

# one standard

Law of gravity



# one test

It works!

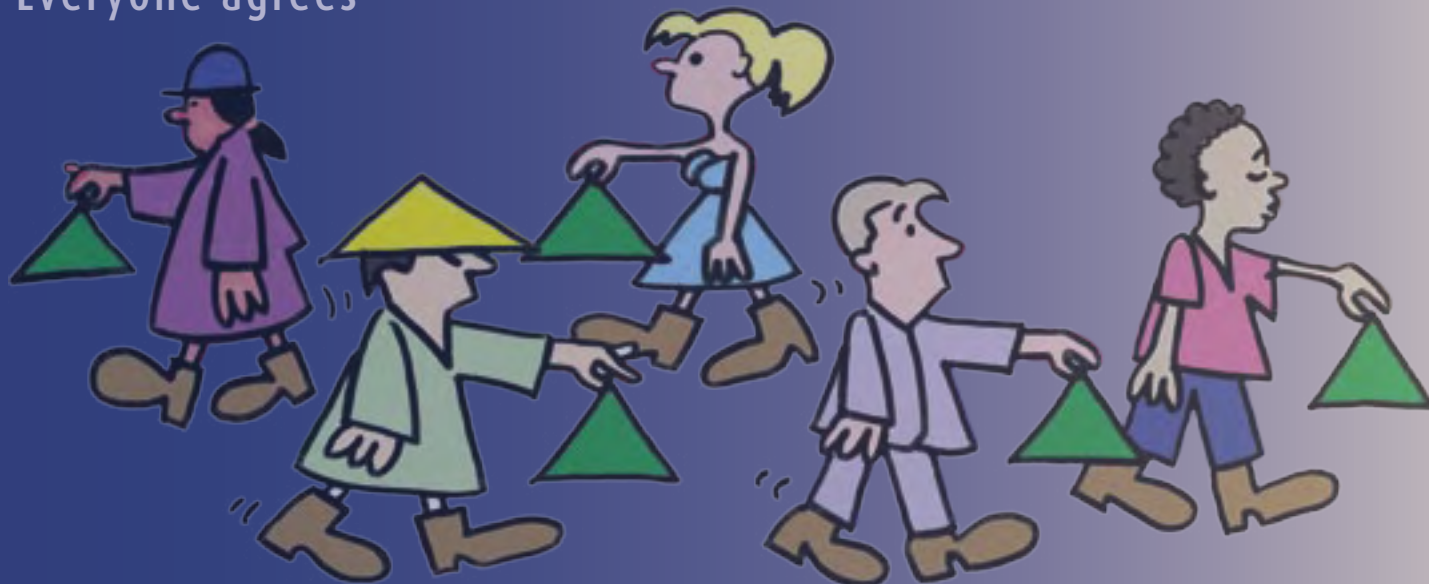


Annual  
Report  
2002



# accepted everywhere

Everyone agrees





## ISO and International Standardization

*ISO is the International Organization for Standardization. It has a membership of 146 national standards institutes from countries large and small, industrialized and developing, in all regions of the world. ISO develops voluntary technical standards which add value to all types of business operations. They contribute to making the development, manufacturing and supply of products and services more efficient, safer and cleaner. They make trade between countries easier and fairer. ISO standards also safeguard users and consumers, and make many aspects of their lives simpler. ISO develops only those standards that are required by the market. This work is carried out by experts coming from the industrial, technical and business sectors which have asked for the standards, and which subsequently put them to use. These experts may be joined by others with relevant knowledge, such as representatives of government agencies, consumer organizations, academia and testing laboratories. Published under the designation of International Standards, ISO standards represent an international consensus on the state of the art in the technology concerned.*

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**Photographs**

*Page 1*, the Swedish Standards Institute (SIS) ; *page 3*, top, UN ; *page 4*, right, WSD 2002 poster designed by Yukio Ota ; *page 7*, left, Consumer Council of DIN/ J.-U Bernhardt, *page 9*, right and *page 10*, left, Graham Harris. All other photos : ISO.

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## Movement and improvement



**T**he standards business is a dynamic one. It never stays still. By its very nature, it must keep at the forefront of all new developments, technical, social and economic, and march on in tune and in time with an industry and a world constantly on the move.

Adversity struck in March 2002 with the sudden death of ISO's Secretary-General. Dr. Lawrence D. Eicher, however, was not a man to be paralyzed by adversity, and he would have wanted the process to continue to advance uninterrupted, despite all.

"When world events provide enough reasons for despair," said ISO President Mario Cortopassi at the ISO General Assembly, "it is surely a matter for pride and optimism that thousands of men and women of different political and religious beliefs, racial origins and cultural backgrounds can come together within ISO and communicate and cooperate on the difficult task of achieving international consensus on standards that help raise the levels of quality, safety, reliability, efficiency and interchangeability, as well as in providing such benefits at an economical cost."

In these times beset by turbulence, Mario Cortopassi saluted the performance of the ISO Central Secretariat team that had, he said, "risen to the challenge posed by the loss of its Chief Executive Officer. They not only made sure that ISO's business carried on as usual, but also provided an example for the whole ISO family in achieving certification of the ISO Central Secretariat to ISO 9001:2000 across the whole range of membership support and services activity."



