



Management System Quality

Foundational Article 13 — First Edition

Whole-Quality Institute

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1. Introduction

An organization can have procedures, trained personnel, records, audits, assigned responsibilities, and other formal arrangements—and still fail to make what is required happen in practice.

The opposite can also occur.

A favorable product, service, work result, or other outcome may be achieved even when management has important weaknesses. An experienced worker may compensate for poor planning. A supplier may perform better than the management controlling that supplier would suggest. Redundancy may prevent a failure. A supervisor may personally resolve a problem that the wider management arrangement was not capable of addressing. In a Support Service, a capable Support Worker or family member may temporarily compensate for an organizational weakness.

This creates a separate Quality question:

What is the Quality of the management itself?

Whole Quality addresses this question by allowing the actual management used by an organization to be defined as a separate Quality Object.

A Management System may therefore be examined through the same general Whole Quality methodology used for other Quality Objects.

The central issue is not simply whether management arrangements exist.

It is:

How well does the actual management functioning in practice realize its Intended Function?

This Article examines:

- why Management System Quality requires its own determination;
- what the Intended Function of a Management System is;
- how Management System Function Realization can be resolved into Quality Factors and Quality Indicators;
- what cross-platform work through IQI and AMSI suggests about the invariant Core structure of Management System Quality;
- how Management System Quality relates to Evidence Quality;
- and how Findings, Uncertainty, Traceability, Quality State, and Quality Claims remain bounded within the general Whole Quality architecture.

2. Why Management Requires Its Own Quality Determination

A product or service and the management used in its realization are closely connected.

They are not, however, the same Quality Object.

Consider a product that satisfies its applicable requirements.

That favorable result does not necessarily demonstrate that the management behind it has favorable Quality. Exceptional personnel, favorable circumstances, redundancy, informal intervention, or other conditions may compensate for management weaknesses.

Now consider the reverse.

Management may establish appropriate requirements, competent personnel, sufficient resources, capable determination methods, useful information paths, and appropriate intervention authority. An unfavorable product or service result may nevertheless occur because of a condition beyond the reasonable responsibility or control of that Management System.

Therefore:

PRODUCT / SERVICE / WORK RESULT

≠

MANAGEMENT SYSTEM

and:

PRODUCT / SERVICE QUALITY STATE

≠

MANAGEMENT SYSTEM QUALITY STATE

The two determinations may be related.

One should not automatically substitute for the other.

A favorable result does not automatically prove favorable Management System Quality.

A favorable Management System Quality determination does not automatically prove that every resulting product or service has favorable Quality.

This separation is necessary because Whole Quality seeks to determine the Quality of the defined Quality Object, not to infer one object's Quality from another.

3. The Management System as a Quality Object

The organization itself is not automatically the Quality Object.

The Quality Object addressed in this Article is:

the actual management used by an organization for a defined realization responsibility.

This distinction matters.

One organization may use different management arrangements for different products, services, facilities, programs, projects, lifecycle responsibilities, or operating units.

The Management System should therefore be bounded sufficiently to establish what management is being examined.

The existence of:

- policies;
- procedures;
- manuals;
- organization charts;
- assigned responsibilities;
- software;
- training programs;
- audits;
- certifications;
- records;
- or formal management-system documentation

does not by itself establish Management System Quality.

These may provide Evidence concerning management.

They are not substitutes for determining how actual management functions.

A procedure may exist while actual work differs from it.

Responsibility may be assigned while necessary decisions are not made.

A problem may be correctly identified while no effective action follows.

Information may be recorded but never reach the function that needs it.

A corrective action may be formally closed while the unacceptable condition remains.

Management System Quality therefore concerns actual management functioning in practice, not merely its formal representation.

4. Management System Intended Function

Once a Management System is defined as the Quality Object, its Intended Function must also be established.

At the general level presently supported by cross-platform research, that Intended Function can be expressed as:

To ensure, within the applicable responsibility and authority of the Management System, that the required product, service, work, or other Intended Result is realized as required.

Here, ensure does not mean guarantee every outcome under every possible condition.

A Management System does not necessarily control all:

- external events;
- human actions;
- biological responses;
- environmental conditions;
- technical failures;
- third parties;
- or other dependencies.

