International Organization for Standardization
Organisation internationale de normalisation
Международная организация по стандартизации

FORM 4:
NEW WORK ITEM PROPOSAL (NP)

Circulation date 2021-06-15	**Reference number:** (to be given by ISO Central Secretariat)
Closing date for voting 2021-09-07	**ISO/TC /SC**
Proposer ☐ ISO member body: ☒ Committee, liaison or other¹: OAS	☐ Proposal for a new PC **N P**
Secretariat SCC	

A proposal for a new work item within the scope of an existing committee shall be submitted to the secretariat of that committee.

¹ The proposer of a new work item may be a member body of ISO, the secretariat itself, another technical committee or subcommittee, an organization in liaison, the Technical Management Board or one of the advisory groups, or the Secretary-General. See ISO/IEC Directives Part 1, Clause 2.3.2.

The proposer(s) of the new work item proposal shall:
- make every effort to provide a first working draft for discussion, or at least an outline of a working draft;
- nominate a project leader;
- discuss the proposal with the committee leadership prior to submitting the appropriate form, to decide on an appropriate development track (based on market needs) and draft a project plan including key milestones and the proposed date of the first meeting.

The proposal will be circulated to the P-members of the technical committee or subcommittee for voting, and to the O-members for information.

IMPORTANT NOTE
Proposals without adequate justification risk rejection or referral to originator.

Guidelines for proposing and justifying a new work item are contained in Annex C of the ISO/IEC Directives, Part 1.

☒   The proposer has considered the guidance given in the Annex C during the preparation of the NP.

Resource availability:

☒   There are resources available to allow the development of the project to start immediately after project approval* (i.e. project leader, related WG or committee work programme).

* if not, it is recommended that the project be first registered as a preliminary work item (a Form 4 is not required for this) and, when the development can start, Form 4 should be completed to initiate the NP ballot.

Proposal (to be completed by the proposer, following discussion with the committee leadership)

Title of the proposed deliverable   **English title**   Quality management systems — Guidelines for the application of ISO 9001 in policing organization   **French title (if available)**   *(In the case of an amendment, revision or a new part of an existing document, include the reference number and current title)*
Scope of the proposed deliverable   This document provides guidelines for policing organizations on understanding and implementing a quality management system that meets the requirements of ISO 9001:2015 to ensure the achievement of society's confidence in the police entity, and support police entities to demonstrate their ability to consistently satisfy the needs of their customers (citizens).   This document covers all types of policing business and police services such as traffic, maintain order, etc.

Purpose and justification of the proposal

To standardize and harmonize the implementation of the Quality Management System ISO 9001 in policing field due to importance of police business in securing and stability of society. Moreover, the translation of ISO 9001 to policing business needs extra efforts and clarification with simpler language that could be understood and practiced by policing organisations. The issuance of this guidelines will help to market implementing ISO 9001 in policing business and to widen the quality culture in public sector (Policing Business).

The initial work would be to establish a new WG under TC 176, request members to identify experts in the field to be *organizations apply the requirements of ISO 9001:2008* appointed to the WG, and *develop a WD based on IWA 12:2013 provided guidelines to help police*

This guidance document is a Type B MSS and therefore does not require a Justification Study approved by TMB MSS TF 2

The proposed document aims to provide positive guidance for policing organizations in quality management, customer satisfaction and continual improvement with stakeholders including citizens, governments, small and medium enterprises, marginalized communities, academia and non-governmental organizations (NGOs).

The customers (the beneficiaries of the service) will be all citizens, residents, visitors, victims, or persons who have come under the adverse notice of the police; any public or private organizations and any regional or international police organizations.

Organisation of American States (OAS) Liaison A to ISO/TC 176 expresses commitment to the development of this document as a potential new work item proposal convenor.

In view of the importance of security and its role in preserving the stability of communities, it has become a strategic decision for police organizations seeking to provide high quality services to adopt a quality management system, in order to achieve their strategies and objectives, to continually consolidate the feeling of being safe and secure, to prevent and reduce crime and to provide a secure environment for all. Therefore, the decision of a police organization to adopt and implement a quality management system is a strategic choice, where quality is emphasized through the delivery of policing services. Consistent and harmonized services will be delivered to the society to support basic elements of development and investment, fulfilment of citizens needs and achieving strategies and desired objectives.