*SIS, the Swedish Standards Institute, hosted the ISO General Assembly in Stockholm in 2002. The proceedings took place in a friendly and productive atmosphere, and the participants expressed their heartfelt gratitude to SIS and its staff for the warm welcome and outstanding arrangements that had been set up, as well as their untiring helpfulness during the event.*

*Two special events were held: a workshop on "Enhancing developing countries participation in international standardization" and a half-day session on "Strategies for energy and the environment". Said ISO President Mario Cortopassi: "Sweden is*

*known the world over for its highly developed social conscience, and within ISO, this is reflected in that developing countries share in the benefits of participation in international standardization."*

*A Swedish folk music group of dancers welcomed the 25<sup>th</sup> ISO General Assembly.*

*Seated from left to right: Mr. Lars Flink, Managing Director, SIS; Mr. Håkon Murby, SIS Chair; Mr. Mario Cortopassi, ISO President; Mrs. Ulla-Britt Fräjdin-Hellqvist, Senior Vice-President, Confederation of Swedish Enterprise; Mr. Claes Åstrand, State Secretary, Ministry of Industry, Employment and Communications.*

In these circumstances, it was both heartening and a strong signal of ISO's intrinsic cohesiveness that ISO Council threw its wholehearted and unanimous support behind the election of the new







Secretary-General, **Mr. Alan Bryden**. Mr. Bryden's past activities and his experience as Director General of the French national standardization institute, AFNOR – serving in this capacity on both ISO Council and that of CEN (European Committee for Standardization) – have put him in a good position to take the helm of the

ISO vessel and navigate it through the uncharted waters ahead.

That same sense of cohesiveness and spirit of cooperation are driving ISO to look at how best to work inclusively by bringing together the strands of work being done in other fora, within other committees, and in related organizations to avoid as much duplication as possible, to aim for maximum rationality, and to harness joint efforts to create the best International Standards possible.



## International recognition

**T**he worldwide recognition accorded to ISO is the measure of its influence. And the growing acknowledgement of the importance of ISO's work by international partners and stakeholders, in addition to business, is a most encouraging sign that the progress being made is in the right direction.

### *World Trade Organization (WTO)*

Since inherent in ISO's vocation is to work for a facilitation of trade between all countries, ISO's collaboration and relationship with the World Trade Organization (WTO) is increasingly close and essential. Mr. Paul-Henri Ravier, the then Deputy Director-General of the WTO, said at the ISO General Assembly that the WTO had to ensure that all its members, even the poorest, were given every assistance and opportunity to integrate the trading system. But for participation of all countries in International Standards development and conformity assessment activities,

which are essential to the correct functioning of the WTO Technical Barriers to Trade Agreement (TBT), developing countries need to be afforded the capacity – the material possibility – to do so. The WTO has cooperated closely with ISO in identifying the needs of developing countries for participation in the international standardization process. It has helped to sponsor various ground-breaking workshops on the theme of enhancing developing countries' participation in standardization, and this cooperation is on-going.

### *The "Earth Summit" and ISO standards*

The exponential growth in the success of the ISO 14000 series for environmental management meant that ISO found its rightful place at the "Earth Summit", the World Summit on Sustainable Development (WSSD) in Johannesburg, South Africa, in November 2002. International Standards were recognized as providing one important element in



the answer to helping support the earth's environment and ensuring sustainable development. As the Chair of ISO 207, *Environmental management*, Mr. Dan Gagnier, said: "We should challenge ourselves to identify where and how we can contribute to meeting the emerging requirements of our constituents and stakeholders by developing new manuals, guides and standards that can be useful as business and its partners grapple with the performance targets embedded in the Johannesburg Action Plan."

The ISO brochure, *Environmental Management – The ISO 14000 Family of International Standards*, 2002, which was specially produced for the WSSD, proved a much appreciated vehicle bringing the message in a clear and understandable manner to many delegates.

### ***World Summit on the Information Society***

To work for a more equitable Information Society, after a series of preparatory regional conferences, the World Summit on the Information Society (WSIS) is to take place in two phases, with a first in Geneva in December 2003. Under the aegis of the World Standards Corporation (WSC), the three apex organizations for international standardization – ISO, the IEC (the International Electrotechnical Commission) and the ITU-T (the

International Telecommunication Union Standardization Department), together with the UN/ECE (the United Nations Economic Commission for Europe) – are seeking to raise awareness of the con-



tributions that International Standards can make to spreading the benefits of information technology to all countries and to make sure that their relevance and importance is taken into full consideration to ensure fair participation for all in the Information Society. The mounting concern globally about the growing "digital divide", that is effectively cutting out less industrialized countries from access to information technology, prompted ISO and its partners to work together to support the efforts of the World Summit on

*A spectacular moment from the opening ceremony to the World Summit for Sustainable Development in Johannesburg, South Africa.*



*To avoid the digital divide between ISO members, ISO provides training and remote helpdesk services.*



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Information Society (WSIS). These efforts were destined to secure, as was stated in one of the preparatory conferences, that: "The development of the Information Society is based on platforms of internationally interoperable technical standards, accessible for all."

### ***Organizations implementing quality and environmental management systems***

The annual *ISO Survey of ISO 9000 and ISO 14000 Certificates*, has become a thoroughly professional information product. It has been



rethought, with particular efforts being made to provide clear explanations with an attractive look that makes it easy to consult.

ISO itself does not carry out ISO 9001 or 14001 certification, but because these are ISO's best-known standards, it is generally expected that ISO be in a position to provide information about their deployment worldwide.

The adoption of ISO 9001:2000 for businesses continues unabated. Record increases took place in 2001 in the number of certificates of conformity issued to organizations that meet the requirements of, respectively, the International Standards of the ISO 9000 or ISO 14000 series.

**As of end December 2001**, at least **510 616 ISO 9000 certificates** had been awarded in 161 countries and economies, **an increase of 101 985 certificates (+ 24,96 %)** over end December 2000. This is by far the highest increase recorded in all 11 cycles of the survey carried out since January 1993.

Of the ISO 9000 total, 44 388 were certificates of conformity to ISO 9001:2000, the single standard which is replacing the 1994 versions of ISO 9001, ISO 9002 and ISO 9003 (organizations have up to 15 December 2003 to migrate to the new version). The revised standard therefore accounted for 43,53 % of certificates awarded in 2001 and 8,70 % of the overall total.

