



Presentation to the CQI

SC2 – The next 10 years

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Introduction

- These thoughts are based on a number of inputs received from various sources over the last couple of months.....
 - Discussions with SC2 Secretariat
 - Discussions with TC176 Chair
 - Participation in TG meeting “ISO 9001 Future Concepts”
 - Discussions at IAF Technical Committee
 - Discussions with ISO/CASCO
 - Participation in TC176/SPTF
 - Participation in May JTCCG
 - Inputs from Ad-hoc Responses to request for inputs into “Future Vision”
- ***Aim is to provoke discussion - Please “think outside the box”!!***

Extract from TC 176 Chair's Workshop (Tokyo; Jan 2009)

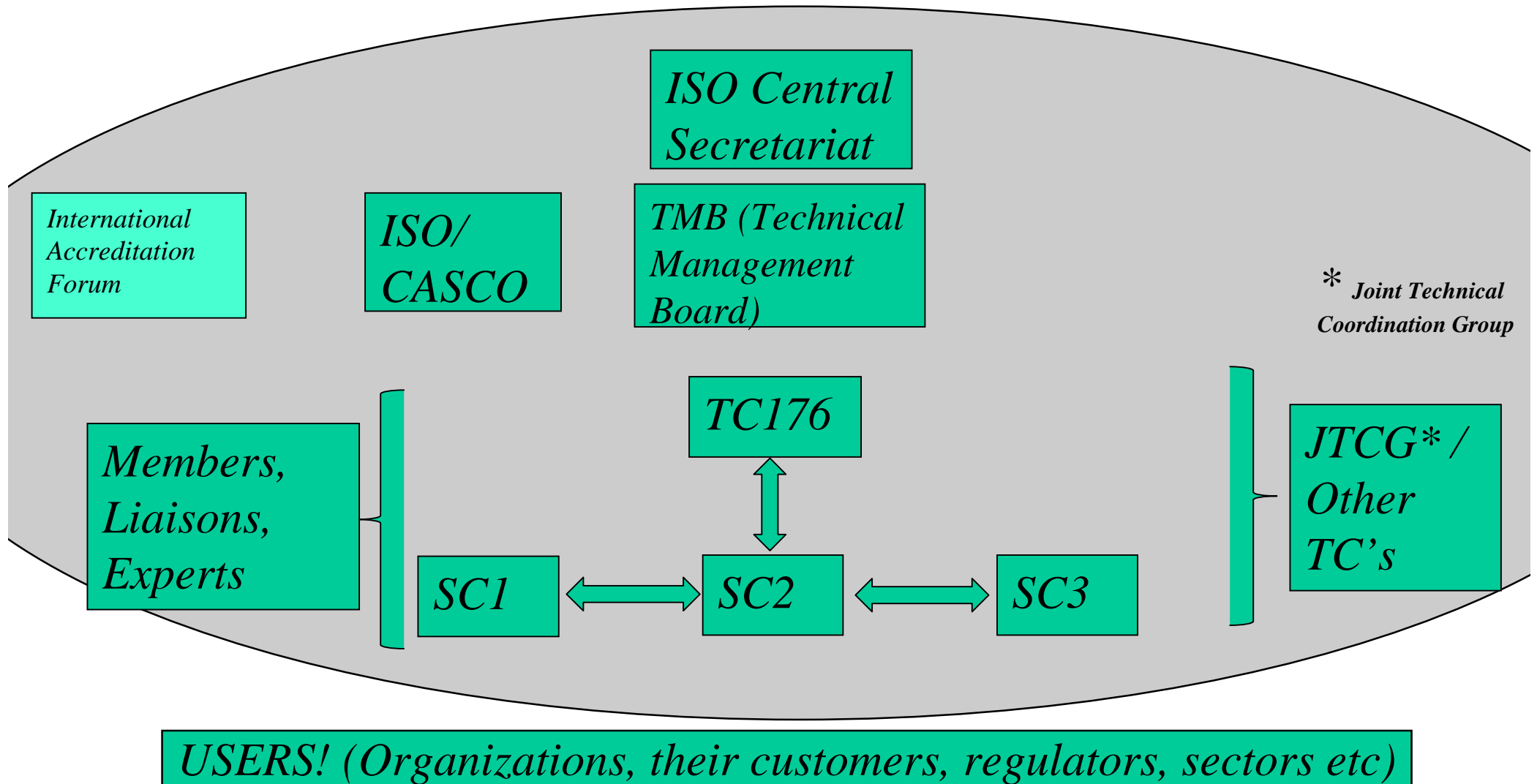
“We are on a trajectory toward irrelevance”

