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**Conjunto de documentos para la Introducción y el Soporte de la serie de normas ISO 9000:  
Orientación sobre la Terminología utilizada en las Normas ISO 9001 e ISO 9004**

Junto con la publicación de la Norma Internacional ISO 9001:2008, el Subcomité ISO/TC 176/SC 2 ha publicado varios módulos de orientación:

- Orientación sobre el apartado 1.2 “Aplicación” de la Norma ISO 9001:2008
- Orientación sobre los requisitos de Documentación de la Norma ISO 9001:2008
- Orientación sobre la Terminología utilizada en las Normas ISO 9001 e ISO 9004
- Orientación sobre el concepto y uso del “Enfoque basado en procesos” para los sistemas de gestión
- Orientación sobre los “Procesos contratados externamente”

Se encuentran disponibles como el “Conjunto de documentos para la Introducción y el soporte de la serie de normas ISO 9000” del Subcomité”.

La retroalimentación de los usuarios de las normas se utilizará para determinar si es necesario desarrollar módulos adicionales, o si se deberían revisar estos módulos publicados.

Los módulos, y más información sobre la Norma ISO 9001:2008, se pueden descargar de los siguientes sitios web:

[www.iso.org](http://www.iso.org)  
[www.iso.org/tc176/sc2](http://www.iso.org/tc176/sc2)

Este modulo en particular fue desarrollado por el ISO/TC 176/SC1 con ayuda del ISO/TC 176/SC2 (ISO/TC 176/SC1 es responsable del desarrollo de la Norma ISO 9000:2005 *Sistemas de gestión de la calidad – Fundamentos y vocabulario*)

F Boucher  
por la Secretaría de AFNOR  
ISO/TC 176/SC 1

C Corrie  
por la Secretaría de BSI  
ISO/TC 176/SC 2

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## **1) Introducción**

Se ha tenido mucho cuidado durante el desarrollo de las Normas ISO 9001 e ISO 9004 para utilizar las palabras y términos en inglés correctos para describir sus conceptos y requisitos, para ayudar a su lectura y traducción. El objetivo es utilizar terminus precisos técnicamente y sencillos, y en la mayor medida possible, utilizar las definiciones comunes del diccionario. Como sucede con la mayoría de las materias técnicas, hay algunos terminus que tienen un significado específico diferente de la definición común del diccionario; en tales casos, se proporciona la definición técnica apropiada en alguno de los siguientes documentos:

- ISO 9000:2005 *Sistemas de gestión de la calidad – Fundamentos y vocabulario*
- Guía ISO 2:1996 *Normalización y actividades relacionadas –Vocabulario general*
- Directivas ISO/IEC Parte 2:2004 *Reglas para la estructura y redacción de Normas Internacionales*
- *Vocabulario Internacional de Metrología – Conceptos básicos y generales y términos asociados*, VIM, 3ª edición, JCGM 200:2008

En todos los demás casos, para el propósito de esta orientación, las definiciones en inglés se seleccionan del Concise Oxford Dictionary. Las definiciones de la Norma ISO 9000:2005 tienen estatus **normativo**, que tiene prioridad sobre sus definiciones de diccionario comunes.

La tabla a continuación proporciona definiciones de diccionario seleccionadas para palabras comunes, que se deberían aplicar al utilizar las normas.

NOTA Las Directivas ISO/IEC, Partes 1 y 2, están disponibles del sitio web de ISO: [www.iso.org](http://www.iso.org); el Vocabulario Internacional de Metrología está disponible en [www.bipm.org/en/publications/guides/vim.html](http://www.bipm.org/en/publications/guides/vim.html)

## **2) Tabla de palabras importantes utilizadas en la familia de normas ISO 9000**

<b>Palabra</b>	<b>Forma</b>	<b>Significado</b>
accordance	sustantivo	(In accordance with) in a manner conforming with
activity	sustantivo	something done in pursuit of an objective
adequacy	sustantivo	sufficiency to satisfy a requirement or meet a need
adjustment	sustantivo	operation of bringing a measuring instrument into a state of performance suitable for its use [VIM]
analysis	sustantivo	Detailed examination of the elements or structure of something
appropriate	adjetivo	suitable (for, to)
applicable	adjetivo	- relevant - appropriate
assess	verbo	- evaluate - estimate the value of
assure	verbo	synonym: ensure make certain
authority	sustantivo	- right to command or give a final decision - body that has legal powers and rights
available	adjetivo	able to be used or obtained
awareness	sustantivo	knowledge or perception of a situation or fact
calibration	sustantivo	set of operations that establish, under specified conditions, the relationship between values of quantities indicated by a measuring instrument or measuring system, or values represented by a material measure or a reference material, and the corresponding values realized by standards [VIM]
can	verbo	ISO/IEC Directives Part 2 Annex G - be able to

