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INTERNATIONAL ORGANIZATION FOR STANDARDIZATION • МЕЖДУНАРОДНАЯ ОРГАНИЗАЦИЯ ПО СТАНДАРТИЗАЦИИ • ORGANISATION INTERNATIONALE DE NORMALISATION

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MESSAGE FROM THE CHAIRMAN OF THE TMB

This sixth issue of the TMB Communiqué provides you with an update of the outcome of the General Assembly and TMB meetings held in September 1998 in Geneva. At the General Assembly meeting, a new long-range strategy for ISO's activities in the years 1999-2001 has been adopted, the major elements of which are reported in this issue.

The long-range strategies focus on the identification of market needs as the starting point for work in ISO as well as the increasing use of information and communication technology (ITC). The employment of ITC will successively improve communication, automate aspects of the standardization process and in the longer term may even allow experts to meet in virtual meetings and contribute to the development of standards right from their desks wherever they are physically located around the world without having to travel long distances with the resulting spending of significant resources. This will contribute to lowering the financial barriers to the participation in international standardization, which in turn will enable developing countries and representatives of small and medium sized enterprises to get more involved in the work of ISO.

An important element in the development of any strategic plan is the definition of indicators to ensure that one can measure whether the plan is successfully implemented. All elements of the long-range strategies will therefore be complemented with success indicators.

A related measure taken by the TMB is to introduce business plans for ISO technical committees with the objectives that all ISO committees have established their business plan by the end of 1999. Business plans are intended to ensure that the work of a committee is well justified within the economic and technological environment in which it operates. Another measure is the introduction of industry sector boards composed of high-level management representatives from industry and government as well as representatives from consumer groups with the necessary geographical spread. Both measures complement each other and aim at the same objective, i.e. to ensure that what is done in ISO is really needed by global markets.

As reported in the previous edition of the TMB Communiqué, the TMB is in the process of developing its own business plan, which will be closely related to the long-range strategies. It is intended to finalize and approve the TMB business plan at the next TMB meeting in January 1999.

Another focus of the coming years will be an increase in training activities for committee chairmen and secretaries, who carry the main responsibility for the day-to-day operation of the standards development process.

As you will know, there is a growing number of ISO products, some of which are known under the designation *new deliverables*. At the end of this edition of the TMB Communiqué, you find a reprint of an article from the November 1998 edition of the ISO Bulletin on the main ISO products and the procedures they result from.

John E. Kean
Chairman of the TMB
Vice-President (Technical Management)

GENERAL ASSEMBLY

1. Workshop on the future of national standards organizations

Preceding the meeting of the General Assembly on 16-17 September 1998, a workshop was held on the future of national standards organizations with speakers from ISO member bodies representing industrialized and developing countries as well as speakers from industry, government and consumer groups. In the light of the growing trend to the development of standards at levels above that of the nation and the simultaneous decrease of the development of national standards, the speakers emphasized that national standards organizations had an important role to play in the adoption of regional and international standards, in ensuring that the standards development process is based on openness and the participation of all interested parties, which would provide the foundation that standards, resulting from a due and democratic process, could be referenced in laws. In specific cases, needs existed for the development of national standards to address specific requirements in each country. However, it was also stressed that the time currently needed to develop International Standards had to be significantly reduced and that the performance increases had to be based on the use of information technology as a supporting technology for the whole standards development and delivery process.

2. ISO's long-range strategies 1999-2001

You will know that ISO had approved long-range strategies for the current period 1996-1998 containing objectives and actions aimed at improving the market relevance and the overall efficiency of ISO's work. At its meeting in September 1998, the General Assembly reviewed the progress in achieving these objectives and approved ISO's new long-range strategies for the period 1999 to 2001, which is based on the key concepts "*Value - Partnership - Optimization*". The long-range strategies emphasize market relevance as the basic principle for ISO's work and the need to develop the organization more and more into a virtual one by taking full advantage of information and communication technology. It is expected that such an approach will result *inter alia* in a decrease of the overall costs and lead to an increase in the speed of the standards development. It is additionally expected that it will provide small and medium enterprises as well as developing countries with an opportunity to take a more prominent role in the development of standards in ISO.

