Management System Standards survey paper

Introduction / context
-   What is an International Standard (voluntary nature of Standards development)

About ISO

ISO (International Organization for Standardization) is an independent, non-governmental membership organization and the world's largest developer of voluntary International Standards.

ISO is made up of 162 member countries who are the national standards bodies around the world, with a Central Secretariat that is based in Geneva, Switzerland. Learn more about our structure and how ISO is governed.

What are standards?

International Standards **make things work**. They give world-class specifications for products, services and systems, to ensure quality, safety and efficiency. They are instrumental in facilitating **international trade**.

International Standard

A normative document, developed according to consensus procedures, which has been approved by the ISO membership and P-members of the responsible committee in accordance with Part 1 of the ISO/IEC Directives as a draft International Standard and/or as a final draft International Standard and which has been published by the ISO Central Secretariat.

-   (1) What is a MSS
-   (2) Different types of MSS

(1) Management system standards

ISO management system standards provide a model to follow when setting up and operating a management system. Like all our standards, they are the result of international, expert consensus and therefore offer the benefit of global management experience and good practice.

These standards can be applied to any organisation, large or small, whatever the product or service and regardless of the sector of activity. The benefits of an effective management system include:

- more efficient use of resources
- improved risk management, and
- increased customer satisfaction as services and products consistently deliver what they promise.

Audits

Audits are a vital part of the management system approach as they enable the company or organization to check how far their achievements meet their objectives and show conformity to the standard.

In order to help the auditing related to these standards, ISO has released ISO 19011:2011 providing specific guidance on internal and external management system audits.

See all ISO Management System Standards

(2) Different types of MSS

Type A MSS
MSS providing **requirements**

EXAMPLES
— Management system requirements standards (specifications).

— Management system sector-specific requirements standards.

Type B MSS
MSS providing **guidelines**

EXAMPLES
— Guidance on the use of management system requirements standards.
— Guidance on the establishment of a management system.
— Guidance on the improvement/enhancement of a management system.

All MSS (whether they are Type A or Type B MSS) shall, in principle, use consistent structure, common text and terminology so that they are easy to use and compatible with each other. The structure and guidance given in Appendix 2 Annex SL and Appendix 3 Annex SL respectively shall, in principle, also be followed (based on ISO/TMB Resolution 18/2012).

A Type B MSS which provides guidance on another MSS of the same MSS family should follow the same structure (i.e. clauses numbering).

Where MSS providing guidance (Type B MSS) are involved, it is important that their functions be clearly defined together with their relationship with the MSS providing requirements (Type A MSS), for example:

- guidance on the use of the requirements standard;
- guidance on the establishment/implementation of the management system;
- guidance on improvement/enhancement of the management system.

Where the proposed MSS is sector specific:

- it should be compatible and aligned with the generic MSS;
- the relevant committee responsible for the generic MSS may have additional requirements to be met or procedures to be followed;
- other committees may need to be consulted, as well as CASCO on conformity assessment issues.

In the case of sector specific documents, their function and relationship with the generic MSS should be clearly defined (e.g. additional sector-specific requirements; elucidation; or both as appropriate). Sector-specific documents should always show clearly (e.g. by using different typographical styles) the kind of sector-specific information being provided.

International Standards development
   -   How are International Standards developed?

ISO/IEC Directives

The Directives are the core procedures for standards development work in both ISO and the IEC. They contain the rules which guide the progression of ISO deliverables, including the development of a new International Standard (or other ISO deliverable) or the revision or amendment of an existing ISO Standard.

Part 1 of the Directives is particularly important as it indicates the required standards development procedures to be followed. ISO also has unique procedures which are not applicable to the IEC. These are contained in the Consolidated ISO Supplement, which consolidates the ISO/IEC Directives, Part 1 and the ISO specific rules.

Part 2 of the Directives contains rules for the structure and drafting of standards. It also covers the way in which terms are used and the accepted use of units, tolerances, symbols and probability statements. Working group convenors have the primary responsibility for following Part 2.

