



# my ISO job

2016 edition

## **My ISO job**

What delegates and  
experts need to know





# My ISO job

What delegates and experts need to know



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# Welcome to **ISO**





Congratulations  
on your appointment  
as a delegate of an ISO committee  
or an expert in a working group.

The purpose  
of this document is  
to help you participate  
effectively in ISO's  
technical work.

The purpose of this document is to help you participate effectively in ISO's technical work.

**Part 1** provides general background information about ISO and the standards development process. **Part 2** explains what is expected of you as a participant in ISO. **Part 3** gives a list of the tools and resources available to you.

This document presents an overview and is not exhaustive. Links to additional information are provided throughout. If you are reading a paper version, the full links are given in Part 3. You can also visit [www.iso.org](http://www.iso.org) or **ISO Connect**. A full list of the **acronyms** used are defined at the end of the document.





**The most important information for your ISO work is covered in [Part 2](#).**

**So if you are familiar with ISO, we suggest you skip the background in Part 1 and go to [Part 2](#) to get right to the essentials.**

## The people there to help you...

ISO has detailed processes and it is normal to feel a little overwhelmed at first. Your national standards body is available to provide you with any information. Committee leaders (Chairs and Secretaries) are also available to answer your questions, as are the ISO Central Secretariat Technical Programme Managers (TPM) assigned to each committee. A TPM provides committees with advice on ISO policies, procedures and work programme matters. The name and contact information of the committee leaders and TPM are available on the “About” section of each [committee page](#) on [iso.org](#).

This document is to assist delegates and experts in ISO's technical work. The following remain the source documents ([www.iso.org/directives](#)):

- *ISO Statutes*
- *ISO/IEC Directives, Part 1*
- *Consolidated ISO Supplement to the ISO/IEC Directives, Part 1*
- *ISO/IEC Directives, Part 2*
- *ISO/IEC JTC 1 Supplement*

# ISO

## A SNAPSHOT

### What ISO does

Develops International Standards and other **deliverables** for products, services, processes, materials and systems, and for conformity assessment, managerial and organizational practice.

### What ISO does not do

Carry out certification of conformity to its standards, including ISO 9001 or ISO 14001.

### ISO – the organization

Consists of a network of the most representative **national standards bodies** from all regions of the world, working in partnership with international organizations such as the United Nations, its specialized agencies and the World Trade Organization (WTO).

### ISO's origins

Founded in 1946 by delegates from 25 countries, ISO began operating on 23 February 1947.

- MORE AWARENESS

↳ SOCIAL MEDIA

Other.

What is your focus on ISO 26000? Mainly...

by empowering local/regional experts in promoting ISO 26000 into the region/country.

USER FRIENDLY FOR SME'S

ISO Handbook for Small and Medium Co's Integrating ISO 26000

MAKE ISO 26000 AVAILABLE AT ISO-WEBSITE

Promote through USB the development of tools based on stakeholder consensus to make gap analysis.

Develop BEST PRACTICES ON HOW TO implement ISO 26000

CREATE PLAT-FORM FOR USERS OF ISO 26000 STANDARD

CERTIFIABLE OR NOT???

RECOGNITION HOW CAN COMPANIES...

# Introducing ISO

# PART 1

## What makes ISO so unique

The need for truly global standards has expanded as new markets, new actors and new powerful economies emerge. ISO provides unique mechanisms to establish international consensus that results in globally and market-relevant standards. With a collection of thousands of International Standards and other deliverables, developed and promoted by stakeholders in a network of national standards bodies from all regions and hundreds of international organizations, ISO is the leading producer of International Standards. This Part provides basic information about how it all happens.

## Background

### ISO members

ISO is a network of national standards bodies which make up the ISO **membership**. These bodies represent ISO in their countries. There are three member categories which enjoy different levels of participation :

**Full members** (or member bodies) **influence** ISO standards development and strategy by participating and voting in ISO technical and policy meetings. Full members can sell and adopt ISO International Standards nationally.

**Correspondent members observe** the development of ISO standards and strategy, including by attending ISO technical and policy meetings as observers. Correspondent members can sell and adopt ISO International Standards nationally.

**Subscriber members keep up to date** with ISO's work but cannot participate in it – nor can they be observers in committees. They do not sell or adopt ISO International Standards nationally.



## ISO and trade

The World Trade Organization's (WTO) **Agreement on Technical Barriers to Trade** (TBT), which includes the Code of Good Practice for the Preparation, Adoption and Application of Standards (in Annex 3), recognizes the important contribution of international standards and conformity assessment systems to improve the efficiency of production and facilitate international trade.

ISO implements the principles adopted by the TBT committee that should be observed by international standardizing bodies: transparency, openness, impartiality and consensus, effectiveness and relevance, coherence, and the development dimension. ISO's **global relevance policy** details principles consistent with the WTO principles along with implementation guidelines to ensure that ISO standards are relevant to countries all around the world.

## ISO and developing countries

Increasing the participation of ISO's developing country members and strengthening their standardization infrastructures is an ISO priority. Twinning arrangements are partnerships between developed and developing countries, which aim to build capacity and promote the participation of developing countries. A twinning can be established at the P-member, Convenor, Secretariat and Chair levels. For

more information about twinning, see the [Guidance on Twinning](#). Consult [iso.org](http://iso.org) for more information about ISO's efforts related to developing countries. The site also contains general information about training and technical assistance, which may include funding for delegates and experts from developing countries to attend meetings. See [ISO Connect](#) for details about ISO's sponsorship programme to support participation in technical work or contact [academy@iso.org](mailto:academy@iso.org).

### **Worldwide collaboration**

ISO collaborates with its two sector-based international partners, the IEC (International Electrotechnical Commission) and ITU (International Telecommunication Union). ISO also collaborates with the United Nations and its specialized agencies and commissions, particularly those involved in the harmonization of regulations and public policies.