**For ISO 14000, as of end 2001**, at least **36 765 ISO 14000 certificates** had been awarded in 112 countries or economies, **an increase of 13 868 (+ 60,57 %)** over the end of December 2000.

### ***Helping make the global trading system more efficient***

World Standards Day for 2002 focused specifically on one fast-growing area of ISO activity, that of conformity assessment.

As goods and services flow across borders, business partners or government agencies may require verification that they measure up to standards, regulations and other requirements.



This verification is known as "conformity assessment". One of the main difficulties exporters face is costly, multiple testing and/or certification of products, services, systems, processes and materials, especially when they are being traded transnationally. These costs would be drastically reduced if a product could be tested once and the results accepted in all markets.



Standards and tests go hand in hand and are key to the development of the global market. Standards give specifications or requirements for products, services, systems, processes and materials. Tests then verify that these standards can be met reliably over time.

"A common confidence-building foundation for exchanging goods and services between buyers and sellers in the global market comes from using internationally agreed standards and tests together to verify that the requirements of these standards are being met," said the CEOs of ISO, the IEC, and the ITU.

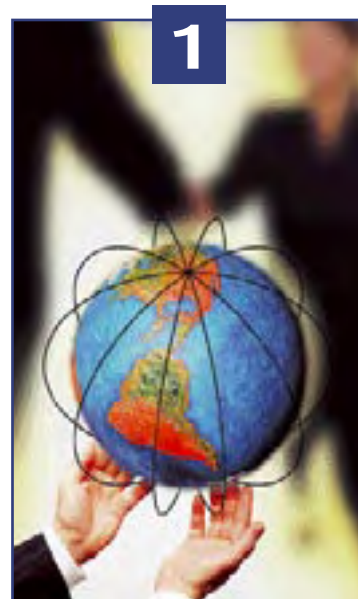
The inclusive nature of the three apex standards organizations helps to achieve the objective of truly global trade. Relevant international conformity assessment mechanisms, standards, guides and recommendations also help to underpin Mutual Recognition Agreements at different levels.

"Ultimately," said the CEOs, "an efficient market benefits everyone: manufacturers, consumers, governments, testing laboratories, and all other participants in the market." The theme of conformity assessment, and where CASCO (ISO Committee for conformity assessment) was helping to move it forward, that was given a broad airing in the *ISO Bulletin* of October 2002, roused interest and strengthened participation in the Day's activity.

## ***Tested once, with results accepted in all markets***

ISO/IEC Guide 68, *Arrangements for the recognition and acceptance of conformity assessment results*, prepares the ground for the 1-1-1 Dream: **one standard, one test, accepted everywhere.**

ISO/IEC Guide 68 provides procedures for establishing and maintaining cooperation among the bodies that carry out conformity assessments and the "accreditation bodies" that verify their competence. This cooperation is formalized in what is known as a recognition arrangement (or acceptance arrangement) which will allow the contracting parties to recognize (or accept) the results of each other's inspections, testing, certification or accreditation for goods and services traded internationally.



These arrangements are expected to improve confidence of both private and public sector purchasers, and of regulators, that requirements applicable to products, services and systems have been met. They will also serve the market by helping to lower technical barriers to trade – which results in lower manufacturing costs – and to raise the level of confidence between buyers and sellers.





# Global synergies to benefit ISO stakeholders

## Highlights of achievements



**B**y breaking down the physical barriers between people, multiplying and facilitating communications, reducing the world to a “village”, and fostering international exchange, the phenomenon of globalization in its broadest sense has brought trade and standardization closer together, built new areas of cooperation at many levels, and developed the search for organizational synergies. These are taking new forms, and everything points to an acceleration in such types of collaborative efforts. The watchword is “inclusive” standardization in search of the most rational use of resources for the best standards.

### ***Fastener standards are holding fast***

It is hard to imagine an industry that does not use fasteners, and that has not done for years. ISO standards covering most areas in the field already exist and have been generally well taken up by industry, and yet the work of ISO/TC 2, *Fasteners*, has not yet been finished and will probably never be. Today, some trillion or more fasteners are being used annually; International Standards solve the repair and maintenance problem, once a major headache for manufacturers and product users. There is an incessant, market-driven need for new standards, and a need to update existing ones: standards that are good for today may be outdated tomorrow due to advances in technology. In fact, in many cases, a second or even a third edition of the standards has been published. The system of ISO standards for fasteners consists of interconnected standards, which, in most cases, can-

not be used in isolation, so that the system keeps being extended by the development of standards for additional products and for properties specific to them. Moreover, new basic elements leading to new functions of fasteners can be standardized, and new standardized coatings open up new areas in, for instance, corrosion resistance, frictional behaviour and decorative appearance.

So that the appearance of the fifth edition of the ISO Standards Handbook, *Fasteners and screw threads* (this time with the added alternative of a CD ROM) is timely: the handbook contains 78 new and revised standards.



## Safe fun on water

If, on land, ISO is active in many areas of safety and accident prevention in sports and leisure activities, so, on water, ISO's International Standards work more and more to reduce drowning accidents, and to tighten up the security arrangements for equipment and procedures for rescue.



Increasingly, ISO's work is tackling the aquatic equipment used on the water for leisure activities and which might cause accidents or dangerous situations. Water rescue devices have been greatly improved over the last 20 years, but water sports have over the same period leaped in popularity – whence an urgent need to ensure that adequate attention has been paid to safety of rescue material.

Standardization in the field has burgeoned, with a set of national standards, many of which were subsequently worked on and developed into European regional standards (at the CEN level), and that are now showing their worth at the international level as ISO standards.

