Rapporteur's Summary

Sixth working session - ISO Central Secretariat services and support

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ISO Secretariat Services

ISO CS re-organised into 4 main functions

- Technical policy
- Production
- Project Management and E Services
- Technical Group

Focus in all of these areas is now on:

- Customer service
- Responsiveness
- Quality, efficiency and speed

ISO aims to deliver first class services to its members and TCs

Feedback and suggestions for improvement are always welcome!