Its Intended Function must therefore be understood within its applicable:

responsibility, authority, Boundaries, Interfaces, and Context.

Management System Quality concerns the degree to which the actual Management System realizes this Intended Function.

It does not imply unlimited control.

5. From Function Realization to Quality Factors

The Intended Function alone is too broad to support a sufficiently resolved Quality Determination.

Asking only:

Does management ensure that what is required is realized?

does not reveal what was actually examined.

The Intended Function must therefore be resolved into major dimensions of Management System Function Realization.

Cross-platform work through IQI and AMSI repeatedly produces six fundamental questions:

- What is required?
- Can management realize it?
- Can management determine what is actually happening?
- Can the necessary information remain usable and reach where it is needed?
- Can management act when the actual condition needs to change?
- Can all of these functions remain connected through time, change, and Interfaces?

These questions correspond to six Management System Quality Factors:

1. Requirements Realization
2. Realization Capability

3. Quality-State Determination
4. Quality-State Information
5. Quality-State Influence
6. Lifecycle and Interface Realization

These Factors are not six departments.

They are not six organizational processes.

They are not six documents.

They are not six lifecycle stages.

They are six distinguishable dimensions of Management System Function Realization.

6. How the Architecture Was Derived and Tested

The Management System Quality architecture was not established by selecting familiar management topics or reorganizing clauses from an existing management-system standard.

The analysis began with:

Management System as Quality Object and Management System Intended Function.

Candidate Quality Factors were then examined against distinguishable dimensions of Function Realization and recurring ways in which that Function Realization could fail.

The Factors were tested for:

- necessity;
- distinguishability;
- overlap;
- consequences of removal;
- relationship to Boundaries and Interfaces;
- relationship to Lifecycle and change;
- determinability through Evidence;
- and applicability across materially different Contexts.

The same reasoning was then applied at greater Methodological Resolution to candidate Quality Indicators.

The question was not simply:

Is this Indicator useful?

The stronger question was:

If this Indicator were removed, would a distinguishable condition affecting Management System Function Realization become materially less visible or less determinable?

The resulting architecture was then developed and tested across two materially different applied WQI platforms:

IQI — Infrastructure Quality Initiative and AMSI — American Support Standards Initiative.

The subject matter differs greatly.

Infrastructure management may involve design, construction, engineering, technical acceptance, inspection, operation, maintenance, repair, equipment, physical systems, and long asset lifecycles.

Support-Service management may involve people, Support Workers, person-specific requirements, communication, service arrangements, changing human conditions, rights, preferences, service results, and provider responsibilities.

Despite these differences, the same six major Management System Quality Factors remain recognizable.

At the Indicator layer, the same fifty determination functions also remain recognizable after normalization into WQI-level language.

This does not prove permanent universality.

It provides the present cross-platform basis for treating the structure as a presently supported invariant Core architecture.

7. The Six Management System Quality Factors

7.1 Requirements Realization

Management cannot responsibly realize what is required if it does not sufficiently establish what is required.

Requirements may be:

- incomplete;
- unclear;
- disconnected from the Intended Result;
- allocated incorrectly;
- unverified;
- improperly changed;
- or lost even though they continue to apply.

A highly capable organization working from the wrong requirements can efficiently realize the wrong result.

Requirements Realization therefore examines whether management sufficiently establishes, connects, allocates, verifies, changes, and maintains the requirements necessary to define what must be realized.

7.2 Realization Capability

Knowing what is required is not enough.

Management must possess sufficient capability to realize it.

That capability may depend upon:

- realization methods;
- processes;
- external providers;
- Personnel Competence;
- equipment;
- supporting infrastructure;
- actual realization conditions;
- capability after change;
- and capability under unusual conditions.

The particular capabilities required may differ radically between a pipeline operator, Support Service provider, hospital, manufacturer, laboratory, school, or software organization.

The underlying question remains:

Can management actually support realization of what is required under the applicable conditions?

This dimension is Realization Capability.

7.3 Quality-State Determination

Management cannot responsibly influence a condition that it cannot sufficiently determine.

Inspection, testing, observation, monitoring, measurement, assessment, service information, records, reports, and other forms of Evidence may contribute to understanding actual condition.

But information collection alone does not establish an adequate determination.