The long-range strategies 1999-2001 is built on the following five major strategic elements, which are listed below:

1 Increasing ISO's market relevance by

- 1.1 Better understanding market needs and improving the participation of enterprises
- 1.2 More effective representation of consumers and of other social forces
- 1.3 Strengthening technical programme management by
 - Improving systematic priority setting
 - Proactive application of project management concepts and techniques
 - Periodic re-evaluation of current needs for standing committees
 - Enhancing TC/SC leadership training, and ensuring secretariat support obligations
- 1.4 Advancing partnership relationships with international organizations and other institutions

2 Promoting the ISO system and its standards

- 2.1 Improving outreach to industrial leaders
- 2.2 Improving communications and information delivery
- 2.3 Strengthening member commitments to demonstrate and promote use of ISO Standards

3 Optimizing the use of resources

- 3.1 Serving market needs and funding the operations accordingly
- 3.2 Focus on priorities and cost reduction
- 3.3 Full exploitation of the ICT enabling potential

4 Stimulating new self-sustaining technical programme elements

- 4.1 Expanding the scope of ISO technical services
- 4.2 Promoting ISO standards for services
- 4.3 Advancing global conformity assessment recognition

5 Upgrading national standards infrastructures in developing countries

- 5.1 Upgrading standardization infrastructures in developing countries
- 5.2 Donor programme support

For each of the above activities, a basic set of indicators has been defined to allow objective measurement of the progress achieved in the implementation of the objectives of the long-range strategies.

3. Industry sector boards

The General Assembly endorsed the creation of industry sector boards, composed of high-level industry, government and trade representatives as well as representatives from consumer groups, with a view to achieving better service in terms of monitoring of ongoing and the justification of new work. Council and the TMB were requested to initiate pilot projects for the establishment of sector boards for certain fields of industry before introducing this new technical structure to the whole ISO system. It was further emphasized that flexibility needed to be ensured to take into account characteristics of individual sectors and that different geographical regions should be adequately represented.

4. Membership in ISO

In September 1998, ISO had reached a membership consisting of 86 member bodies, 36 correspondent members and 9 subscriber members, reaching a total of 131 members.

TECHNICAL MANAGEMENT BOARD

The TMB meeting was held prior to the meeting of the General Assembly on 13-14 September 1998.

5. Business plans for ISO technical committees

As reported in previous editions of the TMB Communiqué, the TMB had initiated a pilot

project with several ISO committees, which had been asked to develop draft business plans for their work, taking into account the overall business environment and the needs of markets to be addressed by the standards. After an analysis of the main content elements of the draft business plans and a comparison with the business plans introduced in CEN, the TMB decided to introduce Business Plans as a management tool for technical committees in ISO and approved the use of the structure of the CEN Business Plans. This includes the CEN software tool and the guidance documents to be used as the basis for ISO Business Plans after certain adaptations to fit them to ISO needs. Technical committees are requested to prepare Business Plans by 31 December 1999 at the latest which would then replace the Strategic Policy Statements.

The TMB further decided to review the Business Plan software tool and the guidance materials after their adaptation at its meeting in January 1999. Specific requirements will accordingly be communicated to ISO TCs after the January 1999 meeting of the TMB.

The TMB expects that the development of Business Plans will help to further focus the work of ISO committees on essential areas and to increase thereby their overall performance.

Another measure taken by the TMB in recent months to address in particular the problem of secretariats with low performance was to notify all ISO member bodies that such secretariats were open to reallocation and to invite other member bodies to submit offers for such secretariats.

6. ISO 9000/ISO 14000 compatibility

In previous editions of the TMB Communiqué, it had been reported that the TMB has established Technical Advisory Group 12 with the objective of developing recommendations concerning steps to achieve compatibility between the ISO 9000 and the ISO 14000 series of standards. In a further step to ensure compatibility between the two series of standards, the TMB has now requested the two committees that for the upcoming revision of ISO 9000, which will be published in the year 2000, it shall be ensured that there is compatibility with the ISO 14000 series of standards. This could be achieved either by assuring that the new ISO 9001 is fully compatible with the existing ISO 14001 or by publishing an amendment to the existing ISO 14001 simultaneously with the publication of the new ISO 9001. To ensure that these objectives are met, the TMB is in the process of establishing a Strategic Implementation Group (which may be used as a pilot for a sector board) for ISO 9000/ISO 14000 compatibility as a special TMB advisory group.

Details concerning the ongoing revision of the ISO 9000 series of standards can be found together with a press release in the *News* section on *ISO Online* under the URL <http://www.iso.ch/presse/smooth.htm>.

7. Privacy and the protection of personal data

It has been reported in previous editions of the TMB Communiqué that a TMB ad hoc group had been set up with the task of developing a recommendation whether or not ISO should begin the development of a standard on privacy and the protection of personal data. The report of this ad hoc group was reviewed by the TMB and it was noted that there was no consensus on this issue. In the light of international conferences organized by the Organization for Economic Development and Co-operation (OECD) later in 1998 on the topic of privacy and a proposal made by the Pacific Area Standards Congress (PASC) at its meeting in April 1998, that ISO consider organizing a seminar on the topic of privacy and protection of personal data, the TMB decided to make the ad hoc group dormant, but to review the

situation again in one year at its October 1999 meeting.

