REPORT OF BREAKOUT SESSION 2(b)

Management System Standards

June 25, 2009

2:00 pm to 3:30 pm
Management Systems Standards –
Key Discussion/Consensus Points

Suggestions:

- Content, Collection, Coordination & Consistency
  - Definitions important: Terminology, Principles, Elements
  - Broaden stakeholder involvement; assure transparency
  - Optimize use of technology in standards development
    - Educate TCs; improve rigor of process; ID best practices

- MSS diversification & expansion? Other subjects?
  - Sound business justification is imperative (Guide 72)
  - Concerns: Overlap/Redundancy, Dilution of Value
  - Be responsive to stakeholder needs (Sector Schemes)
Management Systems Standards – Key Discussion/Consensus Points

- Issues to be tackled to enhance confidence/effectiveness?
  - How to measure!?? Need metric(s)
    - Customer Satisfaction? Conforming Product?
      - Relationship between system/process and product
    - Resource burden (cost, ROI)
      - Duplication of effort; cumulative effect of proliferation
  - Confusion re: acceptance criteria, especially by consumers
  - Insufficient stakeholder awareness/involvement/input
Management Systems Standards –
Key Discussion/Consensus Points

- ISO monitoring of compliance assessment, brand use?
  - Yes, including collaboration with IAF/ILAC
  - Coordination and education of stakeholders is important
    - Review of standards development procedures
    - Dependence on clear/uniform criteria (incl. tech. stds.)
  - Need for complaints process at ISO
    - Consider various stakeholder input mechanisms
      - Surveys, focus groups
    - Including steps to resolve issues
      - Repercussions/sanctions for misrepresentation