Management must address:

- the scope of determination;
- the determination method;
- coverage and sampling;
- assessment-system capability;
- determination competence;
- Evidence selection, representativeness, and use;
- applicable Quality Outcome Criteria;
- result interpretation;
- the resulting Quality-State conclusion;
- and whether that conclusion remains currently valid.

Quality-State Determination therefore concerns management's capability to determine what is actually happening at the resolution needed for its Intended Function.

7.4 Quality-State Information

A correct determination has limited value if its information becomes disconnected from later decisions or actions.

Quality-relevant information may fail in many ways.

It may be connected to the wrong subject.

It may rely upon outdated requirements.

Evidence may become separated from the Finding it supports.

Change history may be lost.

Superseded information may appear current.

Information may be delayed, misdirected, inaccessible, altered, or inadequately protected.

Adverse information may be suppressed.

Uncertainty may disappear as information moves through an organization.

Quality-State Information therefore examines whether Quality-relevant information remains sufficiently identifiable, connected, current, available, communicated, and protected for Management System Function Realization.

7.5 Quality-State Influence

Knowing that a condition is unacceptable does not itself change that condition.

Management may correctly identify a problem, accurately document it, and communicate it to responsible personnel—and still fail if effective action does not follow.

The ordinary-language question is:

Can management act when the actual condition needs to change?

Whole Quality describes this dimension as Quality-State Influence.

It includes the capability for:

- immediate protection, containment, or stabilization;
- appropriate response or disposition;
- sufficient intervention authority;
- timely intervention;
- establishment of an acceptable resulting state;
- consideration of affected scope;
- and action concerning cause and recurrence.

An important distinction follows:

Completion of an action does not by itself establish an acceptable resulting condition.

The resulting condition must itself be sufficiently determined.

7.6 Lifecycle and Interface Realization

Even strong management capabilities can fail where requirements, responsibilities, information, decisions, products, services, or authority cross Interfaces.

A correct requirement may become distorted during transfer.

A properly manufactured component may be incorrectly incorporated downstream.

A correct service requirement may never reach the Support Worker who must act upon it.

A technical modification may be approved but not implemented elsewhere.

Responsibility may exist before and after a handoff but become unclear during the handoff itself.

Lifecycle and Interface Realization therefore examines whether Management System Function Realization remains sufficiently connected through:

- time;
- change;
- Lifecycle conditions;
- transfers;
- handoffs;
- and material Interfaces.

It is not merely another name for lifecycle management.

It concerns continuity across the entire Management System Quality architecture.

8. Why the Six Factors Are Distinct but Interacting

The six Factors interact continuously.

They are nevertheless not interchangeable.

Requirements may be correct while capability is inadequate.

Capability may exist while actual condition is poorly determined.

Determination may be accurate while the resulting information fails to reach the necessary function.

Information may reach the correct function while no one has sufficient authority to act.

Appropriate intervention may begin while an Interface failure prevents it from becoming effective downstream.

Removing one Factor therefore creates a distinguishable loss of visibility into Management System Function Realization.

At the same time, strength under one Factor does not automatically compensate for material weakness under another.

The six Factors form an interacting Quality architecture, not six independent administrative categories.

9. From Quality Factors to Quality Indicators

Each Factor remains too broad for sufficiently resolved determination.

Further Methodological Resolution is required.

This produces the Quality Indicator layer.

An invariant Management System Quality Indicator does not prescribe a universal organizational practice.

It identifies a recurring determination function.

For example:

Personnel Competence may be invariant.

The competence required of a Personal Care Aide, surgeon, welding inspector, software engineer, laboratory analyst, or electrical-grid operator is not identical.

Likewise:

Realization Conditions may be invariant.

The actual conditions required in a hospital, pipeline, Support Service, laboratory, manufacturing plant, or data center may be entirely different.

The Indicator identifies:

what must be examined.

Applicable Quality Outcome Criteria identify:

what condition is expected in the particular application.

This distinction allows the Management System Quality architecture to remain common without imposing identical substantive requirements across domains.

10. The Fifty Management System Quality Indicators

Cross-platform comparison presently supports the following WQI-level Core structure.

