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☑ information

☐ discussion at [venue/date of meeting]

☐ comments by [date]

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TMB Communiqué

No. 44 - June 2013

Contents

1. Report of the Task Force on Committee Performance (TFCP) ......................... 4
3. Justification statements in TS/P and new work item proposals (NWIP) .......... 4
4. Clause 1.7.4 to be implemented by ISO/CS – not committees ....................... 5
5. Getting started toolkits .................................................................................. 6
6. Plain English ................................................................................................. 6

7. Twinning – guidance document available ...................................................... 6
8. Systematic review balloting package ............................................................... 7
9. Stakeholder engagement – new resources ...................................................... 7

10. Session between Technical Directors and TMB members ............................ 7
11. General Assembly Breakout Session – "Why would the customer want ISO to
develop another standard?" ........................................................................... 7
12. Are we getting through? ................................................................................ 8
13. New Committees ............................................................................................ 8
   a) TS/P 233 Innovation process – interaction, tools and methods ................... 8
   b) TS/P 234 Fine bubble technology: ISO/TC 281 ...................................... 8
   c) TS/P 235 Cell combined products (CCMPs) .......................................... 8
   d) TS/P 236 Water re-use: ISO/TC 282 ..................................................... 8
   e) TS/P 237 Audit data services (ADS) ..................................................... 9
f) TS/P 238 Clean cookstoves and clean cooking solutions .........................................9

g) TS/P 239 Remanufacturing of mechanical products ..............................................9

h) NWIP Research, Development and Innovation – Process Management..............9

i) NWIP Management System for Quality of Private Security Company (PSC) Operations – Requirements with Guidance ..........................................................9

j) NWIP Guidelines for promoting assimilation of management standards ..............9

k) NWIP Management Consultancy: ISO/PC 280 ....................................................10

l) NWIP Occupational Health and Safety Management Systems – Requirements ...10

m) NWIP Collaborative business relationship management – Framework .............10

n) NWIP Chain of Custody of Forest Based Products – Requirements .................10
Message from the Chair of the TMB

"Knowledge is power".

Sir Francis Bacon.

Sir Francis Bacon's famous phrase is perhaps even more relevant in today's information age than when it was first coined in 1597. A good example of this is how companies can now access information that allows them to tailor products to specific market needs. Such knowledge is a powerful tool to help companies respond to customer needs.

In ISO's case, knowledge of a committee's performance is an important means through which it can target actions to maximize its market impact. The TMB Task Force on Committee Performance (TFCP) recently conducted an assessment of committee performance by analyzing statistical data on three main criteria. The goal of the exercise was to provide information to committees so that they may evaluate their own results and take any needed action. The future outcome of this assessment will positively impact the way business is conducted in technical committees and help committees better respond to market needs. See the first article in this edition of the TMB Communiqué for details on the work of the TFCP. In addition, at its June meeting the TMB reviewed various ISO statistics including the age of standards, speed of development, agreed timeframes, etc. It has formed a group that will explore in the coming weeks what concretes steps it can take to improve ISO's performance in these and other areas.

The objective for conducting performance-related assessments both at the committee level and at the ISO-wide level is essentially to perfect existing processes, to identify successes and find new ways to work. Through the knowledge gained from analyzing performance, the power to implement positive changes or retain successful practices is acquired – as is the power to influence how ISO will conduct business in the future.

And speaking of improving performance, we need your input. The following questionnaire takes less than 2 minutes to complete and will help us understand whether we are communicating the issues that are important to you. Emails to tmb@iso.org also always welcome.

We look forward to hearing from you!

Elisabeth Stampfl-Blaha
TMB Chair and Vice-President (technical management)
1. Report of the Task Force on Committee Performance (TFCP)

Background: In the February edition of the TMB Communiqué (No.43), we reported on the work of the Task Force on Committee Performance (TFCP), which aimed to help committees assess their performance with a view to targeting any areas for improvement.

Two mechanisms were established following the recommendations of the TFCP. First, an online survey was created which secretariats send to attendees of committee plenary meetings. Click here for a template of the online survey. Secondly, ISO members were provided with statistics for the committee secretariats they hold against three main criteria:

- Number/% of systematic reviews returned on time
- Average time to develop Standards (in months)
- Number/% of Standards meeting agreed timeframes

What this means for you: Individual statistics for each committee were also given to ISO Technical Programme Managers (TPM). TPMs have been briefed to communicate these statistics during 2013 to their committees and start a dialogue about any support that may be needed. But the TMB’s work in assessing committee performance is not done. At its June meeting it established a task force to ensure that ISO meets its targets. Stay tuned to future editions of the TMB Communiqué.