8. Inclusion of links to TC/SC Websites in *ISO Online*

As reported in the last TMB Communiqué, the TMB had approved the inclusion of links to TC/SC Websites in the section *Technical committees* in *ISO Online*. However, in the meantime INFCO had expressed concerns about the lack of uniformity between different TC/SC Websites as well as about the possibility that copyright protected documents could potentially be made publicly available on such sites, which could harm the commercial interests of ISO and its members. It needs therefore to be recalled that copyright protected documents, such as drafts of standards, published International Standards used during the standardization process and other documents, if made available on Websites, shall be protected via password to ensure that they are only accessible for authorized parties.

In the light of these concerns, the TMB re-affirmed that links to such sites should be included in *ISO Online*, but concurred with INFCO that guidelines shall be developed for such sites before including links to them. The development of guidelines has already been started and they will be communicated to ISO committees as soon as they are available.

However, as an intermediate possibility, the Central Secretariat offers to include hyperlinks to TC and SC sites on a separate page which is maintained by the Central Secretariat under the URL <http://www.iso.ch:8080>. This page can already be accessed and contains a list with hyperlinks to URLs of Websites of ISO committees.

9. New technical committee in ISO: ISO/TC 218

The TMB approved at its September 1998 meeting the establishment of ISO/TC 218 with the provisional title *Sawn timber and sawlogs, semi-manufactures of timber*. This new technical committee was formed on the basis of the existing ISO/TC 55 *Sawn timber and sawlogs* and ISO/TC 99 *Semi-manufactures of timber*, which have accordingly been disbanded. The secretariat of the new technical committee is assumed by NSF (Norway).

10. Evaluation of electronic files submitted by ISO committees

In October 1998, the ISO Central Secretariat put in place a technical evaluation of all incoming electronic files intended for standards production. This evaluation is focused primarily on checking

- the conformity of the files received with the ISO requirements for the provision of electronic files and the use of the ISO templates, and
- the quality of data entry (text-processing technique).

The evaluation allows the Central Secretariat not only to identify the acceptability of the file and the amount of processing needed at the Central Secretariat but also to provide feedback to the secretariat that supplied the file of any non-conformities detected; in this way it is expected that the efficiency of the overall production chain for standards preparation can be significantly improved.

It is perhaps useful here to recall that the ISO requirements for the provision of electronic files have been drawn up to facilitate both document exchange between the partners in the standardization process and the import of the files into the production system at the Central Secretariat. In particular, files prepared correctly using the ISO templates are well structured and have a consistent use of predefined styles; files prepared without the templates require more processing and are therefore no longer accepted.

11. ISO/CS requirements for texts and graphics in electronic form

The ISO Central Secretariat maintains a number of documents that detail the latest requirements for standards preparation; they provide important practical information that is complementary to that contained in the ISO/IEC Directives. These documents are reviewed on a permanent basis to take account of both the rapid advances in IT tools and hardware and the current policies of ISO. Updated versions are distributed systematically to the secretaries and chairpersons of ISO committees.

The updated version of *ISO Central Secretariat requirements for provision of text and graphics in electronic form* is annexed to this TMB Communiqué. All ISO committees are requested to implement these requirements henceforth.

CLOSING REMARKS

The new long-range strategies will guide ISO into the 21st century. Together with the measures already taken, such as the introduction of the new ISO deliverables, the TMB is highly optimistic that ISO will reach the balance between its well-proven consensus-based rules and the flexibility and market responsiveness needed to adapt to a fast changing environment. It is now time to systematically implement the strategies through joint and coordinated efforts of all the players in the ISO system, i.e. the member bodies, the committees and the Central Secretariat.

Responsible for the TMB Communiqué: Reinhard Weissinger

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You know ISO... but what are PAS, TS and ITA?

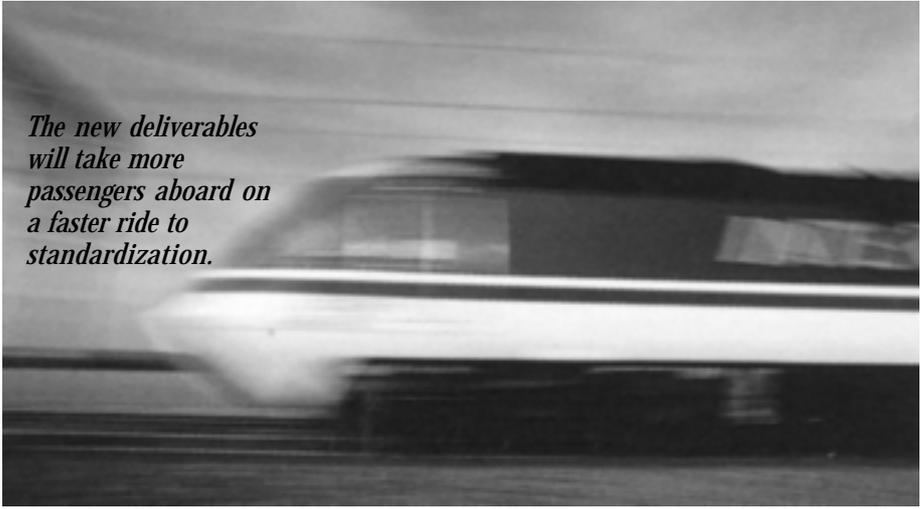
By Mike Smith, Director Standards, ISO Central Secretariat