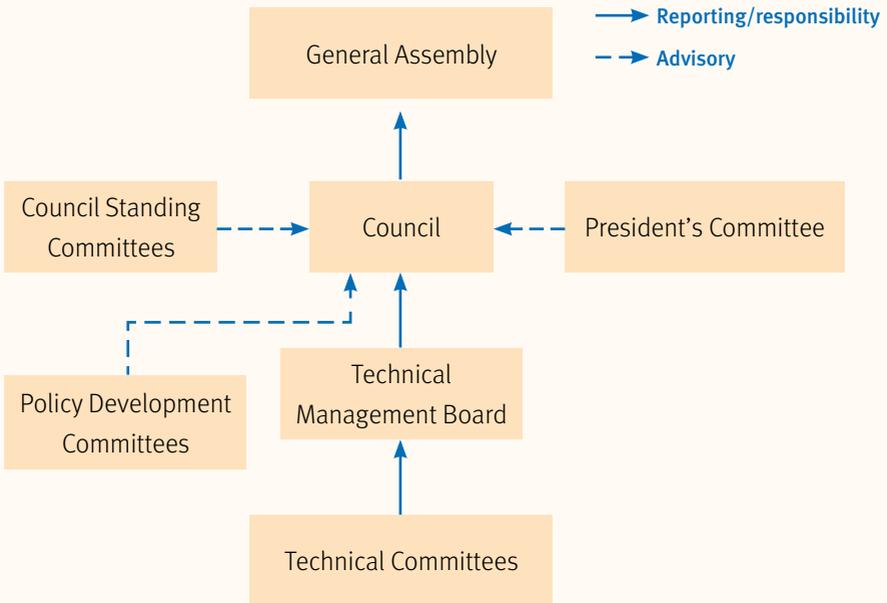
ISO's technical committees have [liaisons](#) with hundreds of international organizations. Many of ISO's members also belong to regional standards organizations. This makes it easier for ISO to coordinate with regional standardization activities throughout the world.

The ISO Council has recognized the following seven regional standards organizations:

- ACCSQ – ASEAN Consultative Committee for Standards and Quality
- AIDMO – Arab Industrial Development and Mining Organization
- ARSO – African Regional Organization for Standardization
- CEN – European Committee for Standardization
- COPANT – Pan American Standards Commission
- EASC – Euro-Asian Council for Standardization, Metrology and Certification
- PASC – Pacific Area Standards Congress

ISO signed an agreement on technical cooperation with the CEN (“[Vienna Agreement](#)”). Information about the Vienna Agreement, including the implementation guidance is available at [www.iso.org/va](http://www.iso.org/va).

# ISO governance structure



The Secretary-General is a member of the President's Committee, reports to the President and to Council and receives advice from the policy and advisory groups (who also advise Council). The Central Secretariat is responsible for supporting the governance and policy and advisory structure and the operations of ISO.

## The Principal Officers

The strategic management of ISO is in the hands of its members and ISO's **Principal Officers** : President, President-elect, Vice-President (policy), Vice-President (technical management), Vice-President (finance), Treasurer and Secretary-General.

## The General Assembly

The General Assembly is similar to a company's shareholder meetings and is attended by ISO's Principal Officers and delegates nominated by the member bodies. Correspondent members and subscriber members may attend as observers. The General Assembly meets every September and is usually hosted by an ISO member body.

## The ISO Council

The ISO Council generally meets twice per year and governs the operations of ISO just as a board of directors governs the operations of a company. It is chaired by the ISO President and comprises 20 ISO members and the Chairs of ISO's Policy Development Committees. The Council appoints the Treasurer, the members of the Technical Management Board and the Chairs of ISO's Policy Development Committees: DEVCO (Committee on developing country matters), COPOLCO (Committee on consumer policy) and CASCO (Committee on conformity assessment) – who all report to it.

## The President's Committee

The President's Committee is comprised of the Principal Officers. It advises Council on the implementation of its decisions. It also ensures effective communication and coordination between the ISO Council, the Technical Management Board and the two Council Standing Committees: the Strategy and Policy Committee (CSC/SPC) and the Committee on Finance (CSC/FIN). The President's Committee meets either physically or virtually as often as needed throughout the year – an average of about four or five times per year.

The President's Committee advises Council on the implementation of its decisions.





## **The Technical Management Board (TMB)**

The TMB reports to the ISO Council and is responsible for the overall management of the technical work. The TMB is comprised of a Chair and 15 member bodies and it decides on the establishment of technical committees and appoints their secretariats and Chairs. It also monitors the progress of the technical work and is responsible for the **ISO/IEC Directives**, which are the rules for the development of International Standards and other ISO **deliverables**. It has three physical meetings per year (February, June and September) and works by correspondence as needed between meetings.

## **The Secretary-General**

ISO's day-to-day operations are managed by the Secretary-General, who is appointed for five-year terms and heads the ISO Central Secretariat in Geneva, Switzerland, as well as its Singapore office.

## **ISO Strategic Plans**

ISO is guided by its five-year Strategic Plans which are approved by the ISO General Assembly. The implementation of ISO's Strategic Plans is overseen by the ISO Council.



## ISO committees – the basics

### Structure

The development of International Standards and other ISO **deliverables** is carried out by ISO technical committees and their subcommittees, or by project committees. Technical and project committees are established by the Technical Management Board to develop International Standards or other ISO **deliverables** within their approved scopes.

A technical committee may set up one or more subcommittees. The scope of a subcommittee must be within the scope of the parent technical committee.

Technical committees, project committees and subcommittees can establish working groups to focus on specific tasks such as developing the first draft of a standard or deliverable.

Advisory groups, study groups, ad hoc groups and editing committees can also be set up to support the activity, as needed. Unlike technical committees and subcommittees, the above groups are disbanded after the fulfilment of their given task.

Technical committees must develop **strategic business plans**, which also address the activities of any subcommittees. The purpose of the strategic business plan is to analyse market needs and demonstrate how they will be addressed by the work of the technical committee. Standards can also be developed in project committees, which operate in the same way as technical committees. The only difference is that they are only mandated to develop one standard, after which the project committee is disbanded or transformed into a technical committee if there is a need for further standardization within its scope. By definition, a project committee cannot have subcommittees unless it is transformed into a technical committee.

## Leadership

### The committee secretariat and Secretary

Each ISO technical committee, project committee or subcommittee is administratively supported by an ISO member body (the “secretariat”). The member body which is appointed by the Technical Management Board to hold the secretariat of a committee is also by default a participating member (P-member) in the committee.

The member body which holds the secretariat of a committee appoints a Secretary, the person responsible for all administrative aspects of the committee. The Secretary is however required to be neutral and to dissociate him/herself from his/her national positions. S/he works closely with the committee Chair in managing the work of the committee.



### The committee Chair

Nominations for Chairs are submitted by the member body holding the secretariat of a committee. The Technical Management Board appoints Chairs of technical committees and project committees. Parent technical committees appoint the Chairs of their subcommittees. Chairs can be nominated for an initial maximum period of six years. Extensions are allowed, up to a cumulative maximum of nine years.