Factor 1 — Requirements Realization

- 1.1 Requirements Completeness
- 1.2 Requirements Clarity
- 1.3 Intended-Result Requirement Connection
- 1.4 Requirement Allocation
- 1.5 Requirement Verification
- 1.6 Requirement Changes
- 1.7 Continuing Requirements

Factor 2 — Realization Capability

- 2.1 Realization Method Capability
- 2.2 Realization Process Capability and Control
- 2.3 External Provider Capability
- 2.4 Personnel Competence
- 2.5 Equipment and Supporting Infrastructure Capability
- 2.6 Realization Conditions
- 2.7 Capability After Change
- 2.8 Unusual Conditions

Factor 3 — Quality-State Determination

- 3.1 Determination Scope
- 3.2 Determination Method
- 3.3 Coverage and Sampling
- 3.4 Assessment System Capability
- 3.5 Determination Competence
- 3.6 Evidence Selection, Representativeness, and Use
- 3.7 Applicable Quality Outcome Criteria
- 3.8 Result Interpretation
- 3.9 Quality-State Conclusion
- 3.10 Current Validity

Factor 4 — Quality-State Information

- 4.1 Subject Identification
- 4.2 Requirement Information
- 4.3 Evidence and Records
- 4.4 Requirement and Evidence Links
- 4.5 Lifecycle and Change History
- 4.6 Information Status
- 4.7 Information Communication
- 4.8 Information Protection and Authorized Use
- 4.9 Adverse and Uncertain Information

Factor 5 — Quality-State Influence

- 5.1 Immediate Protection, Containment, and Stabilization
- 5.2 Appropriate Response and Disposition
- 5.3 Intervention Authority
- 5.4 Timely Intervention
- 5.5 Acceptable State
- 5.6 Affected Scope
- 5.7 Cause and Recurrence

Factor 6 — Lifecycle and Interface Realization

- 6.1 Lifecycle Responsibility
- 6.2 Interface Identification
- 6.3 Requirement Transfer
- 6.4 Quality-State Preservation
- 6.5 Responsibility and Authority Continuity
- 6.6 Integration
- 6.7 Change Across Interfaces
- 6.8 Downstream Confirmation
- 6.9 Realization Feedback

The current structure therefore contains:

**6 Management System Quality Factors
and
50 Management System Quality Indicators.**

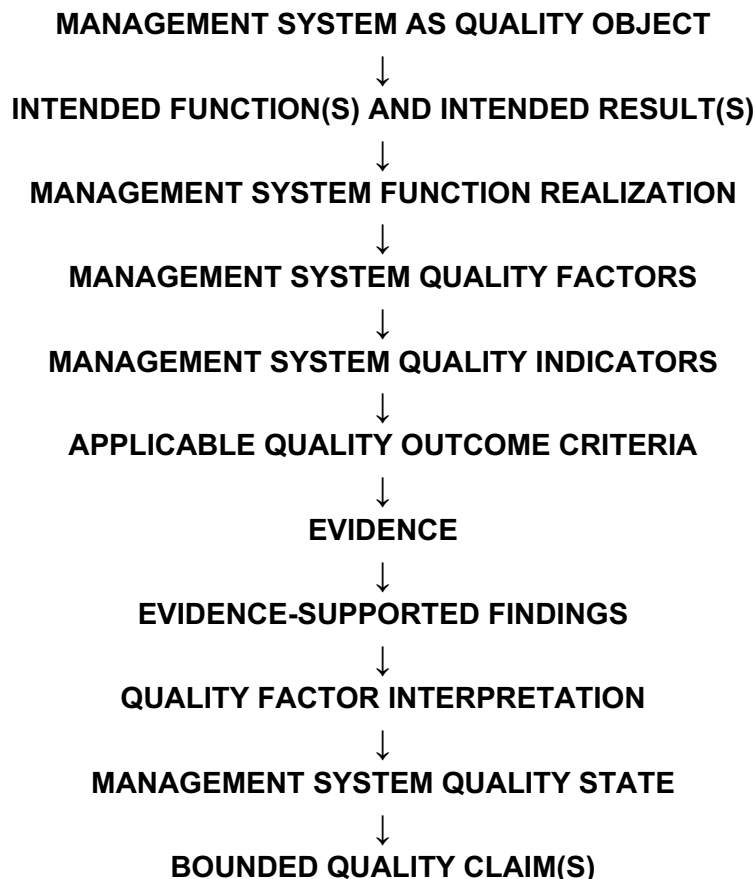
10.1 The Indicators Do Not Determine Quality by Themselves

The six Factors and fifty Indicators establish the invariant architecture through which the Management System is examined.

