ISO and services

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2015 ANSI Conference: Standards and the Service Economy

September 29, 2015
Part of the World Standards Week 2015 series of events
Overview

Agenda

- Standards for services in ISO: the status quo
- Developing an ISO strategy on services
  - Definition of ‘service standard’?
  - Service standards by sector
  - Two-pronged strategy
Standards for services in ISO

- ISO is traditionally known as a products and processes-based organization

But

- ISO recognizes the growing need for International Standards for services
- ISO already has hundreds of service standards in its portfolio
- A growing number of ISO/TCs are developing service standards
ISO committees developing services standards include:

- ISO/IEC JTC 1/SC 40 IT Service Management and IT Governance
- ISO/TC 68 Financial services
- ISO/TC 176/SC 3 Quality management and assurance
- ISO/TC 222 Financial planning services
- ISO/TC 224 Services activities related to drinking water supply systems and wastewater systems
- ISO/TC 225 Market, opinion and social research
- ISO/TC 228 Tourism and related services
- ISO/TC 232 Learning services outside formal education
- ISO/TC 260 Human resource management
- ISO/TC 292 Security
Many service standards in ISO have been developed by PCs:

- ISO/PC 230 *Psychological assessment* (disbanded)
- ISO/PC 231 *Brand valuation* (disbanded)
- ISO/PC 233 *Cleaning services* (disbanded)
- ISO/PC 237 *Exhibition terminology* (disbanded)
- ISO/PC 239 *Network service billing* (disbanded)
- ISO/PC 240 *Product recall* (disbanded)
- ISO/PC 243 *Consumer product safety* (disbanded)
- ISO/PC 259 *Guidance on outsourcing* (disbanded)
- ISO/PC 273 *Customer contact centres*
ISO Standards on diving
ISO 24801 – training of scuba divers
ISO 24802 – training of instructors
ISO 24803 - Requirements for service providers
ISO/IEC 20000-1
Information technology -- Service management -- Part 1: Service management system requirements
Developing an ISO strategy on services

- Developing a strategy on services is one of ISO’s 2015 priority achievement projects
- Requested by the ISO General Assembly in 2014

First steps:
- Mapping exercise (look at existing ISO service standards)
- Study the services ‘landscape’ (look at what others are doing, e.g. CEN, ISO members)
Definition of ‘service standard’?

- Guide 2: 2004 definition:

  service standard

  standard that specifies requirements to be fulfilled by a service, to establish its fitness for purpose

  NOTE Service standards may be prepared in fields such as laundering, hotel-keeping, transport, car-servicing, telecommunications, insurance, banking, trading.

- NOTE: ‘Pure’ service standards vs MSS vs standards that relate to infrastructure that supports the provision of services
### Service standards by sector

<table>
<thead>
<tr>
<th>Sector</th>
<th>Standard</th>
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<tbody>
<tr>
<td>Business services, ISO 22313</td>
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<td>Communication services</td>
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<td>Construction and related engineering services</td>
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<td>Distribution services, ISO/TC 204</td>
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<td>Educational services, ISO 29990</td>
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<td>Financial services, ISO 22222</td>
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<td>Health related and social services, ISO 15189</td>
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<td>Tourism and travel related services, ISO 13810</td>
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<td>Recreational, cultural and sporting services, ISO 24803</td>
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<td>Transport services, ISO 12855</td>
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<td>Environmental services, ISO 24510</td>
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<tr>
<td>Other</td>
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Focusing the ISO strategy on services

- Review ISO Committee structures (TCs, PCs) related to services?
- Review ISO standard development rules?
- Sharing of best practices and member experiences

Review ISO standard development rules?
2-pronged strategy

1. Communication and outreach
   • Help ISO members engage with service stakeholders and share best practices
   • Improve visibility of ISO as a developer of service standards
   • Create case studies
   • 2016 workshop

2. Understanding market interests
   • Identify sectors in which services are traded globally
   • Consult committees to learn from their experiences with stakeholders and get market feedback
Thank you

Great things happen when the world agrees

ISO