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Message from the Chairman of the TMB

This seventeenth issue of the TMB Communiqué provides you with an overview of the results of the meetings of the ISO General Assembly, the ISO Council and the Technical Management Board which were held between 22 and 28 September 2002 in Stockholm.

The General Assembly and the meetings of the other ISO bodies had been organized in the most efficient manner by SIS, the Swedish member body of ISO, which I would like to thank again for their efforts on this occasion.

The major issues addressed at these meetings were the need to increase the participation in ISO's technical work and to aid especially developing countries to take an active part. The improvement of the conditions for the participation of developing countries and their stronger involvement is one of the most important issues ISO and other international organizations are faced with, both to ensure their work is globally relevant and that it meets the needs of the various stakeholders in world markets and international trade.

The use of information technology both to shorten the time frames for standards development and to provide easier access to the standards development process as well as to governing bodies in ISO, were also addressed.

The General Assembly has confirmed a prior decision of Council that as of the end of 2003, all ISO standards and other ISO deliverables will, by default, only be made available in electronic form. Paper copies will still remain available against a fee.

The TMB confirmed its decision to hold a conference of TC/SC chairs in 2003 and decided that it should be held tentatively in June in Geneva. Secretaries of ISO committees may attend the conference if they accompany their chairs.

You will find a number of annexes attached to this TMB Communiqué. I would like to draw your attention especially to the copy of a circular letter to the CEOs of ISO member bodies *Requirements related to participation in ISO's electronic committee work on the ISOTC server – personal e-mail addresses*, which announces the requirement for personal e-mail addresses of users on the ISOTC server (i.e. in particular for users of the e-balloting application, but also for participants in the work of ISO committees etc.).

I hope you find reading this edition of the TMB Communiqué interesting and useful and wish you success in your various endeavours.

Ross Wraight
Chairman of the TMB
Vice-President (Technical Management)

General Assembly

1. Facilitation of the participation from developing countries

In the framework of the General Assembly a special workshop was held concerning the identification of needs of developing countries in relation to standardization. The intention of this workshop was to wrap-up a series of five regional workshops, which had been organized during 2001/2002 on the same topic. The results of these workshops and of the wrap-up workshop in Stockholm are available on ISO's website under the following Internet address:

<http://www.iso.org/iso/en/commcentre/presentations/ga/gaopen/2002wkshp>.

The GA decided to establish a task force under Council with developing country participation and other members and with the mandate to develop a programme of action including evaluation of the financial, organizational and timing aspects and to identify those actions that can be implemented without delay within the programmes and plans already approved by Council.

Immediate steps are to be taken in relation to

- the implementation of twinning arrangements as a means of building capacity in developing countries and countries with economies in transition;
- the use of information and communication technologies to facilitate participation through electronic means;
- the implementation of the training programme, in particular through the use of Internet, to increase participation of developing countries in standardization.

2. Computerization of ISO business processes

The General Assembly reviewed the increasing use of the Internet as the platform for the main business processes in ISO, such as document delivery, balloting on DIS and FDIS documents and increasingly the technical work inside ISO technical committees, subcommittees and working groups. In consideration of the different facilities around the world, this could lead to a digital divide, which needed to be prevented and measures needed to be taken to improve the conditions in various regions. All member bodies facing difficulties in using the IT services provided by the Central Secretariat were asked to contact the International Helpdesk in the Central Secretariat (helpdesk@iso.org) to obtain assistance.

3. Electronic only delivery of ISO publications by 2004

As reported in the last TMB Communiqué, Council had decided that as of the end of 2003 all ISO publications (ISO standards, Guides, Publicly Available Specifications (PAS), Technical Specifications (TS), Technical Reports (TR), International Workshop Agreements (IWA) and Technology Trend Assessments (TTA)) shall, by default, be made available in electronic form only. This decision has now been approved by the General Assembly. Paper copies of these documents will still be available on request and against a fee.

Council

4. Follow up to decisions of the General Assembly

Following the meeting of the General Assembly, Council reviewed the decisions of the GA with a view on deciding on a follow up.

