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Section 3 - Terms and Definitions

3. Terms and Definitions

For the purposes of this manual, the following documents and their corresponding definitions apply to ISO 17025:2017 & AR 3125.

- 3.1. **impartiality -** presence of objectivity
- 3.2. **complaint** expression of dissatisfaction by any person or organization to a *laboratory* (3.6), relating to the activities or results of that laboratory, where a response is expected
- 3.3. **interlaboratory comparison -** organization, performance and evaluation of measurements or tests on the same or similar items by two or more laboratories in accordance with predetermined conditions
- 3.4. **intralaboratory comparison** organization, performance and evaluation of measurements or tests on the same or similar items within the same *laboratory* (3.6) in accordance with predetermined conditions
- 3.5. **proficiency testing** evaluation of participant performance against preestablished criteria by means of *interlaboratory comparisons* (3.3)
- 3.6. **laboratory -** body that performs one or more of the following activities: testing; calibration; sampling, associated with subsequent testing or calibration
- 3.7. **decision rule -** rule that describes how measurement uncertainty is accounted for when stating conformity with a specified requirement
- 3.8. **verification** provision of objective evidence that a given item fulfils specified requirements

Example 1 Confirmation that a given reference material as claimed is homogeneous for the quantity value and measurement procedure concerned, down to a measurement portion having a mass of 10 mg.

Example 2 Confirmation that performance properties or legal requirements of a measuring system are achieved.

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Example 3 Confirmation that a target measurement uncertainty can be met.

Example 4 Confirmation of a test result/opinion by performance of the comparison between the unknown and the known by a different person.

3.9. **validation -** *verification* (3.8), where the specified requirements are adequate for an intended use

Example A measurement procedure, ordinarily used for the measurement of mass concentration of nitrogen in water, may be validated also for measurement of mass concentration of nitrogen in human serum.

- 3.10. **association** a determination that a relationship exists between individuals and/or objects
- 3.11. **audit** a systematic, independent, documented process for obtaining records, statements of fact or other relevant information and assessing them objectively to determine the extent to which specified requirements are fulfilled (ISO/IEC 17000:2004)
- 3.12. **certified reference material** (CRM) reference material, characterized by a metrologically valid procedure for one or more specified properties, accompanied by a reference material certificate that provides the value of specified property its associated uncertainty, and a statement of metrological traceability (ISO Guide 30:2015, modified)
- 3.13. **competency test** the evaluation of a person's knowledge, skills, and/or ability to perform work
- 3.14. **contract** the agreement between the forensic service provider and the customer. A fee for service is not required
- 3.15. **customer** a person or organization that could or does receive a product or a service that is intended for or required by this person or organization. A customer can be internal or external to the forensic service provider
- 3.16. **director** the highest ranking manager
- 3.17. **discipline** a major area of activity in forensic science
- 3.18. **individual characteristic database** a computerized, searchable collection of features, generated from samples of known origin from

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which individual characteristic information originates (e.g., DNA profiles, friction ridge data, or firearm bullet/cartridge case images)

- 3.19. **reagent** a substance used because of its known chemical or biological activity
- 3.20. **reference collection** data or materials of known origin or property, which are maintained for identification, comparison, or interpretation purposes (*e.g.*, mass spectra, motor vehicle paints, wood fragments, firearms, ammunition)
- 3.21. **reference material (RM)** material, sufficiently homogeneous and stable with respect to one or more specified properties, which has been established to be fit for its intended use in a measurement process (ISO Guide 30:2015)
- 3.22. **reference material producer (RMP)** body (organization or company, public or private) that is fully responsible for project planning and management; assignment of, and decision on property values and relevant uncertainties; authorization of property values; and issuance of a reference material certificate or other statements for the reference material it produces (ISO 17034:2016)
- 3.23. **reference standard** a measurement standard designated for the calibration of other measurement standards for quantities of a given kind in a given organization or at a given location (JCGM 200:2012)
- 3.24. **request** the process utilized by a customer when seeking services from the forensic service provider
- 3.25. **sampling** selection of a sample for testing, according to a procedure (ISO/IEC 17000, modified). The approach to sampling can be either non-statistical or statistical
- 3.26. **tender** the response to the customer request for services. This may include an automated notification
- **shall** a requirement
- **should** a recommendation
- may indicates a permission
- can indicates a possibility or capability



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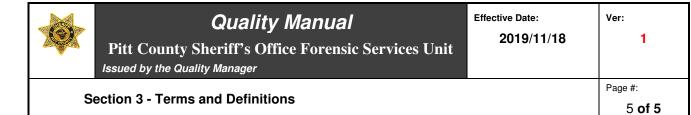
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- **sample** portion drawn from a whole or population for the purpose of examination/testing, not necessarily representative of the whole
- **sample selection** a practice of selecting items to test, or portions of items to test, based on training, experience and competence. In sample selection, there is no assumption about homogeneity

**See Appropriate Sections and Procedures for additional Terms and Definitions.



REVISION HISTORY		
CURRENT VERSION	EFFECTIVE DATE	SUMMARY OF CHANGES
1	2019/11/18	Original version