

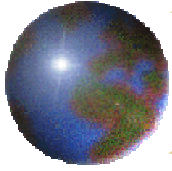
ISO/IEC TC Chairs & Secretaries Meeting

Geneva: June 16-17, 2005

“Managing an ISO Technical Committee”

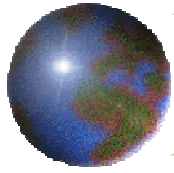
<Personal perspectives from a TC Chair>

Dr. Trevor Smith
Chair, ISO/TC 176



Outline

- ✿ ISO – the work
- ✿ ISO – the people
- ✿ ISO – my journey - from subject matter expert to Chair (completed 3 years as chair)
- ✿ Case study & Lessons learned (ISO/TC 176)
 - Vision and strategic day to day planning
 - Committee processes (importance of supporting business processes)
 - Our greatest asset – our people
 - Importance of communication

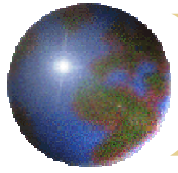


History of ISO

● **ISO Established in 1947 ***

- To facilitate international exchange of goods and services and to develop cooperation in the spheres of intellectual, scientific, technological and economic activity

* *infact international standardization began in the electro technical field (the IEC was established in 1906)*



ISO in figures (Year 2004)

Members

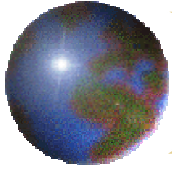
- 146 national standards bodies

Technical Committees (for standards in management systems and product standards)

- 2952 technical committees (30,000+ experts)
 - 190 TCs and 544 SCs
 - 2188 working groups
 - 30 Ad hoc study groups

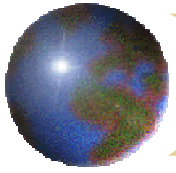
Liaisons

- 581 organizations in liaison with ISO TC's/SC's



The People of ISO (+ myself)

- ISO = Committees of Volunteers but demand very high Professional standards!
- My journey:
 - Kodak >30 years
 - Product Control, Quality assurance, Quality Management
 - ISO mirror committee TC207 Environment (Canada)
 - International delegate TC207
 - Liaison member TC207 to TC176
- I considered myself – part of international community of stakeholders
 - “Wearing two hats” (business user + standards writer)
 - Products (standards) of ISO committees
 - Process of standards development: relevance, transparency, international buy-in



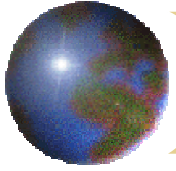
then...

⊕ Appointed as Chair TC176 – new priorities, new responsibilities:

- ⊞ Shift from being subject matter expert to custodian and protector of ISO process!
- ⊞ Impartial (no Country or Company bias)
- ⊞ New colleagues (eg. TC/SC Officers, ISO CS, CASCO, IAF)
- ⊞ Consensus builder
 - One member/member country – One vote
 - Developing countries and key liaison organizations needing to be at the table and participating in leadership

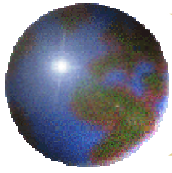
⊕ Challenges of the position (with the privilege)

- ⊞ Time (balance with my Kodak job)
- ⊞ Some personal sacrifices



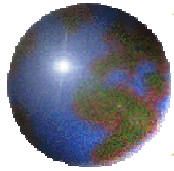
[Technical Committee ISO/TC 176]

- Responsible for the ISO 9000 family, and development of generic standards in the field of quality management and quality assurance
- Advisory (“partner”) role with to other ISO technical committees with regard to quality management systems and principles