Further to the GA's decisions in relation to facilitating developing country participation in ISO, it assigned the responsibility for the implementation of the concept of twinning between member bodies to the Technical Management Board, the use of information and communication technology to ITSIG and the organization of training initiatives to the ISO Central Secretariat.

5. COPOLCO proposal regarding *Corporate social responsibility*

In another development and in response to a proposal from COPOLCO that ISO start work in the field of corporate social responsibility, Council agreed to the establishment of an advisory group under the Technical Management Board with the mandate to develop a recommendation as to whether ISO should undertake work in this field and to report back in time for the next Council meeting in March 2003.

Technical Management Board

6. TMB Business Plan 2002 - 2004

The objective of the TMB Business Plan (BP) for the period 2002 to 2004 is to bring its activities into line with the objectives defined in ISO's strategies for the same time period. The BP is a living document and therefore subject to review and change. Its current version is attached to this TMB Communiqué.

The most important objectives of the BP are to ensure that ISO standards and other ISO deliverables address real market needs and are developed in a timely manner. So far the tools and approaches introduced to support committees in achieving these objectives are the following:

- The TC business plans provide an overall management tool for committees in terms of defining priority areas in their fields, planning of individual projects and resource allocation
- The Standards Value Assessment Tool (SVAT) facilitates the determination of the value expected to result from particular standardization activities
- Stronger insistence on the definition of realistic target dates by the committees, both for intermediate process stages as well as for the availability of the final deliverable. The performance of committees will increasingly be measured by the TMB based on their ability to meet the project target dates.

7. TC/SC chairs conference

As reported in the last TMB Communiqué, the TMB has decided to organize a second TC/SC chairs conference, which is planned to be held in Geneva tentatively in the first week of June 2003. The exact date and location will be communicated in due course. Considering the many requests that committee secretaries be allowed to attend the conference, the TMB decided that this should be possible, if the secretaries accompany their chairs. In response to a survey, which was organized by the Central Secretariat, a preference had been declared by a significant number of chairs that the global relevance of standards, time to market and inclusiveness/exclusiveness of the standards development process be addressed as main topics. The conference will be accompanied by practical training sessions.

Details of the programme are being finalized and will be communicated in due course.

8. Use of the ISOTC server for committee work

The Central Secretariat has hosted since 1998 the ISOTC server to support the work of ISO technical committees, subcommittees and working groups. In addition to providing a working environment for committees, the ISOTC server is also the platform for electronic balloting on DIS and FDIS documents. Additional functionalities such as committee-internal balloting and commenting, meeting management etc. will soon be integrated and made available on this server.

The TMB reviewed the progress made in the provision of services through this server and noted that it provided a consistent environment for the committee work. It recommended therefore to ISO committees and member bodies holding the secretariats of ISO committees, to consider using the ISOTC server when establishing websites for committees and working groups.

The Central Secretariat offers regular training courses in the use of the ISOTC server for committee work. The next courses are planned for: <TO ADD>

Committees interested in establishing their website on the ISOTC server and/or participating in training courses, are invited to contact the International Helpdesk under helpdesk@iso.org.

9. Deployment of version 2 of ISO's electronic balloting application

In August 2000 ISO introduced an electronic balloting application, which is now being used by all ISO member bodies for the access to DIS and FDIS documents under ballot and for the submission of their votes, including any comments (using the latest version of the ISO commenting template).

One of the restrictions of this application was that it only supported a centralized approach to electronic balloting, i.e. a number of authorized balloters on behalf of a member body could cast a vote on behalf of this member body on a DIS or FDIS. It was not possible to delegate the responsibility to cast a vote on the DIS/FDIS originating from a particular ISO committee or a number of ISO committees to another organization (or a specific department inside the member body). Version 2 of the balloting application will provide – amongst others - this functionality.

Consistency between the screens and functionalities between version 1 and 2 of the application have largely been maintained. Version 2 is currently still under test. It is, however, planned to deploy the version by December 2002 and replace the current version. The Central Secretariat will in due course inform all authorized balloters and member bodies about the change and provide guidance material as well as instructions regarding the possibility that ISO member bodies delegate balloting responsibilities to other organizations in their country.