Stages for developing ISO deliverables

The full detail of all of the stages of development for ISO deliverables is summarized below, followed by a brief explanation. For more detail, see also iso.org. For tips on writing standards see How to

- What additional elements are in place for ISO MSS development?

- Justification study

SL.7.3 Justification study criteria

Based on Annex C of the ISO/IEC Directives, Part 1, 2012, and the general principles stated in Annex SL, a set of questions (see Appendix 1 to Annex SL) must be used as criteria for justifying and assessing a proposed MSS project and must be answered by the proposer. This list of questions is not exhaustive and any additional information that is relevant to the case should be provided. The JS should demonstrate that all questions have been considered. If it is decided that they are not relevant or appropriate to a particular situation, then the reasons for this decision should be clearly stated. The unique aspect of a particular MSS may require consideration of additional questions in order to assess objectively its market relevance.

- MSS TF

MSS TF Terms of Reference

1) To review and assess all proposals for new or revised MSS prior to their submission for voting, including proposals within the scopes of existing committees,
2) To monitor the continued relevance of the Annex SL and to advise the TMB whenever amendment of revision of the Annex SL may be necessary,
3) To monitor and maintain the rules for the implementation of the Annex SL.

- JTCG

JTCG Terms of Reference

To provide the TMB and technical committees with information on the development of ISO MSS.

Questions for stakeholder consultation

The questions for stakeholder consultation are focused on the user experience of implementing ISO MSS and the process for the development of ISO MSS. Two categories of stakeholders should be consulted:

- Stakeholders - users of the standards (implementing ISO MSS within their organizations)
- Stakeholders - engaged in ISO MS standards development (and users of ISO MS standards)

Questions for both categories of stakeholders:

1. What ISO MSS do you implement in your organization?
2. Why do you implement these ISO MSS? What benefits does your organization derive from them?
3. Are there any other ISO MSS that you are planning to implement? Why?
4. Does your organization implement any MSS developed by organizations other than ISO, and if so, why/what benefits do you derive from them?
5. Do you think that the collection of ISO MSS is appropriate or that there are other areas where additional ISO MSS should be developed?
6. What benefit do you see in some ISO MSS being guidance (e.g. ISO 19600 – Compliance management systems – Guidelines), or being specifications (e.g. ISO 27001 – IT Security Management, or ISO 22301 Business continuity management)?
7. Do you understand the distinction between ISO MSS that are guidance and ISO MSS that are specifications? If not, how can clarity be provided?
8. Do you think any of the current ISO MSS overlap and should be more clearly differentiated? If yes please indicate which ISO MSS.
9. Do you think that the scopes of current ISO MSS are sufficiently differentiated?
10. Do you think that generic ISO MSS could be supplemented by MSS addressing specific aspects? If yes, please explain.

Additional questions for stakeholders engaged in ISO MS standards development (which users of ISO MS standards may also respond to if they wish):

1. Are you aware of a national standards committee in your country that discusses new horizontal management system standards (either national or international)?
2. Are you informed in a timely manner about these new MSS projects, i.e. possibility to participate in voting on NWIPs?
3. Do you think that your opportunities to influence ISO MSS projects are sufficient? If not, please explain why.
4. Do you think that the present committee structure sufficiently addresses the development of MSS; is there sufficient coordination of scopes and are the scopes appropriate?
5. Do you think that the existing measures in ISO (e.g. justification studies according to ISO IEC Directives, Part 1, Annex SL) sufficiently ensure that only ISO MSS with a clear market demand are developed?
6. Do you think that the level of detail provided within proposals for new ISO MSS (e.g. justification studies according to ISO IEC Directives, Part 1, Annex SL) gives enough information for an informed decision to be made   as to whether proposed new ISO MSS should be developed within new structures (TCs or PCs) rather than existing committees?