



Chair: [G. Cort](#)
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To: **Members of ISO/TC 176**
Date: **2010-05-27**

Subject: **Consultation on Draft JTCG Identical Text and Terminology
JTCG/TF1/N28 & JTCG/TF3/N086**

Attachments

- 1 JTCG/TF1 & JTCG/TF3 outputs from Buenos Aires meeting, 3 to 6 May 2010
[JTCG/TF1/N28 & JTCG/TF3/N086](#)

Draft JTCG Identical Text and Terminology

Please find attached for comment the most recent work of the ISO Joint Technical Co-ordination Group (JTCG), including draft identical text and core definitions under the approved high level structure.

These documents are a result of meetings of JTCG TF 1 and TF 3 in Dublin (March 2010) and Buenos Aires (May 2010) where identical text and common terminology was developed as mandated by TMB resolution 13/2010.

The attached draft identical text and common terminology is in accordance with the joint vision on ISO management system standards as accepted by ISO/TMB and all ISO/TC/PC/SCs represented in JTCG In this context.

Action Requested

Members are encouraged to carefully consider the draft identical text and MS common terminology and provide feedback by **1 August 2010**.

- Comments on JTTCG/TF1 (high level structure with draft identical text) outputs should be directed to the Secretary of ISO/TC 176/SC 2, Mr. Charles Corrie at charles.corrie@bsigroup.com
- Comments on JTTCG/TF3 (terminology) outputs should be directed to the Secretary of ISO/TC 176/SC 1, Mr. François Boucher at francois.boucher@afnor.org

Committee members are strongly encouraged to co-ordinate their comments with other relevant committees/members at the national level.

If you have any questions, please let me know.

Marc Mitchell
Secretary ISO/TC 176



JTCG/TF1/N28 & JTCG/TF3/N086

ISO/TMB/TAG13 – JTCG

17 May 2010

JTCG/TF1 & JTCG/TF3 outputs from the Buenos Aires meeting, 3 to 6 May 2010

The ISO/TMB/TAG13 - Joint Technical Co-ordination Group (JTCG) task force TF1 and TF3 met during 3-6 May, to continue their activities.

Following their respective meetings in March 2010, TF1 had circulated document N5, and TF3 had circulated document N059 to their members for review.

During their meetings TF1 and TF3 reviewed the inputs received from their members.

Given below are the outputs from the May meeting from both TFs.

It is stressed that these are still early drafts and that they should not be viewed or used as final text, until such time as they are formally endorsed by ISO/TMB, following further development.

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High Level Structure, with draft “Identical text”

Note: In the column for Identical text proposals, XXX = an MSS discipline specific qualifier (e.g. energy, road traffic safety, IT security, food safety, societal security, environment, quality) needs to be inserted.

Introduction <i>Note: Unique to the discipline</i>
1. Scope <i>Note: Specific to the discipline; possibly some identical text</i>
2. Normative references <i>Note: Clause Title shall be used. Unique to the discipline</i>
3. Terms and definitions <i>Note: Clause Title shall be used. Terms and definitions may either be within the standard or in a separate document. To reference Aligned definitions + discipline specific ones</i>
4. Context of the organization
4.1 Understanding of the organization and its context <p>The organization shall determine external and internal factors that are relevant to its purpose and that affect its ability to achieve the expected outcomes of its XXX management system.</p> <p>These factors shall be taken into account when establishing, implementing and maintaining the organization's XXX management system, and assigning priorities.</p> <p>Note Organizations of all types, size and complexity operate in circumstances that are subject to opportunities, change and risk, consequently the organization evaluates such information in order to innovate, maintain and/or improve the effectiveness of its management system, during its short-term and long-term planning</p>
4.2 Needs and requirements <p>When establishing its XXX management system, the organization shall determine</p> <ul style="list-style-type: none">- its relevant interested parties and- their needs and requirements, including applicable legal requirements <p>Note The balancing of needs can be achieved by an organization by giving due weight to the needs of interested parties, for example, consumers, owners, society etc.</p>
4.3 Management system and scope <p>The organization shall establish, implement, maintain and improve an XXX management system in accordance with the requirements of this International Standard.</p> <p>The organization shall consider:</p> <ul style="list-style-type: none">- the external and internal factors referred to in 4.1- the needs and requirements referred to in 4.2, <p>and determine issues or concerns to</p> <ul style="list-style-type: none">- assure the management system can achieve its expected outcome(s)- prevent undesired effects- address opportunities for improvement. <p>The organization shall define and retain documented information on the scope of the XXX management system, such that the boundaries and applicability of the XXX management system can be clearly communicated to internal and external parties.</p>

5. Leadership

5.1 General

Top management shall demonstrate leadership with respect to the XXX management system by

- visibly directing and controlling its overall direction and operation
- motivating persons to ensure the XXX management system supports the XXX performance of the organization.