The role of the Chair is to help the committee reach an agreement that will be internationally accepted. This requires him or her to steer the committee towards consensus and recognize when it has been reached. The Chair must remain neutral and cannot therefore continue to be a national representative in the committee s/he is chairing.



### **Working group Convenors**

Working group Convenors are appointed by the technical committee, project committee or subcommittee for up to three-year terms ending at the next plenary session of the parent committee following the term. Such appointments must be confirmed by the national body of the country where the Convenor is from or by the liaison organization who nominated him/her). The Convenor may be reappointed for additional terms of up to three years. There is no limit to the number of terms.

The role of the Convenor is to lead the work of the experts in the working group. S/he must also apply the principles of consensus. S/he can also be supported by a secretariat, as needed.

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## Committee members

### Technical committees, subcommittees and project committees

#### Full members

All ISO member bodies (also referred to as “full members”) are eligible for membership in any ISO technical committee, project committee or subcommittee as either participating members (P-members) or observers (O-members).

**P-members** are required to play an active role in the work of a committee, as well as vote on all official committee ballots. They are also expected to base their positions on the consensus of national stakeholders, preferably through national mirror committees.

**O-members** follow the development of a standard, and possibly contribute to the work, without committing themselves to active participation.

**Correspondent members** may register as observers of committees. But unlike O-memberships, which are reserved for ISO member bodies, correspondent members that register as observers do not have the right to submit comments.<sup>1)</sup> Technical committees, subcommittees and project committees may establish liaisons. Category A liaisons allow international and broadly based regional organizations to actively participate in the work of a committee. However, they do not have the right to vote in formal committee ballots.

**Subscriber members** cannot participate in the technical work of ISO except under the Council pilot project.<sup>1)</sup>



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1) **NOTE:** Following Council Resolution 03/2013, correspondent and subscriber members were allowed to participate in a maximum of five committees for a two-year trial period (2014-2015). The pilot project has been extended for a further four years with the current rights but with increased training and support to members participating in this programme (Council Resolution 22/2015).



## Working groups

Membership to working groups is limited to the experts that are nominated by the members that have agreed to actively participate in the project concerned (P-members and category A liaisons). There is also a special category of liaison (category D) reserved for working groups.

Whereas P-members of technical committees, subcommittees or project committees are required to represent

their national positions, working group experts do not formally represent the members who nominate them. They are selected based on their individual know-how and experience in a given subject and therefore act in a personal capacity. However, they should understand the positions of the member that appointed them and keep them informed of progress in the technical work.



## Meetings

Committees use electronic means – e.g. e-mail or Web conferencing – to carry out their work whenever possible. Meetings are convened only when necessary to discuss matters of substance which cannot be settled by other means.

The official languages of ISO being English, French and Russian, the work of a committee by correspondence and in meetings could be in any of these languages. However, English tends to be the most commonly used working language. Delegates and experts without solid English skills

will find it challenging to effectively participate in committee work.

There are generally two types of meetings – plenary meetings of technical committees, subcommittees and project committees, and working group meetings. The rules for each differ slightly, as explained below.

### Committee plenary meetings

Technical committee, subcommittee and project committee plenary meetings are planned well in advance, taking into account the advantage of grouping committee meetings dealing

All final documents must be available at least six weeks in advance of the meeting.

with related subjects, improving communication and limiting the burden of attendance at meetings by delegates. The date and place of a meeting is subject to agreement between the Chair, the Secretary, the ISO Central Secretariat and the national standards body acting as host. Decisions at meetings are taken by way of resolutions and are posted in the committee's electronic folder within 48 hours after the meeting.

The **ISO/IEC Directives, Part 1** require that the meeting notice, draft agenda and all basic documents be made available by the committee secretariat at least four months before the date of a technical committee, subcommittee or project committee meeting. A final agenda and all other documents, especially those related to action items, must be available at least six weeks in advance of the meeting.

P-members are usually represented by delegations from their national mirror committees. Delegates attending a technical committee,

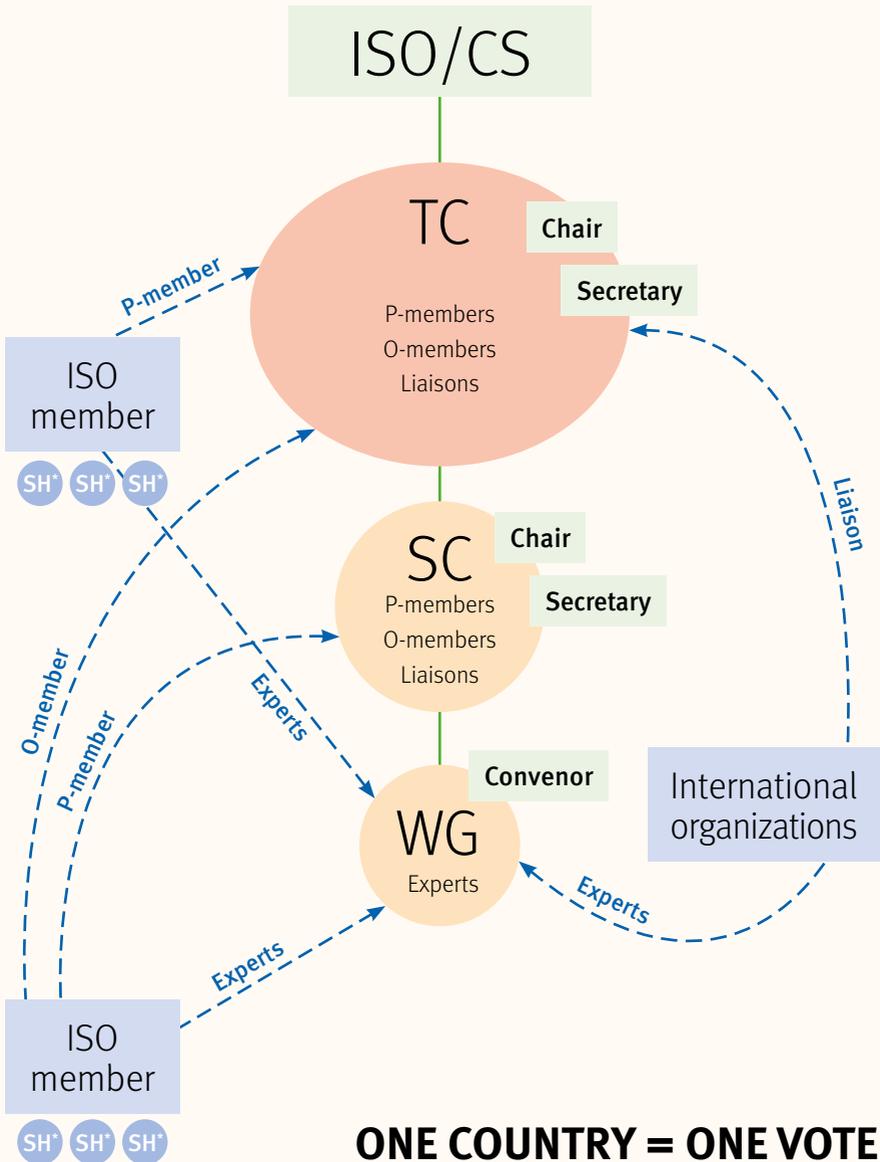
subcommittee or project committee meeting must be accredited by their member bodies, who officially inform the committee secretariat of the members of the delegation. A head of delegation is the official spokesperson for a delegation. S/he ensures that members of the delegation represent their country's position. A delegate to a committee meeting may be the same individual who has been nominated by an ISO member body to be an expert in a working group.