What this means for you: Both new editions are applicable as from 1 May 2013. To see the exact changes since the last editions, please refer to the version available in track changes.

Reminder: As reported in the last edition of the TMB Communiqué (No 43) the ISO/IEC Directives, Part 1 and the Consolidated ISO Supplement are available in EPUB for use on smartphones and tablets – click here to see the article with the detailed instructions on how to take advantage of this practical feature.

3. Justification statements in TS/P and new work item proposals (NWIP)

Background: The ISO/IEC Directives, Part 1 require justification statements for "yes" AND "no" TS/P (clause 1.5.6) and NWIPs (2.3.4) votes. In the absence of a justification, votes are not registered. Following reports of challenges faced by secretariats in the enforcing this
requirement, the TMB has prepared the following which will be included in Forms 2 and 5 as well as in the CIB (committee internal balloting):

The reason for requiring justification statements with approval or disapproval votes is primarily to collect input on market or stakeholder needs, and on market relevance of the proposal, to benefit the development of the proposed ISO standard(s). Any NSB vote in relation to a proposal for new work may result in significant commitments of resources by all parties (NSBs, committee leaders and delegates/experts) or may have significant implications for ISO’s relevance in the global community. It is especially important that NSBs consider and express why they vote the way they do. In addition, it is felt that it would be useful for ISO and its committees to have documentation as to why the NSBs feel a proposal has market need and market relevance. Therefore, please ensure that your justifying statements with your approval or disapproval vote convey the reason(s) why your national consensus does or does not support the market need and/or global relevance of the proposal.

What this means for you: The TMB has provided the foregoing guidance because justification statements are important to the credibility of the ISO process. Secretariats have a key role to play in ensuring that justifications statements are provided and it is hoped that the above will be useful in explaining their importance to the ISO system.

Additional Guidance – what should secretariats do if the justification statements are not clear? If answers on voting reply forms are not clear, the secretariat should give the member body 2 weeks to provide the justification. If no response is received within that 2-week period, the vote will not be counted in the result. Secretariats should not make value judgments about the justification but statements such as “Yes I like the document”, “I like it” are not enough and the secretariat should advise the member body that it is not an adequate justification.

4. Clause 1.7.4 to be implemented by ISO/CS – not committees

Background: The TMB decided that the change made to clause 1.7.4 to the 10th edition of the ISO/IEC Directives, Part 1 published on 1 May 2013 would be enforced by the ISO Central Secretariat (ISO/CS) – not by committees. If P-members fail to vote on 20% or more of the questions formally submitted for voting on the committee internal balloting system (CIB) in a committee or subcommittee over one calendar year, the ISO Central Secretariat will send a written warning to the P-member. This is the same process that is used for DIS and FDIS voting failures. It will be implemented in 2013 for CIB voting failures.

What this means for you: The change to 1.7.4 was introduced in light of the TMB’s emphasis on performance at all levels, including P-members. Its implementation by ISO/CS will relieve committees of the burden while ensuring that it is systematically applied.

However TC/SC secretariats are reminded that the other part of clause 1.7.4 requires committee secretariats to inform ISO/CS where members fail to contribute to 2 successive committee meetings.
5. Getting started toolkits

**Background:** ISO has recently published toolkits for secretaries, chairs and convenors. The toolkits provide information on training, rules and procedures, project management, meeting management, e-services and more. Most importantly, they include links to many useful documents and contact points at ISO/CS.

**What this means for you:** Though the toolkits are primarily aimed at new chairs, secretaries and convenors, they are a handy reference document for all levels of experience. They are available on the [ISO/TC home page](#).

6. Plain English

**Background:** The ISO Central Secretariat (ISO/CS) is promoting clearer and plainer written communication throughout the organization. A shortened version of the tips was included on page 1 of "How to Write Standards" and the ISO Technical Programme Managers (TPMs) are promoting this publication to their committees.

**What this means for you:** Everyone should strive to apply plainer language in their communications. Please refer to the tips in "How to Write Standards". For more information on plainer communications, please see [ISO Connect](#).

7. Twinning – guidance document available

**Background:** ISO is working to encourage greater participation in international standardization for developing countries by promoting the concept of twinning. Twinning arrangements are partnerships within ISO committees between developing and developed ISO members at the secretariat, chair, convenor or P-member levels. (Convenor-level twinnings were introduced in the May 1 edition of the Consolidated ISO Supplement to the ISO/IEC Directives, Part 1). These partnerships aim to improve the standardization infrastructure and capacities of the developing country member. Twinning arrangements optimize resources through increased cooperation and establish long-term strategic partnerships. The ISO Central Secretariat (ISO/CS) has just published a new guidance to help members better understand the twinning concept, discover its benefits and get involved.