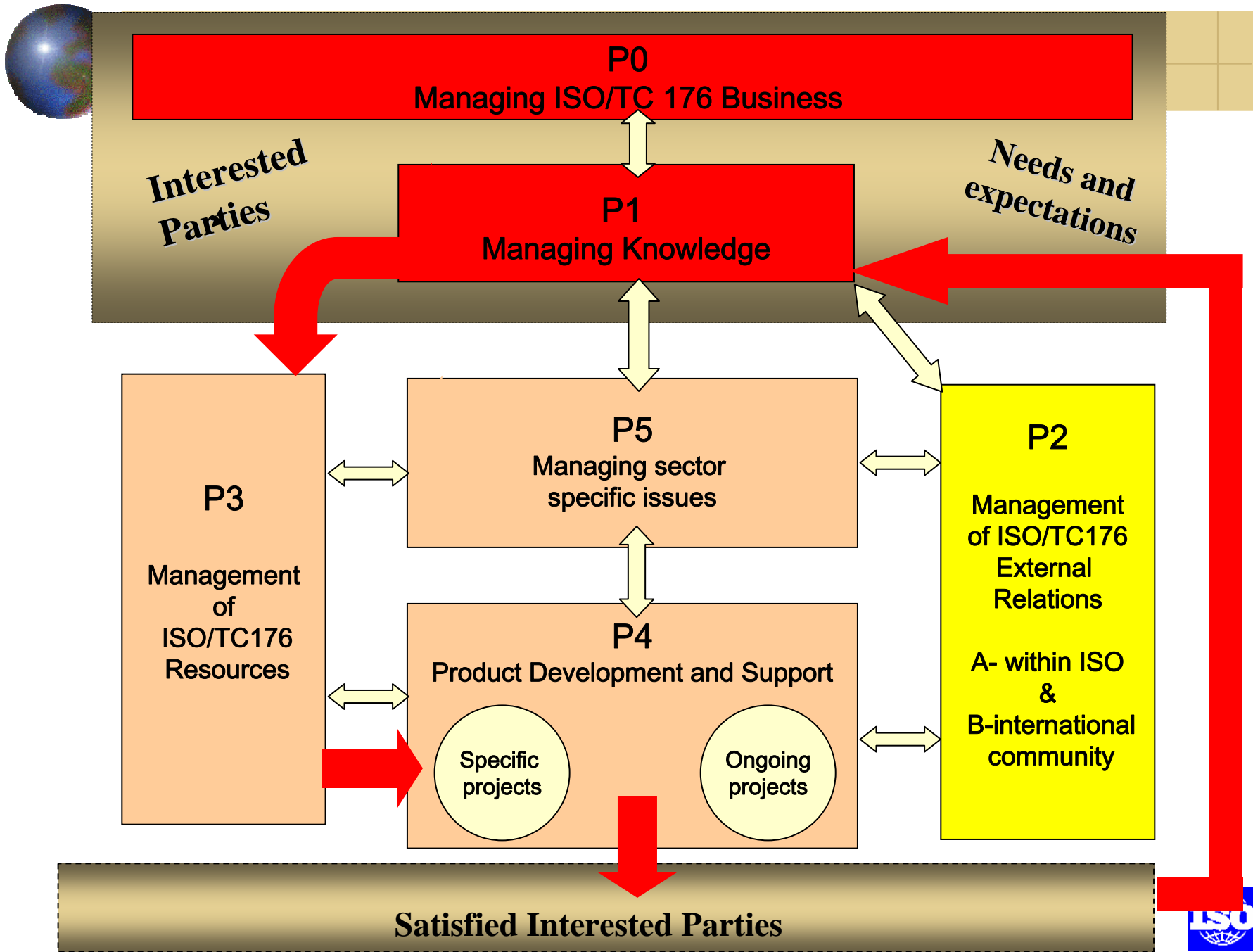
Committee Management Processes

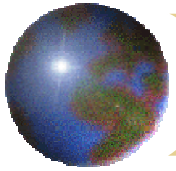
- ❑ Teamwork: Secretary, SC Chairs/secretaries, TC Members, ISO CS
 - ❑ All work is a process – look at business process approach for committee work
 - ❑ Horizontal processes in functional committees
 - ❑ Leadership & Advisory Committees (CAG, CSAG)
- ➔ Improvements to committee, balloting and administrative processes will result in better products (standards & guides)



ISO/TC 176 - Structure

- Membership: 131
 - includes 95 country members
 - 36 liaison members
- TC Committees
 - SC1 Concepts and Terminology
 - SC2 Quality Systems
 - SC3 Supporting Technologies
 - Working Group (WG) on Interpretations
- Translation Task Groups (Spanish, Arabic)

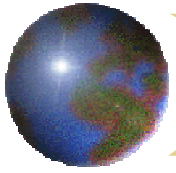




TC 176 – Strategic Plan “Horizon 2010”

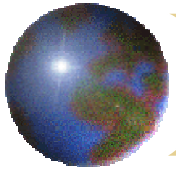
Mission :

- ✦ Identify and understand the needs of society, users, and of their customers.
- ✦ Develop, support and improve generic or sector QMS standards.
- ✦ Safeguard the integrity of its standards in their use, including conformity assessment activities.
- ✦ Minimize proliferation of QMS standards.
- ✦ Contribute to the compatibility of management system standards (MSS).



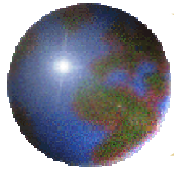
Process Facilitators (Process Owners)

- ✚ Process facilitators appointed to work alongside committees and working groups to help standards development process effectiveness and drive to the Vision
- ✚ Members of Chair's Strategic Advisory Group (CSAG)
- ✚ Aim result = satisfied stakeholders / interested parties



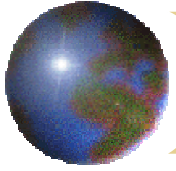
Key factors to maintain/develop

- ✚ Don't let operational priorities hide the strategic issues
- ✚ Worldwide stakeholder involvement
- ✚ Twinning with Developing countries
- ✚ Transparency
- ✚ Consensus building
- ✚ Rapid time to market of standards/guides
- ✚ Meet needs of all organization sizes and types (market relevance)

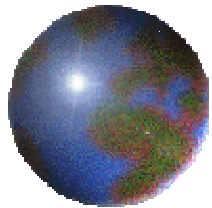


Relationships are Key !

- ⊕ Committee members & experts
- ⊕ TC & SC Officers
- ⊕ ISO Central Secretariat (Support & PR)
- ⊕ Internal Liaisons
- ⊕ External Liaisons



- ✚ Think in new ways – our committee processes must be responsive to the world around us
- ✚ Think “process”
- ✚ Know your customers/stakeholders
- ✚ Value your team
- ✚ Embrace diversity – it brings strength
- ✚ Communicate, Communicate, Communicate



Thank you !

trevor.smith@kodak.com

Geneva, June 2005

Trevor Smith, TC Chairs Meeting