This development continues at all levels, with the work at ISO entering into the arena of various technical committees, including ISO/TC 188, *Small craft, and working on such standards as ISO 12402-1 to 5, Personal flotation devices, and ISO 15027, Parts 1 to 3, Immersion suits.*

## Spreading the paint work

International cooperation over the board is the watchword of ISO/TC 35, *Paints and varnishes*. ISO and CEN on paints and varnishes have been working together for decades; in recent years, Japan, followed by the USA, has become increasingly committed to international standardization work for paints. ASTM International's standards related to organic coatings are also well known in the global coatings industry, specifically in, for instance, the automotive, aircraft, steel protection, marine, off-shore and oil fields. The complementarity between

the work of ISO and ASTM International committees is obvious. To find and to build synergy between their activities, and thereby to avoid duplication of work, the two committees' participants are setting their sights on full integration of the standardization work. Cooperation between the two has started successfully.

ISO/TC 35, *Paints and varnishes*, handles all items concerned with the performance of coatings in order to achieve a coherent set of standards and to ensure



an integrated approach, providing an umbrella under which all those with any input on paints and their application can meet to hammer out efficient standardization and coordination, leading to benefits for the whole industry. ISO/TC 35 is, in the words of its Chair, Prof. E. Banken, becoming "a mature, active committee of truly global players."



ISO brought out a third edition of the ISO Standards Handbook,

*Paints and varnishes*, collecting together over 280

International Standards in four volumes.

Applying this collection of standards will provide an efficient and profitable tool to all those in

the field and in related industries. A new feature: a concordance list of ISO and ASTM standards. The very considerable number of new standards says something of the dynamism of the field.

### ***The exchange of material between providers and publishers/printers***

In February 2002, Time Inc., one of the world's largest publishers, shook the advertising production world with its announcement that all digital advertisements for its 56 titles had to be in ISO PDF/X-1 format by 1 June of 2002, i.e. in accordance with ISO 15930, which standardizes the use of the Adobe Portable Document Format (PDF) for the exchange of print-ready material. Time Inc. then announced that it was considering going a step further in requesting the delivery of final content in PDF/X-3 format, i.e.



ISO/DIS 15930, Part 3, which allows colour managed workflows.

ISO/TC 130, *Graphic technology*, has demonstrated its capacity of offering continual improvement of its standards for the benefit of the market. It illustrates, furthermore, the efforts of positive interaction between sector players, as this family of standards – that is revolutionizing the exchange of material between providers and publishers/printers – exemplifies a new degree of cooperation between the owner of an industry specification (Adobe) and ISO activities to formalize the use of certain aspects of that specification.

### ***ISO 9000 series for the automotive industry***

A successful partnership between ISO and the international automotive industry has resulted in the publication of a new edition of ISO/TS 16949: 2002, *Quality management systems – Particular requirements for the application of ISO 9001:2000 for automotive production and relevant service part organizations*, which specifies quality system requirements for suppliers in this sector.

It is expected that the technical specification (TS) will become the common and unique basis for the automotive



industry's quality management system requirements worldwide, gradually replacing the multiple national specifications now used by the sector (e.g. QS 9000, AVSQ, VDA6.1 and EAQF). ISO/TS 16949 therefore has a substantial potential market comprising more than 30 000 companies currently certified (registered) against one or other of the national specifications.

ISO/TS 16949:2002 was developed by a partnership comprising the International Automotive Task Force (IATF) and the Japan Automobile Manufacturers Association (JAMA), with the support of ISO technical committee ISO/TC 176, which is responsible for the ISO 9000 family of quality management standards.

Henry Gryn, leader of the IATF delegation, commented, "The IATF is pleased to announce the release of ISO/TS 16949:2002 for the global automotive supply chain. This technical specification is a value-adding docu-

ment for the automotive sector. The process for completion was fast and involved participation by original equipment manufacturers (OEM's), suppliers and ISO/TC 176 members. We believe that this technical specification, when coupled with its accompanying registration scheme, has significant benefits for the suppliers to whom it is applicable and for subscribing OEM's."



### ***ISO 9001 for Small Businesses***

The first edition of the ISO handbook *ISO 9001 for Small Businesses* sold like hot cakes. The second edition has been completely revised to align the advice with ISO 9001:2000. The new standard defines the requirements for a quality management system based on "the process model" and aimed at achieving customer satisfaction and continual improvement in performance. *ISO 9001 for Small Businesses* explains the standard in plain language.

The Handbook has been written by the experts who developed ISO 9001:2000. They give no-nonsense, practical advice – just what the small business

*A warm smile is a good start. ISO 9001 for Small Businesses helps you with the rest.*



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wants. There is no need to convince the small businesses of the importance of keeping the customer satisfied, or the need to get better at it to meet rising expectations and to stay in the race with the competition. The full text of ISO 9001:2000 is included in boxes, section by section, accompanied by explanations, examples and implementation guidance in everyday terms.



### ***Technical drawings***

"Basic drawing standards deal with one of the very few universal languages: the common practice of preparation and interpretation of technical drawings," says the Chair of TC 10, *Technical drawings*, Bruce Harding. One of the main demands of technical drawings is that they should be understandable by all users – and to reach this requires a broad use of International Standards. Anyone, anywhere, should be able to gauge from the drawing exactly the same data – whence the importance of the fourth edition the ISO Standards

Handbook, *Technical drawings*, in two volumes. This Handbook, with its 154 International Standards has proved an indispensable tool for designers, engineers, technologists, for students in technical faculties of institutes and universities and for all those dealing with technical drawings. Basic technical drawings standards cross every aspect in product definition for procurement anywhere in the world.

Since the basic drawing standards were first developed in 1947 within TC 10, many have been adopted in national standards and used in the exchange of drawings on all continents, with the standards having been translated into many languages.

