



Secretariat: Canada (SCC)

Secretary: K. Altoft

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## ISO/TC 176 COMMUNIQUÉ

### Introduction

The 21<sup>st</sup> meeting of ISO/TC 176 was held in Bucharest, Romania from October 20<sup>th</sup> to October 25<sup>th</sup> 2003, at the Marriott Grand Hotel. Over 260 delegates from 37 countries and 12 liaisons attended the meeting. The Chair of the TC had the pleasure of announcing during the opening plenary meeting that ASRO, the Romanian host member body, was now a full participating member of ISO/TC 176.

The following are highlights of the work and achievements of the 21<sup>st</sup> Plenary:

- **TC 176 Interpretations Process**

During the opening plenary, the Chair reminded members that earlier this year the ISO Technical Management Board (TMB) approved the change in status of this process from pilot to operational. Eduardo Wohlgemuth, the Convenor of the Working Group on Interpretations (WGI), commented that this move was the result of improvements to the interpretations process over the past year. It was also reported that the working group had met earlier in 2003 to re-evaluate interpretations that had been created using the earlier process. This has resulted in a large number of interpretations approved by the TC that can now be made available to all users of the ISO 9001:2000 standard. ISO/TC 176 members expressed their strong support of the need for public access to this information. At the closing plenary meeting, they requested that the Secretary have the interpretations posted on the publicly available portion of the ISO/TC 176 website by December 1, 2003.

- **Implementation of Horizon 2010 Strategic Plan**

Significant progress was made in the implementation of ISO/TC 176's Horizon 2010 Strategic Plan. Following last year's plenary meeting, the Project Plan Task Group (PPTG) was created to develop a transition plan by which the Technical Committee (TC) could more effectively use the process approach as a critical element of the TC operations. Led by Jack West of the USA, this group finalized its work during the plenary week. At the closing plenary meeting, the TC approved a resolution to adopt the TC Transition plan and disband the PPTG.

Integral to the use of the process approach was the identification of 6 key processes within the TC's activities. Over the past year, P-members nominated "Process Owners" who would help guide the implementation of these processes in TC operations. As part of the preparation for the plenary week, a 2-day Process Owner's workshop was held to further develop the process model. This workshop also included at least one process helper for each process to enhance our resources within the TC. During the plenary week the processes were further refined and a report on their activity was provided by Hervé Mignot, leader of process owner initiative, at the closing plenary meeting.

- **Sector Liaison Forum**

TC 176's Sector Liaison Forum was held to promote the harmonization and alignment of sector needs and the convergence of sector applications, in accordance with the ISO/TC 176 sector policy. The Sector Liaison Forum meeting included presentations from the QuEST Forum (Quality Excellence for

Suppliers of Telecommunications), and the American Petroleum Institute, covering the development of the recently published ISO/TS 29001 (aligned with API Spec Q1) under the auspices of ISO/TC 67.

- **Alignment of Management Systems**

During the plenary week, a group of member body representatives met to discuss the issue of alignment / integration of management systems and whether an ISO guideline is needed on the subject. From the discussion, it became apparent that members (especially some developing countries) felt that they lacked sufficient information on how best to align and integrate management systems within organizations. In the closing plenary, TC members agreed to create a TC task group to gather information on the experiences of organizations that have successfully incorporated requirements of multiple management systems standards. The task group is also being asked to propose an appropriate method for making this information available to the public. There was no clear mandate to create a new work item for a guideline at this time but the task group was asked to progress the subject and gather more information. It is expected that work in this area will be in cooperation with ISO/TC 207, the International Accreditation Forum and ISO/CASCO as appropriate.

With specific reference to the current revision (at DIS stage) of ISO 14001 (Environmental management systems) the Plenary instructed the Chair to attend the next TC 207 Chairman's Advisory Group (CAG) later in 2003 to outline the TC176 issues concerning alignment of the Quality and Environmental System standards, and therefore facilitate improvements to future revision cycles of the standards

- **Twinning**

During the plenary week, members discussed how ISO/TC 176 could implement the concept of twinning within its operations to enhance opportunities for developing countries. During the closing plenary meeting, TC members supported the sharing of leadership/secretariat responsibilities between developed and developing countries for all new activities. To achieve this goal, TC members resolved to create an ad-hoc task group to explore the potential for twinning at the leadership level of the TC, SCs, and WGs, including co-chairing of committees and/or creating Vice-Chair positions.

- **Arabic Translation Task Group**

The Arabic Translation Task Group (ATTG) met during the plenary week to discuss improvements in processes for the translation work. Members agreed that since there were many items of interest that were common to the ISO/TC 207 Arabic Translation Task Force (ATTF), it would be beneficial to work jointly with ISO/TC 207. ISO/TC 176 members gave their support of this initiative and took a resolution inviting ISO/TC 207 to merge their ATTF with the ISO/TC 176 ATTG to create a Joint Arabic Translation Working Group.

- **Spanish Translation Task Group**

The Spanish Translation Task Group (STTG) continued its work on Spanish translations of the ISO 9000 series of Standards. The STTG met earlier this year to coordinate its translation work with other bodies, specifically its counterparts in ISO/CASCO and ISO/TC 207; this effort resulted in the production of a common glossary to improve compatibility of Spanish translations. Translations of ISO 10006 and 10012 were also completed in April 2003. The STTG met in Bucharest to complete translations of DIS 10018, TR 10017 and the SC 2 document N630R2 on outsourcing. Future work for the STTG includes translations of ISO 10005, ISO 10015, and ISO 10019.

