



ISO/TC 184/SC 4/QC "Quality committee"
Convenorship: AFNOR
Convenor: Dubillot Véronique Mme



ISO/TC 184/SC 4/QC N 620 Verbal forms for expressions of provisions, report

Document type	Related content	Document date	Expected action
Meeting / Presentation	Meeting: VIRTUAL 8 Nov 2021	2021-11-11	INFO



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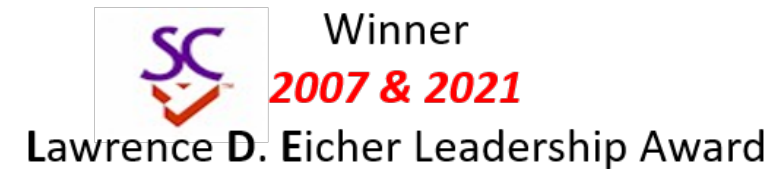
ISO/TC 184/SC 4 Industrial Data

Quality Committee

Véronique Dubillot / Melissa Harvey / Changsoo Lee

Verbal forms for expressions of provisions (updated)

2021-11-10



Objective

Today's objective is to review the verbal forms for expressions of provisions, Clause 7 of the ISO/IEC Directives, Part 2, 2021

This workshop, initially proposed in May 2020, has been updated.



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Agenda

- **ISO Code of Conduct**
- Drafting Standards material
- Verbal forms for expressions of provisions (updated)



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ISO code of conduct

Respect others	Uphold consensus and governance
Behave ethically	Agree to a clear purpose and scope
Escalate and resolve disputes	Participate actively and manage effective representation
Work for the net benefit of the international community	

Respect others	<p>We are committed to:</p> <ul style="list-style-type: none"> Respecting others and the professional culture of international standardization within ISO Conducting ourselves in a professional manner Respecting others and the diversity of professional opinions – scientific, technical, or otherwise Embracing the concepts of compromise and consensus-building in the development of ISO standards Accepting and respecting consensus decisions of the committee or working group and of the ISO/TMB Making the effort to hear and understand the views of all, regardless of the diversity of acceptable accents and levels of command of the language of the meeting
Behave ethically	<p>We will:</p> <ul style="list-style-type: none"> Act in good faith and with due care and diligence Avoid collusive or anticompetitive behavior Promote a culture of fair and ethical behavior, without prejudice against any ISO actor based on any human differences Refrain from debate and discussion that is disrespectful, threatening (mental or physical), or otherwise unprofessional in tone or which is offensive to other participants and damaging to ISO and the overall process of achieving consensus Treat all persons with respect and fairness and not offer or appear to offer preferential treatment to any person or group Refrain from disseminating false or misleading information or from withholding information necessary to a full, fair, and complete consideration of the issues Not harass, threaten or coerce any participant in an effort to persuade or sway votes. This does not preclude professional, respectful debate and exchange of views that contain information and/or present perspectives intended to persuade other participants to lend their support or opposition to issues, proposals, etc. in order to ultimately achieve consensus However, efforts to persuade support or opposition during the development of ISO deliverables shall not be done by committee chairs, managers, WG convenors or project leaders who must be neutral international facilitators of the work
Escalate and resolve disputes	<p>We will identify and escalate disputes in a timely manner to ensure rapid resolution.</p> <p>We will uphold the agreed dispute resolution processes.</p>

Work for the net benefit of the international community	We recognize that the development of International Standards is for the net benefit of the international community, over and above the interests of any individual or organization. We are committed to advancing International Standards within their agreed scope and we will not hinder their development.
Uphold consensus and governance	We will uphold the key principles of international standardization: consensus, transparency, openness, impartiality, effectiveness, relevance, coherence and the development dimension.
Agree to a clear purpose and scope	We are committed to having a clear purpose, scope, objectives and plan to ensure the timely development of International Standards.
Participate actively and manage effective representation	<p>We agree to actively participate in standards development projects.</p> <p>We will make our contributions to the work through the official procedures in accordance with the ISO/IEC Directives.</p>

<https://www.iso.org/files/live/sites/isoorg/files/store/en/PUB100397.pdf>

ISO/TC 184/SC 4
expression

Escalate and resolve disputes

non-Verbal forms for consensu



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Drafting Standards material

ISO

ISO/IEC Directives, Part 2 ★

Principles to structure and draft documents intended to become International Standards, Technical Specifications or Publicly Available Specifications.

