Experience In Participating in ISO

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Brief History!

- 23 Years in the Standards World
- QMS: Family of 9000 Standards
- TL 9000: QuEST Forum
- ISO 27000
- And others.................................
Standards Involvement and Observations

- Belonging to a committee and knowing WW experts
- Collaboration with 100+ WW experts
- Consultants Vs. Enterprises
- Establishing position for different comments
- New Standard Collaboration
- Culture Difference
Companies Understand Their Needs for Standards

- Big data
- Privacy Issues
- Cloud
- BYOD
- TTM & TTA
- Products vs. Solutions
- Security
- Outsourcing
Consultants Vs. Enterprises

- Companies are the main customer of QMS ISO Standards
- Understanding the ROI and user pains of implementing the Standard
- Companies should drive the development of these Standards
- Reality: majority members are individual consultants
New Standard Collaboration

- Fact: Many NWIP submitted and rejected each year - that are from “solo” country
- Evaluate the need together for the new Standard, example customer complaint escalation
- Work in partnership to develop and submit NWIP
Establishing Position for Comments/Ballots

- Votes pass by majority
- Review positions on comments and ballots before the next WG meeting or ballot submittal
- Evaluate the effect of the change on users, country as a whole
- Join forces to make an impact on the final decision
End!