

# **MPS-Quality Certification Standard**

## **Terms and Definitions**

The MPS-Quality Certification Standard consists of the following documents:

- MPS-Quality Certification criteria
- **MPS-Quality Terms and Definitions**
- MPS Governance
- Instructions for use of the uniform MPS-Vignette

## MPS-Quality terms and definitions

Acceptable supplier	the supplier (of plant material) positively assessed by the participant in terms of delivery performance (price, quality and delivery time), which is registered as such by the participant.
Soil supply	Materials which are added to top up the cultivation layer. Soil supply is used in nurseries where the soil is removed with the root balls.
Nonconformity	something that fails to comply with a standard, specification or agreement.
PCN-free certificate	Potato cyst nematode-free declaration.
Anthos	The Royal Trade Association for Nursery Stock and Flower Bulbs
Soil improvement materials	Materials which are added to improve the cultivation layer. Soil improvement materials are used in situations when the soil components such as organic matter, nutrients and/or mineral elements are not present in the optimum quantities in the soil.
Tree nursery products or perennials	Woody crops supplied in their entirety or as top-graft cuttings, seeds, unrooted cuttings or buds ('bud-eyes'), material from tissue culture, as well as perennials and aquatic plants, all in a living condition.
Certificate	The document, issued by the certification body, that indicates that there is a legitimate expectation that the company named on the certificate acts in accordance with the requirements set out in the MPS-certification criteria.
Certificate holder	Company that has been certified by the certification body on the basis of (part of) the certification scheme, that has obtained the corresponding certificate and is liable to fulfil all obligations arising from the certification scheme (or the appropriate elements of that scheme).
Certification Body (CB):	Organisation licensed by MPS to monitor compliance with the requirements of the certification scheme and entitled to award certificates.
Central Reporting Point for Complaints	the central reporting point for complaints set up by MPS. Under certain conditions, the grower's contacts can register a complaint with MPS. MPS will make these conditions known.
Corrective measure	a measure to remove the source of a detected nonconformity or other undesirable situation.

Document	Recorded information – in any form (e.g. on paper or electronic) – relevant for the quality care system of your company.
Electronic Delivery Note (EAB)	a document intended for electronic dispatch in accordance with the conditions specified by the auction in question.
ENA	European Nurserystock Association
Conditioned storage space	A clean area in which the temperature can be controlled. Products can be stored here.
HBN	Trade conditions Tree Nursery Netherlands (HBN)
Purchasing	the purchase of organic parental material and cultivation material.
Complaint	an expression of dissatisfaction with a product and/or service falling within agreed parameters.
Complaints analysis	The received complaints are evaluated periodically. Based on the conclusions drawn, working methods and operating processes are modified in order to avoid further complaints.
Customer satisfaction survey	An analysis that provides insight into the level of satisfaction of customers regarding the supplied products and services. The aim of a customer satisfaction survey is to tailor the product and the service better to the wishes of the customers and business contacts.
Critical control point	A point or step in the process that is of great importance for maintaining product quality. Through management and control, this risk can be limited to an acceptable level.
Critical cultivation material	those products that have a major influence on the quality and/or quality of the end product.
Quality control point	critical control point at which a check is carried out because any subsequent errors in the process will be irreparable.
Quality manual	a document that describes how the operating processes should proceed, who is responsible for them, how audits are carried out and who is responsible for the audits.
Supplier	company supplying parental material, cultivation material or other required materials.
Naktuinbouw	Dutch Inspection Service for Horticulture
Personnel plan	a document that describes the tasks and responsibilities of staff members, meeting structures and performance appraisal interviews.
Product specifications	specified requirements that the product must fulfil, as agreed with the client or the auction. VBN specifications are displayed at <a href="http://www.vbn.nl">www.vbn.nl</a> .

QI	Quality Index: shows the reliability of the photo, inspection and grading characteristics of the products supplied by a grower on the clock front. Suppliers can distinguish themselves on reliability.
RAG	Quality mark for soil supply and soil-improving materials.
Contact: people	people and/or organisations with whom you maintain business relations and/or share business interests.
RHP	Quality mark for raw materials, potting soils and substrates.
Scope	The description of the activities of a company that is certified against the MPS-SQ certification scheme.
Specification	specifications are understood as the conditions of delivery agreed upon with the client. The VBN product specifications (see <a href="http://www.vbn.nl">www.vbn.nl</a> ) apply to supplies to auctions.
Test phase	the period in the vase/shelf life test during which the products are tested in a simulation of the conditions in the subsequent links of the chain.
Traceability	the possibility to trace a product back to its source with certainty.
Parental material	Plants and plant parts that are intended to be used for the cultivation of flower nursery products, or for propagation or used for that purpose.
VBN	Association of Dutch Flower Auction Houses ( <i>Vereniging van Bloemenveilingen in Nederland</i> )
Responsibility	the obligation to account for the results of his/her actions.
Improvement plan	a document that describes how the grower works towards improving his performance.
Expected value	the expected average vase/shelf life after VBN ( <a href="http://www.VBN.nl">www.VBN.nl</a> ) sales simulation in days following harvest.
VVFN	General terms and conditions of delivery of fruit trees to fruit growers in the Netherlands.