ISO's role has evolved over the first fifty years of its existence and will no doubt continue to do so in the future. Through the decisions of Council, ISO responds to its members' wishes; they in turn respond to the market's, and thus when new requirements come to be felt for more streamlined procedures to develop normative documents specifically for committees for whom speed is all-important, ISO has responded by developing new products to cater for these needs (see Comment, p. 2).

Let us for a moment look back at the why's of these evolving needs.

When ISO was created in 1947, its objective was essentially to provide recommendations to its members aimed at harmonizing national standards, and for the first 25 years of its existence, the results of ISO's technical work were published as ISO Recommendations.

It was in the early 1970s that ISO began to publish International Standards and, with hindsight, this was a very opportune moment given the significant expansion of international trade which followed. By the early 1980s, it was starting to be accepted that ISO standards had their own validity in the market place and by the latter part of the decade we saw the first signs of what has come to be known as the globalization of markets. These were interesting times for ISO and those involved with the organization. Not only were ISO standards starting to establish their own validity in the market-place, but in many instances ISO was being asked to prepare the first standards on particular topics, and was consequently moving away from its original mission of harmonizing national standards. Global markets would need international standards, it was reasoned, and the future of ISO was therefore assured.



*The new deliverables
will take more
passengers aboard on
a faster ride to
standardization.*

That assurance was to be challenged by two major events in the late 1980s/early 1990s, however. The first was the decision by the European Community to create the Single European Market on the basis of very general, Community-wide legislation supported by voluntary consensus standards developed by the European standards bodies. For many years, the European Commission had accepted that ISO standards could serve for the purposes of harmonization within Europe

“Over the last few years, various consultations have been carried out with industry and it has been confirmed that the activities of consortia do not represent a threat to the formal standardization system.”

and the activities of ISO's counterpart at the European level, CEN, the European Committee for Standardization, had generally been low-key. This new decision, to establish the so-called *New Approach Directives* in Europe, resulted in a very significant expansion of European standardization activity and in many cases a diversion of resources for standardization from ISO to CEN, bearing in mind that Europe has always been one of the major contributors to interna-

tional standardization. In some instances, therefore, the activities of some ISO standards-developing groups came essentially to a standstill, which, not unexpectedly, caused some degree of consternation amongst ISO's non-European members.

Ultimately, this development resulted in the establishment of the Vienna Agreement on technical cooperation between ISO and CEN, by which both organizations benefit from the results of standardization work at the international and European levels and also by means of which ISO's non-European members can influence European standardization. With this has also come the realization that the Single European Market (SEM) is not an end in itself and that, given the volume of trade to and from Europe, the SEM needs to be integrated into the global market. And a final consequence has been a much increased rate of adoption of ISO standards as national standards, not only within the European Union, in which around 40 % of all European standards are direct adoptions of ISO standards, but also in other countries around the world.

All well and good? Well, not quite.

Hierarchy

The second major event which emerged in the 1990s was the realization that the traditional hierarchy of international, regional, national and company standards was increasingly being supplemented by “standards” developed in other fora, generally called consortia, particularly in areas of fast-moving technology. Such documents generally represent an agreement between major market players and not the wide consensus which is typical of an ISO standard. Undeniably however such

documents were achieving the status of *de facto* international standards in the market place and in some sectors therefore the question was whether ISO's methodology for reaching agreements on standards was still relevant.

“... The ISO Council has decided to add another mechanism to ISO's armoury for providing normative documents... through an open workshop mechanism whereby market players will be able to negotiate in a workshop setting the contents of particular Industrial Technical Agreements.”

Over the last few years, various consultations have been carried out with industry and it has been confirmed that the activities of consortia do not represent a threat to the formal standardization system. The vast majority of industries continue to need international standards developed according to the full ISO process of consensus and transparency, and in most cases the timeframes required for the development of such standards are acceptable. At the same time, it has to be recognized that the documents developed in the alternative fora are meeting a market need and that generally these are produced more rapidly than ISO standards and therefore are more able to respond to the rapid product development and marketing cycles which have become typical of some industries. In some instances such documents have achieved the status of *de facto* international standards.

