

# PART IV – GLOSSARY OF TERMS

For the purposes of the GFSI Benchmarking Requirements, the following terms and definitions shall apply:

Term	Definition	Reference (when applicable)
Accreditation	Third-party attestation related to a Conformity Assessment Body (body that performs conformity assessment activities and that can be the object of accreditation) conveying formal demonstration of its competence to carry out specific conformity assessment tasks. Note: in the GFSI Benchmarking Requirements, “Conformity Assessment Body” is referred to as “Certification Body”.	ISO / IEC 17011
Accreditation Body	Authoritative body that performs accreditation.	ISO / IEC 17011
Attitudes	Relatively enduring organisations of beliefs, feelings, and behavioural tendencies towards socially significant objects, groups, events or symbols	Hogg & Vaughan 2005 p 150
Audit	Systematic, independent and documented process for obtaining objective evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled.	ISO/ IEC 19011 ISO/ IEC 9000
Audit conclusion	Outcome of an audit, after consideration of the audit objectives and all audit findings	ISO 19011:2018 #3.11
Audit criteria	Set of requirements used as a reference against which objective evidence is compared	ISO 19011:2018 #3.7
Audit evidence	Records, statements of fact or other information, which are relevant to the audit criteria and verifiable	ISO 19011:2018 #3.9
Audit findings	Results of the evaluation of the collected audit evidence against audit criteria	ISO 19011:2018 #3.10
Audit plan	Description of the activities and arrangements for an audit	ISO 19011:2018 #3.6
Audit scope	Extent and boundaries of an audit	ISO 19001:2018 #3.5
Auditee	Organisation as a whole or parts thereof being audited	ISO 19011:2018 #3.13
Auditor	Person who conducts an audit	ISO 19011:2018 #3.15
Behaviours	The ability to act in the correct manner in a situation – sometimes referred to as ‘behavioural competencies’	
Certification	A process by which accredited Certification Bodies, based on an audit, provide written assurance that food safety requirements and management systems and their implementation conform to requirements.	
Certification body	A provider of certification services accredited to do so by an Accreditation Body.	
Certification Programme	A documented food safety Certification Programme, which has specified requirements (including standards and normative documents), specific rules and procedures. This shall contain all items required in the GFSI Benchmarking Requirements Document, which includes, but is not limited to: <ul style="list-style-type: none"> <li>• a clearly defined scope</li> <li>• an audit protocol (to define conditions of certificate issuance, audit duration, non-conformity grading, etc.)</li> <li>• a list of auditing requirements</li> <li>• requirements for auditor and certification body personnel competences</li> <li>• an Integrity Program</li> </ul>	

	<ul style="list-style-type: none"> <li>referenced documents which are indispensable for the correct application of the certification programme.</li> </ul>	
Certification Programme Owner	An organisation, which is responsible for the development, management and maintenance of a Certification Programme.	
Code of Professional Conduct	a set of rules and/or principles defined by a body to which a professional must adhere to uphold the integrity of the profession they represent. (normally accompanied by a disciplinary process)	
Competence	Ability to apply knowledge and skills to achieve intended results.	ISO 19011:2018 #3.22
Complaint	Expression of dissatisfaction made to an organisation, related to its product or service, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.	ISO / IEC 9000
Conformity	Fulfilment of a requirement	ISO 19011:2018 #3.20
Continuing professional development (CPD)	Continuing professional development (CPD) is the way in which registrants continue to learn and develop throughout their careers so they keep their skills, knowledge and behaviours up to date and are able to audit safely and effectively.	HCPC NB changed "practice" to "audit"
Control measure	Action or activity that is essential to prevent a significant food safety hazard or reduce it to an acceptable level	ISO 22000:2018 #3.8
Curriculum	The term curriculum refers to the lessons and academic content taught in a school or in a specific course or program. In dictionaries, curriculum is often defined as the courses offered by an educational institution, but it is rarely used in such a general sense in such institutions	Glossary of educational reform
Food safety	Assurance that food will not cause an adverse health effect for the consumer when it is prepared and/or consumed in accordance with its intended use	ISO 22000:2018 #3.21
Food safety culture	<p>Shared values, beliefs and norms that affect mindset and behaviour toward food safety in, across and throughout an organisation.</p> <p>Elements of food safety culture are those elements of the Food Safety Management System which the senior management of a company may use to drive the food safety culture within the company. These may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>Communication about food safety policies and responsibilities</li> <li>Training</li> <li>Employee feedback on food safety related issues</li> </ul> <p>Performance measurement.</p>	
Food safety hazard	Biological, chemical or physical agent in food	ISO 22000:2018 #3.22
GFSI Benchmark Leader	A person, appointed by GFSI, who is assigned to manage the benchmarking process for a specific Professional Recognition Programme application. The person shall have overall responsibility for the benchmarking activities for a specific Professional Recognition Programme application.	
HACCP	<p>Hazard Analysis and Critical Control Point.</p> <p>A system which identifies, evaluates, controls and monitors hazards relating to food safety and specified by Codex Alimentarius.</p>	CAC / RCP 1-1969
Knowledge	The body of information that can be applied in helping to do a job.	
Learning Outcomes	Broad, yet direct statements that describe the competences that learners should possess (i.e., what learners should know and be able to demonstrate) upon completion of a	Kenny, N. (2011). Program-Level

