



MULTI-YEAR EXPERT MEETING ON TRADE, SERVICES AND DEVELOPMENT

Geneva, 11–13 May 2015

ISO AND SERVICES

SESSION 1



UNITED NATIONS
UNCTAD

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ISO and Services

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***UNCTAD Multi-Year Expert Meeting on Trade, Services and
Development
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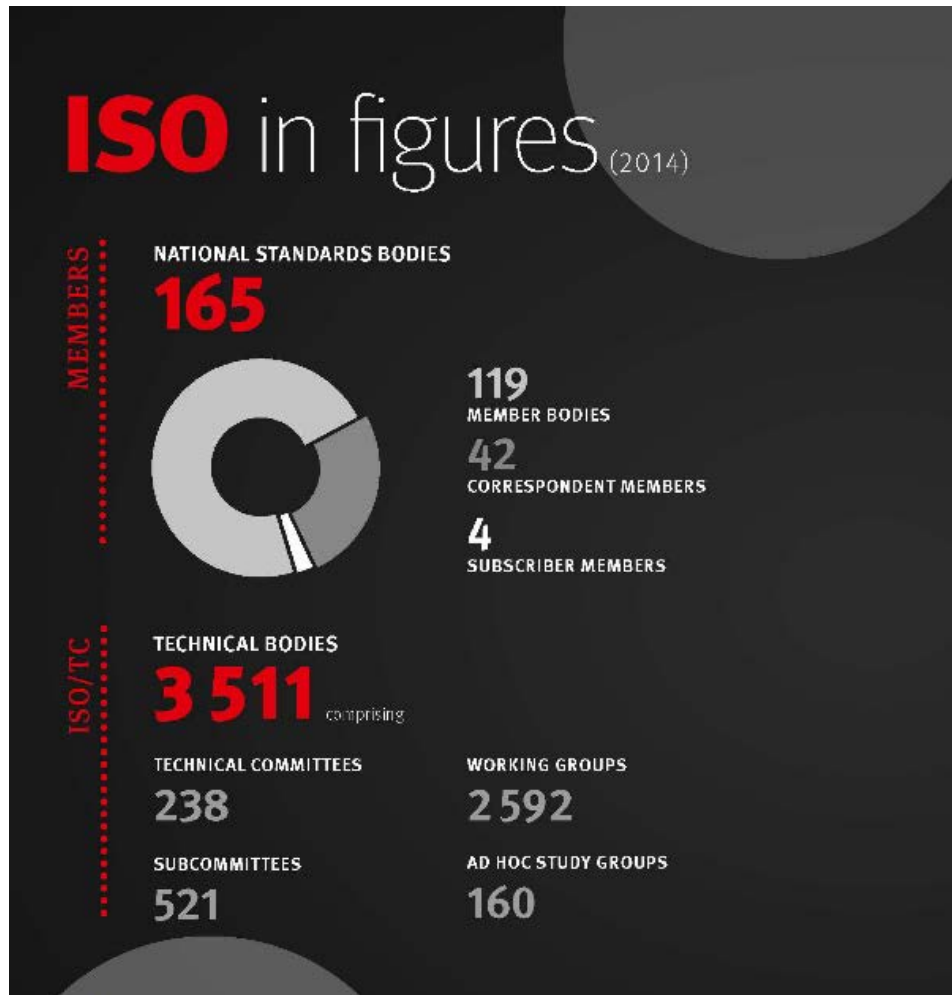


About ISO

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

- Systematic review of ISO/IEC Guide 76:2008
- 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/lrI0XR>
- DIN launched services portal recently: <http://goo.gl/LhbrWi>



Thank you