To face this challenge, and to respond to the need for continuous improvement of its processes, ISO therefore decided to develop streamlined procedures which can be used at

the discretion of those ISO technical committees for which speed of standards development is a paramount consideration, and to rationalize the set of ISO deliverables. It streamlined its existing procedures and, more particularly, introduced two new deliverables possessing reduced levels of transparency and consensus but which seem to respond to market requirements at least in some sectors.

As part of the streamlining of existing procedures, ISO committees will in future, subject to certain conditions, have the option of dispensing with the committee stage – the part of the ISO process during which national positions are debated in order to reach consensus within an ISO committee – and with the final approval stage, during which the texts of final standards are submitted for formal approval by the full ISO membership.

New deliverables representing the consensus between technical experts in an ISO working group or an international consensus achieved in an ISO committee, allow publication of new types of documents, called, respectively, Publicly Available Specification (ISO/PAS), and Technical Specification (ISO/TS). ISO will also provide the possibility for adoption of documents developed outside the ISO system by less transparent and consensual procedures. Such documents, whether developed within or outside the ISO system as ISO/PAS or ISO/TS, must be reviewed every three years and at the second review must either be withdrawn or revised to become full ISO International Standards.

Let's take a look at a schematic representation of the choice of types of normative document now available below (see page 15).



ISO Standard
A normative document, developed according to consensus procedures, which has been approved by the ISO membership and P-members of the responsible committee in accordance with part 1 of the ISO/IEC Directives as a draft International Standard and/or as a final draft International Standard and which has been published by the ISO Central Secretariat.

The way it is done

a) A text corresponding to an approved work item is developed as necessary through the preparatory and/or committee stages until consensus is reached in the committee. (In case of doubt, approval by $\frac{2}{3}$ of the P-members¹ voting may be considered to constitute consensus). The text is submitted to all ISO member bodies for a five-month vote as a draft International Standard (DIS) and is approved if $\frac{2}{3}$ of the P-members vote affirmatively and not more than $\frac{1}{4}$ of all votes cast are negative. A final text is prepared taking into account member body comments on the DIS and this text is issued for formal vote as a final draft Inter-

national Standard (FDIS). If the text is again approved by $\frac{2}{3}$ of the P-members voting and not more than $\frac{1}{4}$ of all votes cast are negative, the text is approved and the Central Secretariat publishes the International Standard.

- b) A standard developed outside of an ISO committee is submitted for fast-track processing. The standard is submitted directly as an ISO/DIS for a five month vote and the same approval criteria as in a) apply. If the DIS vote is positive, a final text is again prepared and submitted as a FDIS. If the same approval criteria are met, the Central Secretariat publishes the International Standard.
- c) A standard prepared by an international standardization body recognized by the ISO Council is submitted at the request of such a body for approval as a FDIS by the ISO member bodies. The voting period is five months. The text is approved if not more than $\frac{1}{4}$ of the votes received are negative.

¹) Member bodies that decide to take an active part in the work of a technical committee or subcommittee are designated P-members (Participating members) of the committee or subcommittee. They have an obligation to vote and, whenever possible, to attend the meetings.



ISO/PAS Publicly Available Specification

A normative document representing the consensus within a working group.

The way it is done

- a) A TC/SC may decide that a particular work item should result in publication of a PAS. Normally this decision should be agreed at the outset, i.e. simultaneously with approval of the New Work Proposal Item (NP). The text is developed through the preparatory stage within a working group. At the end of this stage the text shall be submitted for approval either by correspondence or at a meeting for publication as a PAS. Acceptance of the document requires approval by a simple majority of the P-members of the TC/SC under which the WG operates.

NOTES

1. PAS may be processed in one language only.
2. Competing PAS offering different technical solutions are possible provided that they do not conflict with existing International Standards. (A TC/SC may decide to revise an ISO standard to allow conflicting PAS.)
3. PAS shall be reviewed at least every three years to decide either to confirm the PAS for a further three years, revise the PAS, process the PAS further to become either a technical specification or an International Standard, or to withdraw the PAS. After six years, a PAS shall either be converted into an International Standard or be withdrawn.
4. ISO member bodies may adopt PAS and publish them as documents having the same authority as an ISO/PAS.



ISO/TS Technical Specification

A normative document representing the technical consensus within an ISO committee

The way it is done

- a) A TC/SC may decide that a particular work item should result in publication of a technical specification. Normally this decision should be agreed at the outset, i.e. simultaneously with approval of the NP. The text is developed through the preparatory and committee stages at the end of which the text shall be submitted for a three month vote by the P-members of the committee to approve publication of the document as a technical specification. Acceptance of the document requires approval by 2/3 of the P-members. If the acceptance criterion is satisfied the document shall be sent to the Central Secretariat for publication as an ISO/TS.
- b) In cases in which a committee had decided to produce an International Standard, but

subsequently discovered that there was insufficient support for the publication of a standard, the committee may agree, by the above process, to publish the document as a technical specification.

