

2.0 ABBREVIATIONS, TERMS AND DEFINITIONS

2.1 Abbreviations

KSPH&IDCL - Karnataka State Police Housing & Infrastructure Development Corporation Limited

ISO - International Organization for Standardization

QMS - Quality Management System

EMS - Environmental Management System

IMS - Integrated Management System

MD - Managing Director

FA - Financial Advisor

CAO - Chief Accounts Officer

AS - Accounts Superintendent

AO - Accounts Officer

AAO - Assistant Administrative Officer

CE - Chief Engineer

SE - Superintending Engineer

EE - Executive Engineer

Elect - Electrical

MR - Management Representative

CC - Chief Coordinator

AEE - Assistant Executive Engineer

AE - Assistant Engineer

JE - Junior Engineer

DES - Design

PM - Project Management

PMS - Project Monitoring System

Q & C - Quality and Contracts

DVN - Division

SD. - Sub-division

IMSM - Integrated Management System Manual

IMSP - Integrated Management System Procedure

WI - Work Instructions

IA - Internal Audit

PRO - Public Relation Officer

2.2 Terms and definitions

Audit - systematic, independent and documented process for obtaining “audit evidence” and evaluating it objectively to determine the extent to which “audit criteria” are fulfilled

Customer satisfaction - customer's perception of the degree to which the customer's requirements have been fulfilled

Environment - surroundings in which an organization operates, including air, water, land, natural resources, flora, fauna, humans, and their interrelation

NOTE: Surroundings in this context extend from within an organization to the global system

Environmental aspect - element of an organization's activities or products or services that can interact with the environment

NOTE: A significant environmental aspect has or can have a significant environmental impact

Environmental impact - any change to the environment, whether adverse or beneficial, wholly or partially resulting from an organization's environmental aspects

Nonconformity - non-fulfillment of a requirement

Process - set of interrelated or interacting activities which transforms inputs into outputs

Product - result of a process [e.g. services (e.g. transport); software (e.g. computer program, dictionary); hardware (e.g. engine mechanical part); processed materials (e.g. lubricant)]

Quality - degree to which a set of inherent characteristics fulfils requirements

System - set of interrelated or interacting elements

Top management - person or group of people who directs and controls an organization at the highest level