ISO AND SERVICES

SESSION 1

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ISO and Services

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About ISO

ISO - independent, non-governmental international organization with a membership of 165 national standards bodies.

Through its members, ISO brings together experts to share knowledge and develop voluntary, consensus-based International Standards that support innovation and provide solutions to global challenges.
ISO in Figures

- **1468** International Standards and standards-type documents published in 2014
- **1852** new projects registered
- **19** technical committee meetings in progress on average each working day of the year
Developing an ISO strategy on services

• Council Standing Committee on Strategy and Policy – 2015 Priority Achievement
  – Review global trends and developments, and propose a coherent strategy to address standardization in the area of "services"
• Common understanding of ‘services’ and ‘service standard’ (e.g., Guide 2: 2004)
• Review existing ISO service standards – more than 700
• Validate common issues (e.g., services and QMS, certification schemes, needs of different stakeholders)
• Global surveys, national/regional work
ISO committees developing services standards include:

- ISO/IEC JTC 1/SC 27 Information technology
- ISO/TC 68 Financial services
- ISO/TC 176/SC 3 Quality management and assurance
- ISO/TC 222 Financial planning services
- ISO/TC 224 Services activities related to drinking water supply systems and wastewater systems
- ISO/TC 225 Market, opinion and social research
- ISO/TC 228 Tourism and related services
- ISO/TC 232 Learning services for non-formal education and training
- ISO/TC 292 Security (Management system for private security operations)
- ISO/TC 8 Ships and marine technology (Guidelines for Private Maritime Security Companies)
Many service standards in ISO have been developed by PCs:

- ISO/PC 230 Psychological assessment (disbanded)
- ISO/PC 231 Brand valuation (disbanded)
- ISO/PC 233 Cleaning services (disbanded)
- ISO/PC 235 Rating services (disbanded)
- ISO/PC 237 Exhibition terminology (disbanded)
- ISO/PC 239 Network service billing (disbanded)
- ISO/PC 240 Product recall (disbanded)
- ISO/PC 243 Consumer product safety (disbanded)
- ISO/PC 259 Guidance on outsourcing (disbanded)
- ISO/PC 273 Customer contact centres
Other initiatives

• Conformity Assessment (CASCO)
• IWA 18 - Health and care services for aged societies
• Guide 76 on services and consumer issues
• ISO and regional work
ISO/CASCO

Conformity assessment -- Fundamentals of product certification and guidelines for service certification schemes

Launch of a New work Item Proposal for conformity assessment for services

• Example of certification scheme for services
• Guidance on how to develop, operate and maintain a scheme for services
• Of interest to scheme owners, certification bodies and customers of services (BtoB, BtoC)
Community-based integrated health and care services for aged societies (IWA 18)

- Secretariat with BSI (UK)
- Developed with the Institute of Healthcare Innovation Project, Tokyo, Japan
- First meeting 1 July 2015 in London, UK
ISO/COPOLCO

- Consumers Working Group (COPOLCO WG18) created to conduct revision
- Link with ISO strategic and standards work on services
ISO, CEN and European member work on service standards

- Single European market focus on service standardization
- CEN mandated by European Commission to study horizontal service standards
- CEN highlighted following topics of interest:
  1. Services terminology
  2. Information to clients (before, during, after)
  3. Service procurement process
  4. Service agreement contracts
  5. Service reviews – performance measurement (KPI in contract between 2 entities)
  6. Service reviews – customer satisfaction measurement
- AFNOR white paper: http://goo.gl/lr10XR
- DIN launched services portal recently: http://goo.gl/LhbrWi
Thank you