



Secretariat: Canada (SCC)

Secretary: K. Altoft

ISO/TC 176 COMMUNIQUÉ

Introduction

The 22nd meeting of ISO/TC 176 was held in Kuala Lumpur, Malaysia from November 30th to December 5th 2004, at the JW Marriott and Ritz-Carlton Hotels. Members were welcomed by Y Bhg Tan Sri Dato' Ir Wan Abd Rahman, Chairman of the Malaysian Standards and Accreditation Council and Y B Dato' Sri Dr. Jamaludin Mohd Jarjis.

Over 260 delegates from 34 countries and 14 liaisons attended the meeting. ISO/TC 176's current membership includes 75 P members, 21 O members, and 36 liaison organizations, allowing the TC to maintain its status as ISO's largest technical committee. The Secretary was pleased to inform the members that ISO/TC 176/SC 2 was recently awarded the Larry Eicher Award for excellence in creative and innovative standards development.

The following are highlights of the work and achievements of the 22nd Plenary:

- **Implementation of Horizon 2010 Strategic Plan**

TC 176 is continuing the implementation of its *Horizon 2010* Strategic Plan, with a focus on adopting the process approach in its operations. The TC has identified its key processes and appointed process teams further refine the process mapping. These teams have conducted three specific studies to validate the TC 176 process model. These studies included:

- Product development: mapping processes to the activities in the creation of ISO 9001:2000,
- Strategic Issues: identifying processes as applicable to the Social Responsibility and Management System Standards issues, and
- New Work Items: reviewing processes involved in developing new work in the TC.

A workshop was held during the plenary week in which processes P0 (TC management), P1 (Surveying needs), and P5 (management of sectors) were reviewed by TC members. A final design review will be conducted in mid-2005 for consideration by the TC membership at the next 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 IATF (Automotive sector), IAEA (Nuclear), and a municipal government initiative. It is expected that the ISO/TC 176 guidance to the ISO sector policy will be issued early in 2005 to assist ISO members and standards users.

- **TC 176 Interpretations Working Group**

While the Working Group on Interpretations (WGI) did not meet during the plenary week, the group has been very active over the past year. There are 49 experts involved in the working group and 30



approved interpretations have been posted on the TC 176 website. In addition, WGI has provided a report to TC 176/SC 2 to assist in the upcoming amendment of ISO 9001.

- **Joint Arabic Translation Working Group**

The Joint Arabic Translation Working Group (JATWG) is now a joint working group of ISO/TC 176 and ISO/TC 207. The group met twice this year as well as during the plenary week. Prior to the Kuala Lumpur meeting, the JATWG completed translations of ISO 10006 and ISO 19011.

- **Spanish Translation Task Group**

The Spanish Translation Task Group (STTG) continued its work on Spanish translations of the ISO 9000 series of Standards. There are 15 Spanish-speaking member bodies represented in this group. The STTG met earlier this year and agreed on translations of ISO/TR 10017 and ISO 10002, as well as guidance document SC 2 N544R2. The STTG met in Kuala Lumpur and completed work on FDIS 10019, FDIS 10005, and DAM ISO 9000:2000. The STTG has also translated ISO 15161:2001 on quality management system for the food and drink industry.

Subcommittee 1: Concepts & Terminology

ISO/TC 176/SC 1 had a productive meeting in Kuala Lumpur 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.

Results Achieved

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

WG 1 continued their work on the development of the amendment to ISO 9000:2000; comments on ISO 9000:2000 DIS Amendment (WG1 N256) were dispositioned, allowing the amendment to move to the FDIS stage.

- b) **Terminology Issues**

During the plenary week, SC 1 also continued its work on the development of good terminology practice guidelines for WG 1/WG 2 experts and liaisons. Guidelines for Definition Development (SC 1/WG 1 N234R4) were refined to serve as guidelines on acceptable terminology practice for use throughout ISO/TC 176 and for harmonization of terms and definitions with other bodies. Guidance on the Terminology used in ISO 9001:2000 and ISO 9004:2000, (SC 2/N526R) has been updated by SC 1 and will be circulated to the TC 176 subcommittees for comment.

