



Secretariat: Canada (SCC)

Secretary: D. Zimmerman

ISO/TC 176 COMMUNIQUÉ

Introduction

The 25th meeting of ISO/TC 176 was held at the Master Congress Centre located in Novi Sad, Serbia from May 19-24, 2008. The TC officers and delegates were warmly welcomed by Ms Jasna Matić, the State Secretary of the Ministry of Economy and Regional Development of the Republic of Serbia. A further welcome was extended by Mr Ivan Krstic, Acting Director of the Institute for Standardization of Serbia, and by the meeting sponsor, Mr Isaac Sheps, CEO of Carlsberg South East Europe.

Over 230 delegates representing 40 member countries and 10 liaison members attended the meeting. ISO/TC 176's current membership includes 80 P-members, 21 O-members, and 28 liaison organizations, allowing the TC to maintain its status as ISO's largest technical committee.

The following are highlights of the work and achievements of the 25th Plenary Meeting:

- **Changes in the Leadership of TC 176**

The TC membership greeted the new Chairman, Dr Gary Cort. Dr Cort is the Vice-President of Software Quality at Research in Motion Ltd, a Canadian-based electronics company. Dr Cort stated that he was extremely pleased to be part of such an important ISO committee. Members offered their congratulations to the outgoing Chairman, Dr Trevor Smith for excellent management of the TC over the past five years. In his address to the TC members, Dr Smith stated that it had been a great privilege to be associated with such an important endeavour and wished his colleagues all the best for the work ahead.

- **20th Anniversary Celebration of ISO 9001**

A celebration was held during the Plenary Week to recognize an important milestone in the work of TC 176: the 20th anniversary of the first publication of ISO 9001. The celebration included a keynote address from Alan Bryden, the ISO Secretary-General and a new video presentation prepared by ISO Central Secretariat. The TC was congratulated by Mrs Borislava Jakšić, the Serbian Assistant Minister of Economy and Regional Development, for its work in the critical area of international quality standards that have had such a positive effect on the global economy. Dr John Davies, Chairman of TC 176/SC 2, commented on the many wonderful people from all around the world who gave their time and energy to developing this important Standard. Isaac Sheps of the Carlsberg organization provided a closing address for the celebration noting that as in many other enterprises, the ISO 9000 model was a critical part of their business management processes.

- **Sector Issues**

TC members agreed to support a new edition of the very successful ISO/TS 16949 sector application for automotive manufacturers and suppliers. The new edition will be produced once the amendment of ISO 9001 has been published.

The TC Secretariat currently maintains a list of sector applications (reference N881) that can be found in the "Document development" folder on the TC 176 website. Contributions to this list can be sent to the



TC Secretariat.

- **TC 176 Conformity Assessment Liaison Group**

The Conformity Assessment Liaison Group (CALG) met during the plenary week. Their meeting included a lengthy discussion on the impact of the upcoming ISO 9001:2008 on users from the conformity assessment perspective. There was consensus on the issue that ISO 9001:2008 does not introduce additional requirements nor does it change the intent of the ISO 9001:2000 standard. Consequently, organizations that are certified to ISO 9001:2000 should be afforded the same status as those who have already received a new certificate to ISO 9001:2008.

- **TC 176 Interpretations Working Group**

The Working Group on Interpretations (WGI) did not meet during the plenary week. To date, the WGI has processed 53 requests for interpretation. Of these requests, 37 have received approval by ISO/TC 176 members and have been posted on the public TC 176 website. In addition, WGI has provided input to ISO/TC 176/SC 2 to assist in the upcoming amendment of ISO 9001. Members congratulated ABNT, the Brazilian member body to ISO, for managing the Secretariat for this work for the past nine years.

- **Arabic Translation Task Force**

The Arabic Translation Task Force (ATTF) did not meet over the plenary week but has continued several translation projects over the past year. The ATTF membership includes eight Arabic-speaking countries and three liaison members. The ATTF will be working under the newly-formed TMB translation coordination group to ensure timely delivery of Arabic materials. It is expected that the ATTF will translate the entire TC 176 portfolio by 2010. In addition, the group plans to review non-standard items such as brochures and supporting materials related to quality management to make these available in Arabic. This effort will support ongoing implementation of ISO 9001 in Arabic countries.

- **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 has representatives from 16 Spanish-speaking member bodies and 2 liaison members. The STTG has now completed Spanish translations of all of the ISO 9000 and 10000 quality management standards, with the exception of ISO 10015 on education, which was published prior to the group's inception in 2000. The STTG has provided support for translation of other important ISO standards including ISO 15161 (quality management for food and drink) and ISO 22000 (food safety management).

Subcommittee 1 - Concepts & Terminology

ISO/TC 176/SC 1 had a productive meeting in Novi Sad and achieved good progress with its projects. The meeting was attended by 19 member bodies and 4 liaisons. The Subcommittee is now chaired by Ms Juçara Lopes de Silva of Eletrobrás, a utilities company based in Brazil.

