ISO/IEC 20000-1 retains 8\textsuperscript{th} position worldwide in accredited management system certifications according to the ISO Survey 2021

The ISO Survey of Accredited 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. Like previous editions of the survey, the results show some fluctuations at the country level that are explained by factors related to the participation. In the 2021 survey, there were additional responses compared to the 2020 survey but Norway, Portugal and Germany show a decrease that is mainly due to non-participation of certification bodies that took part in the previous Survey. 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 also means the actual number of certified organizations is higher than shown here. 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 summarised below and shows a comparison to the 2020 results.

<table>
<thead>
<tr>
<th>ISO SURVEY</th>
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</thead>
<tbody>
<tr>
<td><strong>Position</strong></td>
</tr>
<tr>
<td>1</td>
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<tr>
<td>2</td>
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<td>3</td>
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<td>14</td>
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<td>15</td>
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<tr>
<td>16</td>
</tr>
</tbody>
</table>
Growth in use of standards including ISO/IEC 20000-1

The overall results for the ISO Survey 2021 show an increase, from 2020, of approximately 23% of the total number of valid certificates for the top 12 ISO management system standards covered in the survey.

In the last year, the number of ISO/IEC 20000-1 certificates grew by the largest ever amount of 50% which is excellent. The main growth is in China which is true for most other standards too.

ISO/IEC 20000-1 joined the ISO Survey in 2015 when there were 2778 certificates and has increased by just over four times to the 11769 certificates reported for 2021 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 2021”). The countries with over 60 ISO/IEC 20000-1 certificates are shown below with the remaining countries grouped together giving a total of 89 countries with accredited ISO/IEC 20000-1 certificates. The dominant country by far is China, as was the case in 2020, with just over 78% of all certificates with the remaining 22% being from the rest of the world. The top 13 are the same countries as 2020 except Korea (Republic of) which has moved up and Brazil has moved out of this group while others have moved position slightly.

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 not reliable.
<table>
<thead>
<tr>
<th>Position</th>
<th>Country</th>
<th>Certificates</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>China</td>
<td>9247</td>
</tr>
<tr>
<td>2</td>
<td>United States of America</td>
<td>265</td>
</tr>
<tr>
<td>3</td>
<td>Spain</td>
<td>187</td>
</tr>
<tr>
<td>4</td>
<td>India</td>
<td>179</td>
</tr>
<tr>
<td>5</td>
<td>Italy</td>
<td>176</td>
</tr>
<tr>
<td>6</td>
<td>United Kingdom</td>
<td>134</td>
</tr>
<tr>
<td>7</td>
<td>Czech Republic</td>
<td>113</td>
</tr>
<tr>
<td>8</td>
<td>Japan</td>
<td>111</td>
</tr>
<tr>
<td>9</td>
<td>Bulgaria</td>
<td>107</td>
</tr>
<tr>
<td>10</td>
<td>Mexico</td>
<td>105</td>
</tr>
<tr>
<td>11</td>
<td>United Arab Emirates</td>
<td>80</td>
</tr>
<tr>
<td>12</td>
<td>Korea (Republic of)</td>
<td>68</td>
</tr>
<tr>
<td>13</td>
<td>Germany</td>
<td>62</td>
</tr>
<tr>
<td>14 – 15</td>
<td>Brazil, Romania</td>
<td>50 – 59</td>
</tr>
<tr>
<td>16 – 17</td>
<td>Indonesia, Thailand</td>
<td>40 – 49</td>
</tr>
<tr>
<td>18 - 19</td>
<td>Turkey, Taiwan Province of China</td>
<td>30 – 39</td>
</tr>
<tr>
<td>20 - 33</td>
<td>Hong Kong Special Administrative Region of China, Slovakia, Colombia, Hungary, Nigeria, Poland, Greece, Macedonia, Switzerland, Chile, France, Malaysia, Portugal, Netherlands</td>
<td>20 – 29</td>
</tr>
<tr>
<td>34 - 47</td>
<td>Ireland, Lithuania, Argentina, Croatia, Serbia, Finland, Quatar, South Africa, Singapore, Kuwait, Philippines, Saudi Arabia, Uruguay, Australia</td>
<td>10 - 19</td>
</tr>
<tr>
<td>48 - 55</td>
<td>Peru, Macao, Russian Federation, Pakistan, Cyprus, Sweden, Vietnam, Afghanistan</td>
<td>5 - 9</td>
</tr>
<tr>
<td>56 - 89</td>
<td>Albania, Egypt, Guatemala, Latvia, Bahrain, Belgium, Ghana, Iran (Islamic republic of), Kazakhstan, Kenya, Oman, Sri Lanka, Austria, Azerbaijan, Canada, Costa Rica, Denmark, Luxembourg, Morocco, Norway, Sudan, Belarus, Dominican Republic, Ecuador, Estonia, Honduras, Lebanon, Nepal, Rwanda, Tunisia, Uganda, Mauritius, Netherlands Antilles, New Zealand</td>
<td>1 - 4</td>
</tr>
</tbody>
</table>

Lynda Cooper is the project editor of ISO/IEC 20000-1.
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