ISO House Style

Guidelines on the language, formatting and presentation of ISO documents.

ISO Simple template

Rice model ⚠

This is a model document of an International Standard demonstrating a simple application of the ISO/IEC Directives, Part 2, with accompanying explanations and information about the content.

ISO Drafting Made Efficient

How to draft ISO documents efficiently, making them easier to read and implement.

Best practices for vocabularies and terminologies

Tips for preparing your draft.

Guidelines for the submission of text and graphics to ISO/CS

Tips for submitting documents that contain tables, graphics and mathematical formulae.

Guidance on legal statements in ISO standards

Tips for preparing your draft.

DRG Directives

Guidelines for the production of drawing files.

NISO STS 1.0 IEC/ISO Coding Guidelines

These Guidelines describe the XML schema as used by IEC and ISO for the XML versions of published standards.

ISO/TC 184/SC 4

SC 4 Supplementary directives — Rules for the structure and drafting of SC 4 standards for industrial data

SC 4 boilerplate
(including ISO boilerplate)

★ The documents tagged with a red star are useful for our topic



Warning, the detailed wording is not up to date. ISO requires editors always to use boilerplate wording from the latest version of the ISO Simple template



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What a provision is?

Definition from
the Oxford
Dictionary of
English

10:31 Thu 4 Nov 45%

< provision 🔊 🔍 🎤 📷 ⋮ ✕

provision /prəˈvɪʒ(ə)n/ 🔊

• **NOUN** [mass noun]

1 the action of providing or supplying something for use:
new contracts for the provision of services.

- (**provision for/against**) financial or other arrangements for future eventualities or requirements:
farmers have been slow to make provision for their retirement.
- [count noun] an amount set aside out of profits in the accounts of an organization for a known liability, especially a bad debt or the diminution in value of an asset.

2 an amount or thing supplied or provided:
changing levels of transport provision.

- (**provisions**) supplies of food, drink, or equipment, especially for a journey.

3 [count noun] a condition or requirement in a legal document:
the first private prosecution under the provisions of the 1989 Water Act.

4 [count noun] Christian Church, historical an appointment to a benefice, especially directly by the Pope rather than by the patron, and originally before it became vacant.

• **VERB**

1 [with object] supply with food, drink, or equipment, especially for a journey:
civilian contractors were responsible for provisioning these armies
(as noun **provisioning**) *the provisioning of US ships.*

2 [no object] set aside an amount in an organization's accounts for a known liability:
financial institutions have to provision against loan losses.

– **DERIVATIVES**

provisioner /prəˈvɪʒ(ə)nə/ 🔊 **NOUN**

provisionless **ADJECTIVE**

provisionment **NOUN**

– **ORIGIN** late Middle English (also in the sense 'foresight'): via Old French from Latin *provisio(n-)*, from *providere* 'foresee, attend to' (see **provide**). The verb dates from the early 19th century.



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Verbal forms for expressions of provisions, ISO/IEC, Directives, Part 2, 2021, Clause 7

The **user** of the document shall be able to **identify** the **requirements** he/she is obliged to satisfy in order to claim conformance to a document. The **user** shall also be able to **distinguish** these **requirements** from **other types of provision** (recommendations, permissions, possibilities and capabilities).

To avoid risk of misinterpretation, **verbal forms that are not defined in Table 3 to Table 7 shall not be used** for the expression of provisions.

Provision



Requirement



Shall

Shall not

Do not use "may not" instead of "shall not" to express a prohibition.

Do not use "must" as an alternative for "shall". This avoids confusion between the requirements of a document and external constraints

Imperative mood: The imperative mood is frequently used in English to express requirements in procedures or test methods.

EXAMPLE 1
Connectors shall conform to the electrical characteristics specified by IEC 60603-7-1.

EXAMPLE 2
Switch on the recorder.

EXAMPLE 3
Do not activate the mechanism before...

Recommendation



Should

Should not

EXAMPLE
Wiring of these connectors should take into account the wire and cable diameter of the cables defined in the IEC 61156 series.

Permission



May



Do not use "possible" or "impossible" in this context.

