



JSA's Efforts Towards the 21st Century

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As the world moves into the 21st Century, it seems as though "computerization" and "the environment" will remain as keywords within societies, with "declining birthrate and aging population" also gaining significance. The progress made in information technology and telecommunications sectors around the world in the 20th Century has been particularly remarkable and it appears as though the barriers between markets are diminishing. In light of this, we are now facing an era full-fledged competition, from the individual to the national level, with the velocity of change occurring at breakneck speed.

The central roles in the private sector that JSA must fulfill in Japan's national standardization programs, in order to keep up with these trends, are 1) to be in the forefront of standard development initiatives and 2) to enhance the

framework for industrial initiatives in standards development, (which includes taking swift measures for electrification), as illustrated below:

- Provide support for ensuring the prompt execution of JIS development work through the introduction of IT tools for use from the early draft stages through to publication stages.
• Provide support for the electrification of national ISO/IEC activities.
• Take measures towards the provision of standards information in electronic format.

I certainly hope that our standardization programs generate interest within our society and economy as we reach into the 21st century.

"IT Seminar 2000" and the "Seminar on the Vienna Agreement"

Two seminars co-hosted by JSA and JISC were held on February 15th/16th and 22nd/23rd respectively, in Tokyo. The first seminar, entitled "IT Seminar 2000 ~ Use of IT tools in the standards development process" focused on the IT tools offered by the ISO Central Secretariat (including the work of ITSIG) whilst the second seminar, entitled

"Seminar on the Vienna Agreement ~ How to interact with the European standards organizations and in the European standardization process" focused on an agreement drawn up between the ISO and CEN (European Committee for Standardization), known as the Vienna Agreement, and associated issues. A total of 240 people attended the seminars, including 9 participants from China, Korea, Indonesia, Malaysia, the Philippines, Singapore and Thailand who were invited to attend under JSA sponsorship. Common issues were raised and solutions sought in each of the seminars. The seminars also offered an opportunity for participants to discuss future measures in the respective fields concerned.

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International participants at the IT Seminar 2000



First day of the Seminar on the Vienna Agreement

## Work of the ISO/TC201 Secretariat

The work of the ISO/TC201 (Surface chemical analysis) began in January 1992 with the objective of applying the results of international collaborative projects arising at VAMAS (Versailles Project on Advanced Materials and Standards), initiated in 1983, to international standardization work. The secretariat of ISO/TC201 was allocated to JISC (Japan) and JSA holds the secretariat for the TC 201 national committee. Technical support for standards development was also provided to ISO/TC202 (Microbeam analysis, Secretariat – China) which was established at the same time as TC201 and shares a similar technical field.

TC201 and TC202 cover the development of international standards with views to promoting the development of leading edge technology and materials, improving analysis techniques and aiming towards rational economic activity. These leading edge technologies, which are deployed in fields where the surface composition of semiconductor materials, steel materials and polymers are analyzed, include glow discharge spectroscopy, Auger electron spectroscopy, X-ray photoelectron spectroscopy, Secondary

ion mass spectrometry, Electron probe microanalysis, and Analytical electron microscopy.

TC201 consists of 8 sub-committees, from SC1 (Terminology) to SC8 (Glow discharge spectroscopy). Japan's efforts include undertaking the secretariat work of SC4 (Depth profiling), SC6 (Secondary ion mass spectrometry) and SC8, in addition to TC201.

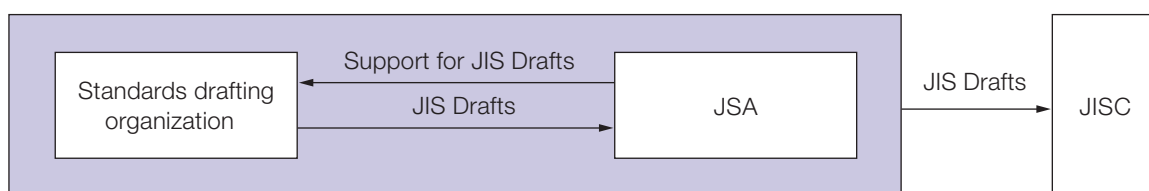
Since they were established 7 years ago, TC201 has deliberated 30 draft international standards and TC202 has deliberated 11. Out of these, 2 are now International Standards with 7 more at the DIS stage. Furthermore, Japan proposed and is convener of 15 of the total 41 proposals. At the TC201 international meeting held in Spain in September 1999, a further 10 new work items were proposed, hence expanding the development of international standardization work and the positive activities of experts from member countries.

