



ANSI Workshop:
*Generating U.S. Input
on the ISO Strategic Plan
2011-2015*



REPORT OF BREAKOUT SESSION 2(b)

Management System Standards

June 25, 2009

2:00 pm to 3:30 pm

ANSI Workshop: *Generating U.S. Input on the
ISO Strategic Plan 2011-2015*
June 25-26, 2009

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**