

Annex 3

Terms and definitions for educational organizations on the “Guidelines for the ISO 9000:2000 application proposed on the IWA-2”

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ISO 9000:2000		IWA-2 Proposal
Customer	Organization or individual who receives the product	In the field of education or training a customer can be: Consumer: it is usually the student Customer or buyer: it is usually a person or agency that finances the student; it can also be the student Final user: it is usually the person or the organization that benefits from the acquired learning.
Stakeholder	Person or group who has an interest in the performance or success of an organization	A stakeholder can be a customer, parents association, other educational organizations or the whole society: a group can involve an organization, a part of each or more than one organization.
Process	Activity that employs resources and manages them to facilitate the transformation of inputs into results	Process which has the result of an educational product. Educational products cover different type of learning activities such as training, adult education, primary, secondary or university education.
Educational Product		Product related to education. An educational product usually involves a service supply that includes intellectual informational software and somehow computer software or documents based on the hardware, which contribute to the transference of information and the permanence of them for future reference

ISO 9000:2000		IWA-2 Proposal
Educational Organization		Organization which provides educational products
Educator		Person who delivers an educational product to students. The term used varies from country to country and according to the educational level, for example: teacher, instructor, facilitator or professor.