



**NSAI**

# ANNUAL REPORT FOR 2018

**NSAI TECHNICAL COMMITTEE  
NSAI/TC 07**

**QUALITY MANAGEMENT STANDARDS  
COMMITTEE**

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## 1 Chairman's Statement

My initial introduction to the NSAI Quality Management Standards Committee in 2014 was borne out of curiosity about what went on at National Committee level, and how Ireland participated in the development of Standards on an International level. Since then I have enjoyed taking part in the activities of the committee, which has given me more in return than I had originally expected.

The 2015 publication of the ISO 9001 Standard saw the incorporation of the “Annex SL” hierarchy, which was considered at the time to be a major change to the Standard. The work of the committee since then has largely been focused on revising associated or supplemental Standards to bring them into line, where appropriate. 2019 will follow suit, with scheduled revision work on the Swift 2-2009 Standard, which provides guidance for embedding elective management systems in public sector organizations.

The year past has seen some changes to the committee membership, with some retiring and new members joining. As always, we are encouraging new members to join, and ask all members to nominate prospect members and invite visitors to committee meetings.

It is important to speak to the purpose of the committee; contributing to the development of these international Standards through the committee, which following a period of analysis and consideration, culminates in a vote. This vote, which is a Single Vote exercised by the QMSC secretary on behalf of the NSAI, can only be informed by the committee members through their participation and dialogue. Each member of the QMSC is therefore asked to ensure that they respond to the notification of work items in good time, and use their opportunity to inform the international vote.

As recently appointed chair of the QMSC I would like to acknowledge the work of outgoing Chairman Noel Clarke, who has maintained this position since November 2013, and remains a valued member of the committee. Thank you, Noel.

To all QMSC members, I look forward to working with all in 2019 and beyond and thank you for your support and continued participation.

Phil Byrne.

## 2 Introduction

Responsibility for developing and maintaining the ISO 9000 family of standards falls to the ISO Technical Committee ISO/TC 176 whose scope of activities includes Standardization in the field of quality management as well as quality management standardization in specific sectors at the request of the affected sector and the ISO Technical Management Board.

The Irish Quality Management Standards Committee which engages directly with ISO TC 176 and its Subcommittees and Work Groups is NSAI/TC 07.

All ISO technical committees prepare a strategic business plan for their field of activity within 18 months of their creation. The strategic business plan describes the main aspects and dynamics of the economic, social, regulatory or other environments in which the committee operates, as well as its main objectives and current strategies, its internal structure and cooperation with other organizations. It includes the areas of activities of all the subcommittees operating under a technical committee. The Strategic Business Plan for ISO TC176, its sub-committees and workgroups can be viewed on the ISO website [www.iso.org](http://www.iso.org)

### 3 Scope of TC

NSAI established NSAI/TC 07 as a National Mirror Committee (NMC) to track the work of ISO TC/176 (Quality Management and Quality Assurance).

Purpose

- Provide national inputs to ballots from ISO TC/176, its subcommittees (SCs) and workgroups (WGs).
- Respond to information requests from ISO TC/176, its subcommittees (SCs) and workgroups (WGs).

Details of the ISO technical committees and its operational Sub-Committees tracked by members are provided in Table 1.

**Table 1- ISO Technical Committee and Sub-Committees**

Name	Title
ISO TC 176	Quality Management and Quality Assurance
ISO/TC 176/AHG	Business management and innovation
ISO/TC 176/CSAG	Chair's Strategic Advisory Group
ISO/TC 176/STTF	Spanish translation task force
ISO/TC 176/TF 3	Document archive
ISO/TC 176/TF 4	Future concepts in quality management
ISO/TC 176/TG 1	Communications and product support
ISO/TC 176/TG 2	ISO 9001 Brand Integrity
ISO/TC 176/WG 3	Quality management for electoral assurance
ISO/TC 176/WG 4	Quality management systems - Application of ISO 9001 in local government
ISO TC 176/SC1	Concepts and Terminology
ISO/TC 176/SC 01/TG 02	Consistency of use of concepts, terms and definitions in ISO/TC 176 standards
ISO/TC 176/SC 01/TG 03	Harmonization of terms and definitions with other bodies
ISO/TC 176/SC 01/WG 01	Development of ISO 9000
ISO TC 176/SC2	Quality Systems
ISO/TC 176/SC 2/AG 1	Strategic planning and operations
ISO/TC 176/SC 2/TG 1	Input into the ISO/TMB/TAG13-JTCG
ISO/TC 176/SC 02/WG 22	Interpretations
ISO TC 176/SC3	Supporting Technologies
ISO/TC 176/SC 3/CAG	Chairman Advisory Group
ISO/TC 176/SC 3/JWG 20	Joint ISO/TC 176/SC 3 - ISO/TC 260 WG: Revision of ISO 10015
ISO/TC 176/SC 3/JWG 21	Joint ISO/TC 176/SC 3 - ISO/TC 260 WG: Revision of ISO 10018
ISO/TC 176/SC 3/TF 1	CSLT
ISO/TC 176/SC 03/WG 19	Revision of ISO 10013
ISO/TC 176/SC 03/WG 22	Revision of ISO/TR 10017
ISO/TC 176/SC 3/WG 23	Revision of ISO 10014

