

awareness

Definition

attained when people understand their responsibilities and how their actions contribute to the achievement of the organisation's objectives (ISO 9000:2015)

Notes

Note 1: ISO 9001 states, that the organisation shall ensure that persons doing work under the organisation's control are aware of:

1. the quality policy;
2. relevant quality objectives;
3. their contribution to the effectiveness of the quality management system, including the benefits of improved performance;
4. the implications of not conforming with the quality management system requirements.

Note 2: In practice, skills and competencies are very often used interchangeably, but are different.

Note 3: Awareness and Knowledge are also used interchangeably, whereas in training & development, these are considered as categories or labels for proficiency, each with their own specific levels for proficiency.

Relation(s)

[awareness of data quality](#)

Reference(s)

[Factsheet Awareness of Data Quality](#)

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