Representatives of category A liaisons may attend and participate in plenary meetings. However, liaison representatives cannot vote on committee matters.

### **Working group meetings**

Working group meetings are attended by the experts appointed by P-members and liaison organizations. Convenors must notify the experts of a meeting at least six weeks in advance of the meeting.

How does it all fit together? Below is a diagram of how the various elements of the ISO committee structure fit together.



**ONE COUNTRY = ONE VOTE**

\*National stakeholders

## International Standards and other ISO deliverables

While ISO is best known for its International Standards, it has other deliverables. Below are the five types of deliverables developed by ISO committees. More information about these deliverables is available on [iso.org](http://iso.org) or in the [ISO/IEC Directives, Part 1](#).

### International Standards (IS)

An International Standard provides rules, guidelines or characteristics for activities or for their results, aimed at achieving the optimum degree of order in a given context. It can take many forms. Apart from product standards, other examples include: test methods, codes of practice, guideline standards and management systems standards.

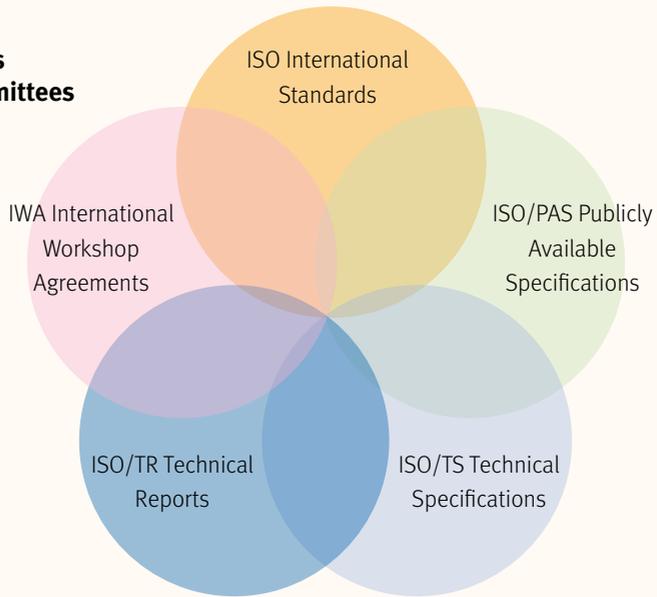
### Technical Specifications (TS)

A Technical Specification addresses work still under technical development, or where it is believed that there will be a future, but not immediate, possibility of agreement on an International Standard. A Technical Specification is published for immediate use, but it also provides a means to obtain feedback. The aim is that it will eventually be transformed and republished as an International Standard.

### Technical Reports (TR)

A Technical Report contains information of a different kind from that of the previous two publications. It may include data obtained from a survey, for example, or from an informative report, or information on the perceived “state of the art”.

## ISO deliverables created by committees



### Publicly Available Specifications (PAS)

A Publicly Available Specification is published to respond to an urgent market need, representing either the consensus of the experts within a working group, or a consensus in an organization external to ISO. As with Technical Specifications, Publicly Available Specifications are published for immediate use and also serve as a means to obtain feedback for an eventual transformation into an International Standard. Publicly Available Specifications have a maximum life of six years, after which they can be transformed into an International Standard or withdrawn.

### International Workshop Agreements (IWA)

An International Workshop Agreement is a document developed outside the normal ISO committee system to enable market players to negotiate in an “open workshop” environment. International Workshop Agreements are typically administratively supported by a member body. The published agreement includes an indication of the participating organizations involved in its development. An International Workshop Agreement has a maximum lifespan of six years, after which it can be either transformed into another ISO deliverable or is automatically withdrawn.

For more details,  
see also [iso.org](http://iso.org).

## Rules for developing standards – the basics

### Following the Directives

The **Directives** are the core procedures for standards development work in both ISO and the IEC. They contain the rules which guide the progression of ISO deliverables, including the development of a new International Standard (or other ISO deliverable) or the revision or amendment of an existing ISO standard.

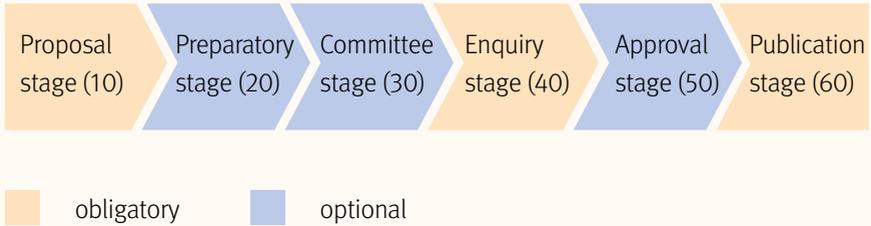
**Part 1 of the Directives** is particularly important as it indicates the required standards development procedures to be followed. ISO also has unique procedures which are not applicable to the IEC. These are contained in the **Consolidated ISO Supplement**, which consolidates the **ISO/IEC Directives, Part 1** and the ISO specific rules.

**Part 2 of the Directives** contains rules for the structure and drafting of standards. It also covers the way in which terms are used and the accepted use of units, tolerances, symbols and probability statements. Working group Convenors have the primary responsibility for following Part 2.