### ***Security aboard ships***

ISO/TC 8, *Ships and marine technology*, has established strong relations with IMO (International Maritime Organization), and is in the forefront of new Maritime security/Anti-terrorism against Shipping initiatives of IMO. One of the issues being addressed concerns electronic seals. Furthermore, on containers a Memorandum of Understanding has been signed between the chairs of ISO/TC 8, TC 104, *Freight containers*, and TC 204, *Transport information and control systems*, to cover the multimodal freight distribution system. IMO has agreed to increase its reference to International Standards in its regulations, and more than 100 projects are under preparation in this framework. A relevant example is ISO 17631:2002, *Ships and marine technology – Shipboard plans for fire*





protection, life-saving appliances and means of escape. ISO/TC 8 is developing a strong activity in the field related to environmental protection as well as to security.

people to record and file material, in any medium or format or in any combination of media. Regardless of the size of the enterprise, the type of organization, or the level of technology used, users will benefit from reviewing their record keeping activities against the standard's best practice.

According to Robert McLean, member of ISO technical committee ISO/TC 46,

*Information and documentation*, "ISO 15489 ena-

bles organizations to develop policies, strategies and programmes which will ensure that

information assets have the essential characteristics of accuracy, integrity and reliability."

### ***Improving the management of business records***

ISO 15489, *Information and documentation – Records management*, is the first International Standard for the management of business records, and is expected to result in cost savings for users, whether large or small enterprises, as well as improved risk management.

Experts from Europe, North America, Asia and Australia forged agreement on a clear and systematic approach to the essentials of record keeping. The standard allows organizations to establish a framework to enable a comprehensive records management programme. The standard provides a common international language for







## New needs of society

**T**he world is changing fast. Social factors are evolving, needs for reassurance in the international arena growing, and ISO's role related to confidence building is increasingly called upon. Among the new developments that are impacting – and will increasingly impact – international standardization, it is of interest to highlight a few of 2002.



### ***Social responsibility***

ISO's consumer committee, COPOLCO, following a workshop on Corporate social responsibility in 2002, put forward a resolution to ISO Council to study the viability and usefulness of ISO standards in this field.

ISO Council set up an international advisory group, including representatives of business, government regulators, trade unions and consumers, coming from different geographic regions, to advise as

to whether ISO could add value to the area of corporate social responsibility. The advisory group worked rapidly. It recommended, firstly, to develop a technical report surveying the worldwide state of the art in social responsibility codes, guidelines and specifications, and secondly, carry out a justification study with a view to the preparation of guidelines that specifically include a process for the self-declaration of conformity by organizations and exclude third-party certification.

The advisory group, chaired by Daniel Gagnier, Senior Vice President, Corporate and External Affairs, of the Canadian multinational corporation, Alcan Inc., who also chairs ISO/TC 207, is recommending that any work by ISO should address the social responsibility not only of business corporations, but also of all types of organizations.

If ISO does decide to proceed with development of a deliverable, it will certainly take an opportunity to see and consider broad stakeholder views.

### ***Financial planning***

One area of the services field has met with notable interest: that of personal financial planning. A fragmented approach to financial advice (accountants, stockbrokers, insurance agents, even solicitors, attorneys and lawyers were involved) has long been recognized as unsatisfactory.

A new group of professionals, calling themselves "financial planners," set out to satisfy the increasing demand for general financial advisors to look after an individual's total financial situation and, as countries moved towards market economies, and consumer access to world financial markets grew, financial





planning organizations blossomed in Australia, the USA, Europe and Asia.

The standards from ISO/TC 222, *Personal financial planning*, will increase consumer confidence for individuals and families and foster increased professional cooperation among and within countries by persons offering such services. ISO 222 is working hard on definitions, processes and practices, on competencies, on ethical requirements and on experience requirements.

### **Guidelines for bodies operating certification of persons**

In response to the rapid advances in technological innovation and the growing specialization of personnel, the development of certification schemes for persons as a means of demonstrating professional ability is of growing relevance to the global job market. A set of guidelines for organizations managing the certification of personnel are given in a new International Standard, ISO/IEC 17024. This standard provides an internationally recognized framework and evaluation system for the certification of personnel for use within any profession and trade.

Today, thousands of certification programmes exist for personnel in practically every industry, in particular in the service sectors, from healthcare personnel and financial planners to safety professionals and non destructive testing operators.

This standard will provide a global benchmark for certification schemes to ensure that they operate in a consistent, comparable and reliable manner worldwide, thus establishing an environment for the mutual recognition of schemes and facilitating the global mobility of personnel.





### ***New ISO technical committee on drinking water***

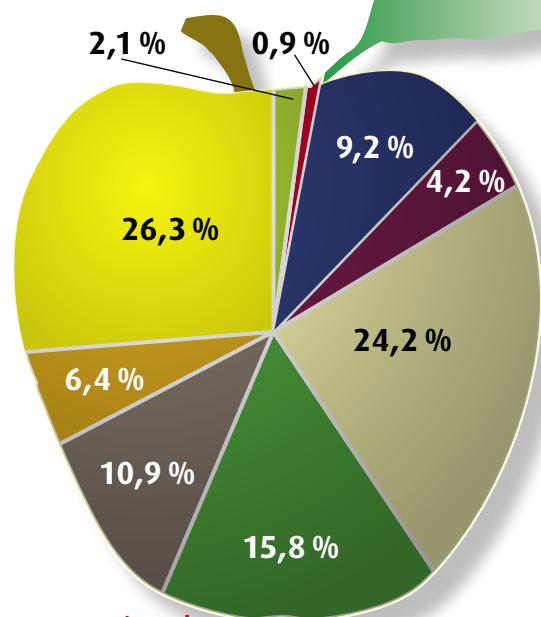
Water and water resources are one of the major concerns in the world today. The demographic, industrial and agricultural expansion observed throughout the world has induced political authorities to concern themselves with the freshwater resources required for this expansion. To all evidence, these resources are shrinking in both quantity and quality, and considerable investments and sound management of resources are needed to ensure the needs of the world population, specifically those of developing countries.