	course or program”	Learning Outcomes. University of Guelph: Teaching Support Services.
Management system	Set of interrelated elements of an organisation to establish policies and objectives, and processes to achieve those objectives	ISO 19011:2018 #3.18
Non-conformity	Non-fulfilment of a requirement.	ISO/ IEC 19011 ISO/ IEC 9000
Normative documents	Documents stating the specified requirements (need or expectation that is stated) such as regulations, standards, and technical specifications. Note: normative documents are part of the Certification Programme.	ISO / IEC 17000
Objective evidence	Data supporting the existence or verity of something	ISO 19011:2018 #3.8
Organisation	Person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its objectives.	ISO / IEC 22000
Prerequisite programme	Basic conditions and activities that are necessary within the organisation and throughout the food chain to maintain food safety	
Procedure	Specified way to carry out an activity or a process.	ISO / IEC 9000
Professional Recognition Body	An organisation, which is responsible for the development, management and maintenance of a Professional Recognition Programme.	ISO 22000:2018 #3.35
Professional Recognition Programme	A documented food safety Certification Programme, which has specified requirements (including standards and normative documents), specific rules and procedures. This shall contain all items required in the GFSI Benchmarking Requirements Document, which includes, but is not limited to: <ul style="list-style-type: none"> <li>• a clearly defined scope</li> <li>• an audit protocol (to define conditions of certificate issuance, audit duration, non-conformity grading, etc.)</li> <li>• a list of auditing requirements</li> <li>• requirements for auditor and certification body personnel competences</li> <li>• an Integrity Program</li> <li>• referenced documents which are indispensable for the correct application of the certification programme.</li> </ul>	
Risk	Effect of uncertainty	ISO 22000:2018 #3.39
Service	Result of at least one activity necessarily performed at the interface between the supplier and the customer, which is generally intangible.	ISO / IEC 17065
Skills	The handling or manipulating things, data or people, either verbally, manually, or mentally to accomplish a task or objective.	
Standard	Document established by consensus and approved by a recognised body, that provides, for common and repeated use, rules, guidelines or characteristics for activities or their results, aimed at the achievement of the optimum degree of order in a given context	ISO / IEC Guide 2
Technical Expert	Person who provides specific knowledge or expertise to the audit team	ISO 9000:2015 #3.13.16

Top management	Person or group of people who directs and controls an organisation at the highest level	ISO 22000:2018 #3.41
Validation	Obtaining evidence that a control measure (or combination of control measures) will be capable of effectively controlling the significant food safety hazard	ISO 22000:2018 #3.44
Verification	Confirmation, through the provision of objective evidence, that specified requirement have been fulfilled	ISO 22000:2018 #3.45