## JSA's Support to JIS Drafts

Japanese national standards, JIS (Japanese Industrial Standards) are deliberated and established by the Japanese Industrial Standards Committee (JISC) according to the rules of the Industrial Standardization Law.

JIS drafts are developed by various industrial and academic associations before the final draft is submitted to JISC for deliberation. The "Public Support System for JIS Developers", which JSA coordinates, plays a vital role in the development process of JIS drafts by the various bodies. Through this system, JSA offers both financial and technical support to the standards development organizations. The outline of this system is illustrated below:

### *Public Support System for JIS Developers*



In the fiscal year 1999, 104 drafting organizations used our Public Support System for JIS Developers to draft a total of 370 JIS. The following table illustrates a breakdown of the JIS developed.

Field	Established	Revised	Total
Materials and machinery	113	126	239
Environmental life	19	18	37
Information electronics	72	13	85
General	3	6	9
<b>Total</b>	<b>207</b>	<b>163</b>	<b>370</b>

## Activities of Information Technology Research and Standardization Center (INSTAC)

### Focusing on measures for international contributions to standard activities within information-communications related technology sector.

INSTAC has set up a committee to examine methods of increasing productivity of standards activity in the information-communications related technology field and systems for furthering international contributions to the field. The committee consists of representatives from communications-related sectors, the government and academia. The committee decided and began working on the following items: offering solutions for more timely standardization efforts, issues concerning de-jure and de-facto standards, nurturing of human resources and the relationship between the private and public sectors.

### Research into standardization for new technology fields

INSTAC is actively researching the standardization of object-orientated software components and agent technology, both of which are considered to be major topics among IT projects for the future. In software component standardization, research is being carried out with the aim of establishing and standardizing media techniques for the reediting and redistribution of for example, software components, with intellectual property copyrights using the nationally devised Intelligent PAD\*.

Agent technology is also thought to have many possible applications and so standardization in this field that facilitates communication between the agents offered by different companies is being examined.

*\*Intelligent PAD is a technology containing data known as PAD which makes the development of application programs feasible through the arrangement and superimposition by computer of just the visible functions of the software components. The interface between PADs is being standardized and it is likely that PAD components will be distributed from IP consortia free of charge.*

### Development of JIS based on related international standards

INSTAC, the largest national organization concerned with the development of JIS in the field of information and communications, continued its standards development program last year with around 16 multimedia and security related drafts being registered as JIS by the end of November. A further 15 JIS were released in the form of technical reports and more drafts were scheduled for registration as JIS by the end of the year.

### Completion of the JIS for Additional Kanji Codes

Until recently in Japan, there were no JIS standards for kanji (Chinese character) codes that comprehensively covered the names of Japanese people and places. Given this situation, INSTAC began a survey three years ago to extract and compile kanji from the telephone directories of NTT (Nippon Telephone and Telegraph) for the names of people, from the Land and Geography Association for administrative names and from the Land and Geography Institute for nature parks and other nature sites. Kanji from current ordinances, authorised textbooks and academic terminology compiled by the Ministry of Education were used as supplements for the ordinance and education fields. After conducting several public reviews in order to reflect public opinion, the JIS X 0123 was released this fiscal year (1999). As a result of this, a further 4347 characters have been coded, adding to the 6979 characters coded in the current JIS X 0208.

## The JSA's English web site is now open!

For online information in English on JSA's activities and JIS standards, please visit our web site (<http://www.jsa.or.jp/>).

The main contents on the site are:

#### STANDARDIZATION ACTIVITIES

information on international standardization activities and IT research at JSA

#### JIS CATALOGUE

search for JIS standards and information on how to order them

#### PUBLICATIONS

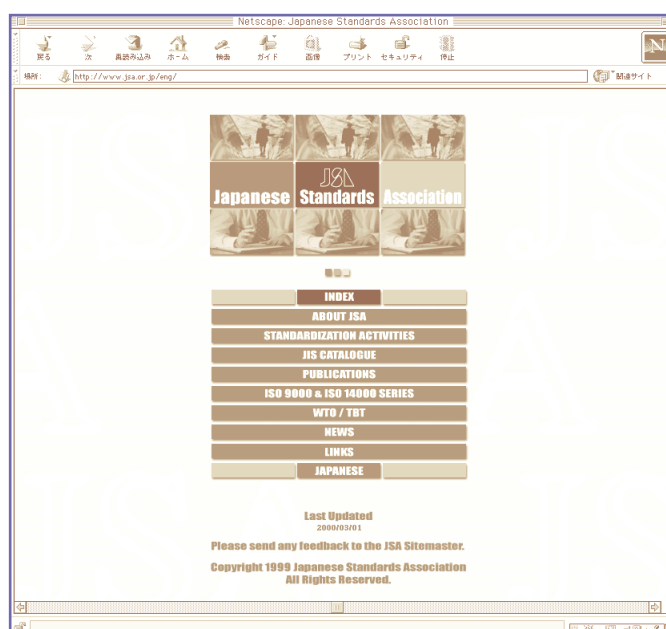
search for English publications other than JIS standards and information on how to order them

