Term	Reference	Definition	Notes	Status	ID
Source: ISO 9000:2000 "Quality management systems — Fundamentals and vocabulary"					
product	ISO 9000:2000, 3.4.2	result of a process			
procedure	ISO 9000:2000, 3.4.5	specified way to carry out an activity or a process			
Source: ISO 17000:2004 "Conformity assessment — Vocabulary and general principles"					
conformity assessment	ISO17000:2004, 2.1	demonstration that specified requirements relating to a product, process, system, person or body are fulfilled	Conformity assessment includes activities such as: testing and inspection.		
sampling	ISO17000:2004, 4.1	provision of a sample of the object of conformity assessment, according to a procedure			
testing	ISO17000:2004, 4.2	determination of one or more characteristics of an object of conformity assessment, according to a procedure			
inspection	ISO17000:2004, 4.3	examination of a product design, product, process or installation and determination of its conformity with specific requirements or, on the basis of professional judgement, with general requirements			
Source: EU REGULATION 765/2008/EC setting out the requirements for accreditation and market surveillance relating to the marketing of products					
market surveillance	adapted from: 765/2008/EC, art 2 (17)	the activities carried out and measures taken by designated authorities to ensure that products comply with the requirements set out in the relevant legislation and do not endanger health, safety or any other aspect of public interest protection			
market surveillance authority	adapted from: 765/2008/EC, art 2 (18)	authority of a state responsible for carrying out market surveillance on its territory			

Term	Reference	Definition	Notes	Status	ID
making available on the market	adapted from: 765/2008/EC, art 2 (1)	any supply of a product for distribution, consumption or use on the market in the course of a commercial activity, whether in return for payment or free of charge			
placing on the market	adapted from: 765/2008/EC, art 2 (2)	the first making available of a product on the market			
manufacturer	765/2008/EC, art 2 (3)	any natural or legal person who manufactures a product or has a product designed or manufactured, and markets that product under his name or trademark			
authorized representative	adapted from: 765/2008/EC, art 2 (4)	any natural or legal person established within a state's jurisdiction who has received a written mandate from a manufacturer to act on his behalf in relation to specified tasks with regard to the latter's obligations under the relevant state's legislation			
importer	adapted from: 765/2008/EC, art 2 (5)	any natural or legal person established within a state's jurisdiction who places a product from another country on the state's market			
distributor	765/2008/EC, art 2 (6)	any natural or legal person in the supply chain, other than the manufacturer or the importer, who makes a product available on the market			
economic operators	765/2008/EC, art 2 (7)	the manufacturer, the authorised representative, the importer and the distributor			
technical specification	765/2008/EC, art 2 (8)	a document that prescribes technical requirements to be fulfilled by a product, process or service			

Source: EU DIRECTIVE 2001/95/EC on general product safety			
[consumer] product	2001/95/EC, art 2 (a)	any product — including in the context of providing a service — which is intended for consumers or likely, under reasonably foreseeable conditions, to be used by consumers even if not intended for them, and is supplied or made available, whether for consideration or not, in the course of a commercial activity, and whether new, used or reconditioned.	This definition shall not apply to second-hand products supplied as antiques or as products to be repaired or reconditioned prior to being used, provided that the supplier clearly informs the person to whom he supplies the product to that effect.
safe product	2001/95/EC, art 2 (b)	any product which, under normal or reasonably foreseeable conditions of use including duration and, where applicable, putting into service, installation and maintenance requirements, does not present any risk or only the minimum risks compatible with the product's use, considered to be acceptable and consistent with a high level of protection for the safety and health of persons, taking into account the following points in particular: (i) the characteristics of the product, including its composition, packaging, instructions for assembly and, where applicable, for installation and maintenance; (ii) the effect on other products, where it is reasonably foreseeable that it will be used with other products; (iii) the presentation of the product, the labelling, any warnings and instructions for its use and disposal and any other indication or information regarding the product; (iv) the categories of consumers at risk when using the product, in particular children and the elderly	The feasibility of obtaining higher levels of safety or the availability of other products presenting a lesser degree of risk shall not constitute grounds for considering a product to be ‘dangerous’.
dangerous product	2001/95/EC, art 2 (c)	any product which does not meet the definition of ‘safe product’	

serious risk	adapted from 2001/95/EC, art 2 (d)	any risk, including those the effects of which are not immediate, requiring rapid intervention by the public authorities	
producer	adapted from 2001/95/EC, art 2 (e)	(i) the manufacturer of the product and any other person presenting himself as the manufacturer by affixing to the product his name, trade mark or other distinctive mark, or the person who reconditions the product; (ii) the manufacturer's representative, when the manufacturer is not established in the state or, if there is no representative established in the state, the importer of the product; (iii) other professionals in the supply chain, insofar as their activities may affect the safety properties of a product	
recall	adapted from 2001/95/EC, art 2 (g)	any measure aimed at achieving the return of a non-complying product that has already been made available on the market	
withdrawal	adapted from 2001/95/EC, art 2 (h)	any measure aimed at preventing the distribution, display and offer of a non-complying product	
Source: ISO Guide 51:1999 "Safety aspects -- Guidelines for their inclusion in standards"			
safety	ISO51, 3.1	freedom from unacceptable risk	
hazard	ISO51, 3.5	potential source of harm	The term hazard can be qualified in order to define its origin or the nature of the expected harm (e.g. electric shock hazard, crushing hazard, cutting hazard, toxic hazard, fire hazard, drowning hazard).
intended use	ISO51, 3.13	use of a product, process or service in accordance with information provided by the supplier	
reasonably foreseeable misuse	ISO51, 3.14	use of a product, process or service in a way not intended by the supplier, but which may result from readily predictable human behaviour	

Source: ISO Guide 73:2002 "Risk management -- Vocabulary -- Guidelines for use in standards"			
risk	ISO73, 3.1.1	combination of the probability of an event and its consequence	The term "risk" is generally used only when there is at least the possibility of negative consequences.
risk management	ISO73, 3.1.7	coordinated activities to direct and control an organization with regard to risk	Risk management generally includes risk assessment, risk treatment, risk acceptance and risk communication.
risk communication	ISO73, 3.2.4	exchange or sharing of information about risk between the decision-maker and other stakeholders	The information can relate to the existence, nature, form, probability, severity, acceptability, treatment or other aspects of risk.
risk assessment	ISO73, 3.3.1	overall process of risk analysis and risk evaluation	
risk control	ISO73, 3.4.2	actions implementing risk management decisions	
Other			
authority		government body, or body empowered by government to perform public tasks	
state		(i) territory occupied by a country over which a government has jurisdiction; (ii) free trade area formed by a group of countries under a treaty	