- We are perceived as old, stodgy, and behind the times.
- We are seen as out-of-touch with the critical issues and drivers of the day.
- Our most important product is rapidly taking on commodity status.
- Major issues
 - External
 - Eroding confidence in the relevance of ISO 9001.
 - The ISO 9001 brand appears to be weakening.
 - Internal
 - Significant confusion regarding what our next steps should be.

Basic Premises for SC2.....

- To achieve “sustained success”, we must practice what we preach....
 - What is our “organizational environment”?
 - Who are our “interested parties”?
 - What are their (diverse) needs & expectations?
 - SC2 Strategy
 - Mission
 - Vision
 - Values
 - Resource management
 - etc

SC2 Organizational Environment....



Current SC2 Portfolio and “Ecosystem”

Participation in joint efforts with other interested parties:

- “ISO 9001 in the Supply Chain”
- “Expected outcomes from accredited certification to ISO 9001”
- Auditing practices guidance
- 8 QMP’s

Supporting elements

- Official Interpretations
- Guidance on ISO website (9001 and 9004)
- Articles in ISO MS and ISO Focus

Small Business Handbook

ISO 9001 ↔ ISO 9004

*ISO 10005
ISO 10006
ISO 10007*

Core publications

ISO/TS 16949

*Sector standards
(ISO and non-ISO)*

IWA’s

+ possibly others.....

Messages I'm hearing about ISO 9001.....

| | |
|--|--|
| From some users..... | “We want NO CHANGE” – Stability |
| From other users..... | “We want MORE!” (“We’re “BETTER!”) |
| From SME's* * NOTE – not necessarily a function of SIZE | “We want LESS!” (“We want a simpler option”) |
| Society / buyers/users | “We want more confidence/influence” |
| From the “Future Concepts” TG | “Risk Management” ; “Output matters” |
| From the IT Sector (and others) | “CMM”! |
| From some sectors | “User-friendly GUIDANCE” |
| From ISO/TMB via the JTCG | “Align the standards” |

Some options for ISO 9001.....

- 1) Leave it “as-is”
 - Recommend to “reconfirm” (Systematic review) – maintain present structure
 - Possible new version later to incorporate updated QMP’s and “Future concepts” (Note JTCG structure!)
- 2) Option (1) + separate standard with additional enhanced requirements for “critical applications” and/or “mature users”
- 3) Option (1) + separate standard with simplified requirements for “non-critical” applications
- 4) Options (1) + (2) + (3)
 - 5) Develop a single requirements standard with a full range of higher, middle and lower sets of requirements, with some form of points-based or sliding scale for reporting the results (similar to the business excellence models)
 - 5) Develop a single requirements standard with wider range of options for different levels of “criticality” and greater flexibility of exclusions
 - 6) Scrap ISO 9001 and establish new criteria (core requirements supplemented by additional maturity levels)
 - 7) Some other option or combination

