

**Integrated Supplier Information System (ISIS)
Procedure: ISIS Glossary**

Number: ISIS-2004-110

Rev. 0

Effective Date: November 2004

Points of Contact: [ISIS Site Program Managers](#)

Signature:

See signature on back page.

PQS Steering Committee Member

Date

Assessment or Verification	The act of reviewing, inspecting, testing, checking, conducting surveillances, or otherwise evaluating whether items, processes, or services are meeting or are capable of meeting specified requirements. The individual or group conducting the assessment must be knowledgeable of the criteria (e.g. technical requirements, quality system standard) and have experience in conducting assessments. For supplier assessments, the involvement of an ISIS Certified Supplier Lead Auditor is not required.
Certification	The procedure and action, by a duly authorized body, of determining, verifying, and attesting in writing to the qualifications of personnel, processes, procedures, or items in accordance with applicable requirements.
Characteristic	Any property or attribute of an item, process, or service that is distinct, describable, and measurable.
Client	The external entity that issues the prime contract to the company (e.g., Department of Energy, Department of Defense, Environmental Protection Agency, or other entity).
Component	A piece of equipment such as a vessel, pump, valve, core support structure, relay, or circuit breaker, combined with other components to form an assembly.
Corrective Action	Action taken to eliminate the root cause(s) and symptom(s) of an existing undesirable departure from a requirement or nonconformity to prevent recurrence. A corrective action report (CAR) is documentation of that action.
Customer	Usually the internal senior project management and/or the funding source who establishes the requirements via Purchase Order.
Desk Survey	An evaluation of a prospective supplier to determine acceptability to proposed contractual requirements without requiring an at-site visit (may include telephone or email communication with the supplier). Desk Surveys can also be conducted based on one or more of the following criteria: (1) currently on an evaluated supplier's listing with the same commodity, special processes and QA program consistent with the current need; (2) the QA program has not

	changed since the last evaluation/certification (e.g., from centralized to non-centralized, company taken-over, management change that nullifies QA being independent), (3) certification (e.g. ISO 9000) or accreditation (e.g. NVLAP) (4) evidence of on-site QA evaluations for compliance to the QA program by contacting lead auditors from other companies who have conducted audits and obtaining objective evidence, (5) review of QA manual and associated documents when necessary.
Evaluated Supplier Listing	List of suppliers that have been evaluated or re-evaluated to specific requirements, criteria, standards or specifications of a Contract.

Finding or Noncompliance	An audit finding/noncompliance that is a direct departure from a procedural, regulatory, or contractual requirement.
ISIS	Integrated Supplier Information System – A web-based database that is the repository for supplier evaluation information. ISIS is managed by the Procurement Quality Services (PQS) working group.
ISIS Certified Supplier Lead Auditor (SLA)	An individual certified in accordance with the ISIS Certified Supplier Lead Auditor process. The SLA is responsible for organizing and directing the at-site evaluations and acting as the formal interface with the audited organization and the ISIS Site Program Manager. Responsibilities include preparing checklists, briefing team members, preparing the report, issuing the report, assuring the information is entered in ISIS, tracking, evaluating, and ultimately closing corrective actions, and preparing the records package.
ISIS Program Manager	An ISIS user site representative who provides management and oversight of the ISIS program and activities on behalf of the Acquisition Management System for their site.
ISIS Site Administrator	An ISIS user site representative who provides administrative support for implementation and use of the ISIS at their site.
ISIS Supplier Evaluation Record Status	One of four statuses an evaluation record can have in ISIS: <ol style="list-style-type: none"> 1. Draft – record has not been activated. Generally utilized to notify users that an evaluation is either planned or in process. 2. Active – evaluation is complete and current. 3. Active Limited – evaluation is current with limitations or caveats associated with it (e.g. acceptable for commercial grade items only, evaluation had a limited scope, evaluation expires in less than the standard 3 years, supplier has pending corrective/preventive actions) 4. Inactive – evaluation has automatically expired (i.e.

	exceeded 3 years age limit) or has been terminated by the ISIS System Admin. per the ISIS Data Entry and Maintenance procedure.
ISIS System Administrator	An ISIS user representative who provides oversight of the overall administration of the ISIS database for all user sites. The ISIS System Admin. is appointed by the PQS Steering Committee.
Observation	An observation is a weakness that, if not corrected, could yield a departure from a requirement, although the weakness is not necessarily a departure from requirements.
Post-Award At-Site Audit	A planned and documented activity performed at-site, following contract award, to determine by investigation, examination, or evaluation of objective evidence the adequacy of and compliance with established standard, procedures, instructions, drawings/specifications, and other applicable documents, and the effectiveness of implementation.
Pre-Award At-Site Audit	A documented at-site evaluation made of a <u>prospective</u> supplier's management systems <u>prior to contract award</u> to determine if the supplier has the capability to perform to the conditions of award, organization's technical, quality assurance, production, and financial capability. This may include the supplier's quality system, to meet the requirements specified in a request for proposal, work order, statement of work, or a contract.
Procurement Document	Purchase requisitions, purchase orders, drawings, contracts, specifications, or instructions used to define requirements for purchase.
Product	The end product of an organization (i.e., item, part, component, assembly, report, assessment, or service).
Required Supporting Documentation	<p>The following documentation is required for ISIS At-Site Audits and must be attached to the ISIS Supplier Evaluation Record:</p> <ol style="list-style-type: none"> 1. Notification Letter (unless justification is entered in the evaluation history field of the ISIS record – e.g., lack of lead time) 2. List of Entrance and Exit meetings' attendees (separate attendance form or cited in the Audit Report and/or Audit Report Cover Letter) 3. Audit Checklist (scan hand written documents) 4. Audit Report Cover Letter and/or Audit Report 5. Audit Response Letter * 6. Response Evaluation Letter * 7. Close-Out Letter * <p>(* not required if there are no findings):</p>

Root Cause	A fundamental departure from a requirement that results in a finding/noncompliance and must be corrected to prevent recurrence of the same or similar finding/noncompliance.
Root Cause Identification	Root Cause Identification is a step by step method that leads to the discovery of a fault's first or root cause. There is a definite progression of actions and consequences that lead to a failure. A root cause investigation traces the cause and effect trail from the end failure back to the root cause.
Root Cause Analysis	Root Cause Analysis (RCA) is a way of conducting an investigation into an identified problem that allows the investigator(s), and other involved parties, to understand the root, or fundamental, cause of the problem so that it can be corrected. If the root causes of adverse incidents are not addressed the incidents are more likely to recur. The purpose of RCA is to find an effective long-term solution.
Significant Finding/ Noncompliance	A noncompliance having a direct impact to the deliverable or related to a direct health and/or safety violation (e.g., Suspect/Counterfeit items in hoisting and rigging equipment).
Stop Work	An order from the auditor to the auditee to stop work immediately, when applicable, if the audit process detects significant findings/noncompliances
Surveillance	The act of monitoring or observing to verify whether an item or activity conforms to specified requirements.
Technical Representative / Subject Matter Expert (SME)	An individual with the knowledge and expertise to assess a supplier's capability in a specific subject matter, technology or process.

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