In addition to supporting DIS and FDIS balloting, the new release is also intended to support committee- and working group internal balloting and commenting. These additional functionalities will be made available and announced to the ISO committees incrementally as they become available.

10. Commenting template and comment collation tool

As explained in the previous edition of the TMB Communiqué, the commenting template is required for the submission of comments and votes can be rejected by the Central Secretariat if the comments are not submitted in this format.

The Central Secretariat has developed a software tool which allows an automated collation of the comments if they are submitted with the authorized version of the commenting template (October 2001). The comments are extracted from the various comment files which were submitted in conjunction with ballots by the ISO member bodies and are merged into a single output file, which is sorted based on the column *Clause* in the template. The tool has been developed especially to assist committee secretaries and/or project leaders and is intended to alleviate them from the tedious manual cutting and pasting of individual comments.

The Central Secretariat has released the comment collation tool together with a user guide, which are available under the URL: www.iso.org/e-balloting. When you access the login-screen, please click on *Proceed to public areas*, which leads you to the tools and documentation related to electronic balloting.

11. ISO procedures

The procedural aspects of the following issues are currently being addressed by the TMB:

a) Twinning between developed and developing countries in ISO committees

Further to the request from the General Assembly and Council that the TMB consider options for the implementation of the concept of “twinning” between member bodies, the TMB is currently considering proposals for the amendment of the ISO/IEC Directives to introduce relevant provisions..

b) SVAT forms

The SVAT (Standards Value Assessment Tool) forms are currently being revised. As reported in previous editions of the TMB Communiqué, the main change in the SVAT approach is to ensure that an SVAT evaluation has been conducted, when a the vote of a member body is not *Abstention*. The resulting score has only indicative

status, i.e. is not included in the evaluation of the vote of the member body. The final forms will be made available in due course.

c) Vienna Agreement

As reported in the last edition of the TMB Communiqué, the TMB considered it would be useful to prepare a list of frequently asked questions (FAQs) concerning the Vienna Agreement and its implementation guidelines. The FAQs have now been finalized by ISO and CEN and are available under www.iso.org/va.

12. Protection of ISO's intellectual property rights

The TMB reviewed a proposal that watermarks be included in files of ISO documents when they are downloaded from servers hosting them. It was considered, however, that a global technical solution to such an approach would be difficult to implement. The TMB underlined therefore the responsibility of each member body to protect ISO's intellectual property in its country.

13. Monitoring system for the standards development process

The TMB noted that the standards development times are – in some instances – still unsatisfactory and decided therefore to set up a group to review options for the development of such a monitoring system. One of the options considered is that, in addition to approving a proposal for a new work item, a committee should also decide on a standards development track which would be associated with maximum time limits. Target dates should then be defined within, but not exceeding, the limits of stages of the chosen development track.

14. Communication of decisions on technical policy in the ISO system

The TMB noted that in a number of instances it had become apparent that the communication of TMB decisions and their implementation by member bodies holding secretariats of ISO committees was slow or unsuccessful. Some member bodies were also less involved in the governing bodies in ISO and were therefore at a disadvantage regarding receiving information and having related background knowledge. The TMB considered therefore that it would be desirable to establish direct communication links with those individuals in member bodies having the management responsibility for the technical work in the member bodies, i.e. technical directors or directors of international departments ("technical managers"). The form attached at annex to this edition of the TMB Communiqué is intended to collect data needed to communicate with these individuals (alternatively send the information to tmb@iso.org). The Central Secretariat will establish a communication network with these technical managers with a view to providing a two-way communication link which will also allow the member body technical managers to provide their input to the Central Secretariat and/or the TMB.

Closing remarks

As is evident from the content of this TMB Communiqué, ISO is in the process of addressing - at various levels - core issues related to increasing the participation in its processes and improving its efficiency in order to ensure and further increase the relevance of its work for the global market place. There is lots of work in front of us and I ask all of you to fully support ISO moving in this direction.

