

ISO/IEC 20000-1 retains 8th position worldwide in most certified management system standards according to the ISO Survey 2020

The ISO Survey of Certifications is an annual survey of the number of valid certificates to ISO management system standards worldwide. The providers of data are accredited certification bodies. The latest results are consistent with the previous year which allows some comparison to be made again. For some certificates which are being transitioned from a previous edition to a new edition of a standard, such as ISO/IEC 20000-1, the numbers reflect a mix of both old and new editions. Like previous editions of the survey, the results show some fluctuations at the country level that are explained by factors related to the participation, such as the non-participation of some important certification bodies for those specific countries. In the 2020 survey, this is the case particularly for ISO 9001 and ISO 14001 for Belgium, Korea, Mexico, Ireland, and Philippines and for ISO 28000 in China. It is therefore fair to say that the numbers shown here are lower than the actual numbers around the world.

This survey only covers accredited certification bodies. There are, of course, unaccredited schemes throughout the world which means the actual number of certified organizations is higher than this. It is important to note that there is a difference in quality of unaccredited certification schemes with some being good and others not ensuring an independent, objective and thorough audit prior to issuing a certificate.

The survey results are summarized below and shows a comparison to the 2019 results.

Position	Standard (ISO)	Subject of standard	ISO Survey 2020		ISO Survey 2019	2019–2020 comparison
			Accredited certificates	Total sites certified	Accredited certificates	% Increase in 2020
1	ISO 9001	Quality	916 842	1 298 666	883 521	3.77%
2	ISO 14001	Environment	348 218	568 518	312 580	11.40%
3	ISO 45001	Occupational Health & Safety	190 429	251 136	38 654	392.65%
4	ISO/IEC 27001	Information security	44 486	84 166	36 362	22.34%
5	ISO 22000	Food safety	33 735	39 981	33 502	0.70%
6	ISO 13485	Medical devices	25 656	35 253	23 045	11.33%
7	ISO 50001	Energy	19 721	45 082	18 227	8.20%
8	ISO/IEC 20000-1	Service management	7 846	9 927	6 047	29.75%
9	ISO 22301	Business continuity	2 205	4 662	1 693	30.24%
10	ISO 37001	Anti-bribery	2 065	5 946	872	136.81%
11	ISO 39001	Road traffic safety	936	2 305	864	8.33%
12*	ISO 28000	Supply chain security	520	968	1 874	-72.25%

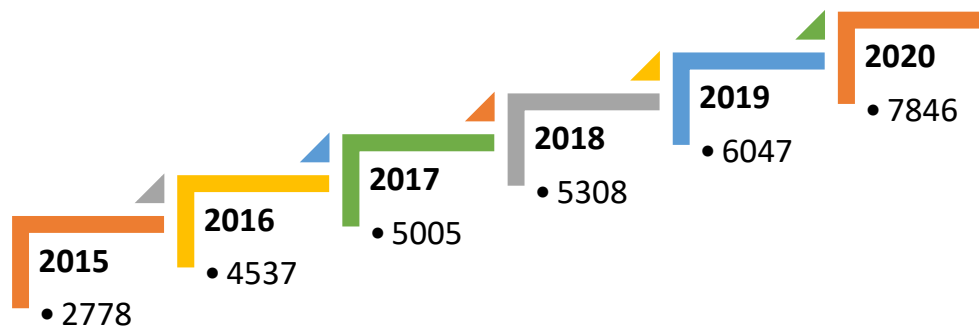
* Numbers for China were not available for ISO 28000 which probably accounts for the apparent decrease in number of certificates.

Growth in use of standards including ISO/IEC 20000-1

The overall results for the ISO Survey 2020 show an increase, from 2019, of approximately 18% of the total number of valid certificates for the 12 ISO management system standards covered in the survey. Part of this is due to the very large increase in the certification to ISO 45001 that was published in 2018. ISO 45001 replaces OHSAS 18001 which was not previously included as it was not an international management system standard.

In the last year, the number of ISO/IEC 20000-1 certificates grew by 29.75%, which is excellent. During a transition of editions, there are usually a few companies that decide not to transition but to drop the certification. This demonstrates good growth even during a transition period. The end date for the transition from the 2011 to the 2018 edition of ISO/IEC 20000-1 certification was extended by six months due to COVID19 from September 2021 to end March 2022, so next year's figures will be of interest.

ISO/IEC 20000-1 joined the ISO Survey in 2015 when there were 2778 certificates and has almost trebled to the 7,846 certificates reported for 2020 as shown in the figure below.



ISO/IEC 20000-1 certificates by country

The number of certificates by standard, country and sector can be found on the ISO website (just Google "ISO Survey 2020"). The top countries with over 50 ISO/IEC 20000-1 certificates are shown below with the remaining 74 countries grouped together giving a total of 87 countries with accredited ISO/IEC 20000-1 certificates. The dominant country by far is China as was the case in 2019. The top 12 are all the same countries as 2019 although some have moved position slightly. Welcome to four countries who were not on the list in 2019: Austria, Guatemala, Slovenia, and Trinidad and Tobago.

The most common sector is IT with Communications showing as second. There is a lot of missing information on sectors, so using this information for any kind of conclusion is suspect.

Position	Country	Certificates
1	China	5,461
2	United States of America	239
3	Spain	189
4	India	187
5	Italy	154
6	United Kingdom	144

Position	Country	Certificates
7	Japan	121
8	Mexico	102
9	United Arab Emirates	83
10	Bulgaria	82
11	Brazil	69
12	Czech Republic	54
13	Germany	51
14 – 16	Turkey, Switzerland, South Korea, Thailand, Indonesia	40 – 49
17 – 21	Romania, Taiwan, Province of China, Macedonia	30 – 39
22 – 29	Hong Kong Special Administrative Region of China, Poland, Hungary, Lithuania, Serbia, Colombia, Portugal, Saudi Arabia, Malaysia, France, Nigeria, Netherlands	20 – 29
30 – 45	Greece, Peru, Chile, Croatia, Russian Federation, Trinidad and Tobago, Slovakia, South Africa, Finland	10 – 19
46 – 52	Austria, Macao, Qatar, Singapore, Argentina, Kuwait, Australia	5 – 9
53 – 70	Uruguay, Vietnam, Iran, Canada, Kazakhstan, Philippines, Sri Lanka, Sweden, Belgium, Cyprus, Egypt, Ireland, Kenya, Latvia, Luxembourg, Albania, Azerbaijan, Bahrain, Belarus, Costa Rica, Denmark, Dominican Republic, Guatemala, Norway, Oman, Pakistan, Slovenia, Sudan	2 – 4
71 – 85	Congo, Ecuador, Estonia, Ghana, Iraq, Lebanon, Moldova, Morocco, Nepal, Tanzania	1

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