- c) Any P-member or category A or D-liaison organization¹⁾ of a committee may propose that an existing document be considered for adoption as a technical specification. The process for approval is as described in a).

NOTES

1. As defined above, technical specifications essentially replace the existing type 1 and type 2 technical reports. (As described later, this latter type of publication is retained for purely informative documents – formerly, type 3 technical reports.)
2. Technical specifications may be processed in one language only.
3. Competing technical specifications offering different technical solutions are possible provided that they do not conflict with existing International Standards. (A TC/SC may decide to revise an ISO standard to allow conflicting technical specifications.)
4. Technical specifications shall be reviewed at least every three years to decide either to confirm the technical specification for a further three years, revise the technical specification, process it further to become an International Standard or withdraw the technical specification. After six years, a technical specification shall either be converted into an International Standard or be withdrawn.
5. ISO member bodies may adopt technical specifications and publish them as documents having the same level of authority as the ISO/TS.



ISO/TR Technical Report

An informative document containing information of a different kind from that normally published in a normative document.

The way it is done

When a committee has collected information in support of an approved work item or work items, it may decide, by simple majority vote of the P-members, to request that the information be published in the form of a technical report. The ISO Secretary-General, if necessary in consultation with the Technical Management Board, shall decide whether to publish the document as a technical report.

ISO Technical Reports were essentially of three types: type 1 for documents which had been intended to become standards but for which the required levels of agreement could not be attained, type 2 to describe either the directions of standardization in particular fields or in some instances to make available an experimental standard for trial use, and type 3 which was for information only. In future, the term ISO technical report will be retained purely for informative documents (i.e. the current type 3

technical reports). Normative technical reports (types 1 and 2) will in future be published as technical specifications (TS).



Industry Technical Agreements (ITA)

In a related move, the ISO Council has decided to add another mechanism to ISO's armoury for providing normative documents which will not rely on the customary technical committee structures. Essentially this will be through an open workshop mechanism whereby market players will be able to negotiate in a workshop setting the contents of particular normative documents. The results of such workshops would lead to the publication of documents designated as Industry Technical Agreements (ITA). An ITA represents then a technical document developed by a workshop outside of the technical structure of ISO with administrative support from a designated member body. The publication of these documents will include an indication of the participating organizations involved in the development of an ITA.

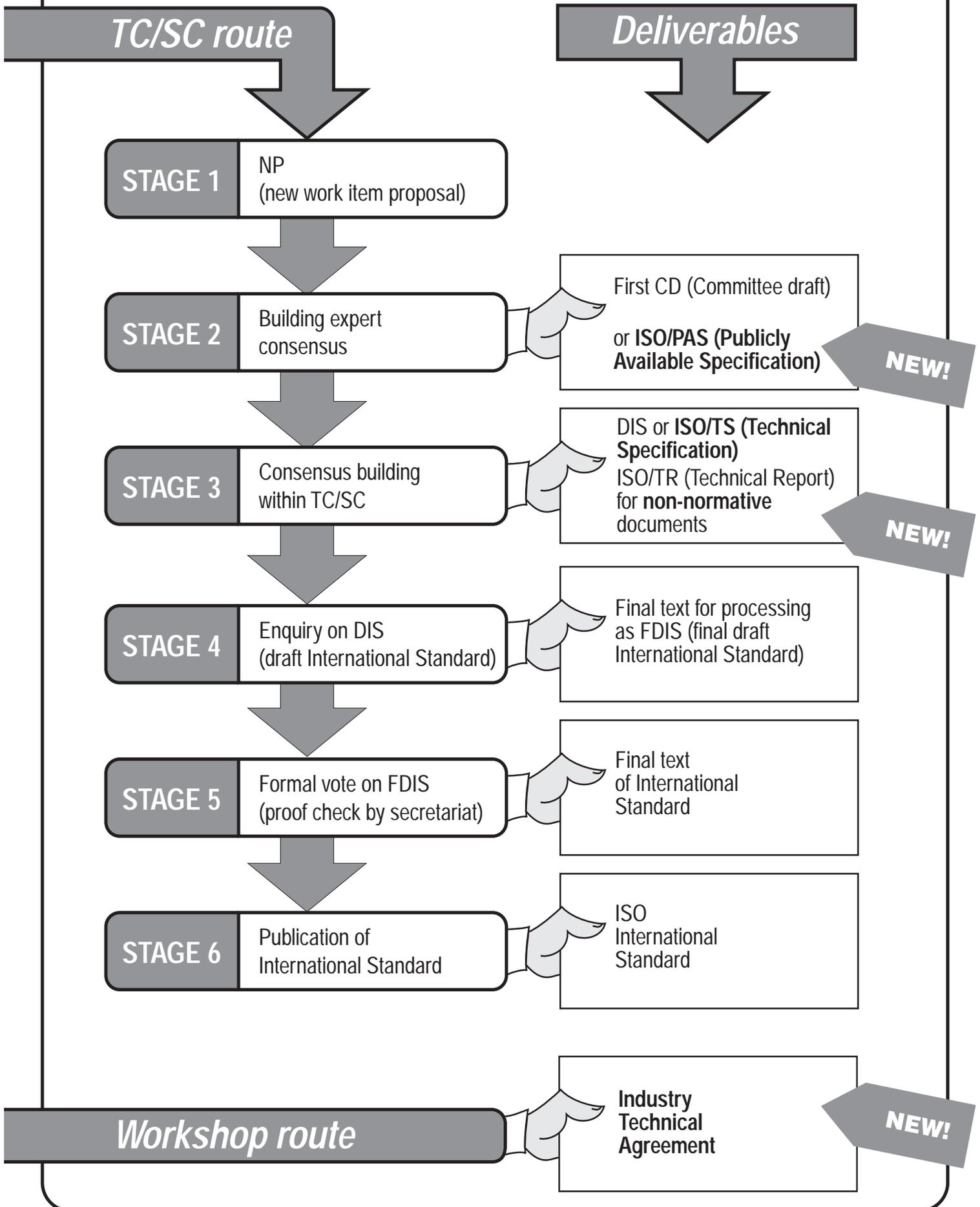
The main benefit of the workshop mechanism is that it enables a more rapid response to requirements for standardization in areas where ISO does not have existing technical structures or experts. The ITA essentially gets a normative document into the marketplace relatively quickly with the opportunity that it will soon establish itself as a de facto standard; the option then exists of transforming it into a full International Standard at a later stage.

