ISO and services

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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

|			
Business services, ISO 22313	Communication services	Construction and related engineering services	Distribution services, ISO/TC 204
Educational services, ISO 29990	Financial services, ISO 22222	Health related and social services, ISO 15189	Tourism and travel related services, ISO 13810
Recreational, cultural and sporting services, ISO 24803	Transport services, ISO 12855	Environmental services, ISO 24510	Other

Focusing the ISO strategy on services

Review ISO Committee structures (TCs, PCs) related to services?

Structures

Sharing of best practices and member experiences

Processes

Experiences
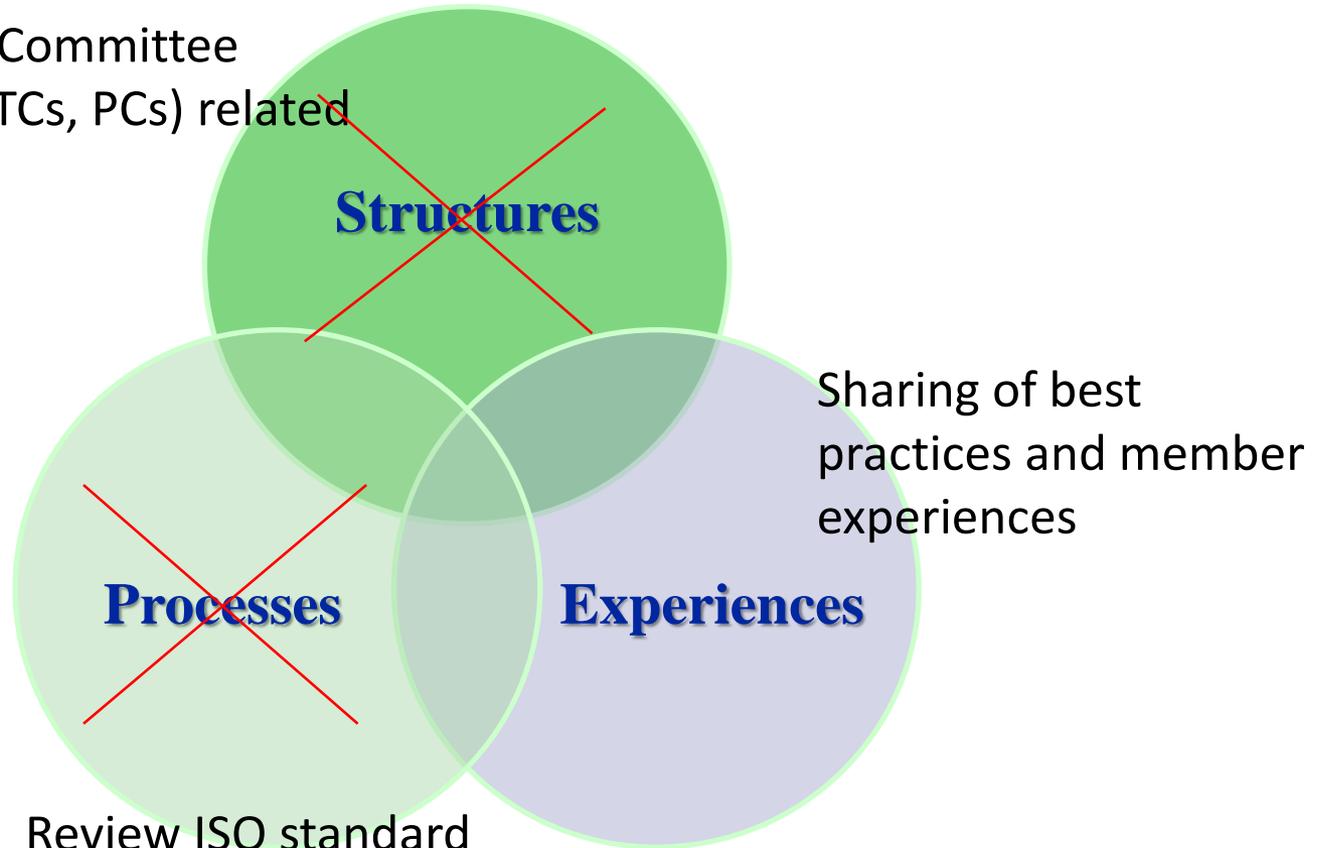
Review ISO standard development rules?

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