issued: it could be a trial report, an opinion, engineering calculation or other
- The context in which the report is presented and its importance in forming a certification decision (this may be one part of the compliance folder, where other aspects are provided by accredited providers)

Global-Mark will make an assessment and reserves the right to accept or reject the evidence provided from such organisations.

**For the Gas Safety Program, AS3645** shall also be included in the scope of testing and assessment completed by the Laboratory.

**Batch:** is defined as a series or pool of products manufactured and/or assembled within the same production run, using as much as practical the same raw materials. A batch of products will have a unique number, and the products within the batch will have the same size, grade, classification, composition, and will have been manufactured, assembled and tested within the same production run.

**Business Review:** an on site evaluation of the management system of a Client or manufacturer, against a set business review criteria (typically ISO9001, or ISO14001 for example). The business review is carried out by a Global-Mark review team, who are independent from the organisation being reviewed. The business review process and protocols are presented in Global-Mark management system.

#### **Critical product component**

As part of our product conformance program, a critical product component is a part, section, assembly or sub assembly of a product or product creation process which has direct impact or affect on the quality, performance, characteristic or safety of the final product.

**Client:** an organisation, person, association, business or other entity seeking certification and having signed a Client Agreement Form (or equivalent as approved by Global-Mark).

Note: for product conformance programs, if the Client is not the prime manufacturer (i.e. responsible for the majority of the manufacturing/assembly/testing), the Client must demonstrate to Global-Mark’s satisfaction adequate controls over its contractors and suppliers. Global-Mark reserves the right to visit, assess, audit or test the premises or products of the Client’s contractors or suppliers.

**Client site:** the site or sites (factory, warehouse, or office) where the business review is to be conducted to confirm that the requirements of the standard or the program are being complied with. For the Product Conformance Program, Global-Mark will decide which manufacturing, assembly and/or testing sites are to be included in the business review, based on the risks, processes undertaken, criticality of processes and products involved.

**Consultancy:** Consultancy is considered to be participation in an active creative manner in the development of the quality management system to be assessed by, for example:

- preparing or producing manuals, handbooks or procedures;
- participating in the decision making process regarding management system matters;



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- giving specific advice towards the development and implementation of management systems for eventual certification.

Management systems as referred include all aspects of such systems, including financial.

**Correlation test:** a test carried out whilst production has been established to verify that samples taken from production will provide the same performance as the prototype test (or other test) taken before production was established. Certification can be granted based on prototype testing subject to satisfactory correlation testing being completed, within 3 months of production being started.

**Declaration of conformity:** self certification of a manufacturer of goods and services, confirming that a supply meets a specified standard. Declaration of conformity must be on the supplier letterhead, have a signature, record the batch number, date, and specific standard.

**Design Lock:** a point in time where the design of a product (i.e. its key material, component, assemblies or sub assemblies) cannot be changed without seeking approval of GM.

**Hazard** in an OHS context: a source or a situation with a potential for harm in terms of injury or illness, damage to property, damage to the environment, or a combination of these.

**Hazard Identification** in an OHS context: the process of recognizing that a hazard exists and defining its characteristics.

**Hazardous Substance** in an OHS context: a substance possessing toxic, reactive, flammable or explosive properties, or is otherwise harmful to persons or the environment. Where there are legislative references to hazardous substances the definition may vary from the definition given here. 'Dangerous goods' are to be classified as hazardous substances for the purposes of auditing against SafetyMAP or AS4801.

**Hierarchy of Control,** in an OHS context: Hazard control or risk reduction whereby options are considered in the following order;

- Elimination
- Substitution
- Engineering controls
- Administrative controls
- Personal protective equipment and clothing

**Incident** in an OHS context: an unplanned event resulting in, or having the potential for injury, ill health damage or other loss.

**Improvement Request:** minor nonconformity observed in a particular requirement clause of the standard, contractual or law.

**Life of product:** The life of product is the duration for which the product is designed to be used. Products are expected to either be or have been replaced at the end of that duration. It should at minimum be equal to the warranty.

**Hazard/Risk** in an OHS context: AS/NZS 4801 uses the term 'hazard/risk assessment' referring to the processes of 'hazard assessment' in New Zealand and 'risk assessment' in Australia. In Australia, the term 'risk assessment' is used to mean the overall process of estimating the magnitude of risk and deciding what actions will be taken. In New Zealand, the term 'hazard assessment' is used to mean the overall process of determining whether a hazard is significant. For the application of this document in New Zealand, where there is a reference to "risk", this means the significance of the hazard plus the likelihood of harm occurring. Where there is reference to "assessment of risk", this means the assessment of whether the hazard is a "significant hazard", as defined in Section 2 of the Health and Safety in Employment Act, 1992 (New Zealand).

**Nonconformity** in an OHS context: the absence of, or the failure to implement and maintain, one or more required system elements, or to provide a safe and healthy working environment, or a situation which would, on the basis of objective evidence, raise significant doubt as to the capability of the OHS management system to provide a safe and healthy working environment, or to achieve the OHS policy and objectives of the organization.