Some Pro's and con's of "extra" requirements standards*

Pro's

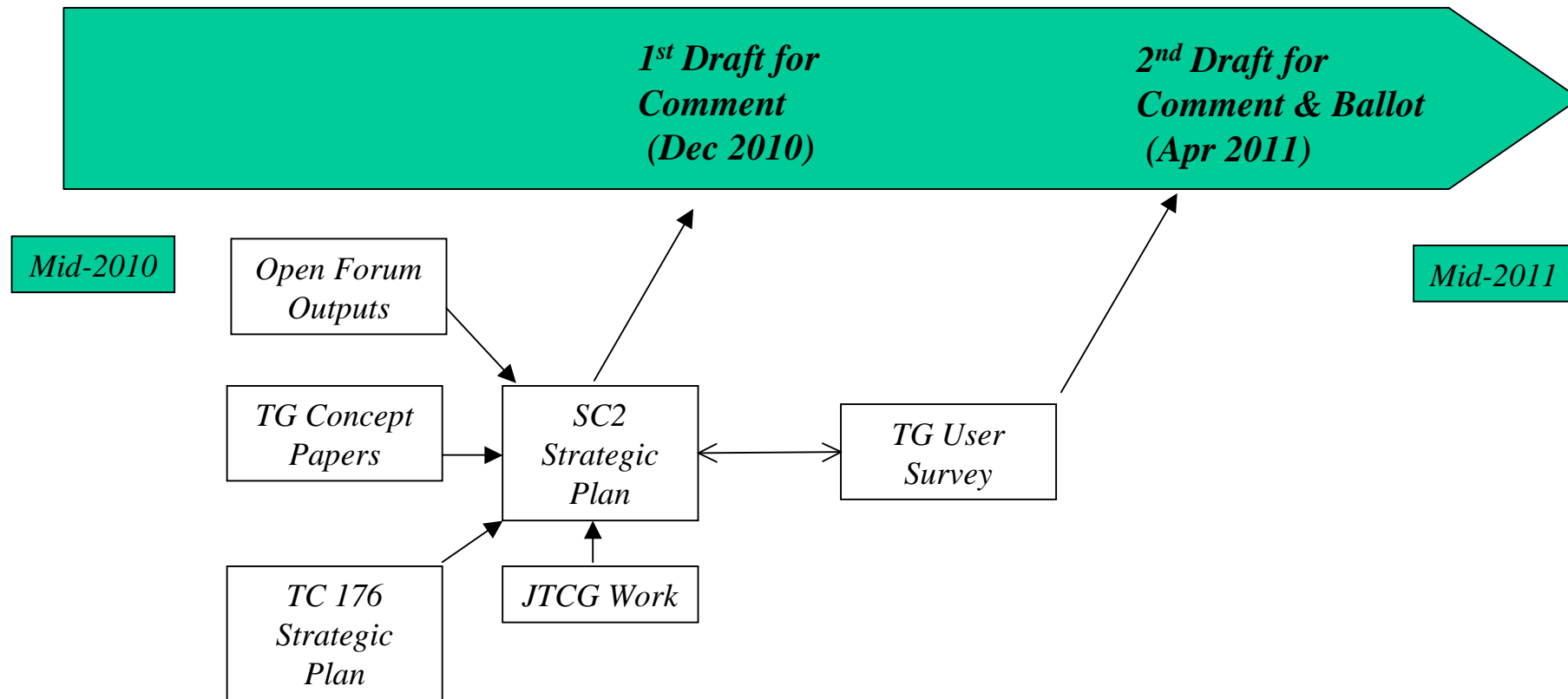
- Provides continuity for those who want "no change"
- Allows for differentiation (step towards CMM). Customers decide which is **required!**
- Transparency in certification (no more "one size fits all")
- Opportunity to re-gain lost confidence in certification (stricter rules and enforcement particularly for higher-level)
- Introduce new audience to ISO 9001 ("Lighter version")