They do not, by themselves, produce a Management System Quality State.

The determination remains part of the general Whole Quality pathway.

For Management System Quality, that pathway can be expressed as:



This is the same general Whole Quality pathway applied to a Management System Quality Object.

FTA12 establishes that Evidence Quality constrains what can responsibly enter the interpretive part of this pathway: Evidence supports Findings, those Findings contribute to Factor Interpretation, and the resulting interpretation supports Quality State and Quality Claims.

11. Invariance Is Functional, Not Implementational

The most important cross-platform finding is that invariance does not require identical implementation.

Consider:

5.1 Immediate Protection, Containment, and Stabilization

In infrastructure this may involve:

- HOLD;
- isolation;
- containment;
- shutdown;
- restriction;
- or another protective action.

In a Support Service it may involve:

- immediate protection;
- stabilization;
- temporary service adjustment;

- or another action within applicable authority.

In healthcare it may involve stabilization of a patient and restriction of an unsafe activity.

The implementations differ.

The determination function remains recognizable.

The same principle applies to:

1.3 Intended-Result Requirement Connection

IQI may express this through connection to final use.

AMSI may express it through connection between requirements and the actual person and Support Service.

The WQI-level architecture should not force one domain's implementation language onto another.

What is invariant is the determination function—not the procedure, technology, organization, Evidence, criterion, or implementation used to realize it.

12. Management System Quality and Evidence Quality

FTA12 establishes that Evidence used to support Findings has a Quality structure of its own.

FTA13 addresses a related but different question.

A Management System may be responsible for:

- selecting Evidence;
- obtaining it;
- preserving it;
- connecting it to requirements;
- using it in determinations;
- interpreting results;
- communicating Findings;
- and acting on what those Findings indicate.

This does not make Management System Quality and Evidence Quality the same determination.

Management System Indicator 3.6 — Evidence Selection, Representativeness, and Use

This Indicator examines:

whether management appropriately selects and uses an evidentiary basis for the determination it is required to make.

It concerns the functioning of the Management System.

FTA12 asks a different question:

Can the particular Evidence responsibly support the Finding being made?

FTA12 resolves this through:

Evidence Sufficiency
Evidence Trustworthiness
Evidence Applicability

The distinction is therefore:

FTA13 / Indicator 3.6

→ What does management do in selecting and using Evidence?

FTA12 / Evidence Quality

→ What can that Evidence responsibly support?

Both determinations may be necessary.

Neither substitutes for the other.

A Management System may select the right kind of Evidence but the actual Evidence obtained may be unreliable.

Conversely, a highly accurate evidentiary item may be poorly selected or improperly used for the management determination being attempted.

FTA12 also distinguishes Evidence Quality from the Quality of the system or process that produced the Evidence. The same separation applies here.

13. Evidence-Supported Findings in Management System Quality

Management System Quality should be determined from Evidence concerning how management actually functions.

Evidence may include, depending on the determination:

- requirements;
- records;
- decisions;
- communications;
- observations;
- personnel information;
- competence-related Evidence;
- actual actions;
- actual responses to problems;
- changes;
- interface transfers;
- resulting conditions;
- product or service results where relevant;
- and other Evidence concerning actual management.

Documentation can be important Evidence.

It should not be confused with actual management merely because it exists.

A written procedure may provide Evidence of what was intended.

Additional Evidence may be required to determine what actually occurred.

Likewise, an organizational chart may show formally assigned responsibility.

It may not establish whether the responsibility functioned adequately in practice.

The same Evidence safeguards established in FTA12 apply.

Contrary or materially inconsistent Evidence should remain visible.

Where Evidence cannot resolve a material management condition, that condition should remain unresolved rather than being converted into certainty.

Absence of Evidence of a management weakness does not automatically establish that the weakness was absent.

Likewise:

Absence of documentation of an action does not by itself establish that the action did not occur.

The Finding must remain bounded by what the Evidence can responsibly support.