#### ISO 9000 & ISO 14000 SERIES

information on quality management system assessment and environmental management system assessment

#### WTO/TBT

standards information of non-governmental bodies accepting the WTO/TBT Code of Good Practice



## The JIS Draft : Consumer complaints handling – Guideline is now under deliberation

Under commission from the Agency of Industrial Science and Technology (AIST, MITI), JSA has been undertaking a project for the fiscal year 1999 entitled “*Research into international standardization of consumer protection*”. The committee on complaints handling, set up as part of the project (Chairman: Professor T. Matsumoto, Graduate School, Hitotsubashi University, Secretariat: Standards Development Division, Standards Engineering Department, JSA, henceforth referred to as “the committee”), is currently examining the JIS Guideline draft which sets out benchmarks on how to deal with complaints from customers as an integral part of the customer service provided by companies and other organizations.

The committee made the draft available to interested parties and members of the public by posting it on the JSA web site (<http://www.jsa.or.jp/>). The objective was to obtain comments and opinions from a variety of people representing differing viewpoints and to use these as reference when developing the final draft.

The committee intends to submit its draft as a CD to JISC for deliberation in March, 2000. The standard will not hold any legislative power but is likely to have a certain degree of impact on competing companies in the marketplace if consumers give recognition to those adopting the standard.

Standards on complaints handling have already been established in the U.K. (BS 8600-1999: Complaints management systems- Guide to design and implementation: English/Japanese version) and Australia (AS 4269-1995: Complaints handling).

On the international front, the issue of consumer complaints handling is already being discussed at COPOLCO (Committee on consumer policy), established under the ISO Council. At the 1999 COPOLCO General Meeting held in Washington D.C. last May, consensus was reached over the proposal that ISO should take the initiative for the development of an international standard for consumer complaints handling.

The draft standard, in the form of a guideline, will set out requirements which will allow companies and organizations to handle complaints promptly and in an appropriate manner so as to improve the level of customer satisfaction. With complaints handling forming a part of the diverse social responsibilities that companies should bear, such activities will not only bring benefits to the organization concerned, but also leads to an increase in consumer confidence which in turn contributes to the construction of a more consumer-friendly society.

### Announcements



#### ISO/TC176 Kyoto Plenary meeting

The 18th ISO/TC176 Kyoto Plenary meeting will be held from 29th June to 9th July, 2000 at the Kyoto International Conference Hall in Kyoto, Japan. It is the 2nd time for the ISO/TC176 plenary to be held in Japan. At ISO/TC176, the revision of the ISO 9000 series is currently being undertaken by ISO/TC176/SC1 and ISO/TC176/SC2/WG18 with the aim of being published in the 4th quarter of the year 2000. At the 17th ISO/TC176 San Francisco Plenary meeting, three CD2 9000s (CD2 9000, CD2 9001, CD2 9004) were approved to proceed to DIS stages. The three DISs (DIS 9000, DIS9001 and DIS 9004) have been circulated to each member body for 5 months voting from 25 November, 1999. The main objective of the Kyoto Plenary meeting is to develop three Final Draft International Standards (FDISs) of ISO 9000 series:2000 based on the voting results of these three DISs. The subsequent FDISs will be circulated to member bodies for 2 months voting in September, 2000 and the resulting three International Standards will be issued by the end of the year 2000.

#### ISO/COPOLCO General Meeting

The ISO/COPOLCO General Meeting will be held on 22nd (Mon.) to 24th (Wed.) May, 2000 at the Kyoto International Conference Hall in Kyoto, Japan. The theme of the workshop, which is to be held on the first day of the meeting, is “*Consumer Protection in the Global Market ~Using Standards as a Safeguard*”. Topics to be covered include “*Access for all: Social aspects of globalization*” and “*Key issues for the consumer: privacy, safety, informed choice*”. The afternoon session will also include a panel discussion on “*Consumer protection in a society of leading-edge technology*”. The COPOLCO plenary meeting will follow on 23rd and 24th May.

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