Ross Wraight

This TMB Communiqué and all its previous editions are also available in electronic form on ISO's *Standards Developer's Information Site* (SDIS) under www.iso.org/sdis in the section [TMB News & Information](#).

Responsible for the TMB Communiqué: Reinhard Weissinger



Business plan for the ISO Technical Management Board 2002-2004

The business plan of the Technical Management Board focuses on the strategic responsibilities of the TMB with a view to attaining higher levels of market orientation, inclusiveness, performance and efficiency of ISO work, as well as to assuring the broadest possible stakeholder participation and especially the participation of developing countries in ISO's technical work.

The business plan is the basis for specific actions that contribute to the key strategies in the overall environment in which the TMB is carrying out its tasks. It does not address the TMB's routine administrative responsibilities, nor its coordination role, as defined in Part 1 of the ISO/IEC Directives.

Strategic framework

Role and responsibilities of the TMB

The Technical Management Board is responsible for the overall management of ISO's technical work. Its role, as defined in the Statutes of the organization, is to approve the establishment and dissolution of technical committees, and revisions of the Directives for the work of the technical committees. It shall deal with all matters of strategic planning, coordination, performance, and monitoring of technical committee activities.

The main responsibilities of the TMB are to ensure that

1. ISO is able to meet existing, new and emerging market needs for International Standards and other deliverables on a timely basis.
2. ISO's technical structure and working methods provide mechanisms to meet these market needs and are consistent with the strategic objectives of the organization, as decided by the General Assembly and Council.
3. There is appropriate coordination of the technical work of the organization, both within ISO's technical structures and also with external organizations.
4. ISO is seen as the preferred forum for the development of, and promulgation of, International Standards and other deliverables in all fields covered by the scope of the organization.

Additionally, as part of this strategic framework, the TMB has also adopted as an objective that the ISO system encourages and facilitates the active participation of all of its members in the technical work, particularly those in developing countries.

Environment in which the TMB is carrying out its tasks

The TMB has to be alert to its environment (internal and external to ISO) and take appropriate actions to ensure the responsiveness of the ISO system to the standardization requirements of the global market place. Such environmental trends are discussed below:

- The globalization of markets is increasing the need for internationally accepted standards. Recognizing that, in some instances, standards, particularly those in rapidly evolving technologies, have been developed outside the ISO system because of a perception that the ISO system is not able to meet market needs, the TMB has to

define a strategy for demonstrating that such needs can indeed be met on a timely basis by the ISO system.

- The TMB needs further to ensure that International Standards are prepared not only on a timely basis, but also that they can facilitate international, inter-regional and intra-regional trade, thereby minimizing the need for stronger regional standardization activities. It must reinforce the message to "do it once, do it right, do it internationally".
- Economic trends in the world have forced industries to rationalize their operations to make them more efficient and effective, and more flexible in responding to market requirements in order to stay competitive. ISO needs to follow this trend in ensuring its own efficiency and effectiveness.

Just as the exchanges in the global market place have become increasingly electronic, so has ISO's own working environment become increasingly electronic. ISO is on its way to becoming a virtual organization characterized by electronic communication and exchanges. This development needs to be exploited further to allow stakeholders with less resources easier and more equitable participation in ISO's technical work.

- The global focus on sustainable development and associated social trends (e.g. the ageing and growth of populations, increasing environmental awareness, etc.) are placing new demands on industry and society, much of which can be dealt with on a standardization level. The TMB needs to verify the relevance and effectiveness of the ISO work programme in responding to these trends.
- Developing countries require standardization solutions that reflect their socio-economic development. Mechanisms to draw participation from these stakeholders need to be identified.
- Converging technologies in many sectors (in particular in the information technology, telecommunications and consumer electronics sectors) are putting a strain on the traditional delineation between standards organizations on an international level. This requires that ISO, together with its peer and partner organizations, ensures that the market place is best served through the effective and efficient application of available resources.
- New and emerging technologies will require standardization more rapidly as the technologies mature. Likewise, the growth of standardization needs in the services sector is recognized.
- The regulatory domain is increasingly making use of voluntary standards, giving them the status of technical regulations. This trend is furthered by WTO/TBT requirements to harmonize technical regulations internationally based on International Standards.
- ISO standards are increasingly being used as the basis for conformity assessment systems.