14. Management System Quality, Uncertainty, and Traceability

A Management System Quality Determination may retain material Uncertainty even where substantial Evidence exists.

Some management conditions may be directly observable.

Others may need to be reconstructed from:

- records;
- communications;
- interviews;
- decisions;
- sequences of events;
- actions;
- resulting conditions;
- or other Evidence.

Some relationships may remain partly inferential.

Material Uncertainty should therefore remain visible rather than being converted into apparent certainty during interpretation.

FTA12 distinguishes three related protections:

Evidence Quality

→ Can the Evidence responsibly support the Finding?

Uncertainty

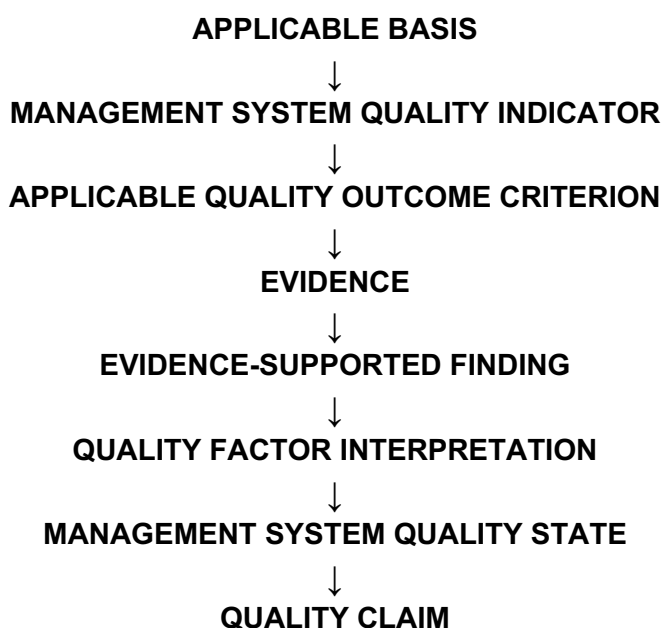
→ What remains not fully known or determinable?

Traceability

→ Can the important relationships through which the determination was reached be followed?

The same distinctions apply to Management System Quality.

For a Management System Quality Determination, Traceability should allow important relationships to be followed through:



Traceability does not prove that a determination is correct.

It does not prove that the Evidence is sufficient, trustworthy, or applicable.

Its role is to make the basis, relationships, assumptions, interpretations, and limitations of the determination visible.

15. Context-Specific Quality Outcome Criteria

Invariant Factors and Indicators do not establish identical requirements for every Management System.

Personnel Competence may be invariant.

The competence required of different personnel is not.

Information Protection and Authorized Use may be invariant.

The applicable confidentiality, cybersecurity, professional, contractual, organizational, or legal requirements may differ substantially.

Immediate Protection, Containment, and Stabilization may be invariant.

What constitutes an appropriate response depends on the Quality Object and Context.

The distinction is:

Invariant Management System Quality Indicators identify recurring determination functions.

while:

Applicable Quality Outcome Criteria establish the expected condition for those functions in the particular application.

This permits one Management System Quality architecture to operate across materially different domains without imposing identical substantive criteria.

16. Management System Quality and Product or Service Quality

16.1 Management System Function Realization

Can the Management System realize its own Intended Function?

16.2 Product or Service Function Realization

Did the managed product, service, work, or other object realize its own Intended Functions and Intended Results?

16.3 Relationship Between Them

What Evidence supports a relationship between the condition of management and the condition or result of the managed Quality Object?

These are connected questions.

They are not interchangeable.

Management System Quality should not be determined by treating the managed product or service as a proxy for management.

Product or service Quality should not be determined by treating management capability as a proxy for the actual product or service condition.

Each Quality Object requires its own Evidence-supported Quality Determination.

Their relationship may then itself be examined where relevant.

This protects against both false reassurance and false attribution.

17. The Scope of the Invariant Management System Architecture

The existence of a presently supported invariant Management System Quality architecture does not mean that every class of Quality Object has the same Quality Factors or Quality Indicators.

The six-Factor / fifty-Indicator structure applies where the defined Quality Object is a Management System of the type addressed in this Article.