To take account of this situation, the standardization of services related to the management of drinking water is a new field of work being tackled by ISO/TC 224, *Standardization of service activities relating to drinking water supply and sewerage – Quality criteria of the service and performance indicators*. The new TC will work on standards for the various service aspects related to water management.

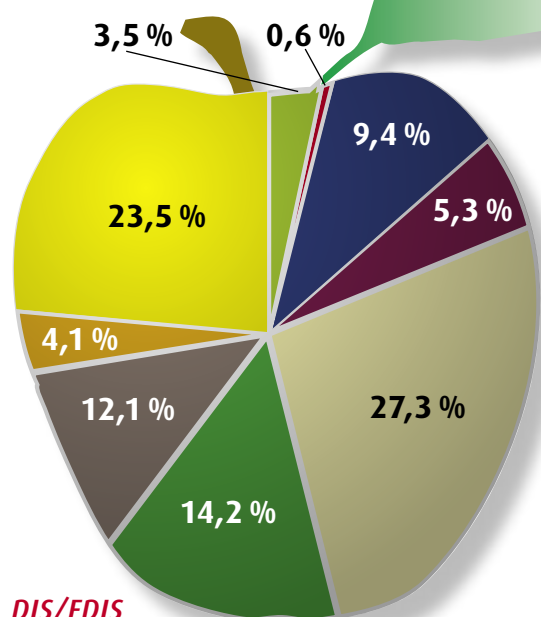
The future standards would place particular emphasis on the “results” aspect of the different service activities. They would provide latitude for the local, national or regional authorities in charge and to their administrators to fix the levels of result to be attained, and the means to be implemented in order to attain them. It will allow them to compare themselves, by benchmarking, with other water supply services.



## Portfolio of ISO standards and draft International Standards by technical sector at the end of 2002



### International Standards



### DIS/FDIS

- Engineering technologies
- Materials technologies
- Health, safety and environment
- Agriculture and food technology
- Generalities, infra-structures and sciences
- Transport and distribution of goods
- Special technologies
- Electronics, information technology and telecommunications
- Construction

## Annual production

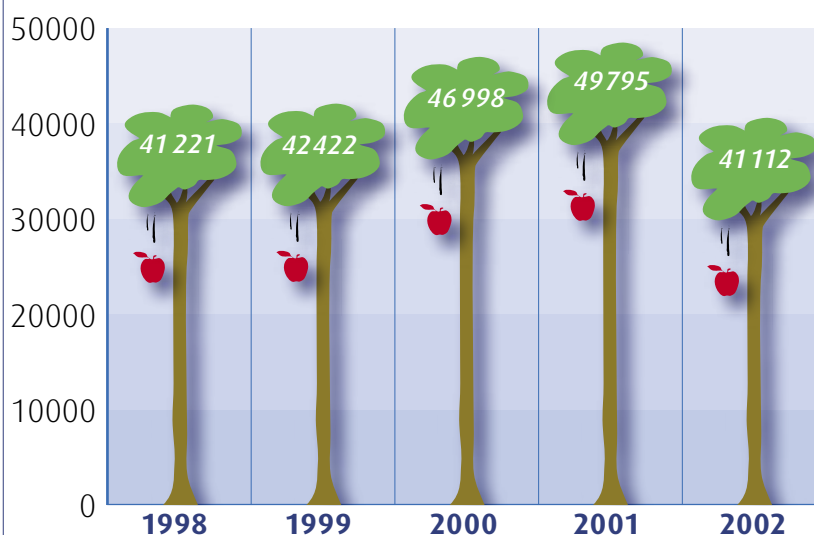
### Standards published



**889** new and revised International Standards in 2002

ISO's total portfolio as of end 2002 :  
**13 736** International Standards

### Number of pages

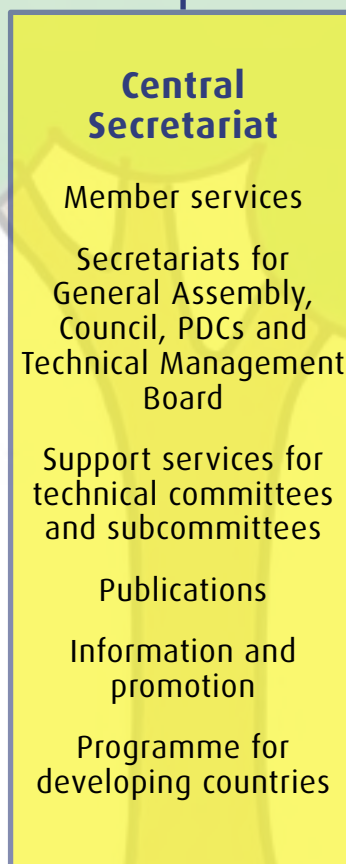
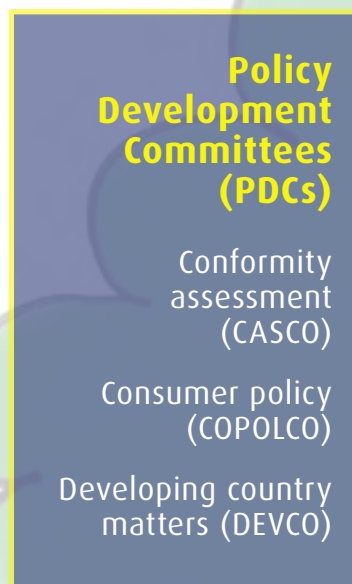


**41 112** pages in 2002

ISO's total output of pages as of end 2002 :  
**459 035** pages in English and French  
(terminology is also often provided in other languages).



