REPORT OF BREAKOUT SESSION 3(c)

ISO/CS Support

June 25, 2009

4:00 pm to 5:30 pm
Key Discussion/Consensus Points

Standards development support

- Annual informal dialogue on both committee performance and TPM support among Chair, Secretary, and TPM - facilitated by a set of questions

- Consistency of TPM support - build customer service mindset

- Stronger TPM facilitation between the ISO committee and the CEN committee on VA projects
Key Discussion/Consensus Points

Standards development support

- TPMs should not monitor the technical work within a committee – this should be the responsibility of the committee chair and secretary. But TPMs should monitor across the ISO work program to identify early any overlaps, duplications and conflicts.

- Guidance on electronic conduct of ISO work (web, video, and social media).

- Guidance/video on effective running of meetings and good and poor meeting conduct (addressing both chairs and participants) – make it entertaining.
Key Discussion/Consensus Points

- Leadership and participation support
  - Detail on qualifications of chairs and secretariats
  - Training on leadership skills and procedures for chairs and secretaries
  - Guidance/training on engaging, motivating, participation effectiveness and procedural training of experts
Key Discussion/Consensus Points

- Editing and graphics support
  - Consistency in editing support, but with flexibility to ensure the document is fit for purpose
  - Placing the know-how in the hands of committee leaders to really achieve their responsibility for document quality
  - ISO/CS editors should focus more on formatting text than editing text – respect committee consensus
  - Increase ISO capability to provide graphics production as a service to committees
Key Discussion/Consensus Points

— ISO should provide a publicly searchable database of all normative references and bibliographic listings to create bibliographic lists in relation to a standard

— Online template for submitting standards text