



# Oxebridge Q005

## Quality Management System Certification Audit Terms and Definitions

Ver. 1.1

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### Revision History

Ver.	To be used for audits after:	Nature of Changes
1.0	17 February 2020	<ul style="list-style-type: none"><li>Original release.</li></ul>
1.1	24 February 2021	<ul style="list-style-type: none"><li>Fixed section 1.0 "Purpose"</li></ul>

## **1.0 Purpose**

This document defines the terms and definitions typically used within the Oxebridge Q001 scheme and supporting documents.

## **2.0 References**

*Oxebridge Q001 – Quality Management System Requirements*

*Oxebridge Q002 – Quality Management System Certification Audit Minimum Evidence Requirements*

*Oxebridge Q003 – Quality Management System Certification Audit Requirements*

*Oxebridge Q004 – Quality Management System Certification Audit Scoring*

*Oxebridge Q006 – Quality Management System Certification Body Accreditation Requirements*

*Oxebridge Q007 - Quality Management System Certification Audit Minimum Audit Duration*

*Oxebridge Q008 – Quality Management System Certification Audit Report*

*Oxebridge Q009 – Post-Audit Verification Form*

*Oxebridge Q010 - Quality Management System Consultant & Training Body Licensing Requirements*

*Oxebridge Q011 - Quality Management System Auditor Training Program*

*Oxebridge Q012 - Acceptable Use for Q001 Certification Marks and References*

*Oxebridge Q013 - Quality Management System Certification Body Accreditation Contract*

*Oxebridge Q014 - Quality Management System Certification Body Accreditation Fees*

*Oxebridge Q015 - Quality Management System Certification Body Application*

## **3.0 Terms and Definitions**

### **3.1 Accreditation**

Official recognition by Oxebridge that a Certification Body has been authorized to conduct third-party certification audits for the Q001 scheme.

### **3.2 Accreditation Body**

The organization responsible for issuing accreditation to Certification Bodies in order to ensure their status as legitimate, trusted bodies; in the Q001 scheme, this is Oxebridge.

### **3.3 Artifact**

A single example of evidence.

### **3.4 Audit**

Objective assessment of the management system relying on the comparison of evidence against requirements.

### **3.5 Certification Body (CB)**

The organization responsible for conducting management system audits, verifying conformity, and recommending certification or decertification.

### **3.6 Finding**

The result of a comparison of evidence against a requirement; findings revealing conformity are called “strengths,” and findings revealing lack of conformity are called “nonconformities.”

### **3.7 Lead Auditor**

The auditor assigned to manage the audit schedule and plan, to oversee the execution of the audit, and to manage the audit team members.

### **3.8 Major Nonconformity**

A nonconformity in which the evidence proves one or more of the following conditions exists:

- a) the organization has failed to implement an entire clause (X.0 level) of the Standard;
- b) the organization has an identified nonconformity of any severity within one the Major Fallout Clauses, as defined in Q003;
- c) the organization has delivered defective products or services because of a failure to conform to any clause in the Standard.

*Note: the evidence must show that defective product or services has been delivered; evidence suggesting nonconformity product “may have” been delivered is **not** acceptable for this definition.*

Refer to Table 1 for examples.

### **3.9 Minor Nonconformity**

A nonconformity in which the evidence proves the organization does not conform with a single requirement of the Standard. Refer to Table 1 for examples.

### **3.10 Nonconformity**

An instance where evidence proves the organization does not conform with (a) requirement(s). Refer to Table 1 for examples.

### 3.11 Objective Evidence

Information which can be verified as truthful and accurate at a later date by a third party, and which provides evidence of either conformity or nonconformity of a requirement.

### 3.12 Opportunity for Improvement

An auditor's suggestion on how an organization can improve; disallowed in the Q001 scheme.

### 3.13 Organization

The entity being audited.

### 3.4 Suggestion

An auditor's opinion directed at the organization; disallowed in the Q001 scheme.

**Table 1 – Examples of Nonconformities**

Finding	Required Nonconformity Level
Evidence proves company has not implemented clause 9.0 Performance Evaluation at all.	<b>Major nonconformity;</b> the company has not implemented a clause at the X.0 level.
Evidence finds a single instance of nonconformity in clause 10.2 Corrective Action.	<b>Major nonconformity;</b> the company failed to satisfy a Major Fallout Clause (10.2.)
Evidence finds a single instance of nonconformity in clause 8.6.1 Inspection and Testing Requirements, and defective product or services were delivered as a result.	<b>Major nonconformity</b> because it resulted in the delivery of defects.
Evidence finds a single instance of nonconformity in clause 8.6.1 Inspection and Testing Requirements, but no defective product or services were delivered as a result.	<b>Minor nonconformity</b> because this is not a Major Fallout Clause.