Irrespective of the differing needs of citizens around the world, it is essential that police organizations demonstrate their ability to consistently satisfy the needs of their customers (citizens). Adopting and implementing a quality management system will help to direct and control the activities, processes and resources of police organizations, in order to satisfy its internal and external customers. It will also provide the structure, resources and documentation needed by the police organization, as well as the processes that the organization

Notably, the UN Sustainable development goal #16 GOAL 16: PEACE, JUSTICE AND STRONG INSTITUTIONS: PROMOTE PEACEFUL AND INCLUSIVE SOCIETIES FOR SUSTAINABLE DEVELOPMENT, PROVIDE ACCESS TO JUSTICE FOR ALL AND BUILD EFFECTIVE, ACCOUNTABLE AND INCLUSIVE INSTITUTIONS AT ALL LEVELS aligns very well with establishing guidelines under a quality management system.

Consider the following:
Is there a verified market need for the proposal?
What problem does this document solve?
What value will the document bring to end-users?

See Annex C of the ISO/IEC Directives, Part 1 for more information.

See the following guidance on justification statements in the brochure 'Guidance on New work': https://www.iso.org/publication/PUB100438.html

Please select any UN Sustainable Development Goals (SDGs) that this document will support. For more information on SDGs, please visit our website at www.iso.org/SDGs."

☐ **GOAL 1:** No Poverty
☐ **GOAL 2:** Zero Hunger
☐ **GOAL 3:** Good Health and Well-being
☐ **GOAL 4:** Quality Education
☒ **GOAL 5:** Gender Equality
☐ **GOAL 6:** Clean Water and Sanitation
☐ **GOAL 7:** Affordable and Clean Energy
☐ **GOAL 8:** Decent Work and Economic Growth
☐ **GOAL 9:** Industry, Innovation and Infrastructure
☒ **GOAL 10:** Reduced Inequality
☒ **GOAL 11:** Sustainable Cities and Communities
☐ **GOAL 12:** Responsible Consumption and Production
☐ **GOAL 13:** Climate Action
☐ **GOAL 14:** Life Below Water
☐ **GOAL 15:** Life on Land
☒ **GOAL 16:** Peace and Justice Strong Institutions
N/A **GOAL 17:** Partnerships to achieve the Goal

Preparatory work
(An outline should be included with the proposal)

☐ A draft is attached
☒ An outline is attached
☐ An existing document will serve as the initial basis

The proposer or the proposer's organization is prepared to undertake the preparatory work required: ☒ Yes ☐ No

If a draft is attached to this proposal

Please select from one of the following options (note that if no option is selected, the default will be the first option):
☐ Draft document can be registered at Working Draft stage (WD – stage 20.00)
☐ Draft document can be registered at Committee Draft stage (CD – stage 30.00)
☐ Draft document can be registered at Draft International Standard stage (DIS – stage 40.00)

☐ If the attached document is copyrighted or includes copyrighted content, the proposer confirms that copyright permission has been granted for ISO to use this content in compliance with clause 2.13 of the ISO/IEC Directives, Part 1 (see also the Declaration on copyright).

Is this a Management Systems Standard (MSS)?

☒ Yes ☐ No

NOTE: if Yes, the NP along with the Justification study (see Annex SL of the Consolidated ISO Supplement) must be sent to the MSS Task Force secretariat (tmb@iso.org) for approval before the NP ballot can be launched.

Indication of the preferred type to be developed

☒ International Standard
☐ Technical Specification
☐ Publicly Available Specification

Proposed Standard Development Track (SDT)

To be discussed between proposer and committee manager considering, for example, when the market (the users) needs the document to be available, the maturity of the subject etc.

☐ 18 months* ☐ 24 months ☒ 36 months

* Projects using SDT 18 are eligible for the 'Direct publication process' offered by ISO /CS which reduces publication processing time by approximately 1 month.

Draft project plan (as discussed with committee leadership)

Proposed date for first meeting: 2022-01-15

Proposed dates for key milestones:
Circulation of 1st Working Draft (if any) to experts: 2022-02-17
Committee Draft ballot (if any): 2023-02-17
DIS submission*: 2023-11-17
Publication*: 2024-01-15

* Target Dates for DIS submission and Publication should preferably be set a few weeks ahead of the limit dates (automatically given by the selected SDT).

For guidance and support on project management, descriptions of the key milestones and to help you define your project plan and select the appropriate development track, see: go.iso.org/projectmanagement

NOTE: The draft project plan is later used to create a detailed project plan, when the project is approved.

