ISO/TC 176/SC 2 held its 40\textsuperscript{th} meeting, hosted by the Innovation and Technology Commission of the Government of the Hong Kong Special Administrative Region (ITCHKSAR) as well as the Hong Kong Productivity Council (HKPC), the Hong Kong Council for Testing and Certification (HKCTC).

The opening plenary meeting was held at the Hong Kong Science Park, with subsequent Working Group (WG) meetings and the closing plenary being held at the offices of the Hong Kong Productivity Centre (HKPC).

Since the last plenary meeting in November 2013 the principal work of SC2 has been the development and publication of ISO 9001:2015, in September.

The work went through several development stages during that period, with a number of meetings of the responsible WG24 being held in order to process the thousands of comments that were received against the various drafts.
SC2 was delighted to note that in the final ballot, ISO 9001:2015 received 75 votes of approval, 5 abstentions, and no votes of disapproval from its members.

Actively supporting the work of WG24 has been WG23, which is responsible for communications and product support. This WG has produced a plethora of supporting guidance documents in order to assist organizations in making the transition from using ISO 9001:2008 to using ISO 9001:2015 (many of these documents can be downloaded free of charge from the SC2 web site: www.iso.org/tc176/sc02/public, with no restrictions on their use). At its meeting in Hong Kong, the WG continued with the development of additional guidance documents (such as on the “context” of an organization), as well as planning how it will support and promote the other SC2 standards, and over the longer term.

In a similar supporting role, WG22 for interpretations on ISO 9001 has been working quietly in the background over recent years, dealing with a limited number of interpretation enquiries against the now mature ISO 9001:2008 by electronic communication. Its meeting in Hong Kong was its first physical meeting for several years, and it took the opportunity to review and streamline its process for developing interpretation responses, in preparation for the volume of enquiries it expects to receive on the newly published ISO 9001:2015. While the WG sought to ensure that its processes would deliver valid, timely and clear interpretations, it should be remembered that formal interpretations focus on clarifying the requirements of the standard, and not in providing implementation guidance or a real-time disputes resolution process for users and their auditors.

The publication of the new edition of ISO 9001 is not the only work of the SC, as it also has responsibility for four other published standards, and one under development:

- ISO 9004 Managing for the sustained success of an organization – A quality management approach
- ISO 10005 Quality management systems – Guidelines for quality plans
- ISO 10006 Quality management systems – Guidelines for quality in projects
- ISO 10007 Quality management systems – Guidelines for configuration management
- ISO/TS 9002 Guidelines for the application of ISO 9001:2015 (currently approaching the DTS release for ballot and comment)

During 2014 ISO 9004, ISO 10005, ISO 10006 and ISO 10007 were each subject to a systematic review, following which SC2 agreed to establish four new working groups (WG25 to WG28 respectively), to start revising them.

For the meetings in Hong Kong each of these new WGs was challenged with developing a design specification and an outline project plan for their revision programmes.

WG25 for ISO 9004 held a workshop and brainstorming session to group elements of potential contents into common themes, followed by discussions to define the preliminary structure of the future edition of the standard. It agreed that the standard should contain an evaluation tool against its own recommendations, and that this should be developed concurrently with the main body of the standard. It established a team to look into different evaluation approaches. WG25 successfully achieved the development of its design specification and recommended a 3 year development programme for the revision to the standard.
WG26 for ISO 10005 inventoried current and potential users of the standard; reviewed needed enhancements and additions; and analysed new concepts to be introduced for consistency with current quality planning practices and for alignment to ISO 9001:2015. WG26 successfully achieved the development of its design specification and recommended a 3 year development programme for the revision to the standard.

WG27 for ISO 10006 had surveyed its members in advance of its meeting in Hong Kong, and reviewed the responses received along with comments from the systematic review. Since ISO 10006 was last revised, ISO/TC 258 Project, programme and portfolio management has been established and has published a number of standards, particularly ISO 21500 Guidance on project management. Consequently WG27 examined how the future ISO 10006 would align with ISO 9001:2015 as well as to ISO 21500. WG27 successfully achieved the development of its design specification and recommended a 3 year development programme for the revision to the standard.