# ISO's structure



## \* Council members in 2002

- AENOR (Spain)
- AFNOR (France)
- ANSI (USA)
- BIS (India)
- BSI (United Kingdom)
- DIN (Germany)
- DS (Denmark)
- DSM (Malaysia)
- JBS (Jamaica)
- JISC (Japan)
- KATS (Korea, Rep. of)
- KEBS (Kenya)
- SASO (Saudi Arabia)
- SCC (Canada)
- SII (Israel)
- SIS (Sweden)
- SNZ (New Zealand)
- TCVN (Viet Nam)



## Principal officers

### Mario Cortopassi

President,  
Brazil



Mario Cortopassi has been elected ISO President for a two-year term as from 1 January 2001. A trained chemist, he is a successful industrialist in the textile and synthetic fibre industries. As a professional acting on projects and production, Mr. Cortopassi has been a member of many technological, industrial and business groups, having also chaired some of them. He has been actively involved in standardization over a period of 30 years.



### Torsten Bahke

Vice-President  
(policy),  
Germany



Torsten Bahke has been appointed ISO Vice-President (policy) for the 2002-2003 term. He has been the Director of DIN, the German Institute for Standardization, since 1999, after having served as DIN's Director of Strategy for two years. Having obtained a Doctorate in Engineering, Dr. Bahke joined the Krupp Group where he held several managerial positions, both in Germany and abroad. In 1994, he was appointed as a member of the Executive Board of Directors of Krupp Fördertechnik and remained there until 1997 when he joined DIN. In addition, Dr. Bahke is a member of the Board of Trustees of the Berlin-Brandenburg Section of VDI, the Association of German Engineers, and of the Federal Institute for Materials research and Testing (BAM), as well as a member of the Berlin Scientific Society.

### Ross Wraight

Vice-President  
(technical  
management),  
Australia



Ross Wraight has been appointed as Vice-President (technical management) for the 2002-2003 term. As such, he also fills the position of Chairman of the Technical Management Board. He has been Chief Executive and Managing Director of Standards Australia International since February 1996. Before joining SAI, he held positions in business, banking and public services in Australia for over 25 years, serving in particular as a corporate and economic advisor, as well as in health services management at metropolitan and state levels. He is currently a member of the board of Quality Assurance Services, of AQQA Ltd.-London (UK), and of Loomis Saylas Australia.

### Antoine Fatio

Treasurer,  
Switzerland



Antoine Fatio has been appointed ISO Treasurer for the 2002-2004 term. He is currently Head of Investment at Quest Partners, a Swiss firm active in advice and investment in Private Equity. Mr. Fatio has a broad experience in finance, marketing and business development which he has acquired by holding managerial positions in several corporations, both in Switzerland and the USA. He has an academic background in electrical engineering (BS) and in Business Management (MBA).

### Secretary-General Lawrence D. Eicher

held the post of  
Secretary-General  
from 1986 until  
the end of March  
2002 when he  
passed away.



### Christian J. Favre

After an interim period, Christian Favre was appointed Secretary-General until 28 February 2003. Prior to joining ISO in 1985, Dr. Favre held various positions in the fields of science and research in the Swiss federal administration. His last such position was as Head of the Division for Energy Technologies, where he had a strong connection with standardization of energy-saving systems, and alternative and traditional energy systems. He is a physicist by education.







## Membership

*At the end of 2002, ISO's worldwide membership comprised the principal standards organizations of 145 countries.*

*Of these, 93 were member bodies, which are entitled to participate and exercise full voting rights within ISO.*

*ISO also counted 38 correspondent members. These are usually organizations in countries that do not yet have a fully developed national standards activity. Correspondent members do not take an active part in ISO's technical work and have no voting rights, but are entitled to attend meetings as observers and to be kept fully informed about the work of interest to them.*

*In addition, ISO had 14 subscriber members. These are from countries with very small economies. They pay reduced membership fees that nevertheless allow them to be in contact with international standardization.*



### Member bodies

**A** Algeria (IANOR) • Argentina (IRAM) • Armenia (SARM) • Australia (SAI) • Austria (ON) **B** Bangladesh (BSTI) • Barbados (BNSI) • Belarus (BELST) • Belgium (IBN) • Bosnia and Herzegovina (BASMP) • Botswana (BOBS) • Brazil (ABNT) • Bulgaria (BDS) **C** Canada (SCC) • Chile (INN) • China (SAC) • Colombia (ICONTEC) • Costa Rica (INTECO) • Croatia (DZNM) • Cuba (NC) • Cyprus (CYS) • Czech Republic (CSNI) **D** Denmark (DS) **E** Ecuador (INEN) • Egypt (EOS) • Ethiopia (QSAE) **F** Finland (SFS) • France (AFNOR) **G** Germany (DIN) • Ghana (GSB) • Greece (ELOT) **H** Hungary (MSZT) **I** Iceland (IST) • India (BIS) • Indonesia