The scope of activities for ISO TC/176 is defined as: "Standardization in the field of quality management (generic quality management systems and supporting technologies), as well as quality management standardization in specific sectors at the request of the affected sector and the ISO Technical Management Board."

Note: *ISO/TC 176 is also entrusted with an advisory function to all ISO and IEC technical committees to ensure the integrity of the generic quality system standards and the effective implementation of the ISO/IEC sector policy on quality management systems deliverables.*

**Working Groups operating under ISO TC/176/SC 1:**

- *ISO TC/176/SC 1/TG2- Consistency of use of concepts, terms and definitions in ISO/TC 176 standards*
- *ISO TC/176/SC 1/TG3 - Harmonization of terms and definitions with other bodies*
- *ISO TC/176/SC 1/WG1 - Development of ISO 9000*

**Working Groups operating under ISO TC/176/SC 2:**

- *ISO TC/176/SC 2/AG1 - Strategic planning and operations*
- *ISO TC/176/SC 2/TG1 - Input into the ISO/TMB/TAG 13-JTCG*
- *ISO TC/176/SC 2/WG22 – Interpretations*

**Working Groups operating under ISO TC/176/SC 3:**

- *ISO TC/176/SC 3/CAG - Chairman Advisory Group*
- *ISO TC/176/SC 3/WG20 - Joint ISO/TC 176/SC 3 - ISO/TC 260 WG: Revision of ISO 10015*
- *ISO/TC 176/SC 3/JWG 21 - Joint ISO/TC 176/SC 3 - ISO/TC 260 WG: Revision of ISO 10018*
- *ISO/TC 176/SC 3/TF 1 – CSLT*
- *ISO/TC 176/SC 3/WG 19 - Revision of ISO 10013*
- *ISO/TC 176/SC 3/WG 22 - Revision of ISO/TR 10017*
- *ISO/TC 176/SC 3/WG 23 - Revision of ISO 10014*

## 4 Structure and Membership

### 4.1 Structure

National contributions to the International Standardisation programme are managed by NSAI/TC 07. Should the need arise, Working Groups will be established to facilitate inputs from national experts to niche areas.

### 4.2 Members

Table 2 lists the membership for 2018.

**Table 2 – Member list for 2018**

Name	Organisation	Role
Noel Clarke	ESBI	Chair
Kieran Cox	NSAI	National Secretary
Gay Moran	NSAI	National Secretary Support Team
Victoria Ryan	NSAI	National Secretary Support Team
Aine Higgins	Siemens	Member
Alan Waddy	Certification Europe	Member
Alessandro Laureani	Google	Member
Alice Quin	ESB	Member
Anne Keogh	PHEEC	Member
Chris O'Donoghue	Kostal	Member
Carl Mooney	Colas	Member
Chris Dawkins	Cartamundi	Member
Dermot O'Donnell	Disability Federation of Ireland	Member
Dick Whelan	Almir	Member
Fin Rooney	Bathstore	Member
Eoin Flavin	Eoin Flavin	Member
Richard Hadfield	Progressive Certification	Member
Matt Seaver	Seaver Associates	Member
John Tighe	NSAI	Member
John Butler	-	Member
Kieran McCarthy	Voxpro	Member
Leo Flemming-Farrell	Celestica	Member
Rody Ryan	GoldCert	Member
Mairead Dennehy	Certification Europe	Member
Mandy Nolan	Mason Technology	Member
Peter Dennehy	PHECC	Member
Phil Byrne	Enable-ISO	Member
Samantha Magee	EIQA	Member
Shane Curran	SureLeaf	Member
Sharon McGuinness	BNM	Member
Soraid McEntee	EIQA	Member

## 5 Summary of 2018 Activities

### 5.1 National

#### 5.1.1 Meetings

Committee meetings held in NSAI during 2018 are shown in Table 3.