### Stages for developing ISO deliverables

The full details of all of the stages of development for ISO deliverables are summarized below, followed by a brief explanation. For more detail, see also [iso.org](http://iso.org). For tips on writing standards, see *How to write standards*. For an overview of the elements of conformity assessment that standards writers should know, see *Conformity assessment for standards writers – Do's and don'ts*. An explanation of the link between conformity assessment and various ISO deliverables is available on [iso.org](http://iso.org).

## Stages for developing ISO standards



### Proposal stage (10)

This first step is to confirm that a new International Standard in the subject area is really needed (see [ISO's global relevance policy](#)). A New Work Item Proposal (NP) is submitted to the committee for vote using Form 4. The electronic balloting portal should be used for the vote. The person being nominated as project leader is named on the Form.

If there are possible complications around copyright, patents or conformity assessment, they should be raised at this early stage.

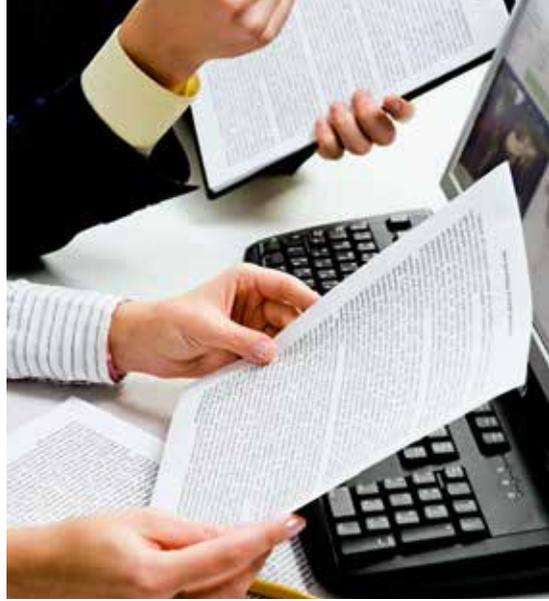
This stage can be skipped for revisions and amendments to ISO standards that are already published.

### Preparatory stage (20)

Usually, a working group is set up by the parent committee to prepare the Working Draft (WD). The working group is made up of experts and a Convenor (who is usually the project leader). During this stage, experts continue to look out for issues around copyright, patents and conformity assessment.

Successive WDs can be circulated until the experts are satisfied that they have developed the best solution they can. The draft is then forwarded to the working group's parent committee that will decide which stage to go to next (Committee stage or Enquiry stage).

The [ISOTC](#) (also referred to as eCommittees) platform can be used for sharing documents at this and other stages of a standard's development.



### Committee stage (30)

This stage is optional. For guidance on when it can be skipped, see [Annex SS of the Consolidated ISO Supplement to the ISO/IEC Directives, Part 1](#).

During this stage, the draft from the working group is shared with the members of the parent committee.

If the committee uses this stage, the Committee Draft (CD) is circulated to the members of the committee who then comment and/or vote using the electronic balloting portal. Successive CDs can be circulated until consensus is reached on the technical content.

### Enquiry stage (40)

The Draft International Standard (DIS) is submitted to the ISO Central Secretariat (ISO/CS) by the committee Secretary. It is then circulated to all ISO members who get 12 weeks to vote and comment on it. The DIS is approved if two-thirds of the P-members of the committee are in favour and not more than one-quarter of the total number of votes cast are negative.

If the DIS is approved, the project goes straight to publication. However, the committee leadership can decide to include the approval (FDIS) stage if needed. (The Submission Interface should be used when sending the draft to ISO/CS.)

See the [ISO/IEC Directives, Part 1, Subclauses 2.6.3 and 2.6.4](#) for more information.

### Approval stage (50)

This stage will be automatically skipped if the DIS has been approved. However, if the draft has been significantly revised following comments at the DIS stage (even if the DIS has been approved), committees can decide to carry out this stage. (See the [ISO/IEC Directives, Part 1, Subclause 2.6.4](#) for more information.)

If this stage is used, the Final Draft International Standard (FDIS) is submitted to the ISO Central Secretariat (ISO/CS) by the committee Secretary. The FDIS is then circulated to all ISO members for a two-month vote to decide whether a standard is suitable for publication. (The Submission Interface should be used when sending the draft to ISO/CS.)

The standard is approved if two-thirds of the P-members of the committee are in favour and not more than one-quarter of the total number of votes cast are negative. (See the [ISO/IEC Directives, Part 1, Subclause 2.7](#) for more information.)



### Publication stage (60)

At this stage, the Secretary submits the final document for publication through the Submission Interface. After the FDIS, only editorial corrections are made to the final text. It is published by the ISO Central Secretariat as an International Standard. Committee Secretaries and project leaders get a two-week sign-off period before the standard is published.

## Project management

When embarking on a new project, committees must decide within which time frame – referred to as “tracks” – the project will be developed. There are three possible options:

