



Secretariat: Canada (SCC)  
Secretary: D. Zimmerman

---

## ISO/TC 176 COMMUNIQUÉ

### Introduction

The 26th meeting of ISO/TC 176 was held at the Tokyo International Forum located in Tokyo, Japan from February 23-28, 2009. A warm welcome was provided by Mr Kyoichi Hirota, Director General of the Japan Industrial Standards Committee (ISO's Japanese member body), Mr. Sadao Takeda, Director General of the Japanese Standards Association, and Dr Yoshinori Iizuka, head of the Japanese mirror committee to ISO/TC 176.

The meeting was attended by 218 delegates representing 39 member countries, 2 observer countries, and 13 liaison members. ISO/TC 176's current membership includes 81 P-members, 21 O-members, and 29 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 26<sup>th</sup> Plenary Meeting:

- **TC 176 Conformity Assessment Liaison Group**

The Conformity Assessment Liaison Group (CALG) met during the plenary week. Their meeting included discussions on a variety of topics including: the differences between product certification and management system certification, current work in ISO/CASCO on 3<sup>rd</sup> party certification auditing, and the need to provide ongoing support of the credibility of ISO 9001 certifications to support ISO's reputation in this area.

- **Sector Issues**

The new edition of the very successful ISO/TS 16949 sector application for automotive manufacturers and suppliers is now completing the ballot phase. The new edition will be published by ISO in the coming months.

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.

- **Auditing Practices**

The Auditing Practices Group (APG) met to review its collection of guidance documents on management system auditing. The collection has been updated to reflect changes brought about by the publication of ISO 9001:2008. A recent addition to the collection is guidance on writing audit reports. All of the APG papers are publicly available at: [www.iso.org/tc176/iso9001auditingpracticesgroup](http://www.iso.org/tc176/iso9001auditingpracticesgroup).

- **Arabic Translation Task Force**

The Arabic Translation Task Force (ATTF) met over the plenary week to continue their mission of providing translations of the ISO 9000 series of standards into Arabic and supporting quality

management in Arabic-speaking economies. The ATTF membership includes nine Arabic-speaking countries and three liaison members. The ATTF operates under the TMB translation coordination group to ensure timely delivery of Arabic materials. It is planned for the ATTF to translate the entire TC 176 portfolio by 2010. This effort will support ongoing implementation of ISO 9001 in Arabic countries.

- **Spanish Translation Task Group**

The Spanish Translation Task Group (STTG) continues its work on Spanish translations of the ISO 9000 series of standards, although the group did not meet in Tokyo. The STTG has representatives from 16 Spanish-speaking member bodies and 2 liaison members. The last meeting was held in July 2008; the STTG has now completed the Spanish translation of ISO 9001, including the guidance and supporting documents. Future work of the STTG will include translation of ISO 9004 (now moving to FDIS), the new edition of ISO/TS 16949, and the ISO 9001 handbook for small business.

- **TC 176 Interpretations Working Group**

The Working Group on Interpretations (WGI) met briefly during the plenary week. The WGI has reviewed a process to withdraw certain interpretations as a result of the publication of ISO 9001:2008. All approved interpretations are posted on the public TC 176 website. The Technical Committee approved a resolution to move the WGI work directly under Subcommittee 2, since that committee is directly involved in the development of ISO 9001.

### ***Subcommittee 1 - Concepts & Terminology***

ISO/TC 176/SC 1 had a productive meeting in Tokyo and achieved good progress with its projects. The meeting was attended by 17 delegates representing 12 member bodies and 4 liaisons.

#### **Results Achieved**

- a) **Workshop on Quality Management Principles and the Future of ISO 9000**

The SC 1 Secretariat conducted a workshop over the plenary week on quality management principles and the future of ISO 9000. This was attended by 35 delegates from across TC 176. Several presenters highlighted processes and issues to be considered in quality management. This generated a lot of discussion on the future of ISO 9000. The material from the workshop will be forwarded to SC 1 as it starts work on a revision of ISO 9000.

- b) **Revision of ISO 9000**

SC 1 continues its work on a design specification for a revision of the ISO 9000 quality fundamentals and terminology standard.

- c) **Coordination with Other ISO Groups** The issue of coordination with other ISO groups involved in creating terminology was discussed. For each liaison (except for IEC/TC 1) a liaison contact person has been nominated from the WG 3 membership. There is an ongoing process to support this liaison structure to ensure that SC 1 receives input from other bodies developing terms and definitions related to quality management.