Key strategies

- Increasing ISO's market relevance
- Strengthening ISO's international influence and institutional recognition

- Promoting the ISO system and its standards
- Optimizing the use of resources
- Supporting national standards bodies in developing countries



ISO Central Secretariat

our date
2002-11
your date

our reference
Technical Manager
your reference

Please return this form by fax to the following address (or e-mail the information to tmb@iso.org):

ISO Central Secretariat, Geneva, Switzerland, Fax: **+41-22-733 34 30**

ATT: Mr. Reinhard Weissinger, Technical Management Board Secretariat

INFORMATION FORM ON TECHNICAL MANAGERS

As explained in TMB Communiqué 17/2002, the Technical Management Board has decided to establish a communication network with technical directors and/or directors of international departments (here referred to as *technical managers*.) in the ISO member bodies in order to improve the information flow especially on decisions taken by the TMB related to ISO's technical work.

ISO Member Body: _____ Country: _____

Technical managers in ISO member bodies:

Name:

Personal e-mail address:

Name:

Personal e-mail address:

Name:

Personal e-mail address:

Date: _____

Name: _____ Signature: _____

RW/Authorized technical manager form.doc

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

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Christian J. Favre
Acting Secretary-General

Your ref.
Our ref. e-balloting

Date 2002-11-28

Organisation internationale de normalisation
International Organization for Standardization
Международная Организация по Стандартизации



TO THE CHIEF EXECUTIVE OFFICERS OF THE ISO MEMBER BODIES

Requirements related to participation in ISO's electronic committee work on the ISOTC server – personal e-mail addresses

Dear Sir or Madam,

Consistent with the strategy of the organization¹, work within ISO is making more and more use of information technology services, which today cover mission-critical functions of the organization (e.g. the balloting system).

This new reality has to be addressed while taking all the necessary measures, at the technical, organizational and administrative levels, in order to ensure an efficient and secure working environment.

To that end, the Technical Management Board (TMB), after careful analysis and with the support of ISO's Information Technology Strategies Implementation Group (ITSIG), has agreed to certain requirements for the authentication and authorization of users of the ISO servers, as described below. The main objectives of these requirements are:

- to ensure an adequate level of security for ISO's computerized business processes;
- to create basic conditions that will make it more convenient for all users to work with the ISO IT services (such as the implementation of a "single sign-on" approach in the foreseeable future, which will eliminate the need to remember multiple login-names and passwords).

The minimum requirements for achieving these objectives are to create an "ISO electronic passport" based on a **personal e-mail address** – an e-mail account to which only the user himself or herself knows the password – and the **agreement by each user to comply with the ISO Data Protection Declaration** (see attached).

These requirements are not particularly difficult to meet nowadays. Most organizations already support personal e-mail addresses for their employees and those who do not, may easily obtain a free e-mail account from many Internet sites (e.g. from www.yahoo.com, www.hotmail.com, www.wanadoo.com etc.). The international helpdesk at the ISO Central Secretariat (helpdesk@iso.org) is, of course, at your disposal for any further assistance in this matter (including the provision of personal e-mail addresses, if you encounter difficulties to do so for your staff and/or individuals representing your standards body in ISO work).

¹ See e.g. *ISO's Long Range Strategies 1999-2001* and *ISO's Strategies 2002-2004* approved by the General Assembly in 1998 and 2001 respectively.



When logging into the ISOTC server for the first time, the user is requested to accept the conditions stated in the ISO Data Protection Declaration. Having accepted the conditions, the user receives a confidential e-mail to his or her **personal e-mail address** with the login-information to the ISOTC server (i.e. a personal login-name and a password).

Please note that in addition to the personal e-mail address, a user may also have a **collective notification e-mail address** (which may be shared with an office support team, for instance) under which all business related messages are received.