Note Leadership is not restricted to just top management.

5.2 Management commitment

Top management shall demonstrate its commitment by

- ensuring the XXX management system is compatible with the strategic direction of the organization
- integrating the XXX management system requirements into the organization's business processes;
- providing the resources to establish, implement, maintain and continually improve the XXX management system (see 7.1)
- communicating the importance of effective XXX management and conformance to the XXX management system processes;
- performing effective management reviews to ensure that the XXX management system achieves its expected outcomes
- directing and supporting continual improvement

Note reference to "business" in this International Standard should be interpreted broadly to mean those activities that are core to the purposes of the organization's existence.

5.3 Policy

Top management shall establish and communicate a XXX policy. The policy shall:

- a) be appropriate to the purpose of the organization,
- b) provide the framework for setting objectives;
- c) include a commitment to satisfy applicable needs and requirements,
- d) include a commitment to continual improvement of the XXX management system
- e) be implemented
- f) be reviewed for continuing suitability; and
- g) be available to interested parties.

The organization shall retain documented information on the policy.

5.4 Organizational roles, responsibilities and authorities

Top management shall ensure that the responsibilities and authorities for relevant roles are assigned and communicated within the organization.

Top management shall assign the responsibility and authority for

- a) ensuring that the management system is established and implemented in accordance with the requirements of this International Standard
- b) reporting on the performance of the XXX management system to top management

6 Planning

6.1 Objectives and plans to achieve them

Top management shall ensure that XXX objectives are established for relevant functions and levels within the organization.

The XXX objectives shall:

- be consistent with the policy
- be measurable (if practical)
- have time frames for their achievement.
- take account of applicable needs and requirements
- enable opportunities to maintain or improve performance,
- be monitored and updated as appropriate

The organization shall retain documented information on the objectives.

To achieve its objectives, the organization shall determine:

- a) who is responsible
- b) what will be done, and when it will be completed
- d) how the results will be evaluated

6.2 Action to address issues and concerns

The organization shall determine how to address the issues and concerns identified in 4.3 that may affect its ability to achieve the expected outcomes of the XXX management system.

The organization shall:

- a) evaluate the need to plan action to address these issues and concerns
- b) if necessary
 - integrate and implement these actions into its XXX management system processes
 - ensure information will be available to evaluate if the actions have been effective (see 9.1)

7. Support

7.1 Resources

The organization shall determine and provide the resources needed for the XXX management system

7.2 Competence

The organization shall:

- a) determine the necessary competence of person(s) doing work under its control that affects its XXX performance
- b) ensure these persons are competent on the basis of appropriate education, training, and experience,
- c) where applicable, take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken
- d) retain appropriate documented information as evidence of competence and any actions taken.

Note Applicable actions may include the provision of training, the hiring of new persons, or the contracting of competent persons

7.3 Awareness

Persons doing work under the organization's control shall be aware of:

- the XXX policy

<ul style="list-style-type: none"> - their contribution to the effectiveness of the XXX management system, including the benefits of improved XXX performance - the effects of their divergence from the XXX management system requirements
<p>7.4 Communication</p>
<p>7.4.1 External communication</p> <p>The organization shall establish, implement and maintain arrangements for communicating with relevant external interested parties.</p>
<p>7.4.2 Internal communication</p> <p>The organization shall establish, implement and maintain arrangements for internal communication within the organization</p>
<p>7.5 Documented information</p>
<p>7.5.1 General</p> <p>The organization's XXX management system shall include:</p> <ul style="list-style-type: none"> - documented information required by this International Standard - documented information determined by the organization as being required for the effectiveness of the XXX management system
<p>7.5.2 Create and update</p> <p>The process for creating or updating documented information (see 7.5.1) shall include:</p> <ol style="list-style-type: none"> a) its identification and description (e.g. a title, name, date, author, number, revision reference etc.) b) consideration of how the information will be captured and presented c) its review and approval for adequacy, when applicable <p>Note 1 The capture and presentation includes what format is to be used (e.g. language, software version, graphics) or media is to be used (e.g. paper, electronic document)</p> <p>Note 2 The extent of documented information for a XXX management system can differ from one organization to another due to:</p> <ol style="list-style-type: none"> a) the size of organization and its type of activities, processes, products and services, b) the complexity of processes and their interactions, and c) the competence of persons
<p>7.5.3 Control of documented Information</p> <p>Documented information required by the XXX management system and by this International Standard shall be controlled.</p> <p>Controls for documented information shall include as applicable:</p> <ol style="list-style-type: none"> a) Distribution b) Access c) Storage and preservation d) Retrieval and use e) Identification of version and changes f) Preservation of legibility (i.e. clear enough to read) g) Prevention of the unintended use of obsolete information h) retention and disposition <p>Ensure that documented information of external origin determined by the organization to be necessary for the planning and operation of the XXX management system is identified as appropriate, and controlled.</p>