**What this means for you:** Are you or members of your committee interested in participating in twinning? See [ISO Guidance on Twinnings in ISO standards](#) for details of how to set up a twinning arrangement. Included in the Guidance are links to the forms (scroll to the bottom of the page) to help get you started, including a Twinning Agreement template and a Twinning Collaboration Plan template.

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**Are you interested in getting involved in a twinning?** Included on [www.iso.org/forms](http://www.iso.org/forms) is a Twinning Request Form. This allows both developed and developing country members to express their interest in getting involved in a twinning arrangement. ISO/CS will then try to match interested parties with suitable partners. So please fill out the form today!
8. Systematic review balloting package

Background: As from 15 July the systematic review balloting system will include watermarked versions of standards to systematic review ballots further to the request by member bodies. The watermarked versions will be available in all the languages that the standard has been published in.

What this means for you: The systematic review process is an important one to the ISO system. The regular review process ensures that our standards remain relevant and the questions about use/adoption provide information on their uptake. We hope that this new functionality will make it easier for members to reply and welcome any feedback at tmb@iso.org.

9. Stakeholder engagement – new resources

Background: The ISO brochure *Engaging stakeholders and building consensus: Guidance for national standards bodies* (2010) provides principles and guidance for how to improve stakeholder engagement in ISO’s International Standards development activities. ISO has just published an online tool that serves as a companion to this brochure by giving examples of how some national standards bodies (NSBs) have incorporated the stakeholder engagement principles into their working procedures. Click on the drop-down boxes under the principles to see the examples. This tool and another document providing ‘Additional guidance from the TMB on stakeholder engagement’ are both available in the Resources section of the Members’ portal.

What this means for you: If your NSB is considering drafting, amending or updating its policies on stakeholder engagement, or you are simply interested in seeing how others do it, log on to the Members’ portal and have a look at the two new resources.

10. Session between Technical Directors and TMB members

Background: A session between Technical Directors and ISO TMB members is scheduled to take place on 17 September 2013. The session will involve a dialogue between Technical Directors and ISO TMB members on standards development policy issues and other hot topics. The meeting will be interactive and facilitate an exchange of views.

What this means for you: If you are a Technical Director and interested in attending the session, please be sure to register for the session when you register for the September 2013 ISO General Assembly (GA) in St. Petersburg (Russia). See www.iso2013.com for more details. (Please note that GA participants are asked to register by no later than 31 July 2013.) For those who cannot attend, the ideas generated from this session will be provided in the September edition of the TMB Communiqué, so please stay tuned.

11. General Assembly Breakout Session – "Why would the customer want ISO to develop another standard?"

Background: Developing standards is a big investment in resources. One of the Break-outs of the September 2013 General Assembly (GA) in St. Petersburg (Russia) will address how
we can make sure that ISO develops the standards that customers want with a special focus on gauging national support for new work through stakeholder engagement.

What this means for you: If you are interested in participating in this Break-out (or others), please be sure to register for the Break-out of your choice when you registered for the GA: www.iso2013.com. (Please note that GA participants are asked to register by no later than 31 July 2013.)

12. Are we getting through?

Background: Communication is important to the TMB so that its decisions and the rationale behind them are clearly understood. Currently the TMB Secretariat uses means such as: ISO online, circular letters and the TMB Communiqué to communicate decisions. Social media has also been used as appropriate, for instance Facebook was used as a tool to invite nominations for the L.D. Eicher Award. In order to further improve on the way the TMB Secretariat communicates TMB decisions, a new area on ISO Connect was launched.

What this means for you: Part of our improvement process involves the desire to create a more up-to-date and dynamic means of communication. You are invited to provide feedback, ask questions and comment on any of the sections in ISO Connect. You may also wish to fill out our questionnaire on how to improve our communication to you.