### Accelerated standards development track

- 12 months to produce the DIS
- 24 months to publication

### Default standards development track

- 24 months to produce the DIS
- 36 months to publication

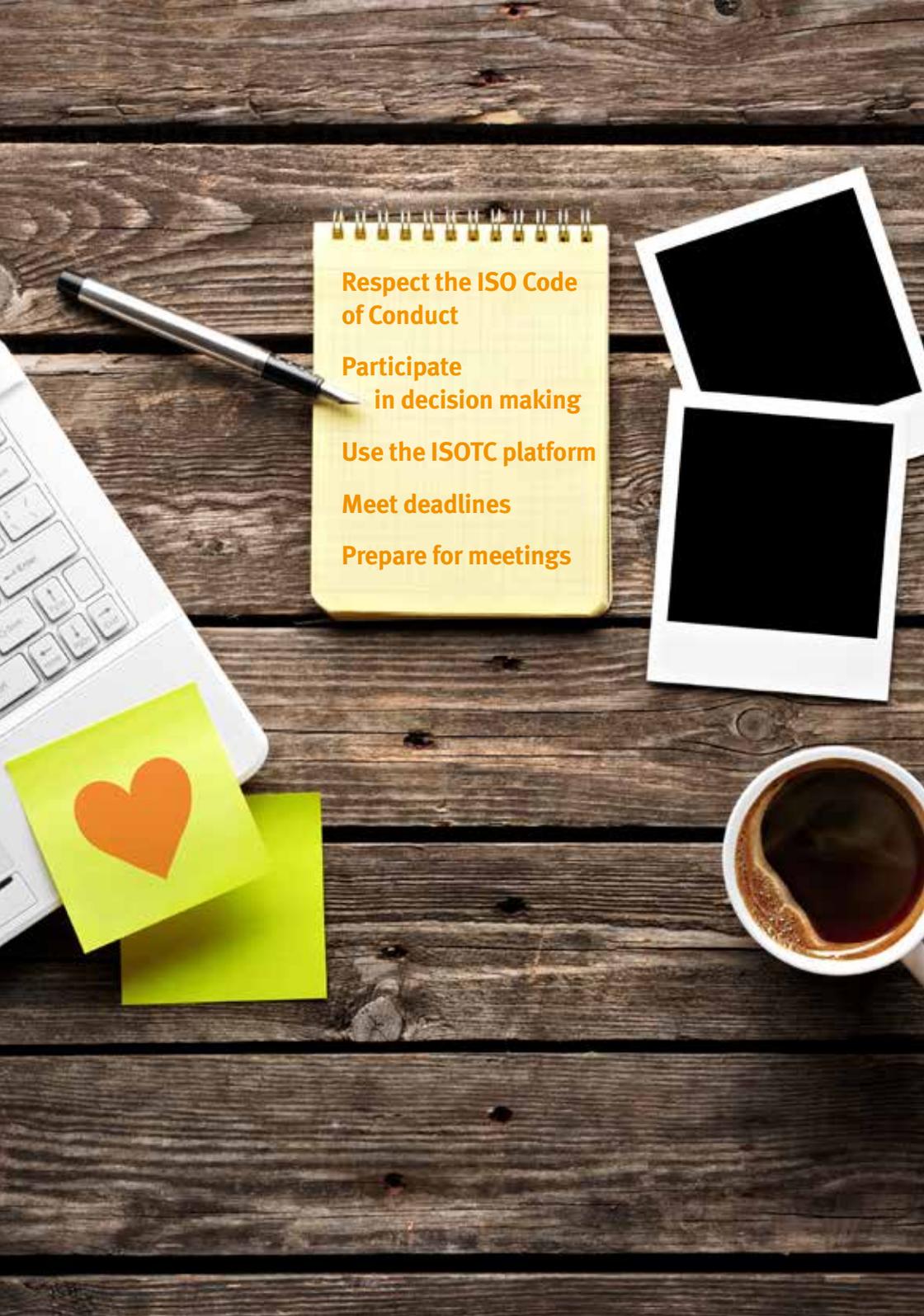
### Enlarged standards development track

- 36 months to produce the DIS
- 48 months to publication

Standards and other ISO deliverables are intended to meet a market need. Also, the longer a project takes to develop, the more resources are required. Committees are therefore under pressure to respect the time frames of the tracks they select. Limited extensions are granted by exception only.

## What happens after publication?

It is not enough to simply publish a standard or other deliverable – we have to make sure they remain current and relevant. ISO has a process through which it ensures that ISO deliverables remain up to date. This is referred to as the “systematic review” process, in which committee members have an important role to play. You will find more information about the systematic review [in Subclause 2.9 of the ISO/IEC Directives, Part 1](#).



**Respect the ISO Code  
of Conduct**

**Participate  
in decision making**

**Use the ISOTC platform**

**Meet deadlines**

**Prepare for meetings**

# What is expected of you

# PART 2

## Participate! Participate! Participate!

By accepting an appointment as a committee member or expert, you are committing to actively participate in the committee or working group to which you are appointed. You also agree to fulfil a number of obligations associated with participation. This Part summarizes what active participation means at ISO. It also explains key obligations you must meet.

## Respect the ISO Code of Conduct

ISO is an international, multi-stakeholder, multi-sector environment. The **ISO Code of Conduct** contains seven principles (and explanations) that are the foundation for participation in the ISO system :

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

All participants who choose to participate in ISO work must adhere to the above principles.



Voting is  
a crucial part  
of a P-member's  
obligations.

## Participate in decision making

Committees work by consensus (see [Subclause 2.5.6 of the ISO/IEC Directives, Part 1](#) for details about how consensus works) and by vote.

Voting decisions are taken within ISO on the basis of votes cast by ISO member bodies, using the principle of “one country, one vote”. The ISO Committee Internal Balloting (CIB) system is used for votes by correspondence. Those eligible to vote, and the approval criteria, vary depending on the nature of the vote. The rules are explained in more detail in [Part 1 of the ISO/IEC Directives](#).

**Voting is a crucial part of a P-member's obligations. Those who fail to vote on over 20% of the questions formally submitted for voting on the CIB (New Work Item Proposals – NP, Committee Drafts – CD) over one calendar year may be downgraded to O-membership. Similarly, a P-member who fails to vote on an enquiry draft (DIS) or final draft (FDIS) will be downgraded to O-member. See [Subclause 1.7.4 of the ISO/IEC Directives, Part 1](#) for more details.**

The above rules are strictly monitored and applied. This is because the quality of ISO standards and other deliverables is directly related to the quality of the involvement of those engaged in its work.

Decisions in working groups are always taken by consensus, i.e. there are no votes.



## Use the ISOTC platform (also known as eCommittees)

Because there is a lot of document exchange in developing standards and other ISO deliverables, it is important that all participants use the same tools to centralize efforts and maximize efficiency. The use of **eCommittees** is mandatory for working groups.

## Meet deadlines

As mentioned above, committee Chairs and Secretaries are under pressure to stick to the timelines for the track (see [page 27](#)) selected for a particular project. This means that projects have to be carefully managed to ensure that all of the steps required at each stage of development (see [pages 24-26](#)) can be taken within the established deadlines.

You can play your part in making sure the project is delivered on time by consistently meeting the deadlines that you can see in the [ISO Project Portal](#).



Preparing  
for a meeting  
means reading  
the documents.

## Prepare for meetings

Preparing for a meeting means reading the documents. But in the ISO system, another critical part of meeting preparation is to obtain the input of other concerned parties.

Delegates at plenary meetings must ensure that they have consulted their national stakeholders in forming their positions. The Technical Management Board has prepared guidance documents for **national standards bodies** and **liaison organizations** on stakeholder engagement, based on which an **e-learning** course was developed. Links to additional guidance and support are also available on **iso.org**.