Results Achieved

- a) **Preliminary Work on New Edition of ISO 9000**

Members of WG 1 continued their work on a preliminary draft of ISO 9000 to be included as a supporting document for the new work item proposal. This will be submitted to the SC 1 membership for ballot in the near future. To support this new edition, SC 1 requested that a workshop be organized during the next ISO/TC 176 Plenary Meeting to share the ideas necessary for the enhancement of quality management system fundamentals.

b) Terminology Coordination

As part of its terminology coordination efforts, ISO/TC 176/SC 1/WG 2 has now expanded its efforts to support terminology discussions in SC 2/WG 18 task groups 1.19 – ISO 9001, 1.20 – ISO 9004 and 1.22 Validation) and SC 3 working groups on ISO 10004, ISO 10018 and ISO 19011.

- c) Coordination with Other ISO Groups** The issue of coordination with other ISO groups involved in creating terminology was discussed during the ISO/TC 176/SC 1/WG 3 meeting. For each liaison (except for IEC/TC 1) a liaison contact person has been nominated from the WG 3 membership. A process to support this liaison structure has been established and will be tested from now until the Tokyo meeting.

Subcommittee 2 - Quality Systems

The ISO/TC 176/SC 2 achieved solid progress in Novi Sad. All working group and task group meetings had excellent participation by delegates from the various member bodies. Attendance for the meeting included 39 P-members, 2 observer members and 10 liaison members.

Results Achieved

a) Amendment of ISO 9001

The Draft International Standard (DIS) version of ISO 9001 was circulated for ballot before the meeting with approval by the SC 2 member bodies. More than 700 comments were received against the DIS and final draft text of the document was prepared to support the upcoming Final Draft International Standard, which is expected to be circulated for ballot in August, allowing for publication of the amended standard in November 2008.

Since the work on ISO 9001 was within a limited scope, there have been a number of comments submitted that were outside of the scope of the project. These will now be forwarded for consideration in the next revision of the standard. SC 2 established a new Task Group to examine concepts and ideas for a future revision to ISO 9001. This group will start its work at the next SC 2 meeting.

Also relating to the amendment to ISO 9001 is the need to update the ISO Handbook: *ISO 9001:2000 for Small Businesses*, to ensure that it will remain aligned to ISO 9001:2008. SC 2 has been asked by ISO/TC 176 to commence such an update.

b) Revision of ISO 9004

In light of discussions on wording in various committee draft versions of ISO 9004, SC 2 undertook major editing of the draft during the Novi Sad meeting. Included in this editing was the re-introduction of references to "sustainable success" while maintaining full compliance with the direction provided by the ISO Technical Management Board.

Over 850 comments were received with the Committee Draft 3 version in advance of the meeting. In reviewing the issue of "sustainable success" it was decided to use the phrase "sustained success" instead, as being closer to the concept intended to be described in the standard. The DIS version is now expected to be circulated in August, providing that ISO/TMB acceptance is first given with regards to the wording issues.

Subcommittee 3 - Supporting Technologies

The SC 3 meeting was very productive with good attendance in the plenary and working group meetings. During the week, five working groups and one ad hoc group continued their ongoing work in their respective projects.

Results Achieved

a) ISO 19011 on Auditing

The recently established WG 16 met for their first time to work on a new edition of this Standard. The WG has included representatives from other ISO groups involved with management systems audits to further enhance application of ISO 19011 to address management systems audits covering environment, food safety, supply chains, IT security and other topics.

Since this was the first meeting of the WG, the emphasis was on planning for the development project. This included preparation of a work plan and the establishment of task groups to address various aspects of the ISO 19011 revision.

b) Customer Satisfaction Standards Activities

SC 3 conducted an overall review of the 4 guideline standards that now constitute the customer satisfaction portfolio:

ISO 10001 on Market-based Codes of Conduct

ISO 10002 on Complaints Handling

ISO 10003 on External Dispute Resolution Systems

ISO/TS 10004 on Monitoring and Measuring Customer Satisfaction (under development)

WG 14 met to continue their work on the ISO/TS 10004 document. During their meeting, a new Committee Draft 3 was created; as a result of the consensus achieved, SC 3 agreed to have the document sent for ballot later this year.

Now that WG 12 and 13 covering ISO 10001 and 10003 have been disbanded, SC 3 will retain a team of experts in the customer satisfaction area to support harmonization between these guidelines.

c) ISO 10018 on People Aspects

WG 15 continued its work on the first working draft of this standard over the plenary week; it is expected to issue a new working draft later in the year.

d) Guidance on Time, Speed and Agility

A study group on time, speed and agility as aspects of quality management met to review a recent issued report on the need and feasibility for an ISO standard in this area. SC 3 requested the study group to develop some basic concepts for posting on the ISO website to further support the global discussion and development of this subject.

In Closing

The members of ISO/TC 176, Subcommittees 1, 2, 3 and all of the Working Groups, Task Groups, and Project Groups who participated at the 25th Plenary meeting in Novi Sad express their thanks to the Institute for Standardization of Serbia for hosting the meeting.



A special note of thanks is extended to Carlsberg Srbija d.o.o., the sole sponsor of the event, for their outstanding efforts in providing staff and administrative support, which made the 25th Plenary a very successful meeting.

The next meeting of ISO/TC 176 and its Subcommittees is being planned for February 2009. The TC Secretariat has accepted a kind offer by the Japanese Industrial Standards Committee, Japan's ISO member body, to hold the meeting in Tokyo, Japan during the week of February 23-28, 2009.