Con's

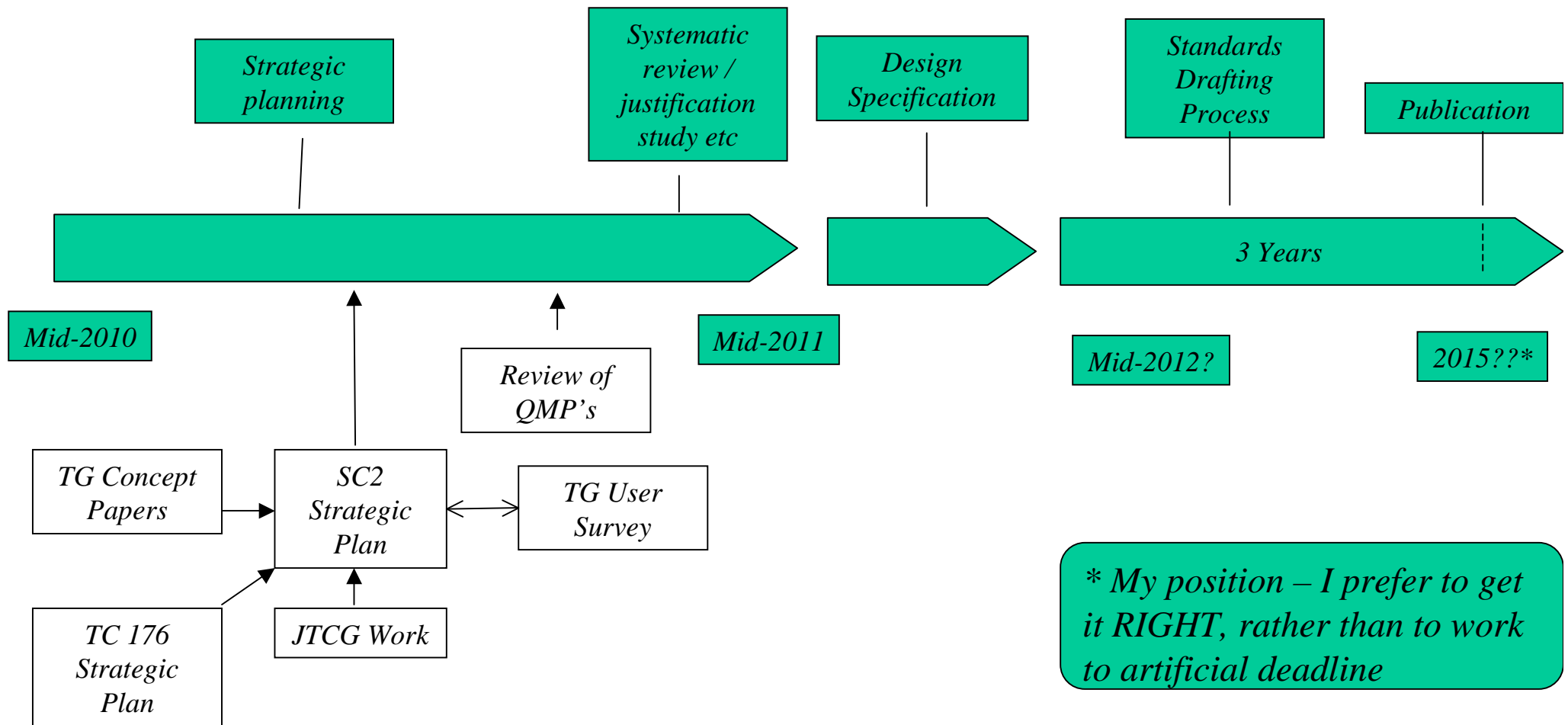
- Potential to confuse the market
- Possibility of devaluing existing "product"
- Possible dilution of brand
- Perceived to be a return to the old "ISO 9001/2/3" – IT'S **NOT!**

** Here I have tried to capture and summarize the spirit of the numerous formal and informal comments received against N893*