- c) **Possible Revision of ISO 9000**

A report has been produced by WG 1 on future strategies to consider a revision of ISO 9000, and the development of a single vocabulary of terms and definitions that are common to, as well as those that are specific to, environmental or quality standards (JCG Recommendation 2). This report will be circulated to SC 1 members for comment.

Subcommittee 2 - Quality Systems

ISO/TC 176/SC 2 had a productive meeting in Kuala Lumpur and achieved good progress. All working group meetings had strong participation by delegates from the member bodies.

Results Achieved

a) WG 18 Task Group Activities

TG 1.11 Customer feedback - The group has completed their report on the user survey, which is to be posted on the SC 2 website. The TG has now been disbanded.

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 created a web-based document on business excellence models and ISO 9004 to be circulated for comment.

TG 1.14 Technical Support for Sector Applications - The task group has reached agreement between itself, the Sector Forum and Process P5 on their respective roles. It has developed draft guidance for sectors and a database of known sector applications of ISO 9001 and ISO 9004, to be posted on the SC 2 web site.

TG 1.15 Revision of the Introduction and Support Package "Guidance on ISO 9001:2000, Clause 1.2 'Application'" - The task group has requested further SC 2 input on whether to proceed with Example 10 to SC 2 N524, which will now be circulated for ballot.

TG 1.16 Amendment of ISO 9001:2000 and TG 1.17 Revision to ISO 9004:2000 – The task groups expect that they will achieve their design specifications soon after the meetings, and that they should then go forward for a 3 month ballot by SC 2 members. The publication date for the amendment is anticipated to be 2008.

TG 1.18 JTG Coordination – The task group considered a number of items to take forward to the JTG, including the need to establish a high level set of general management principles.

b) Joint Task Group Meeting

The Joint Task Group (JTG), comprising members from ISO/TC 176/SC 2 and ISO/TC 207/SC 1 met during the plenary week to work on the development of a joint vision on the alignment of the two management system standards (ISO 9001 and ISO 14001). This is a strategic exercise designed to address user needs for increased compatibility between the two standards.

c) Next Meeting of SC 2

The next meeting of ISO/TC 176/SC 2 will be held in May 2005 to approve the design specifications of ISO 9001 and ISO 9004. ICONTEC, the member body from Colombia, has graciously offered to host the meeting in Cartagena, Colombia. SC 2 will also meet again with ISO/TC 176 later in 2005 to progress its work.

Subcommittee 3 - Supporting Technologies

The SC 3 meeting was very productive with strong attendance in the plenary and working group meetings. During the week, three working groups and two ad hoc groups proceeded with the ongoing work for their respective subjects.

Results Achieved

a) Realizing Financial and Economic Benefits

WG 11 was able to disposition comments on CD3 of ISO 10019. The output of this week was forwarded to ISO Central Secretariat for publication as ISO DIS 10014.

b) Market-based Codes of Conduct

WG 13 was able to address most comments from the working draft. CD1 of 10003 will soon be issued for comment.

c) External Dispute Resolution Systems

WG 12 was able to address most comments from the working draft. CD1 of 10001 will soon be issued for comment.

d) Guidelines for Training

A systematic review will be conducted, with a recommendation for amendment for improved connection with ISO 9001:2000 and ISO 9004:2000.

e) Customer Satisfaction Measurement

A NWIP on *Monitoring and measuring customer satisfaction* was prepared during the meeting. It will be sent out for ballot in 2005. The intended output is an ISO Technical Specification.

f) Guidance on People Skills

SC 3 has established an ad-hoc group to study the need, desirability and feasibility of guidance document(s) to assist organizations in developing competences and “people” aspects for quality management. TC 176/SC 2, TC 207 and CASCO are invited to nominate members to join this study group.

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 22nd Plenary meeting in Kuala Lumpur express their thanks to the Department of Standards Malaysia for hosting the meeting.

A special note of thanks is extended to SIRIM Malaysia for their outstanding efforts in providing staff and administrative support that made the 22nd Plenary a very successful meeting.

The next meeting of ISO/TC 176 and its Subcommittees will be at Panama City, Panama in October 2005. Our host will be the Comisión Panameña de Normas Industriales y Técnicas (COPANIT), the Panamanian member body to ISO.