The first application that will take full advantage of this approach is version 2 of the **ISO electronic balloting system, which will be deployed for use by all ISO member bodies during January 2003**. This new version of the e-balloting application will be supported by an ISO global directory which contains one domain for each member body. Once the ISO global directory is deployed, each member body will be able to maintain its own users and the roles they perform in the ISO committees supported by the ISOTC server. Documentation on the ISO global directory is currently under preparation by the Central Secretariat. Training courses and assistance in other forms will be provided to the member bodies in due course.

Would you therefore please ensure that all your staff and all representatives of your standards body in ISO committees supported by the ISOTC server are issued with a personal e-mail address **by 2003-01-15 at the latest**.

To assist you, the ISO Central Secretariat provides the CEO of each member body with a list of individuals currently registered as their representatives as:

- balloters on Draft and Final Draft International Standards (DIS and FDIS)
- chairs and secretaries of ISO technical committees and subcommittees
- staff members supporting secretaries in their work.

The list of representatives of your own standards body is stored in a Microsoft Excel-Worksheet, which is accessible, only to you as CEO of a specific standards body, on the ISODOC server in the same location as this circular letter.

In the introductory section of the list, details are provided on the information requested from you. Would you please add to the list the personal e-mail addresses of those individuals who currently do not have one listed, and return the list to the ISO Central Secretariat at < ISOTCmaintenance@iso.org >.

Thank you for your cooperation in this important matter.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'C. Favre', with a stylized flourish at the end.

Christian J. Favre

cc. President
President-elect
Vice-President (policy)

Vice-President (technical management)
Treasurer
IEC General Secretary



Declaration relating to the handling of documents and data, including authorization to use participants' personal data in the "Electronic Committees" *

The participant undertakes to use the information he or she receives within the electronic committees solely as intended to support the standards development work of the electronic committees, to desist from exploiting the information for other purposes, and to respect ISO and governmental data protection and copyright rules and regulations. This obligation on the participant survives termination of his or her participation in the electronic committees.

In particular, the passing-on of one's login name and password is not permitted. The participant agrees not to provide access to unauthorized persons.

The participant consents to his or her personal contact information being used and shared to support the work of the electronic committees, and in particular to its being passed on, in connection solely with the technical processing of the electronic committees, to a central server for the administration of access rights and to other standards bodies to enable these to carry out their duties in connection with international (and/or regional) standardization in the electronic committees.

° Yes, I have read the above Declaration, and I accept the conditions set forth therein.

° No, I am not prepared to accept the above Declaration, and abstain from participation in the work of the electronic committees.

* ISO committees supported by the ISOTC server



How confident are you that your committee's test standards could successfully stand up to rigorous assessment with regard to validation and traceability?

An introduction to ISO/REMCO, the ISO Committee on Reference Materials, for Chairpersons of ISO technical committees and subcommittees

Does the ISO committee (technical committee or subcommittee) for which you are Chairperson develop test standards? If 'Yes', how confident are you that they could successfully stand up to the rigorous assessment with regard to validation of measurement procedures and traceability of measurement results that measurement laboratories must demonstrate in order to be accredited to ISO/IEC 17025 *General Requirements for the Competence of Testing and Calibration Laboratories*? Surely, an ISO test standard should do no less!?

It is very likely that your test standards have been validated (i.e. proven) against one or more available reference materials or certified reference materials, or against reference materials that were defined by your committee, or perhaps developed on behalf of your committee specifically for this purpose. Are you confident that your committee appreciates the difference between reference material and certified reference material? Or understands the impact of using reference materials, certified reference materials or specifically prepared reference materials? Possible shortcomings are:

- The use of certified reference materials is expedient but some certified reference materials do not provide traceability to the definition of SI units.
- Some available reference materials are insufficiently characterized for use in validating and/or establishing traceability to the definition of SI units.
- The use of reference materials defined by or developed for a committee specifically for the purpose will not provide the required validation or traceability unless the current international guides on the production and management of reference materials were followed.