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Palabra	Forma	Significado
		- there is a possibility of - it is possible to
cannot	verbo	ISO/IEC Directives Part 2 Annex G - be unable to - there is no possibility of - it is not possible to state of being dedicated to a cause or policy
commitment	sustantivo	state of being dedicated to a cause or policy
communication	sustantivo	action of sharing or exchanging information ideas
complain	verbo	express discontent, displeasure
comply	verbo	(person or organization) meet specified standards
compromise	sustantivo	support or establish the certainty or validity of
confirm	verbo	(item) meet specified requirements
consistent	adjetivo	(consistent with) conforming to or in agreement with
consistently	adverbo	unchanging over time
control	sustantivo	- power to direct or to restrain something - means of restraining or regulating
control	verbo	- direct or restrain something - restrain or regulate
data	sustantivo	- facts and/or statistics, used for reference or analysis - information based on facts
deficiency	sustantivo	lack or shortage
define	verbo	state or describe exactly the nature, scope or meaning of
demonstrate	verbo	show clearly (with objective evidence)
deploy	verbo	put into use or action
deployment	sustantivo	implementation
determine	verbo	establish or find out with certainty by research, examination or calculation
distribution	sustantivo	act of allocating to recipients
disposition	sustantivo	action of dealing with things in a particular way
documentation	sustantivo	see Note 2 to ISO 9000:2005 clause 3.7.2 A set of documents, for example specifications and records, is frequently called "documentation".
enhance	verbo	Improve the quality, value or extent of
ensure	verbo	synonym: assure make certain
essential	adjetivo	absolutely necessary, fundamental
establish	verbo	set up
evaluate	verbo	assess
exclusion	sustantivo	- process or state of keeping out or preventing the occurrence of - item or eventuality specifically not covered
expectation	sustantivo	- belief about (or mental picture of) the future - wishing with confidence of fulfilment
experience	sustantivo	practical contact with and observation of facts and events
facilitate	verbo	- make easy or easier - promote, help forward (an action, result, etc.)
facility	sustantivo	building, service or piece of equipment provided for a particular purpose
feedback	sustantivo	information given in response to a product, a person's performance of a task, etc., used as a basis for improvement
focus	sustantivo	centre of interest or activity
framework	sustantivo	essential supporting or underlying structure

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Palabra	Forma	Significado
functional	adjetivo	designed to be practical and useful rather than attractive
hardware	sustantivo	see the definition of "product" in ISO 9000:2005 clause 3.4.2
identify	verbo	establish the identity of someone or somebody
identity	sustantivo	the individual characteristics by which a thing or person is recognized or known
identifiable	adjetivo	recognizable through a unique characteristic
impartiality	sustantivo	state of being without prejudice or bias
implement	verbo	put into effect
improvement	sustantivo	action or process of making or becoming better, also see "continual improvement" and "quality improvement" in this table.
Independent (sustantivo: independence)	adjetivo	- not connected with another; separate - not subject to another's authority
integrity	sustantivo	- state of being whole; the condition of being unified or sound in construction - quality of having strong moral principles
irrespective	adjetivo	in spite of everything
justification	sustantivo	evidence proving that something is right or reasonable
learning organization	sustantivo	institution, place, organization, etc. where the cognitive process of acquiring skill and knowledge is carried out
legible	adjetivo	possible to be read by a person or a machine for intended use
liaison	sustantivo	communication or cooperation between people or organizations
maintain	verbo	cause or enable (a condition or state of affairs) to continue
maintenance	sustantivo	process or state of keeping (a system, building, machine, etc) in good condition by checking or repairing it regularly
may	verbo	ISO/IEC Directives Part 2 Annex G - is permitted - is allowed - is permissible
measurable	adjetivo	able to be measured
measure	verbo	ascertain the size, amount, or degree of (something) by comparison with a standard unit or with an object of known size
methodology	sustantivo	system of methods used in a particular field
monitor	verbo	observe and check over a period of time; maintain regular close observation over
necessary	adjetivo	required to be done, achieved or present
need	sustantivo	something that is wanted or required
objective	sustantivo	something to be achieved
objective	adjetivo	not influenced by personal feelings or opinions in considering or representing facts
obsolete	adjetivo	no longer produced or used; out of date
origin	sustantivo	point at which something begins or arises
outsource	verbo	obtain goods or services from an outside supplier
perception	sustantivo	way of regarding, understanding or interpreting something
performance	sustantivo	- the ability to achieve something