## Respect copyright and trademarks

There is copyright in the content submitted to the standards development process. Many sources may be used for the drafting of a particular standard, including national standards, standards from other standardizing bodies, research papers, etc. Such content is likely to be copyright-protected. It is essential that the copyright holders give their agreement at an early stage of the standards development process to the content being shared in the process and possibly being reproduced in whole or in part in the ISO standard or other deliverable. It is the responsibility of those submitting such content to ensure that the agreement of the copyright holder has been obtained. More information about this is available on [ISO Connect](#).

ISO standards, drafts and other ISO publications are all copyright-protected. The copyright is owned by ISO. Therefore ISO publications may not be copied without ISO's express permission. However, the sharing of ISO drafts is permitted to a limited extent. Please consult your Technical Programme Manager for any questions about copyright or contact [copyright@iso.org](mailto:copyright@iso.org).

For the use of the trademark-protected ISO logo and the short name "ISO", see [iso.org](http://iso.org) or contact the ISO Central Secretariat ([logo@iso.org](mailto:logo@iso.org)). The use of trademarks of third parties or other proprietary names in ISO publications should be avoided. They may only be used in exceptional situations (see [ISO/IEC Directives, Part 2, Clause 31](#)).

## Disclose any patents

The Common Patent Policy for ITU-T/ITU-R/ISO/IEC (see [Annex I of the ISO/IEC Directives, Part 1](#)) allows the inclusion of standard essential patents (SEP) in standards. To ensure that such an ISO deliverable can be used by standard users, it is essential that the owners of SEPs declare to the ISO Central Secretariat ([patent.statements@iso.org](mailto:patent.statements@iso.org)) that they are willing to grant licences to applicants worldwide free of charge or on reasonable and non-discriminatory terms. To obtain these statements on time, committees are expected to inform participants of the Patent Policy at an early stage of the standards development process. For more information and forms, visit [www.iso.org/patents](http://www.iso.org/patents).

## Be clear about data protection

All those participating in ISO standardization activities have rights and obligations regarding data protection. These are reflected in the **Data Protection Policy** for ISO members. All participants in the ISO system must also agree to limit their use of the personal data they access to ISO standardization and related activities only. Similarly, by participating in the ISO system, you agree that your personal data may be used internationally for standardization and related activities. This applies to data stored on ISO IT tools, as well as any personal data collected in the course of standardization work (e.g. attendance lists, minutes). These obligations are summarized in a **Declaration**. All those involved in ISO standardization are deemed to agree with the Declaration by virtue of their involvement in ISO. Any questions regarding the **Policy** or the **Declaration** can be directed to the ISO Data Protection Officer: [DataProtectionOfficer@iso.org](mailto:DataProtectionOfficer@iso.org).

## How to communicate on committee work

Participants in the ISO standards development process may be asked (e.g. by the media), or may wish on

their own initiative (e.g. through social media), to share information with external parties about various aspects of committee work. ISO has developed an **ISO policy on communication of committee work** for such external communications.

## Coordinate on media communications

Interest by the press or other media in ISO work is welcomed and the ISO Central Secretariat (ISO/CS) and ISO member bodies have public relations services able to provide information to the press. Should you be approached to provide information about an ISO project or meeting, please coordinate with the member body, committee Secretary and the ISO Central Secretariat. ISO/CS has developed **social media guidelines** to guide you if you want to talk about your ISO work on social media or create an account for your committee. Media interest in any ISO meetings should also be coordinated and approved by the ISO member hosting the meeting to avoid the confusion that could arise from diverging messages. See **Annex SF of the Consolidated ISO Supplement to the ISO/IEC Directives, Part 1** for further details.

## Stay informed

Things evolve everywhere. The same is true at ISO. Rules change, IT tools are improved and the technical programme is in constant flux. To be effective, you need to know about the developments that impact your work at ISO.

There are a few sources that can help you stay informed. Read the **TMB Communiqué** published after the Technical Management Board meetings (February, June and September) to find out about the TMB decisions that directly affect committees and their work. Also register on **ISO Connect** to get news and high-level information about ISO initiatives. Sign up to watch the pages that interest you and that are relevant to your work.





# Tools and resources

# PART 3

## There are many tools and resources at your disposal

A number of tools and resources are available to help you do your ISO job. This Part provides links to access many of these tools.

Remember that your national standards body, committee Chairs and Secretaries, as well as ISO Central Secretariat Technical Programme Managers are there to help you. Their names and contact information are available on the “About” section of each **committee page** on **iso.org**.

## Resource area for standards developers

**iso.org** has a resource area specifically to support the work of individuals involved in standards development. There you will find the latest information about IT tools, forms, directives, templates, toolkits, etc. [www.iso.org/iso/home/standards\\_development/resources-for-technical-work.htm](http://www.iso.org/iso/home/standards_development/resources-for-technical-work.htm).

## Full list of links used in this document

The following are the full links referenced in this document in the order in which they are mentioned:

**ISO’s public Website:**

[www.iso.org](http://www.iso.org)

**ISO Connect:**

<https://connect.iso.org>

**List of committees on iso.org:**

[www.iso.org/iso/home/standards\\_development/list\\_of\\_iso\\_technical\\_committees.htm](http://www.iso.org/iso/home/standards_development/list_of_iso_technical_committees.htm).

The **Directives**  
are the core  
procedures  
for standards  
development work  
in both ISO  
and the IEC.

### **ISO/IEC Directives**

(including Parts 1 & 2,  
the Consolidated ISO Supplement  
and the JTC 1 Supplement)

[www.iso.org/directives](http://www.iso.org/directives)

### **Description of the different ISO deliverables**

[www.iso.org/iso/home/standards\\_  
development/deliverables-all.htm](http://www.iso.org/iso/home/standards_development/deliverables-all.htm)

### **List of ISO members**

[www.iso.org/isomembers](http://www.iso.org/isomembers)

### **World Trade Organization's (WTO) Agreement on Technical Barriers to Trade (TBT)**

[www.wto.org/english/docs\\_e/  
legal\\_e/17-tbt\\_e.htm](http://www.wto.org/english/docs_e/legal_e/17-tbt_e.htm)

### **ISO's global relevance policy**

[www.iso.org/iso/home/standards\\_  
development/governance\\_of\\_  
technical\\_work.htm](http://www.iso.org/iso/home/standards_development/governance_of_technical_work.htm)

### **Brochure *Guidance on Twinning in ISO standards development activities***

[www.iso.org/iso/  
guidance\\_twinning\\_ld.pdf](http://www.iso.org/iso/guidance_twinning_ld.pdf)

### **ISO and developing countries**

[www.iso.org/iso/home/about/iso-  
and-developing-countries.htm](http://www.iso.org/iso/home/about/iso-and-developing-countries.htm)