**Nonconformity:** The absence of, or the failure to implement and maintain, one or more management system requirements, or a situation which would, on the basis of objective evidence, raise significant doubt as to the capability of the management system to achieve the policy and objectives of the organization, comply with expectations or the law.



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Failure to address a requirement of the Standard, a contractual requirement or a requirement of the law, Failure to follow a requirement frequently or willfully, or over 5 Improvement Requests on the same issue.

**Objective Evidence** in an OHS context: qualitative or quantitative information that can verify the existence and operation of an aspect of an OHS management system. The information may be in the form of documents, electronic information, documented records, visual observations and discussion with employees and others. The audit records should provide enough information to allow evidence to be identified, located and independently verified by another auditor. Evidence of a system being in operation for at least 3 months is required to verify conformance to an audit criteria.

**Observation:** a deficiency actual or potential outside of the scope of the standard, contract or law, or where it was not possible to demonstrate non-conformity.

**Partial:** A partial application of a requirement indicates that the requirement is expected to be implemented only on the activities that are subject to the scope of the certification. For example, if a company is certified for the manufacture of Watermarked products but also deals with supplier that are not supplying for these products, the management of these supplier is outside of the scope of the certification. The Purchasing requirement is therefore partial.

**Product technical file:**

This is a requirement of the product conformance program. For each product to be certified, a product technical file must be prepared by the organisation seeking certification. Such a file must contain, **as appropriate** to the product:

- Description of the product,
- Description of the range of the product, (size, grade, colours, etc)
- List of critical components, assemblies, sub-assemblies, raw materials
- Bill of material (including name and specification of critical suppliers and subcontractors)
- Drawing, sketches, photographs and graphs which show the product, its assembly, manufacturing and parts
- Recognised Test Reports (including details and credentials of the laboratory that has undertaken the tests)
- Standards or specifications called for in the procurement of raw material, sub assemblies, manufacturing, assembly or testing phases of the product,
- Design calculations or notes, supporting the product compliance to the standard,
- Information on product branding, packaging and promotional material (including information contained with the product)

**Review finding:** a finding raised during a review (on site, off site, or document review). Review Findings can be classed as Non-Conformity, Improvement Request or Observation.

**Record:** a document paper based or electronic which demonstrate that an activity has been completed.

**Risk** in an OHS context: the combination of the frequency, or probability of occurrence, and consequence of a specified hazardous event.

**Risk Assessment:** the overall process of estimating the magnitude of risk and deciding whether the risk is tolerable.

**Routine testing:** defines the inspection and tests steps taken by a manufacturer to satisfy itself that a product meets the requirements of a standard, specification or internal production requirements. Routine testing applies to all products, a series of products or a batch of products. Records of routine testing should be kept as part of the manufacturing or testing processes.

**Sample:** one or more products or part of a product selected for the purpose of testing, review and verification. A sample should be traceable to a batch number. Samples may be taken at various locations within the life cycle of the products (i.e. at the manufacturing facility, warehouse, distributor, wholesaler, or retailer). Samples may be selected by the Client, a Global-Mark representative or laboratory. Samples should be randomly selected from a product run or batch sufficiently wide to be representative of the production process

**Site:** (extract from JASANZ procedure 2). A site is typically defined as:

- all land on which the activities under the control of an organization at a given location are carried out, including any connected or associated storage of raw materials, by-products, intermediate products, end products and waste material, and any equipment or infrastructure involved in the activities, whether fixed or mobile; or
- where required by law, corresponds to definitions laid down in national or local licensing regimes; or
- other definitions may also be used subject to justification.



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Note:

Temporary sites, such as construction sites, are covered under the management system of the organization which has management control over them irrespective of where the sites are located, and may be subject to review on a sample basis as part of the certification process to provide evidence of the operation and effectiveness of the system.

Where it is not practicable to define a location (e.g. for services), the coverage of the certification should take into account the organization's headquarters activities as well as delivery of its services. Where relevant, in special cases Global-Mark may decide that the certification review will be carried out only where the organization delivers its services. In such cases the interfaces with its headquarters should be audited.

**Standard:** Global-Mark will only provide certification to standards who meet one or more of the following conditions:

- A national or international published document, issues by a national or international standard writing body, industry group, consumer group or equivalent
- A specification published, and which can be readily accessible by members of the public (code of practice, industry code, industry standard or guide etc).
- A standard must have been developed using a consultative, consensus based and transparent process, so that no dominating interest can influence the content of a standard.

*Note: certification to a standard can only be thought and if the document meets the above guidelines, and has been written to provide a certification framework (i.e. contains safety, performance, monitoring, marking and/or testing guidelines)*

**Standard Complement:** a document prepared by Global-Mark to define how a product is to be certified. The need for such a document arises when a standard does not contain clear or unambiguous requirements on product manufacturing, review, testing, marking etc. This document is available to all stakeholders (on request) and aims to provide a clear and transparent set of rules to review, audit, test and certify a product

**Type Test:** a test(s) undertaken by an approved laboratory to assess and report on a product's design and its capability to comply with the requirements of the certification standard.

## 4 What documents/records are needed to implement this procedure

Nil

**End of document**