While due process remains a fundamental concept to all of ISO's activities, it is hoped that these new procedures and deliverables will demonstrate ISO's willingness to be flexible and responsive to world requirements for technical standards.

Not only should this arsenal of new deliverables help to ensure the relevance of ISO's International Standards on all fronts by responding to current market requirements; if these new types of document help obtain wider diffusion and spread of information and knowledge on new or upcoming areas of technology, thereby strengthening links between standardization and the world of research, then they will be providing an added – ancillary – bonus. M

1) *A-type liaison*: participation by an organization in a TC or SC which can make an effective contribution to the work of the committee. *D-type liaison*: participation at the working group level only or contribution to a specific project

Standards development processes and deliverables





ISO Central Secretariat requirements for provision of text and graphics in electronic form

☺ **Compliance with the following rules will avoid delays.**

1 Text files

Formats

- | | |
|------------------------------|--|
| Preferred | — Word 97 or less |
| | — FrameMaker 5.5 or less |
| Non-preferred but acceptable | — RTF |
| | — Common word processing formats, e.g. WordPerfect |
| <i>Unacceptable</i> | — Files specific to a given printer |
| | — Files prepared using a desktop publishing system (e.g. Ventura, PageMaker, etc.) |
| | — PostScript or PDF files, unless prior agreement from the Central Secretariat has been obtained |

Codes

- | | |
|---------------|--|
| Preferred | — ASCII (highly recommended) |
| | — Codes associated with the specific formats mentioned above |
| Non-preferred | — Unicode |

File structure

- Preferably non-segmented
- Flat files (stripped)

Fonts

- Use only standard fonts: Helvetica, Arial, Times, New Times Roman, Symbol
- For documents requiring special fonts, inform the ISO Central Secretariat of their use and, if soft fonts have been used, include a copy of them

Figures

- Include the graphics files separately from the text
- Do not embed the graphics files in the word processing file; you may insert a link to them, but make sure that the function that saves a copy or picture of the graphics file in the word processing file is deactivated
- Follow the rules given in **2 Graphics files**

Table of contents

- Automatic generation is preferred but be aware that
- for any software other than Word 97 and FrameMaker 5.5 or less, ISO cannot guarantee to be able to recuperate them
 - for different linguistic versions of the same software the field names may not be recognized, and the file extensions may be incompatible

Indexes

Automatic generation is preferred but be aware that

- for any software other than Word 97 and FrameMaker 5.5 or less, ISO cannot guarantee to be able to recuperate them
- for different linguistic versions of the same software the field names may not be recognized, and the file extensions may be incompatible

Revision marks

- Turn off the revision marks option
- Accept all revisions before sending the file

Paper size

- A4 (in the Page Setup command)

Templates

Use the latest version of the ISO template or model document, the current version of which may be obtained as follows:

- from the ISO anonymous FTP site (<ftp.iso.ch>): log in with the user name "anonymous" and for the password specify your e-mail address; go to the directory `/pub/out/template/isostd30`
- from the ISO public information server, ISO Online, where the template is located at the URL <http://www.iso.ch/infoe/directiv.htm>

NOTE For further guidance, refer to the ITSIG Guide, Guide for the use of IT in the development and delivery of standards.