Clearly, if your test standard suffers from one of these shortcomings, it cannot be validated and/or be shown to be traceable to the definition of SI units as described in ISO/IEC 17025.

Moreover committee Chairpersons should be aware that their committee's output needs to be in conformance with the objective of ISO Technical Advisory Group 4 "Metrology" (ISO/TAG 4) "To promote and coordinate the use of the *Guide to the Expression of Uncertainty in Measurement (GUM)* and the *International vocabulary of basic and general terms in metrology (VIM)* in the work of committees, ISO/TAGs and ISO Steering Committees (ISO/SCs) involved in or affected by metrology and metrology-related activities". ISO/REMCO works with ISO/TAG 4 to ensure that Guides published by ISO/REMCO are in conformance with GUM and VIM. The use of ISO/REMCO Guides by committee reference material-related activities therefore aids committees in meeting their obligation to ISO/TAG 4.

The question of validation and traceability, or of conformance to GUM and VIM, is not a one time event for a test standard that ceases to be of concern on publication. Rather,

your committee has an opportunity, and perhaps even an obligation, to assess each of its test standards for validation and traceability at each review for revision.

Your committee need not proceed alone on the issue of (certified) reference materials. ISO/REMCO, the Council Committee of ISO that deals with issues concerning reference materials, has issued six ISO Guides related to reference materials for both users and producers. These ISO Guides cover basic vocabulary (30), labelling, certificates and certification reports (31), use of reference materials (32 and 33), quality systems for the production of (certified) reference materials (34) and the production and certification of reference materials (35). The attached graphic identifies those ISO/REMCO Guides and other Guides and International Standards that are recommended as reference documents by an ISO/TC, SC or WG that refers to use of reference materials, or that has defined reference materials in the course of developing a test standard.

Since the ISO Guides issued by ISO/REMCO must have a generic character to support the variety of work done by different groups, e.g., standardization committees, project groups or individuals, their interpretation at the specific technical level where committees are focused may not always be straightforward. ISO/REMCO is willing to work in partnership with committees to ensure that there is coherence between ISO/REMCO Guides and committee publications.

Apart from ISO Guides, ISO/REMCO has issued some booklets, one describing the Committee, and another describing the role of reference materials in establishing traceability of measurement results. These booklets provide a popular entrance to the ISO Guides issued by ISO/REMCO (see more information on the following page)