WG28 for ISO 10007 examined the comments received from the systematic review; noted that there are some potential issues on terminology with ISO 9000:2015 which will require coordinated action with ISO/TC 176/SC1; and prepared an initial Working Draft for the future standard. WG28 successfully achieved the development of its design specification and recommended a 2 year development programme for the revision to the standard.

SC2 later adopted the design specifications and outline project plans for each of these standards by resolution at its closing plenary meeting.

The work on ISO/TS 9002 is ongoing within a Task Group to WG24, along with the development of a revision to the ISO handbook “ISO 9001 for Small Businesses – What to do? Advice from ISO/TC 176”. This task group did not meet in Hong Kong but is working by electronic communication to finalize the texts of these two documents so that they may be sent for ballot (for the TS) and review (for both documents) in the near future.

The terminology liaison with ISO/TC 176/SC1 had been very active during the revisions of ISO 9001 and ISO 9000. Of the 146 terms in ISO 9000:2015, 65 are used in ISO 9001:2015, collectively a total of 1173 times; consequently it was emphasized that users of ISO 9001 really do need to read and understand the terminology given in ISO 9000. Additionally it was noted that SC1 has completed a revision to its glossary of dictionary words used in ISO 9001 and the identification of their appropriate definition. Now the liaison activity is focussing on the work of the four new WGs and their terminology needs.

The SC2 Strategic Planning and Operations Task Group (SPOTG) met to coordinate the activities of the work of the SC. It reviewed the SC2 Vision and Mission and recommended minor amendments to them. In addition it reviewed its Terms of Reference and its membership, and similarly made recommendations for limited changes. The key issue facing the SPOTG was to look at means of ensuring that the guidance on ISO 9001 being provided by various different processes would be consistent, e.g. the interpretations from WG22, the papers from WG23, the papers from the ISO 9001 Auditing Practices Group, the future guidance in ISO/TS 9002 and the Small Business handbook. It noted that WG24 is still active in developing ISO/TS 9002 and the Small Business handbook, and that action is needed to progress their development; revised plans were put in place to ensure this will happen in the near future.
It was noted that Mr Sandy Sutherland (UK) Convener of WG24 had needed to withdraw from this role due to family health issues. SC2 noted his outstanding contribution to the initial development of ISO 9001:2015 (as well as to earlier editions of the standard and many other projects in SC2). Ms Lorri Hunt (USA) and Mr Jose Dominguez (Liaison INLAC) had stepped in as acting conveners to WG24 in the interim. As a consequence SC2 agreed to the appointment of Ms Hunt and Mr Dominguez as Co-conveners for WG24, in order to take its work forward to completion.

While the SC2 web site (www.iso.org/tc176/sc02/public) has been active for a number of years, it has severe constraints imposed on it by the system on which it is based, leading to a slightly unattractive format for the site. SC2 has been fortunate in being invited to participate in a pilot project by ISO to create a new platform for committee web sites, which will improve this situation. The SC2 closing plenary received a presentation on a prototype of the presentation being proposed for its new home page.

The first term of office of SC2’s Chairman, Dr Nigel Croft (UK), has now drawn to a close, and ISO/TC 176 adopted a resolution to appoint him for a final term. In accordance with ISO’s current rules, this will be for another 3 years.

ISO/TC 176/SC2 is extremely grateful to the hosts for the meeting, the Innovation and Technology Commission of the Government of the Hong Kong Special Administrative Region (ITCHKSAR) as well as the Hong Kong Productivity Council (HKPC) and the Hong Kong Council for Testing and Certification (HKCTC), and their sponsors, for the excellent facilities and support provided, and for their wonderful hospitality.

The next meeting of ISO/TC 176/SC2 is being planned for the 4th quarter of 2016, in conjunction with ISO/TC 176.

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