2 Graphics files

2.1 Preparation guidelines

Size

- Either column width (8 cm) or double-column width (17 cm)
- Maximum height 25 cm
- In the case of scanned graphics files, the figure shall be closely cropped both vertically and horizontally, i.e. the electronic representation shall contain as little white space around the figure as possible

Content

- The graphics files shall include only what is required for publication with no superfluous material
- Figure titles, subfigure titles, notes, footnotes and keys shall not be included in the graphics files
- Use shading and/or colours only where it is necessary for the understanding of a figure

Fonts

- Other than fonts in conformity with ISO 3098, use only standard fonts: Helvetica, Arial, Times, Times New Roman, Symbol

Scanning resolution

- Scanned figures should have a resolution of 300 dpi at the size the figure will be printed

Further information

- See annex E of the *Guide for the use of IT in the development and delivery of standards*
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2.2 Formats

Black-and-white figures

- 1st choice — DWG (AutoCAD 14 or less) or DXF files
- 2nd choice — The Central Secretariat can also reuse, but with less efficiency, application files created in a Macintosh or Windows environment with Adobe Photoshop, Adobe Illustrator or Corel Draw
- 3rd choice — If only non-revisable formats are available, HPGL, EPS or TIFF files are acceptable only if the Central Secretariat can use them. Given that this is frequently not the case owing to technical restrictions, their acceptability is subject to confirmation on a case-by-case basis

Unacceptable

- Aldus Freehand, unless prior agreement from the Central Secretariat has been obtained
- Graphics generated using the drawing capabilities of word processing softwares (e.g. Microsoft Word picture, Paintbrush picture, ...) are not considered acceptable electronic art submissions

Colour figures

- Colour figures shall be used only where necessary for the understanding of the figure
- They should be submitted as CMYK EPS, DCS or CMYK TIFF. RGB EPS and RGB TIFF files have been found not to reproduce well and should be avoided
- A reference printout or Pantone reference shall be submitted to enable proper tone matching

Special instructions for PostScript files

- PostScript files that are not encapsulated PostScript (EPS) are not acceptable
 - Note that PostScript files can often be imported into another graphics utility, such as Adobe Photoshop, and resaved as an EPS file. Such EPS file may be submitted
 - If the graphics software used allows compression at the time of output as an encapsulated PostScript (EPS) file, do *not* use this option. Instead, output the file without compression and then, if necessary, use separate compression software
-

NOTE For further guidance, refer to the ITSIG Guide, *Guide for the use of IT in the development and delivery of standards*.

3 Additional information

Each file shall contain only one document or figure. Additionally, it shall have a name as meaningful as possible of not more than 8 characters, without diacritical marks, spaces and special characters, followed by the 3-character file extension.

It is recommended that useful information be entered in the document properties (summary information).

For delivery, the files may be compressed (the preferred utility is Zip). Self-extracting executables shall be avoided unless prior agreement has been obtained from the ISO Central Secretariat.

The sender is requested to ensure that all files, and their supports if applicable, are virus-free.

Files prepared with a language version of Windows using a double-byte coding scheme shall be converted by the author into single-byte coding.

4 Transmission

4.1 Diskettes/disks/CD-ROMs

Accepted diskettes	3½ in
Accepted disks	CD-Roms, Jaz and Zip disks
Accepted formats	The media formatting and filing system shall be DOS/Windows compatible
Information to be provided	<ol style="list-style-type: none">1) Label on the diskette/disk giving the document reference number, document stage, serial number of the diskette/disk if the files are split over two or more diskettes/disks2) The completed form <i>Dispatch of electronic files</i> (this information may be repeated in a readme file)

4.2 E-mail

Files may be sent as an attachment to an e-mail. In this case, the message shall contain the following:

- document reference number and stage;
- list of the attached files;
- completed form Dispatch of electronic files;
- method of message encoding used.

If a duplicate copy on diskette or disk has also been sent by post, please state this in the e-mail message.

4.3 Uploading onto the ISO server

Files may be uploaded onto the directory /pub/in at the ISO anonymous FTP site (ftp.iso.ch): log in with the user name "anonymous" and for the password specify your e-mail address.

Send a notification to your usual contact person at the ISO Central Secretariat, including the following information:

- document reference number and stage;
- list of the uploaded files;
- all necessary processing information (by preference upload a completed copy of the form *Dispatch of electronic files*).