## **Subcommittee 2 - Quality Systems**

The ISO/TC 176/SC 2 had a very productive meeting in Tokyo. All working group and task group meetings had excellent participation by delegates from the various member bodies. Attendance for the meeting included 41 P-members, 1 observer member and 13 liaison members.

### **Results Achieved**

#### **a) Publication of ISO 9001:2008**

The latest version of ISO 9001 was published in November 2008 after a successful final ballot of the SC membership in mid 2008. In support of the publication of ISO 9001:2008, the “ISO 9000 Introduction and Support Package” documents (available from the SC2 web site [www.iso.org/tc176/sc2](http://www.iso.org/tc176/sc2)) have been updated to assist users of the ISO 9001 document.

The publication of ISO 9001:2008 now allows the subcommittee the opportunity to undertake a review on the future of this important standard. A task group has been created to study the future directions that could be taken by Subcommittee 2 in developing future editions of ISO 9001. The task group will conduct detailed research and will provide feedback on the future of ISO 9001. This work will likely continue over the next few years.

Work is underway on the update of the popular ISO Handbook: *ISO 9001:2008 for Small Businesses*, to ensure that it remains aligned to new ISO 9001:2008 standard. It is expected that the new edition of the handbook will be published by ISO later this year.

#### **b) Revision of ISO 9004**

The revision of ISO 9004, now titled “Managing for the sustained success of an organization — A quality management approach”, is nearing completion as the Draft International Standard version was approved by letter ballot earlier this year. A significant number of comments were reviewed during the Tokyo meeting. It is expected that the new edition will be published by the end of 2009.

Work during the Tokyo meeting focused on providing supporting documents for ISO 9004. This includes the development of a brochure on quality for senior managers, and a guide on the use of the ISO 9004 Self-Assessment tool. An additional document on promoting the use of ISO 9004 for use national standards bodies is being developed in parallel with the ISO 9004 standard.

#### **c) Retirement of Dr. John Davies, Chairman of Subcommittee 2**

It was announced that Dr. John Davies was retiring as Chairman of Subcommittee 2, a post he has held since 1986. During his tenure, he has overseen the publication of every edition of ISO 9001 standard. Members congratulated him on his long service to the quality management community.

## **Subcommittee 3 - Supporting Technologies**

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

## Results Achieved

### a) ISO 19011 on Auditing

The new edition of this Standard is being developed by Working Group 16. This 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.

This was the third meeting of the WG, which has is now working on Working Draft 2 of ISO 19011. It is expected that the first Committee Draft will be developed during 2009.

### b) Customer Satisfaction Standards Activities

WG 14 met to continue their work on the ISO/TS 10004 document. As a result of the consensus achieved, SC 3 agreed to have the document sent for approval ballot later this year. It is expected that the SC will agree to continue work in this area by starting work on an International Standard version of this document once it has been published as a Technical Specification.

As a result of a request from the ISO Technical Management Board, SC 3 is now starting work on a new standard in the customer satisfaction area. The new work will cover the area of guidelines for business to consumer e-commerce. This will be included in SC 3's suite of customer satisfaction standards.

To better coordinate development of customer satisfaction standards, SC 3 has created a Customer Satisfaction Liaison Team. This group will look at all such standards for consistency in structure, guidance text and other related areas.

### c) ISO 10018 on People Involvement and Competence

WG 15 continued its work on the third working draft of this standard over the plenary week; it is expected to issue a Committee Draft for Comment version later in the year.

## 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 26<sup>th</sup> Plenary meeting in Tokyo express their thanks to the Japanese Industrial Standards Committee (JISC) for hosting the meeting.

A special note of thanks is extended to the Japanese Standards Association (JSA) for their outstanding efforts in providing staff and administrative support. The TC members also thank the sponsors of the event,

- Japan Accreditation Board for Conformity Assessment,
- Japan Association for Certification Bodies
- Japan Auditors Training Association,
- Ricoh Company Ltd., and
- FUJITSU Ltd

who made the 26<sup>th</sup> Plenary a very successful meeting.

The next meeting of ISO/TC 176 and its Subcommittees is being planned for June 2010. The TC Secretariat has accepted a kind offer by the Instituto Colombiano de Normas Técnicas y Certificación, the Colombian ISO member body, to hold the meeting in Bogota, Colombia during the week of June 7 - 12, 2010.