<p>Note Access implies a decision regarding the permission to view the documented information only, or the permission and authority to view and change the documented information, etc.</p>
<p>8. Operation</p>
<p>8.1 Operational planning and control</p> <p>The organization shall determine, plan, implement and control those operational activities and/or processes needed to:</p> <ul style="list-style-type: none"> - fulfil its XXX policy and XXX objectives, and - meet applicable needs and requirements. <p>This shall include</p> <ol style="list-style-type: none"> a) establishing criteria for those activities and /or processes b) implementing controls, in accordance with the criteria c) keeping documented information to demonstrate that the activities and/or processes have been carried out as planned. <p>The organization shall ensure that planned changes are controlled and that unintended changes are reviewed and appropriate action is taken.</p> <p>Note Operational activities and/or processes may include activities and/or processes that are contracted out or outsourced, or related to the supply of goods and services</p>
<p>9. Performance Evaluation</p>
<p>9.1 Monitoring and measurement</p> <p>The XXX performance of the organization shall be monitored, measured, and analysed in order to evaluate the effectiveness of the XXX management system</p> <p>The organization shall determine:</p> <ul style="list-style-type: none"> - what shall be monitored and measured - how and when the monitoring and measuring shall be performed - how and when the analysis and evaluation of the results of monitoring and measurement shall be performed <p>The organization shall determine the controls needed for the monitoring and measurement equipment, as applicable, to ensure valid results.</p> <p>Take action when necessary to address adverse trends or results (see 6.2).</p> <p>The organization shall retain relevant documented information as evidence of the results.</p>
<p>9.2 Internal Audit</p> <p>The organization shall conduct internal audits at planned intervals to provide information to assist in the determination of whether the XXX management system</p> <ol style="list-style-type: none"> a) conforms to <ul style="list-style-type: none"> - the organization's own requirements for its XXX management system - the requirements of this International Standard. b) is effectively implemented and maintained. <p>The organization shall</p> <ol style="list-style-type: none"> a) plan, establish, implement and maintain an audit programme(s), taking into consideration the importance of the activities and processes concerned and the results of previous audits. b) define the audit criteria, scope, frequency, methods, responsibilities, planning requirements and reporting. c) select auditors and conduct audits to ensure objectivity and the impartiality of the audit process. d) ensure that the results of the audits are reported to the management responsible for the area being audited

e) retain relevant documented information as evidence of the results.

9.3 Management review

Top management shall review the organization's XXX management system, at planned intervals, to ensure its continuing suitability, adequacy and effectiveness.

Management reviews shall consider the XXX performance of the organization, including:

- a) follow-up actions from previous management reviews;
- b) the need for changes to the XXX management system, including the policy and objectives, and
- c) opportunities for improvement.

The organization shall:

- communicate the results of management review to relevant interested parties
- take appropriate action relating to those results
- retain documented information as evidence of the results of management reviews.

10. Improvement

10.1 Nonconformity and corrective action

The organization shall:

- a) identify nonconformity(ies),
- b) react to the nonconformity, and as applicable
 - take action to control, contain and correct it,
 - deal with the consequences

The organization shall also evaluate the need for action to eliminate the causes of nonconformities, including:

- a) reviewing nonconformities,
- b) determining the causes of nonconformities,
- c) evaluating the need for action to ensure that nonconformities do not recur,
- d) determining and implementing action needed, and
- e) reviewing the effectiveness of the corrective action taken.

Corrective actions shall be appropriate to the effects of the nonconformities encountered.

The organization shall ensure that any necessary changes are made to the XXX management system.

The organization shall retain documented information as evidence of

- the nature of the nonconformity(ies) any subsequent actions taken, and
- the corrective actions and their results

10.2 Continual improvement

The organization shall continually improve the effectiveness of the XXX management system.