13. New Committees

a) TS/P 233 Innovation process – interaction, tools and methods

TS/P 233 Innovation Process – interaction, tools and methods, proposed by AFNOR (France) was circulated to the ISO member bodies until 20 March 2013. The TMB approved the establishment of ISO/TC 279 and allocated the secretariat to AFNOR (France). See TMB Resolution 48/2013.

b) TS/P 234 Fine bubble technology: ISO/TC 281

TS/P 234 Fine bubble technology, proposed by JISC (Japan) was approved by the ISO member bodies in May 2013. The TMB approved the establishment of ISO/TC 281 and allocated the secretariat to JISC (Japan). See TMB Resolution 68/2013.

c) TS/P 235 Cell combined products (CCMPs)

TS/P 235 Cell combined products (CCMPs) proposed by KATS (Korea), was disapproved by the ISO member bodies in May 2013. However, many members who voted ‘disapproval’ agreed that the subject was important, but expressed concerns about scope overlap with existing ISO committees. In response, the TMB passed Resolution 69/2013, requesting that the committees concerned by potential scope overlap review the proposal and report back to TMB for further action.

d) TS/P 236 Water re-use: ISO/TC 282

TS/P 236 Water re-use proposed by JISC (Japan), SAC (China) and SII (Israel) cancelled and replaced TS/P 232 Treated wastewater reuse in urban areas, proposed by SAC (China)
further to [TMB Resolution 19/2013](#). The proposal was approved by the ISO member bodies in June 2013. The TMB approved the establishment of ISO/TC 282 on *Water re-use* and allocated the secretariat to JISC (Japan) and SAC (China) under a twinning arrangement, with the chair to be nominated by SII (Israel), via TMB [Resolution 72/2013](#).

e) **TS/P 237 Audit data services (ADS)**

TS/P 237 Audit data services (ADS) proposed by SAC (China) was [disapproved](#) by the ISO member bodies in June 2013. The proposal did not meet the minimum requirements for acceptance (the criterion of a minimum of 5 P-members was not met).

f) **TS/P 238 Clean cookstoves and clean cooking solutions**

TS/P 238 Clean cookstoves and clean cooking solutions proposed by ANSI (USA) and KEBS (Kenya) was approved by the ISO member bodies in June 2013. The TMB approved the establishment of a new technical committee on *Clean cookstoves and clean cooking solutions* and allocated the secretariat to ANSI (USA) and KEBS (Kenya) as part of a twinning arrangement, via TMB [Resolution 70/2013](#).

g) **TS/P 239 Remanufacturing of mechanical products**

TS/P 238 Remanufacturing of mechanical products proposed by SAC (China) is currently being circulated to the ISO member bodies until 22 July 2013.

h) **NWIP Research, Development and Innovation – Process Management**

A NWIP on Research, Development and Innovation – Process Management proposed by ABNT (Brazil) was approved by the ISO member bodies in February 2013. The TMB has approved the inclusion of this work item under the ISO/TC 279 from AFNOR on Innovation process: interaction, tools and methods. See TMB [Resolution 48/2013](#).

i) **NWIP Management System for Quality of Private Security Company (PSC) Operations – Requirements with Guidance**

A NWIP on Management System for Quality of Private Security Company (PSC) Operations - Requirements with Guidance proposed by ANSI (USA), was approved by the ISO member bodies in March 2013. The TMB approved the creation of a project committee to launch and develop a *Management System for Quality of Private Security Company (PSC) Operations – Requirements with Guidance* and allocated the secretariat to ANSI (USA) via TMB [Resolution 66/2013](#).

j) **NWIP Guidelines for promoting assimilation of management standards**

A NWIP on Guidelines for promoting the assimilation of management standards, proposed by SII (Israel) was [disapproved](#) by the ISO member bodies in April 2013. The criterion of 'simple majority' of approval votes was not met.
k) NWIP Management Consultancy: ISO/PC 280
A NWIP on Management Consultancy proposed by UNI (Italy) was approved by the ISO member bodies in April 2013. The TMB approved the creation of a ISO/PC 280 on Management Consultancy and allocated the secretariat to UNI (Italy) via TMB Resolution 55/2013.

l) NWIP Occupational Health and Safety Management Systems – Requirements
A NWIP on Occupational Health and Safety Management Systems - Requirements proposed by BSI (UK) was approved by the ISO member bodies in June 2013. The TMB approved the establishment of a new project committee on Occupational health and safety management systems – requirements, and allocated the secretariat to BSI (UK), via TMB Resolution 71/2013.

m) NWIP Collaborative business relationship management – Framework
A NWIP on Collaborative business relationship management – Framework proposed by BSI (UK) is currently being circulated to the ISO member bodies until 11 July 2013.

n) NWIP Chain of Custody of Forest Based Products – Requirements
A NWIP on Chain of Custody of Forest Based Products – Requirements proposed by ABNT (Brazil) and DIN (Germany) is currently being circulated to the ISO member bodies until 28 August 2013.

TMB Resolutions
TMB Resolutions are available at: http://www.iso.org/TMBResolutions and on ISODOC by clicking here.