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Palabra	Forma	Significado
		- the achievement itself
periodic	adjetivo	- recurring or reappearing at regular or any intervals (of time or space) - intermittent
permissible	adjetivo	- that can or ought to be permitted - allowable
personal qualification	sustantivo	attribute that must be met or complied with and that fits a person for something
physical	adjetivo	tangible or concrete
plan	sustantivo	scheme, programme or method worked out beforehand for the accomplishment of an objective
plan	verbo	decide on and arrange in advance
preservation	sustantivo	action or act of maintaining something in its original or existing state
prevention	sustantivo	action of keeping something from happening or arising
previous	adjetivo	existing or occurring before something else in time or in order
process approach	sustantivo	systematic identification and management of the processes employed within an organization and particularly the interactions between such processes
promote	verbo	further the progress of, support or encourage
property	sustantivo	thing or things belonging to a person, persons or organization
protect	verbo	keep safe from damage
quotation	sustantivo	contractor's (supplier's) estimate for a specified job, etc.
rationale	sustantivo	exposition of principles or reasons
realization	sustantivo	action of achieving something desired or anticipated; fulfilment
recognize	verbo	be fully aware of
regulatory	adjetivo	required, permitted or enacted by a rule or directive passed by an authority
relevant	adjetivo	closely connected or appropriate to the matter in hand
require	verbo	need because it is essential to the fulfilment of something
resource	sustantivo	stock or supply of materials or assets
responsibility	sustantivo	something which a person or organization is required to do or control as part of a job, role or legal obligation
responsible	adjetivo	having an obligation to do something or having control over or care for someone
retain	verbo	keep possession of; not abolish, discard or alter
retrievable	adjetivo	capable of being brought back
safeguard	verbo	protect or prevent something undesirable (from happening)
scope	sustantivo	extent of the area or subject matter that something deals with or to which it is relevant
sequence	sustantivo	a particular order in which related events, movements, etc, follow each other
shall	verbo	ISO/IEC Directives Part 2 Annex G - is to - is required to - it is required that - has to

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Palabra	Forma	Significado
		- only ... is permitted - it is necessary
shall not	verbo	ISO/IEC Directives Part 2 Annex G - is not allowed [permitted] [acceptable] [permissible] - is required to be not - is required that ... be not - is not to be
should	verbo	ISO/IEC Directives Part 2 Annex G - it is recommended that - ought to
should not	verbo	ISO/IEC Directives Part 2 Annex G - it is not recommended that - ought not to
skill	sustantivo	ability to do something well
software	sustantivo	see definition of "product" in ISO 9000:2005 clause 3.4.2
specific	adjetivo	of or relating to a particular subject
specify	verbo	state explicitly, clearly and definitely
statutory	adjetivo	required, permitted or enacted by a written law passed by a body having the power to make laws
strategy	sustantivo	an elaborate and systematic plan of action
suitability	sustantivo	characteristics that are right or appropriate for a particular purpose
suitable	adjetivo	right or appropriate for a particular purpose
supply	verbo	make available for use
systematic	adjetivo	done or acting according to a fixed plan or system; methodical
training	sustantivo	act of teaching a particular skill or type of behaviour through practice and instruction
unambiguous	adjetivo	having only one meaning
utilities	sustantivo	services such as gas, water, electricity, telecommunication, etc.
validate	verbo	carry out validation, see ISO 9000:2005 clause 3.8.5
validity	sustantivo	conformity to fact, accuracy or precision
verify	verbo	carry out verification, See ISO 9000:2005 clause 3.8.4
workspace	sustantivo	area in which work is performed

NOTA: La traducción al español de las normas de la familia ISO 9000 las realiza el grupo ISO/TC 176 Spanish Translation Task Group (STTG) en el que participan representantes de los organismos nacionales de normalización y representantes del sector empresarial de los siguientes países:

Argentina, Bolivia, Brasil, Chile, Colombia, Costa Rica, Cuba, Ecuador, España, Estados Unidos de América, México, Perú, República Dominicana, Uruguay y Venezuela.

Igualmente, en el citado Grupo de Trabajo participan representantes de COPANT (Comisión Panamericana de Normas Técnicas) y de INLAC (Instituto Latinoamericano de Aseguramiento de la Calidad).

El STTG viene desarrollando este trabajo desde su creación en el año 1999 para lograr la unificación de la terminología en lengua española en el ámbito de la gestión de la calidad.