



# Experience In Participating in ISO

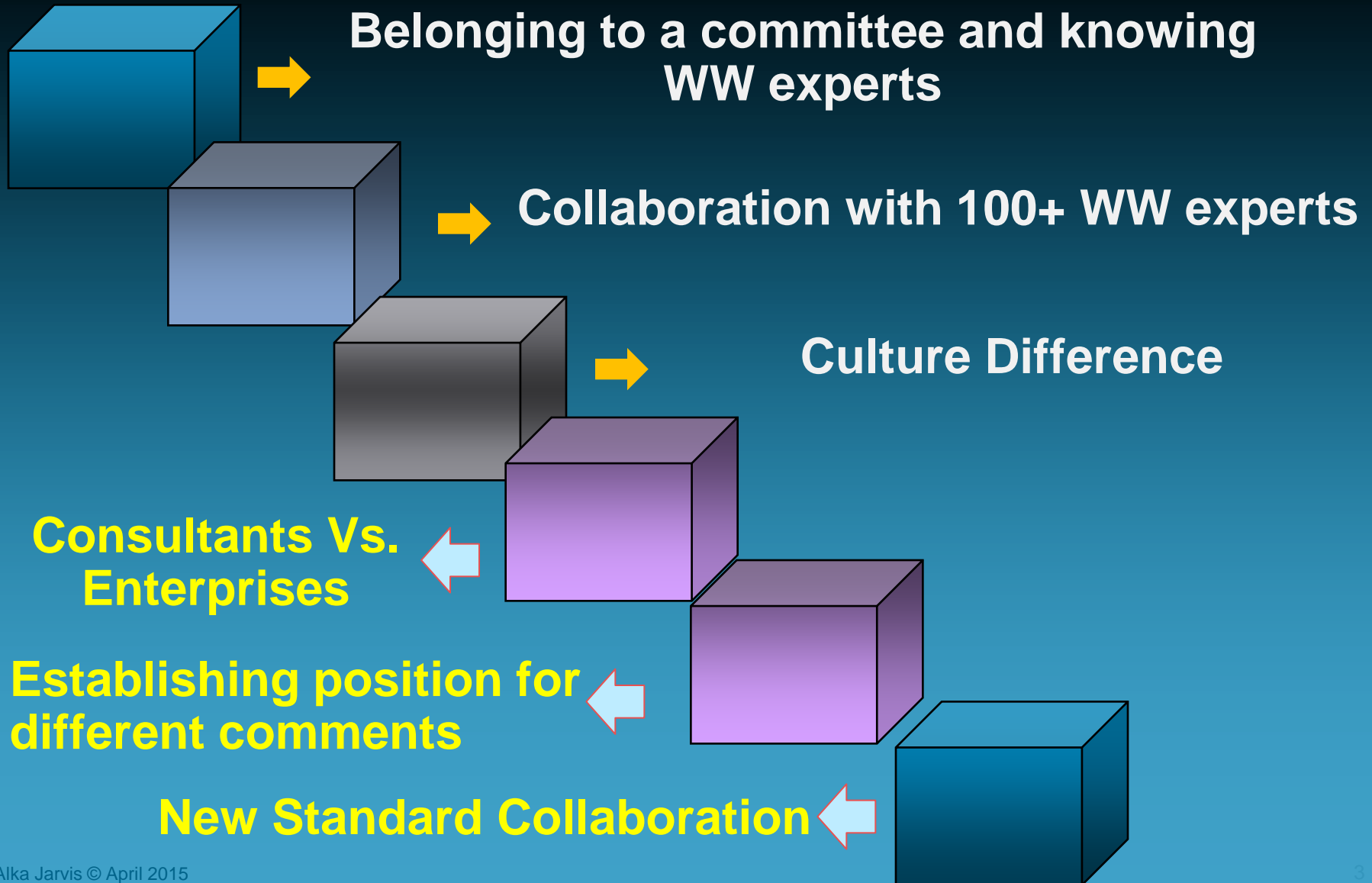
Alka Jarvis

# *Brief History!*

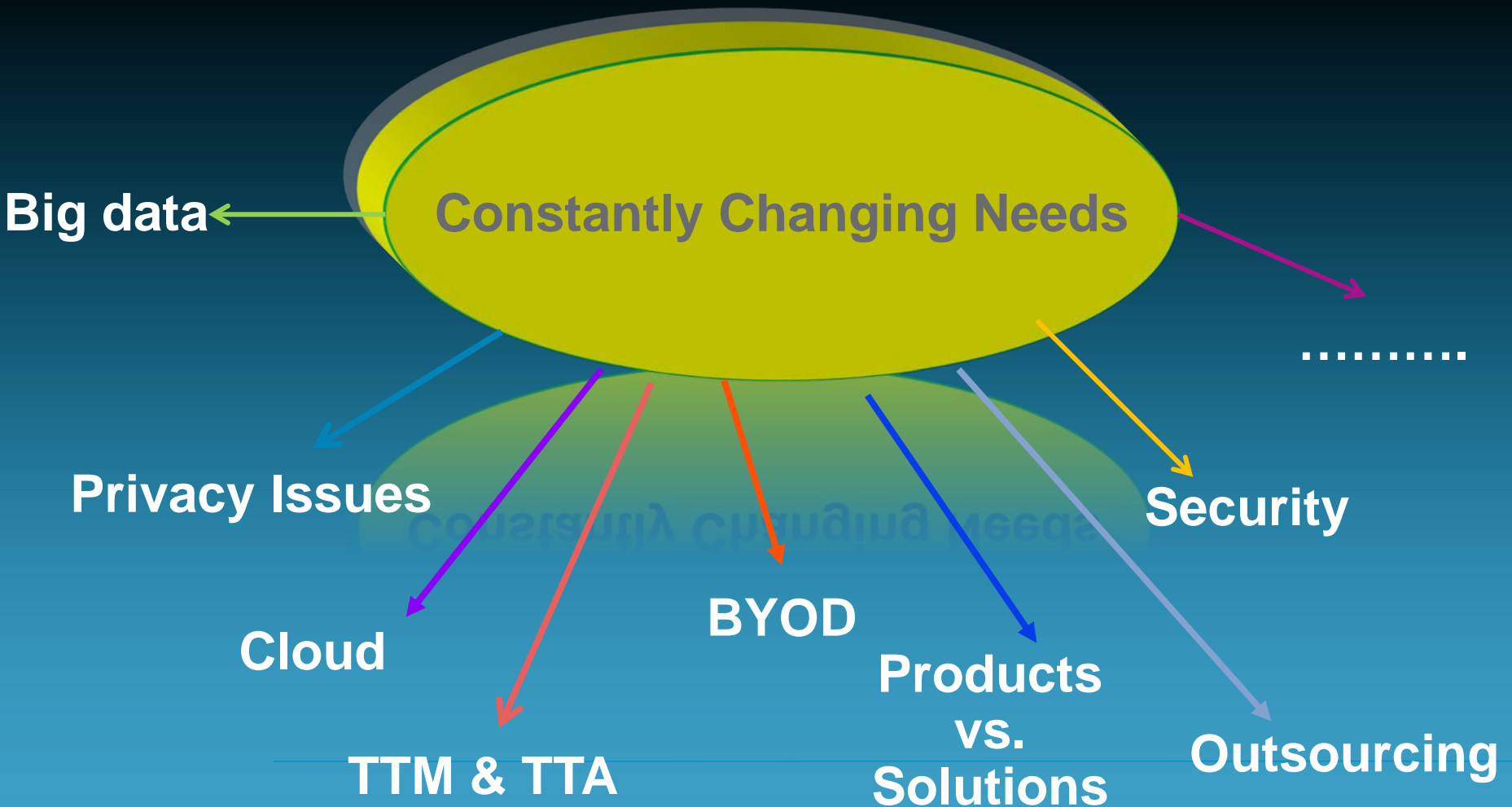
- **23 Years in the Standards World**
- **QMS: Family of 9000 Standards**
- **TL 9000: QuEST Forum**
- **ISO 27000**
- **And others.....**



# *Standards Involvement and Observations*



# Companies Understand Their Needs for Standards



# *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**