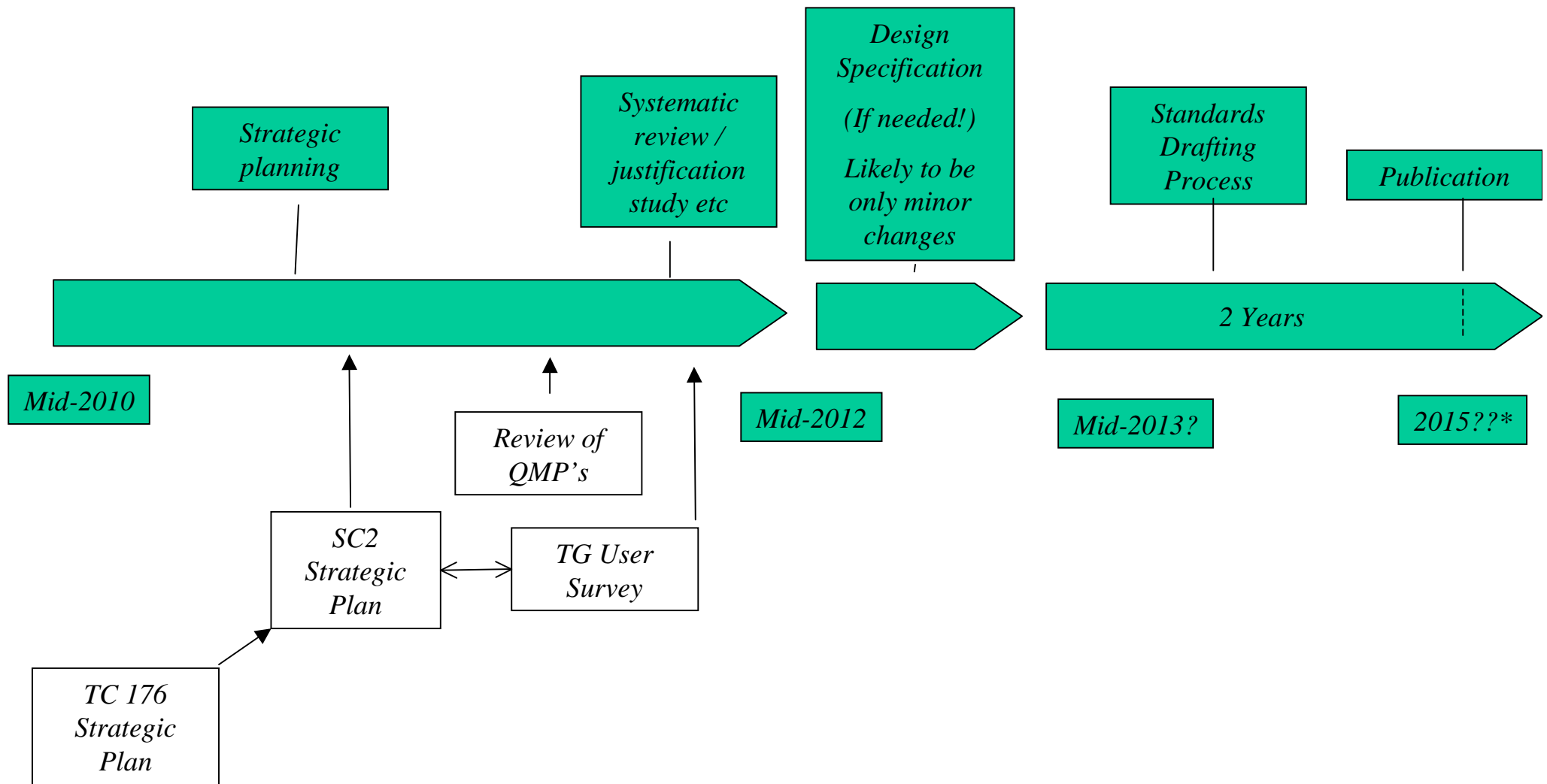
Timing for SC2 Strategic Plan



Possible high-Level Timing for ISO 9001



Possible high-Level Timing for ISO 9004



ISO/TC 176/SC 2 On-line Survey

- About to go “live” in the next week or so.....
 - <http://www.iso.org/tc176/sc2/ISO9000UserSurvey>
- Expected to be completed by March 2011
- Will provide inputs into future directions for ISO 9001 and ISO 9004

Thank You!