Known patented items (see ISO/IEC Directives, Part 1, clause 2.14 for important guidance)

☐ Yes   ☒ No

If "Yes", provide full information as annex

Co-ordination of work
To the best of your knowledge, has this or a similar proposal been submitted to another standards development organization?

☐ Yes   ☒ No

If "Yes", please specify which one(s):

A statement from the proposer as to how the proposed work may relate to or impact on existing work, especially existing ISO and IEC deliverables. The proposer should explain how the work differs from apparently similar work, or explain how duplication and conflict will be minimized

The proposed document will widen the implementation of the ISO 9001 standard in governmental sector

ISO /TC 176 would follow a similar approach to that of ISO/TS 54001, Quality management systems – Particular requirements for the application of ISO 9001:2015 for electoral organizations at all levels of government in providing guidance to the subject area and
ISO 18091, Quality management systems – Guidelines for the application of ISO 9001 in local government.
This means, a dedicated WG under the TC structure where members will engage with relevant national stakeholders and where the TC will establish liaisons with relevant external organizations.

A listing of relevant existing documents at the international, regional and national levels
N/A

Please fill out the relevant parts of the table below to identify relevant affected stakeholder categories and how they will each benefit from or be impacted by the proposed deliverable

	Benefits/impacts	Examples of organizations/companies to be contacted
Industry and commerce – large industry		
Industry and commerce – SMEs		
Government	Governance and better performance	
Consumers		Policing
Labour		
Academic and research bodies		
Standards application businesses		
Non-governmental organizations		
Other (please specify)		

Liaisons	Joint/parallel work
A listing of relevant external international organizations or internal parties (other ISO and/or IEC committees) to be engaged as liaisons in the development of the deliverable. ISO/TC 292 Security and resilience OAS (Organization of American States)	**Possible joint/parallel work with** ☐ IEC (please specify committee ID) ☐ CEN (please specify committee ID) ☐ Other (please specify)

A listing of relevant countries which are not already P-members of the committee

NOTE: The committee manager shall distribute this NP to the ISO members of the countries listed above to ask if they wish to participate in this work

Proposed Project Leader (name and e-mail address)	Name of the Proposer (include contact information)
Cristian Gabriel Taboada Chief, Security and Justice Section Department of Public Security General Secretariat of the Organization of American States	Marck Schuessler Committee Manager TC 176 Mark.Schuessler@tpsgc-pwgsc.gc.ca

This proposal will be developed by

☐   An existing Working Group (please specify which one:)
☒   A new Working Group (title:)
      (Note: establishment of a new WG must be approved by committee resolution)
☐   The TC/SC directly
☐   To be determined

Supplementary information relating to the proposal

☒   This proposal relates to a new ISO document;
☐   This proposal relates to the adoption as an active project of an item currently registered as a Preliminary Work Item;
☐   This proposal relates to the re-establishment of a cancelled project as an active project.

☐   Other:

Maintenance agencies (MA) and registration authorities (RA)

☐   This proposal requires the service of a **maintenance agency**.
      If yes, please identify the potential candidate:

☐   This proposal requires the service of a **registration authority**.
      If yes, please identify the potential candidate:

NOTE: Selection and appointment of the MA or RA is subject to the procedure outlined in the ISO/IEC Directives, Annex G and Annex H, and the RA policy in the ISO Supplement, Annex SN.

☒Annex(es) are included with this proposal (provide details)

Draft outline of proposed Guidelines

Additional information/questions

Quality management systems — Guidelines for the application of ISO 9001 in policing organization

Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC XX, *xxxxxxx*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Quality management systems — Guidelines for the application of ISO 9001 in policing organization

Introduction

1. Scope

This document provides guidelines for policing organizations on understanding and implementing a quality management system that meets the requirements of ISO 9001:2015 to ensure the achievement of society's confidence in the police entity, and support police entities to demonstrate their ability to consistently satisfy the needs of their customers (citizens).

This document covers all types of policing business and police services such as traffic, maintain order, etc.

2. Normative references

ISO 9001: 2015

3. Terms and definitions

4. Context of the organization

4.1 Understanding the organization and its context

4.2 Understanding the needs and expectations of interested parties

4.3 Determining the scope of the XXX management system

4.4 XXX management system

5. Leadership

5.1 Leadership and commitment

5.2 XXX Policy

5.3 Roles, responsibilities and authorities

6. Planning

6.1 Actions to address risks and opportunities

6.2 XXX objectives and planning to achieve them

6.3 Planning of changes