



SUMMARY LIST OF COPOLCO'S CONTRIBUTIONS TO ISO'S WORK

COPOLCO contributes to ISO's work on behalf of consumers in a variety of ways: through coordination of consumer input into standards work, participation within ISO's governing bodies, proposals for new areas of technical work, and development of policy in standardization as it affects consumers. Below is a summary of the principal ways that COPOLCO has influenced ISO's work programme:

Development of International Standards

COPOLCO itself does not develop International Standards, but submits proposals for their development within other technical committees of ISO.

Customer satisfaction: Proposals for new work from COPOLCO have led to the publication of:

- 1) ISO 10001, *Quality management – Customer satisfaction – Guideleines for codes of conduct for organizations* (ISO TC 176/SC 3)
- 2) ISO 10002, *Quality management – Customer satisfaction – Guidelines for complaints handling in organizations* (ISO TC 176/SC 3)
- 3) ISO 10003, *Quality management – Customer satisfaction – Guidelines for dispute resolution external to organizations* – (ISO TC 176/SC 3)

Social responsibility: Start of work on ISO 26000, [Guidance on social responsibility](#) – publication anticipated in 2010 (ISO TMB Working group on Social Responsibility).

Tourism and related services: COPOLCO has contributed to the establishment of ISO/TC 228, notably by identifying priority areas of work in tourism services and undertaking fundamental research which supported the enquiry sent out to the ISO members.

Second hand goods: COPOLCO's research and recommendations, in collaboration with DEVCO, led to the establishment of the ISO TMB Technical Advisory Group 14, working on two projects:

- 1) A New Work Item proposal on an International Standard which sets minimum criteria for second hand goods that are offered for sale, donated or exchanged in order to protect consumers' health and safety and the environment (now completed and under ballot among ISO members). The ISO members approved this proposal in 2007.
- 2) The ISO/TMB TAG 14 is also developing a Guide for standards-writers on aspects to consider when products are sold second-hand.

Furthermore as a result of recommendations by COPOLCO, Project Committees have been set up for:

- 1) International guidance on **Consumer product recall and corrective action**
- 2) Guidance standard for manufacturers concerning **Safety of consumer products**
- 3) International guidelines on **Network services billing**.

Policy statements

ISO/IEC statement, [Consumer participation in standardization work](#).

ISO/IEC statement, [Addressing the needs of older persons and people with disabilities in standardization work](#).

Guides

[ISO/IEC Guide 14:2003](#), *Purchase information on goods and services intended for consumers.*

[ISO/IEC Guide 37:1995](#), *Instructions for use of products of consumer interest (under revision).*

[ISO/IEC Guide 41:2003](#), *Packaging – Recommendations for addressing consumer needs.*

[ISO/IEC Guide 46:1985](#), *Comparative testing of consumer products and related services - General principles (under revision).*

[ISO/IEC Guide 74:2004](#), *Graphical symbols – Technical guidelines for the consideration of consumers' needs*

[ISO/IEC Guide 76:2008](#), *Development of service standards – Recommendations for addressing consumer issues.*

Contributions to other guides

[ISO/IEC Guide 50:2002](#), *Safety aspects – Guidelines for child safety.*

[ISO/IEC Guide 51:1999](#), *Safety aspects – Guidelines for their inclusion in standards.*

[ISO/IEC Guide 71:2001](#), *Guidelines for standards developers to address the needs of older persons and persons with disabilities.*

Other activity for capacity building in standardization (from a consumer perspective)

Successful conclusion in 2007 of seven regional workshops, run jointly with DEVCO, on the theme, "Consumer participation in standardization". Launch of a new programme, "Train the trainers", and development of supporting tools, including an introductory distant learning module.