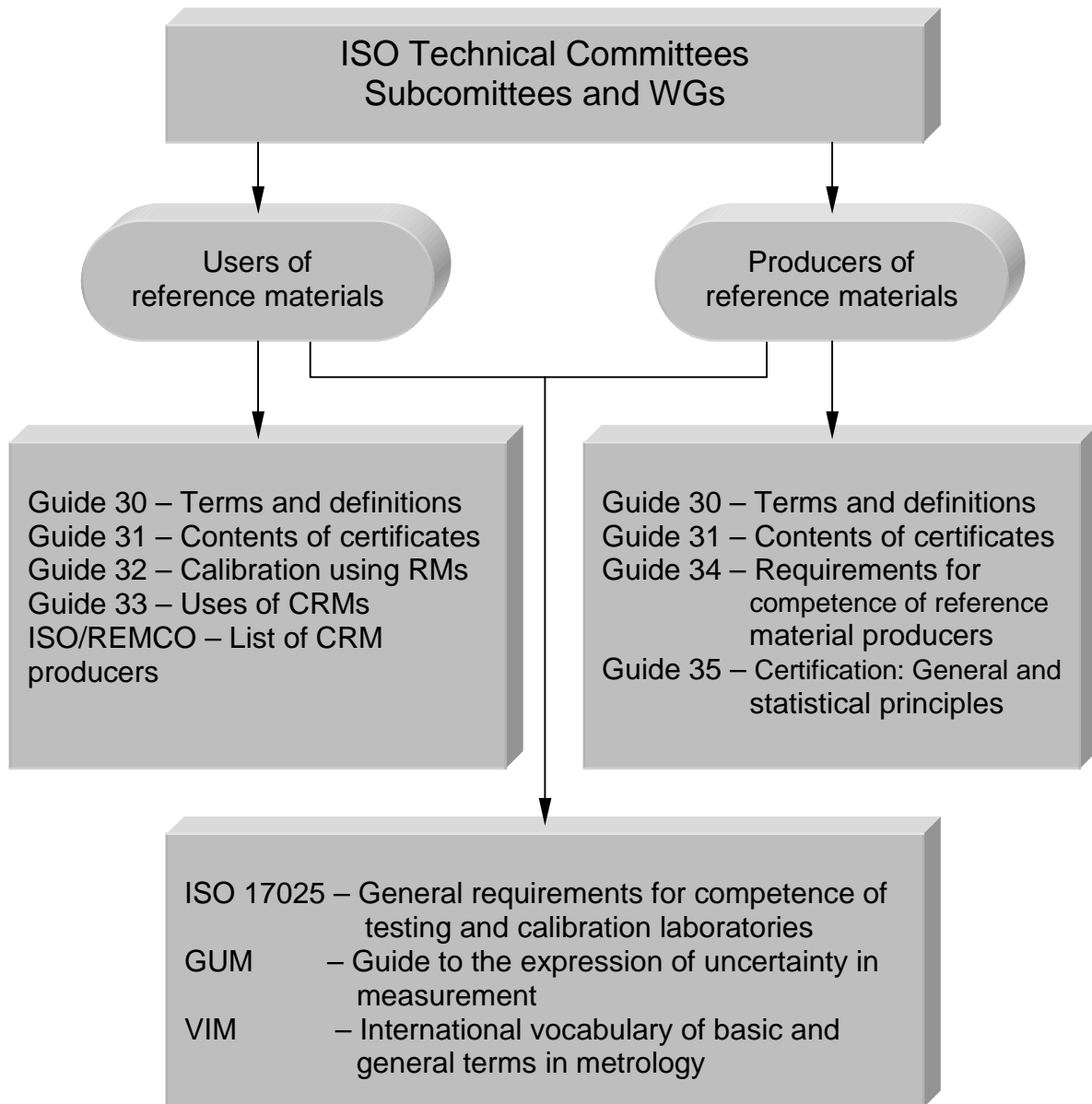
ISO/REMCO celebrated its 25th anniversary in 2001. During its lifetime, it has already provided advice to ISO committees, ISO/DEVCO and ISO/CASCO. Nevertheless, ISO/REMCO believes that the future offers the opportunity to deepen collaboration with committees to the benefit of both. In particular, the increasing acceptance of ISO/IEC 17025 by the international measurement community and the mandate of ISO/TAG 4 have created new obligations on committees in the development of international measurement standards. Consultative cooperation between ISO/REMCO and committees can serve to fulfil these new obligations more easily. One example of a fruitful collaboration would be a joint project wherein ISO/REMCO provides advice on the application of the definition of a (certified) reference material for a specific test standard. Indeed, it could extend to a reference material producer preparing the required (certified) reference material for committee under the aegis of ISO/REMCO.

This information note is a new step in ISO/REMCO commitment to increasing collaboration between itself and committees.. If you wish to further this initiative, have any comments, or seek guidance, please make this known to the ISO/REMCO secretariat (remco@iso.org).

Additional information on ISO/REMCO can be found on its website at www.iso.org/remco

Dr. Henry Steger
Chairman-Elect to ISO/REMCO

November 2002



Publications developed by ISO/REMCO

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|-------------------|---|
| ISO Guide 30:1992 | Terms and definitions used in connection with reference materials |
| ISO Guide 31:2000 | Reference materials -- Contents of certificates and labels |
| ISO Guide 32:1997 | Calibration in analytical chemistry and use of certified reference materials |
| ISO Guide 33:2000 | Uses of certified reference materials |
| ISO Guide 34:2000 | General requirements for the competence of reference material producers |
| ISO Guide 35:1989 | Certification of reference materials -- General and statistical principles (<i>in course of major revision</i>) |

Booklet "The role of reference materials in achieving quality in analytical chemistry"
 Booklet "Information on REMCO"