MS Common terms and core definitions

1

organization

person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its objectives

NOTE 1 The concept of organization includes, but is not limited to sole-trader, company, corporation, firm, enterprise, authority, partnership, charity or institution, or part or combination thereof, whether incorporated or not, public or private.

NOTE 2 For organizations with more than one operating unit, a single unit may be defined as an organization.

1.1

affected party (preferred term)

stakeholder (admitted term)

person, group of people or organization that can affect, be affected by, or perceive to be affected by a decision or activity

1.1.1

interested party

affected party with an interest in the performance of an organization or an activity

1.1.2

top management

person or group of people who directs and controls an organization at the highest level

Note 1 Top management refers to those who direct and control the organization within the scope of the management system.

Note 2 Top management has the power to delegate authority and provide resources within the organization,

1.1.2.2

leadership

capacity for directing the activities and/or processes of an organization

1.1.3

person

individual who carries out an specific task for or on behalf of the organization

1.2

competence

demonstrated ability to apply knowledge and skills to achieve intended results

1.3

outsource (verb)

make an arrangement where an external organization performs part of an

organization's function
<p>2 management system</p> <p>set of interrelated or interacting elements of an organization to establish policies and objectives, and processes to achieve those objectives</p> <p>NOTE 1 An organization's management system can address a single discipline, such as quality or environment or a combination of disciplines.</p> <p>NOTE 2 The system elements include the organization's structure, definition of responsibilities, skills, modes of operation, etc.</p>
<p>2.1 policy</p> <p>intentions and direction of an organization as formally expressed by top management</p>
<p>2.1.1 objective</p> <p>desired result set by the organization</p>
<p>2.2 documented information</p> <p>information controlled and maintained by an organization or person, for business requirements regardless of its format and media</p> <p>NOTE Reference to "business" in this International Standard should be interpreted broadly to mean those activities that are core to the purposes of the organization's existence.</p>
<p>2.3 activity</p> <p>collection of related tasks</p>
<p>2.3.1 process</p> <p>set of interrelated or interacting activities which transforms inputs into outputs</p>
<p>2.4 performance</p> <p>measurable result</p> <p>NOTE Performance can relate to activities, processes, systems and products.</p>
<p>2.4.1 performance evaluation</p> <p>process of determining measurable results</p>

<p>2.5 requirement</p> <p>need or expectation that is stated, implied or obligatory</p>
<p>2.5.1 need</p> <p>what is necessary for, or desired by, the user</p>
<p>2.5.2 conformity</p> <p>fulfiment of a requirement</p>
<p>2.5.3 nonconformity</p> <p>non-fulfiment of a requirement</p>
<p>2.6 audit</p> <p>systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled</p> <p>NOTE 1 Internal audits, sometimes called first party audits, are conducted by, or on behalf of, the organization itself for management review and other internal purposes (e.g. to confirm the intended operation of the management system or to obtain information for improvement of the management system), and may form the basis for an organization's self-declaration of conformity. In many cases, particularly in smaller organizations, independence can be demonstrated by the freedom from responsibility for the activity being audited or freedom from bias and conflict of interest.</p> <p>NOTE 2 External audits include second and third party audits. Second party audits are conducted by parties having an interest in the organization, such as customers, or by other persons on their behalf. Third party audits are conducted by independent auditing organizations, such as regulators or those providing registration or certification.</p> <p>NOTE 3 When two or more management systems of different disciplines (e.g. quality, environmental, occupational health and safety) are audited together, this is termed a combined audit.</p> <p>NOTE 4 When two or more auditing organizations cooperate to audit a single auditee, this is termed a joint audit.</p>
<p>3.1 monitoring</p> <p>observation of performance, activity, or process</p>
<p>3.1.1 measurement</p> <p>set of operations having the object of determining a value of a quantity</p>
<p>3.2 corrective action</p> <p>action to eliminate the cause of a nonconformity or undesirable situation and to</p>

prevent recurrence
<p>4.1 effectiveness</p> <p>extent to which the results achieved satisfy specified needs and expectations</p>
<p>4.2 continual improvement</p> <p>recurring activity to meet requirements and/or to enhance performance</p>
<p>5.1 risk</p> <p>effect of uncertainty on objectives</p> <p>NOTE 1 An effect is a deviation from the expected — positive and/or negative.</p> <p>NOTE 2 Uncertainty is the state, even partial, of deficiency of information related to an event. The combination of consequence and likelihood of an event can be used to characterize risk.</p>