**Table 3 – Committee meetings held in 2018**

Meeting No.	Date	Venue
1	23 <sup>rd</sup> March 2018	NSAI Head Office, Dublin.
2	22 <sup>nd</sup> June 2018	NSAI Head Office, Dublin.
3	14 <sup>th</sup> September 2018	NSAI Head Office, Dublin.
4	7 <sup>th</sup> December 2018	NSAI Head Office, Dublin.

#### 5.1.2 National Work

The focus of NSAI/TC 07 is on the provision of inputs to ballots and responding to queries generated by ISO TC/176, its sub-committees and Work Groups.

### 5.2 International

#### 5.2.1 Meetings

Table 4 lists the meetings of ISO/TC 176 and its Working Groups attended by members during 2018.

**Table 4 – ISO/TC 176 and Working Group meetings attended**

Committee Name	Location	Date	Attendees*
ISO TC 176	Azores, Portugal.	19 <sup>th</sup> – 23 <sup>rd</sup> of November 2018	1
ISO TC 176/SC1	Azores, Portugal.	19 <sup>th</sup> – 23 <sup>rd</sup> of November 2018	1
ISO/TC 176/SC 01/TG 02	Azores, Portugal.	19 <sup>th</sup> – 23 <sup>rd</sup> of November 2018	1
ISO/TC 176/SC 01/WG 01	Azores, Portugal.	19 <sup>th</sup> – 23 <sup>rd</sup> of November 2018	1
ISO TC 176/SC2	Azores, Portugal.	19 <sup>th</sup> – 23 <sup>rd</sup> of November 2018	1
ISO TC 176/SC3	Azores, Portugal.	19 <sup>th</sup> – 23 <sup>rd</sup> of November 2018	1
ISO/TC 176/SC 03/WG 19	Azores, Portugal.	19 <sup>th</sup> – 23 <sup>rd</sup> of November 2018	1
ISO/TC 176/SC 03/WG 22	Dublin, Ireland.	30 <sup>th</sup> April – 4 <sup>th</sup> May	2
	Azores, Portugal.	19 <sup>th</sup> – 23 <sup>rd</sup> of November 2018	1
ISO/TC 176/WG 04	Azores, Portugal.	19 <sup>th</sup> – 23 <sup>rd</sup> of November 2018	1

\*Note: Attendance at International meetings was funded out of members own resources.

#### 5.2.2 International Work

**In 2017, the ISO/TC176 work programme consisted of the following work items:**

- *ISO/TS 17582 Quality management systems -- Particular requirements for the application of ISO 9001:2008 for electoral organizations at all levels of government*
- *ISO/FDIS 18091 Quality management systems -- Guidelines for the application of ISO 9001 in local government*

- *ISO PRF TS 54001 Quality management systems -- Particular requirements for the application of ISO 9001 for electoral organizations at all levels of government*

**In 2017, the ISO/TC176/SC1 work programme consisted of the following registered work items:**

- *ISO 9000 Quality management systems -- Fundamentals and vocabulary*

**In 2017, the ISO/TC176/SC2 work programme consisted of the following work items:**

- *ISO 9001 Quality management systems – Requirements*
- *ISO/TS 9002 Quality management systems -- Guidelines for the application of ISO 9001*
- *ISO 9004 Quality management -- Quality of an organization -- Guidance to achieve sustained success*
- *ISO 10005 Quality management systems -- Guidelines for quality plans*
- *ISO 10006 Quality management -- Guidelines for quality management in projects*
- *ISO 10007 Quality management -- Guidelines for configuration management*