Do not use "can" instead of "may" in this context.
"May" signifies a permission expressed by the document, whereas "can" refers to the ability of a user of the document or to a possibility open to him/her.

Do not use "might" instead of "may" in this context.

Negative permissions are ambiguous and should not be used. Rather than using negative permissions, either rewrite the sentence to state what is permitted, or rewrite as a requirement/recommendation not to do something.

EXAMPLE 1
IEC 60512-26-100 may be used as an alternative to IEC 60512-27-100 for connecting hardware that has been previously qualified to IEC 60603-7-3:2010.

EXAMPLE 2
Within an EPB document, if the quantity is not passed to other EPB documents, one or more of the subscripts may be omitted provided that the meaning is clear from the context.

Possibility & capability



Can

Cannot

Do not use "may" instead of "can" in this context.

"May" signifies a permission expressed by the document, whereas "can" refers to the ability of a user of the document or to a possibility open to him/her.

EXAMPLE 1
Use of this connector in corrosive atmospheric conditions can lead to failure of the locking mechanism.

EXAMPLE 2
These measurements can be used to compare different sprayer setups on the same sprayer.

EXAMPLE 3
Only the reverse calculation approach given in Clause E.3 can be used for calculated energy performance.

EXAMPLE 4
The sum over time can be related either to consecutive readings or to readings on different time slots (e.g. peak versus off-peak).

External constraint



Must



Do not use "must" as an alternative for "shall". This avoids confusion between the requirements of a document and external constraints

EXAMPLE 1 Particular conditions existing in a country:
Because Japan is a seismically active country, all buildings must be earthquake-resistant.

EXAMPLE 2 A law of nature:
All fish must maintain a balance of salt and water in their bodies to stay healthy.

Preferred verbal forms

Only singular forms are shown below.





Provision



The equivalent expressions shall be used only in certain cases when the form given in the first column cannot be used for linguistic reasons.

Requirement



Shall

Shall not

It is required that

is not to be

is required to

is required to be not

is to

do not

it is necessary

is not allowed

has to

is required that... be not

only ... is permitted

Recommendation



Should

Should not

ought to

ought not to

It is recommended that

it is not recommended that

Permission



May



is allowed

is permitted

is permissible

Possibility & capability



Can

Cannot

It is possible to

be unable to

be able to

there is no possibility of

there is a possibility of

it is not possible to



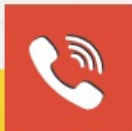
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Remember that

The content of a Technical Report is not permitted to include requirements, recommendations or permissions

	Verbal forms	ISO rule	Deliverables
Requirement	shall	Not permitted in the Foreword, the Scope, the introduction, Notes or Examples	Not permitted in Technical reports
Recommendation	should	Not permitted in the Foreword, the Scope, Notes or Examples	Not permitted in Technical reports
Permission	may	Not permitted in the Foreword, the Scope, Notes or Examples	Not permitted in Technical reports
Possibility and capability	can		All



ISO/CS advice about Recommendation and Permission in the Introduction.

Actually, the Introduction may be removed in national adoptions – in which case any important nuances (recommendations, permissions) conveyed in this section will be lost for the users.



Satisfaction
survey

Thank you for your participation

Let's keep in touch!

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ISO/TC 184/SC 4 QC workshop: Verbal forms for expressions of provisions
(updated)



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The screenshot shows a web browser window with the URL <https://committee.iso.org/home/tc184sc4>. The page header includes the ISO logo and the text "ISO/TC 184/SC 4" with a sub-header "Industrial data". A navigation menu contains "About", "News", "Projects", "Forums", and "Contact". Below the menu, there are links for "Industry Day", "Implementers Forum", "Quality Forum", and "Project Forum". The main content area features a news article titled "The SC 4 Quality Forum has undergone construction!". The article text reads: "The SC 4 Quality Forum has undergone construction! Read on to see what changed." Below the article, there is a section titled "List of changes:" followed by a list of updates: "Addition of sub-pages (to the right) for the following topics:", "• Workshop Materials: This area houses the materials and report out from the Quality Committee from each of the Plenary sessions.", "• Training Materials: This area houses links to the documentation and training materials for quality development.", "• Newsletter Archive: This area house each of the articles from the Quality Column in the SC 4 newsletter.", "• Quality Snapshot: This area houses the Quality Assurance report out from the Quality Committee on SC 4."



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