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3.1 TERMINOLOGY

TERM	DEFINITION
Annual Audit Plan	– a document which contains tentative schedules and actual dates of audit activities for the entire year
Audit	– a systematic, independent, and documented process for obtaining audit objective evidence and evaluating it objectively to determine the extent to which audit criteria are fulfilled
Audit conclusion	– outcome of an audit provided by the auditor or team of auditors, after consideration of the audit objectives and all audit findings
Audit criteria	– set of policies, procedures, or requirements used as a reference against which objective evidence is compared during an audit
Audit findings	– results of the evaluation of the collected audit evidence against audit criteria
Auditor	– person with competence to conduct an audit
Continual improvement	– recurring activity to enhance performance
Corrective action	– action to eliminate the cause of a non-conformity and to prevent recurrence
Context of the organization	– Combination of internal and external issues that can have an effect on an organization's approach to developing and achieving its objectives
Customer	– person or organization that could or does receive a product or a service that is intended for or required by this person or organization
Customer satisfaction	– perception of the degree to which the customer's expectations have been fulfilled

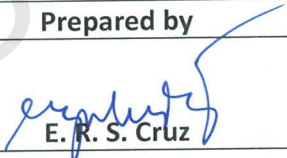
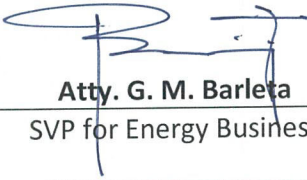
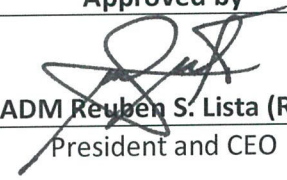
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- Documented information** – information required to be controlled and maintained by an organization and the medium on which it is contained
- Documentation** – a set of documents, for example, specifications and records
- Interested party** – person or organization that can affect, be affected by, or perceives themselves to be affected by a decision or activity
- Objective** – overall quality and performance goal, arising from the QMS policy, that an organization sets itself to achieve, and which is quantified where practicable
- Procedure** – specified way to carry out an activity or a process
- Process** – set of interrelated or interacting activities, which transforms inputs into an output
- Process approach** – the systematic identification and management of processes and their interaction that affects the PNOC quality management system performance
- Program** – a document containing the planned activities, responsibilities, resource needs, means, and timeframe for achieving objectives
- Risk** – effect of uncertainty; a deviation from the expected, whether positive or negative
- Risk assessment** – is the determination of quantitative or qualitative estimate of risk related to a well-defined situation and a recognized threat (also called hazard)
- Suppliers** – refers to an organization or individual who is supplying PNOC Mother materials and services for its operations (also contractors or service providers)
- Workplace** – any physical location in which work-related activities are performed under the control of the organization
- Work Plan** – Document containing the PNOC Mother objectives, targets, and programs

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ABBREVIATION/ ACRONYM	DEFINITION
CA	– Corrective Action
CSR	– Corporate Social Responsibility
ESB	– Energy Supply Base
FMEA	– Failure Mode and Effect Analysis
HSSE	– Health, Safety, Security and Environment
IAO	– Internal Audit Office
IMS	– Integrated Management System
IPCR	– Individual Performance Commitment and Review
ISO	– International Organization for Standardization
OPCR	– Office Performance Commitment and Review
PIP	– PNOC Industrial Park
PNOC	– Philippine National Oil Company
QMS	– Quality Management System

Rev. No.	Affected pages/ section	Revision History
0	-	New version of PNOC QMS; to include PNOC Energy Supply Base and PNOC Industrial Park.

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