Other Quality Objects may require different Factors and Indicators derived from their own:

- Intended Functions;
- Intended Results;
- Function Realization;
- Boundaries;
- Interfaces;
- relevant failure-mode families;
- and required Methodological Resolution.

For example:

Evidence as a Quality Object

has its own invariant Evidence Quality architecture:

3 Evidence Quality Factors and 10 Evidence Quality Indicators.

Infrastructure as a Quality Object

has an infrastructure-specific Quality architecture developed through IQI.

Support Services as Quality Objects

have service-specific Quality architectures developed through AMSI.

The general Whole Quality methodology remains common.

The Quality architecture derived for a particular class of Quality Object need not be identical.

18. Limits of Management System Quality Claims

A favorable Management System Quality determination does not automatically establish:

- regulatory compliance;
- legal compliance;
- certification;
- accreditation;
- product conformity;
- service conformity;
- absence of risk;
- absence of future failure;
- or favorable Quality of every product or service associated with that Management System.

Likewise, certification, accreditation, formal procedures, completed audits, or favorable organizational metrics do not automatically establish a favorable Whole Quality Management System Quality State.

They may provide Evidence relevant to the determination.

The resulting Quality Claim must remain bounded by:

- the defined Management System Quality Object;
- determination scope;
- applicable period;
- Methodological Resolution;
- Applicable Basis;

- applicable Quality Outcome Criteria;
- Evidence;
- Evidence Quality;
- remaining Uncertainty;
- and what the resulting Quality Determination responsibly supports.

19. The Relationship Between FTA12 and FTA13

FTA12 and FTA13 address two different but connected specialized applications of Whole Quality.

FTA12 — Evidence in Whole Quality

Evidence may itself be examined as a Quality Object.

Its Intended Function is to support a Finding concerning actual condition.

Its invariant Evidence Quality architecture is:



FTA12 explains that Evidence Quality constrains what a Finding can responsibly state.

FTA13 — Management System Quality in Whole Quality

Actual management may itself be examined as a Quality Object.

Its Intended Function is to ensure, within applicable responsibility and authority, that what is required is realized as required.

Its presently supported invariant Core architecture is:



The two architectures interact.

Evidence Quality constrains the Evidence-Supported Findings used in determining Management System Quality.

Management System Quality examines how well management itself realizes its Intended Function. Neither substitutes for the other.

20. Research Status and Conclusion

Cross-platform work through IQI and AMSI presently supports an invariant Core architecture of:

six Management System Quality Factors

and

fifty Management System Quality Indicators.

The significance of this result is not that every organization should be managed identically.

It is that materially different forms of management appear to require the same underlying Quality questions to be answered.

- What is required?
- Can management realize it?
- Can management determine actual condition?
- Can Quality-relevant information remain usable?
- Can management appropriately influence the condition?
- Can these functions remain connected through time, change, and Interfaces?

The present architecture should not be treated as permanently closed to future research.

Future applications may reveal:

- a missing determination function;
- hidden overlap;
- unnecessary separation;
- terminology requiring refinement;
- or a need for different Methodological Resolution.

Any revision should itself be justified, traceable, and tested across domains.

For the present state of WQI research, the central finding can be stated as follows:

A Management System is a distinct Quality Object when the actual management used by an organization is separately examined for its capability to realize what is required.

Its Quality cannot be established merely from formal management arrangements, nor inferred automatically from the Quality of the resulting product, service, work, or other managed result.

Cross-platform testing through IQI and AMSI presently supports an invariant Core architecture of six Management System Quality Factors and fifty Management System Quality Indicators. Their invariance lies in the determination functions they preserve, while implementation, Quality Outcome Criteria, Evidence, methods, and organizational arrangements remain Context-dependent.

Different products.

Different services.

Different work.

Different organizations.

Different Contexts.

One presently supported invariant Management System Quality architecture.

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The concepts described in this article are intended to explain Management System Quality, Management System Intended Function, Management System Function Realization, Management System Quality Factors, Management System Quality Indicators, Evidence-Supported Findings, Quality Determination, Quality State, Quality Claims, Uncertainty, Traceability, and their relationships within the Whole Quality methodology. They do not replace applicable laws, regulations, professional standards, engineering codes, clinical guidance, organizational requirements, safety requirements, quality management system requirements, scientific methods, evidentiary rules, or other authoritative references.

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