### **ISO's sponsorship programme to support participation in technical work**

[https://connect.iso.  
org/display/ISOAC/  
ISO+sponsorship+programme](https://connect.iso.org/display/ISOAC/ISO+sponsorship+programme)

List of organizations  
in liaison with ISO

[www.iso.org/iso/home/about/  
organizations\\_in\\_liaison.htm](http://www.iso.org/iso/home/about/organizations_in_liaison.htm)

Vienna Agreement and guidance

[www.iso.org/va](http://www.iso.org/va)

List and biography  
of ISO's Principal Officers

[www.iso.org/iso/home/about/  
about\\_governance/governance-  
principal-officers.htm](http://www.iso.org/iso/home/about/about_governance/governance-principal-officers.htm)

Strategic business plans  
for every technical committee

[www.iso.org/bp](http://www.iso.org/bp)

Stages of development  
for ISO deliverables

[www.iso.org/iso/home/  
standards\\_development/resources-  
for-technical-work/support-for-  
developing-standards.htm](http://www.iso.org/iso/home/standards_development/resources-for-technical-work/support-for-developing-standards.htm)

ISOTC platform for committee work

(also referred to as eCommittees)

[http://isotc.iso.org/livelink/livelink  
?func=ll&objId=2122&objAction=  
browse&viewType=1](http://isotc.iso.org/livelink/livelink?func=ll&objId=2122&objAction=browse&viewType=1)

ISO Project Portal

[http://isotc.iso.org/pp/search/  
default.action](http://isotc.iso.org/pp/search/default.action)

Brochure *How to write standards*

[www.iso.org/iso/how-to-write-  
standards.pdf](http://www.iso.org/iso/how-to-write-standards.pdf)

Brochure *Conformity assessment for  
standards writers – Do's and don'ts*

[www.iso.org/iso/PUB100303.pdf](http://www.iso.org/iso/PUB100303.pdf)

An explanation about the link

between ISO deliverables  
and conformity assessment

[www.iso.org/iso/foreword](http://www.iso.org/iso/foreword)

Brochure *ISO Code of Conduct for  
the technical work*

[www.iso.org/iso/codes\\_of\\_  
conduct.pdf](http://www.iso.org/iso/codes_of_conduct.pdf)

Copyright: Clearing content  
added to standards

[https://connect.iso.org/display/  
ipr/Clearing+content+added+to+  
standards](https://connect.iso.org/display/ipr/Clearing+content+added+to+standards)

Information about the ISO logo

[www.iso.org/iso/home/name\\_and\\_  
logo.htm](http://www.iso.org/iso/home/name_and_logo.htm)

Data Protection Declaration

[www.iso.org/iso/  
home/standards\\_development/  
resources-for-technical-work/  
data-protection-declaration.htm](http://www.iso.org/iso/home/standards_development/resources-for-technical-work/data-protection-declaration.htm)

Data Protection Policy

[www.iso.org/iso/home/  
standards\\_development/  
resources-for-technical-work/  
data-protection-policy.htm](http://www.iso.org/iso/home/standards_development/resources-for-technical-work/data-protection-policy.htm)



Brochure *ISO policy on communication of committee work*  
[www.iso.org/iso/policy\\_on\\_communication\\_about\\_committee\\_work\\_to\\_external\\_parties\\_and\\_document\\_retention.pdf](http://www.iso.org/iso/policy_on_communication_about_committee_work_to_external_parties_and_document_retention.pdf)

Guidance and tools  
for stakeholder engagement  
[www.iso.org/iso/home/standards\\_development/resources-for-technical-work.htm](http://www.iso.org/iso/home/standards_development/resources-for-technical-work.htm)

Brochure *Guidance for ISO national standards bodies – Engaging stakeholders and building consensus*  
[www.iso.org/iso/home/store/publication\\_item.htm?pid=PUB100269](http://www.iso.org/iso/home/store/publication_item.htm?pid=PUB100269)

Brochure *Guidance for ISO liaison organizations – Engaging stakeholders and building consensus*  
[www.iso.org/iso/home/store/publication\\_item.htm?pid=PUB100270](http://www.iso.org/iso/home/store/publication_item.htm?pid=PUB100270)

E-learning  
on stakeholder engagement  
<https://connect.iso.org/display/standards/Stakeholder+engagement+e-learning+pilot>

TMB Communiqué  
<http://isotc.iso.org/livelink/livelink?func=ll&objId=15788626&objAction=browse&viewType=1>

## Acronyms

<b>CASCO</b>	Committee on conformity assessment
<b>CD</b>	Committee Draft
<b>CIB</b>	Committee Internal Balloting system
<b>COPOLCO</b>	Committee on consumer policy
<b>CSC/FIN</b>	Council Standing Committee on Finance
<b>CSC/SPC</b>	Strategy and Policy Committee
<b>DEVCO</b>	Committee on developing country matters
<b>DIS</b>	Draft International Standard
<b>FDIS</b>	Final Draft International Standard
<b>IEC</b>	International Electrotechnical Commission
<b>IS</b>	International Standard
<b>ISO/CS</b>	ISO Central Secretariat
<b>ITU</b>	International Telecommunication Union
<b>IWA</b>	International Workshop Agreement
<b>MSS</b>	Management systems standards
<b>NP</b>	New Work Item Proposal
<b>NSB</b>	National standards body
<b>PAS</b>	Publicly Available Specification
<b>PC</b>	Project committee
<b>SC</b>	Subcommittee
<b>SR</b>	Systematic review
<b>TBT</b>	Agreement on Technical Barriers to Trade
<b>TC</b>	Technical committee
<b>TMB</b>	Technical Management Board
<b>TPM</b>	Technical Programme Manager
<b>TR</b>	Technical Report
<b>TS</b>	Technical Specification
<b>VA</b>	Vienna Agreement
<b>WD</b>	Working Draft
<b>WG</b>	Working group
<b>WTO</b>	World Trade Organization

## About ISO

ISO (International Organization for Standardization) is an independent, non-governmental international organization with a membership of 162\* national standards bodies. Through its members, it brings together experts to share knowledge and develop voluntary, consensus-based, market-relevant International Standards that support innovation and provide solutions to global challenges.

ISO has published more than 21 300\* International Standards and related documents covering almost every industry, from technology to food safety, to agriculture and healthcare. For more information, please visit [www.iso.org](http://www.iso.org).

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