**In 2017, the ISO/TC176/SC3 work programme consisted of the following work items:**

- *ISO 10001 Quality management -- Customer satisfaction -- Guidelines for codes of conduct for organizations*
- *ISO 10002 Quality management -- Customer satisfaction -- Guidelines for complaints handling in organizations*
- *ISO10003 Quality management -- Customer satisfaction -- Guidelines for dispute resolution external to organizations*
- *ISO 10013 Quality management -- Customer satisfaction -- Guidelines for dispute resolution external to organizations*
- *ISO 10004 Quality management -- Customer satisfaction -- Guidelines for monitoring and measuring*
- *ISO 10008 Quality management -- Customer satisfaction -- Guidelines for business-to-consumer electronic commerce transactions*
- *ISO/NP 10009 Quality management – Guidance on quality tools and techniques for ISO 9001*
- *ISO 10012 Measurement management systems -- Requirements for measurement processes and measuring equipment*
- *ISO/PWI 20013 Guidelines for quality management system documentation*
- *ISO 10013 Guidelines for quality management system documentation*
- *ISO/NP 10014 Quality management -- Guidelines for realizing financial and economic benefits*
- *ISO/DIS 10015 Quality management -- Guidelines for competence management and people development*
- *ISO/NP 10017 Guidance on statistical techniques for ISO 9001:2000*
- *ISO10018 Quality management -- Guidelines on people involvement and competence*
- *ISO/AWI 10018 Quality management -- Guidelines for people engagement*
- *ISO10019 Guidelines for the selection of quality management system consultants and use of their services*
- *ISO 19011 Guidelines for auditing management systems*

### 5.2.3 International Voting Results

The following ballots from ISO/TC176 closed during 2018.



- Ballot regarding approval of NWIP ISO NP 10014.
- Ballot regarding Chairmanship of ISO/TC176/SC2 and nomination of Paul Simpson (UK).
- Approval of technical content of the draft ISO/DIS 18091.
- Approval of technical content of the draft ISO/FDIS 10001.
- Approval of technical content of the draft ISO/FDIS 10002.
- Approval of technical content of the draft ISO/FDIS 10003.
- Approval of technical content of the draft ISO/FDIS 10004.
- Approval of technical content of the draft ISO/FDIS 10005.
- Approval of technical content of the draft ISO/FDIS ISO DTS 17582.
- Approval of ISO NP 10013.
- N1459 - Ballot on Request for interpretation 134
- Ballot regarding disbandment of ISO/TC 176/CAG 2
- Ballot regarding approval of the nomination of Mr Alan Daniels for the Task Group 1 Communication and product support Convenorship.
- Ballot regarding approval of the nomination of Ms Alka Jarvis for the Task Force 3 Document Archive.
- Ballot to approve the publication of ISO/DTR 10017.
- Ballot regarding participation in revision/amendment of ISO10008:2013.
- Ballot on the convenorship of Joint ISO/TC 176/SC 3 - ISO/TC 260 WG 20; Revision of ISO 10015
- Ballot to evaluate ISO/TC 176/SC 3 liaison arrangements.
- Ballot on request for interpretation No.135
- Ballot on establishment of a Category A Liaison with the Telecommunications Industry Association (TIA)
- Ballot on approval of the ISO/FDIS 18091 technical content.
- Ballot on approval of NWIP ISO/NP 10009.
- Ballot on approval of NWIP ISO/NP 10017.

### 5.3 Regulatory Development/Update

NSAI/TC 07 is currently not engaged in any standards development work of a regulatory nature.

## 6 Irish Publications/Reviews

### 6.1 Publications

The Committee did not publish any indigenous standards.

### 6.2 Reviews

In the absence of indigenous Irish Standards on QMS, reviews were not undertaken during 2018.

## 7 Work programme for 2019 onwards

- Because of the international nature of QMS, NSAI/TC 07 will continue to contribute to standardisation work at the international level.
- NSAI/TC 07 will input as necessary to the ISO/TC 176 work programme listed in Section 5.2.2 of this report.

- Revision work on the Swift 2-2009 Standard, which provides guidance for embedding elective management systems in public sector organizations.

## 8 Additional Information

NSAI hosted ISO/TC176/SC3/WG 22 between April 30<sup>th</sup> and May 4<sup>th</sup> 2018. During this meeting Work Group 22 reviewed ISO/TR10017, a Technical Report titled '*Guidance on Statistical Techniques for ISO 9001:2015.*'