### **Subcommittee 1: Concepts & Terminology**

ISO/TC 176/SC 1 had a productive meeting in Bucharest and achieved good progress. All working group meetings had strong participation by delegates from the member bodies.

#### **Results Achieved**

**a) Amendment of ISO 9000:2000**

WG 1 continued their work on the development of the amendment to ISO 9000:2000; based on the consensus achieved, the working draft amendment of ISO 9000:2000 was progressed to a committee draft (Resolution SC 1 4/2003).

**b) Consideration of Document Titles**

As mentioned in last year's plenary meeting, WG1 continued work on the issue of consistency in document titles. The objective is to review the ISO/TC 176 product line and make it easier for the users to recognize the origin and intent of the documents. WG 1 has now created a draft proposal for the structure of document titles and will continue to work on this subject in future.

**c) Terminology Issues**

During the plenary week, SC1 also continued its work on the development of good terminology practice guidelines for WG 1/WG 2 experts and liaisons. WG 2 achieved consensus on key definition issues, notably in the areas of quality planning, validation versus verification, and use of the term "transaction". WG 3 established a liaison process for improvements in working with the various sector applications of ISO 9001 underway in ISO technical committees.

### **Subcommittee 2 - Quality Systems**

ISO/TC 176/SC 2 had a productive meeting in Bucharest and achieved good progress with all its projects. This was assisted by strong attendance at all WG and TG meetings by delegates from the member bodies.

**a) WG 18 Task Group Reports**

**TG 1.11 Customer feedback** - An online questionnaire was developed for soliciting customer and user feedback on ISO 9001 and ISO 9004. Supporting this initiative, ISO Central Secretariat agreed to provide a web site and database to collect and collate the survey results. The survey will be launched in January 2004 and the first results are planned for July 2004.

**TG 1.12 Promotion of the "Process Approach"** - The task group has produced a revision to the Introduction and Support Package (N544R2) Guidance on the Application of the Process Approach to support its use with other management systems.

**TG 1.13 Promotion of ISO 9004 as a path to Business Excellence** - The task group has continued with the development of a guide on the use of ISO 9004 with business excellence models. A first draft of the guide is expected to be available in May 2004.

**TG 1.14 Technical Support for Sector Applications** - The task group has developed a process in alignment with TC 176 Process P5 for providing technical support to sectors in their development of documents based on ISO 9001 or ISO 9004. The process will be available before 2004.

**TG 1.15 Revision of the Introduction and Support Package "Guidance on ISO 9001:2000, Clause 1.2 'Application'"** - The task group has developed a revision to the Introduction and Support Package (N524R4) guidance on ISO 9001:2000, Clause 1.2 *Application*. This will be circulated for 3-month member body review before received comments are resolved and the final

version made available via website.

- b) **Systematic reviews of ISO 9001 and ISO 9004**  
WG 18 recommended that the systematic reviews for ISO 9001 and ISO 9004 should be commenced in the near future. It is expected that if the systematic reviews result in decisions to amend ISO 9001 and revise ISO 9004, the earliest that this work could be completed would be the second quarter of 2008.
- c) **WG 21 – Revision of ISO 10005 Quality Plans**  
WG 21 reviewed the comments that were submitted against ISO/CD 10005.2 and has prepared a draft ready for circulation as a DIS.
- d) **Ad Hoc Group on Quality Planning**  
This ad hoc group was established to decide if there is any need to develop new guidance on quality planning. The results of this work were inconclusive and the AHG recommended that it be disbanded. This was agreed at the SC2 Opening plenary meeting.

### ***Subcommittee 3 - Supporting Technologies***

The SC3 meeting was very productive with strong attendance in the plenary meetings. During the week, four working groups and one ad hoc group proceeded with the ongoing work for their respective subjects. The major achievements to report are:

- a) **WG 10 on Complaints Handling ISO 10018**  
The working group met to review member comments on the DIS 10018 issued earlier this year. An agreement was reached on the text of FDIS 10018 that will be issued shortly for SC 3 member voting.
- b) **WG 11 on Realizing Financial and Economic Benefits**  
Guided by the positive results taken from the CD.1 ballot issued earlier this year, the working group further refined the draft during the plenary week. Based on concerns over adequate consensus, a CD.2 version will be issued shortly.
- c) **Market-based Codes of Conduct/External Dispute Resolution Systems**  
In response to the ISO TMB request to develop guideline documents in the area of Market-based Codes of Conduct (ISO 10001) and External Dispute Resolution Systems (ISO 10002), SC 3 created Working Groups 12 and 13 under a single project leader. In order to ensure compatibility with WG 10, experts from that WG were invited to participate in the work of WG 12 and WG 13. In Bucharest, the two working groups developed a project plan and a design specification in addition to determining the scope and titles of these two new documents.
- d) **Customer Satisfaction Measurement**  
An ad-hoc group, created by SC 3, worked on the desirability and feasibility of providing guidance on customer satisfaction monitoring and measuring. As a result of its deliberations, SC 3 decided to develop a new work item proposal on customer satisfaction measurement.

### **In Closing**



The members of ISO/TC 176, Subcommittees 1, 2, 3 and all of the Working Groups, Task Groups and Project Groups assembled at the 21st Plenary meeting in Bucharest, Romania express their thanks to the ASRO, the Romanian Standards Association for hosting the meeting.

A special note of thanks is extended to United Romanian Breweries Bereprod SRL (Carlsberg – Tuborg Romania), the sole sponsor of the event, for their outstanding efforts in providing staff and administrative support that made the 21<sup>st</sup> Plenary a very successful meeting.