(BSN) • Iran, Islamic Republic of (ISIRI) • Iraq (COSQC) • Ireland (NSAI) • Israel (SII) • Italy (UNI) **J** Jamaica (JBS) • Japan (JISC) • Jordan (JISM) **K** Kazakhstan (KAZMEMST) • Kenya (KEBS) • Korea, Democratic People's Republic of (CSK) • Korea, Republic of (KATS) • Kuwait (KOWSMD) **L** Libyan Arab Jamahiriya (LNCSM) • Luxembourg (SEE) **M** Malaysia (DSM) • Malta (MSA) • Mauritius (MSB) • Mexico (DGN) • Mongolia (MNCSM) • Morocco (SNIMA) **N** Netherlands (NEN) • New Zealand (SNZ) • Nigeria (SON) • Norway (NSF) **P** Pakistan (PSQCA) • Panama (COPANIT) • Philippines (BPS) • Poland (PKN) • Portugal (IPQ) **R** Romania (ASRO) • Russian Federation (GOST R) **S** Saudi Arabia (SASO) • Singapore (SPRING SG) • Slovakia (SUTN) • Slovenia (SIST) • South Africa (SABS) • Spain (AENOR) • Sri Lanka (SLSI) • Sweden (SIS) • Switzerland (SNV) • Syrian Arab Republic (SASMO) **T** Tanzania, United Republic of (TBS) • Thailand (TISI) • The Former Yugoslav Republic of Macedonia (ZSM) • Trinidad and Tobago (TTBS) • Tunisia (INNORPI) • Turkey (TSE) **U** Ukraine (DSTU) • United Arab Emirates (ESMA) • United Kingdom (BSI) • Uruguay (UNIT) • USA (ANSI) • Uzbekistan (UZSTANDARD) **V** Venezuela (FONDONORMA) • Viet Nam (TCVN) **Y** Yugoslavia (SZS) **Z** Zimbabwe (SAZ).



### Correspondent members

- A** Albania (DPS) •
- Angola (IANORQ) •
- Azerbaijan (AZSTAND)
- B** Bahrain (BSMD) •
- Bolivia (IBNORCA) • Brunei Darussalam (CPRU) **C** Cameroon (CCNQ) • Congo, the Democratic Republic of (OCC) • Côte d'Ivoire (CODINORM) **E** El Salvador (CONACYT) • Estonia (EVS)
- G** Guatemala (COGUANOR) **H** Hong Kong, China (ITCHKSAR) **K** Kyrgyzstan (KYRGYZST) **L** Latvia (LVS) • Lebanon (LIBNOR) • Lithuania (LST) **M** Macau, China (CPTTM) • Madagascar (BNM) • Malawi (MBS) • Moldova, Republic of (MOLDST) • Mozambique (INNOQ)
- N** Namibia (NSIQO) • Nepal (NBSM) • Nicaragua (DTNM) **O** Oman (DGSM)
- P** Papua New Guinea (NISIT) • Paraguay (INTN) • Peru (INDECOPI)
- Q** Qatar (QS) **R** Rwanda (ORN) **S** Saint Lucia (SLBS) • Seychelles (SBS) • Sudan (SSMO) • Swaziland (SQAS)
- T** Turkmenistan (MSIT) **U** Uganda (UNBS) **Y** Yemen (YSMO).



### Subscriber members

- A** Antigua-and-Barbuda (ABBS) **B** Benin (CEBENOR) • Burundi (BBN) **C** Cambodia (ISC) **D** Dominica (DBOS) • Dominican Republic (DIGENOR) **E** Eritrea (ESI)
- F** Fiji (FTSQCO) **G** Grenada (GDBS) • Guyana (GNBS) **H** Honduras (COHCIT) **L** Lesotho (LSQAS) **M** Mali (MLIDNI) **P** Palestine (PSI).



Members	Number of secretariats (TC/SC)	Number of convenorships (WG)
ABNT (Brazil)	4	5
AENOR (Spain)	9	8
AFNOR (France)	84	188
ANSI (USA)	138	494
ASRO (Romania)	1	–
BIS (India)	8	3
BSI (United Kingdom)	104	345
CSNI (Czech Republic)	1	2
DIN (Germany)	121	349
DS (Denmark)	7	32
DSM (Malaysia)	3	4
DSTU (Ukraine)	–	1
ELOT (Greece)	1	2
GOST R (Russian Fed.)	15	11
IBN (Belgium)	4	26
ICONTEC (Colombia)	1	1
IPQ (Portugal)	3	8
ISIRI (Iran, Islamic Rep. of)	3	2
JISC (Japan)	39	113
KATS (Republic of Korea)	5	5
MSZT (Hungary)	2	–
NEN (Netherlands)	19	73
NSAI (Ireland)	–	6
NSF (Norway)	18	35
ON (Austria)	3	9
PKN (Poland)	5	3
SABS (South Africa)	10	2
SAC (China)	6	13
SAI (Australia)	15	56
SCC (Canada)	20	66
SFS (Finland)	3	12
SII (Israel)	3	2
SIS (Sweden)	27	103
SNV (Switzerland)	19	31
SNZ (New Zealand)	2	2
SPRING SG (Singapore)	–	2
SUTN (Slovakia)	1	–
TISI (Thailand)	–	2
TSE (Turkey)	3	–
UNI (Italy)	14	38
UNIT (Uruguay)	–	1

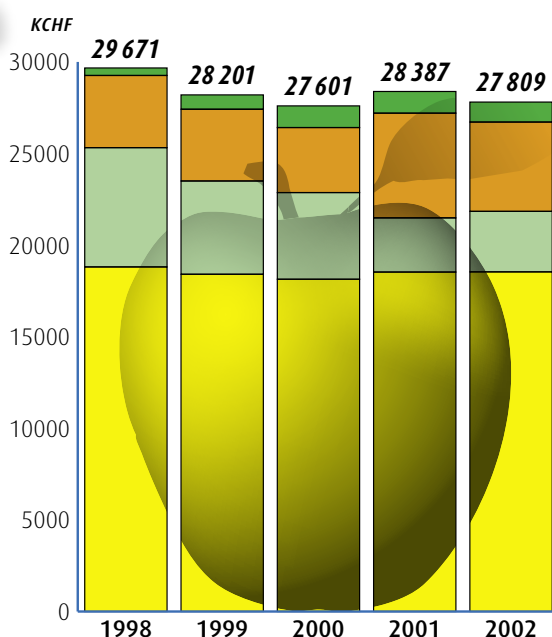
**ISO member bodies' contribution to the standards process**



# Financial statement

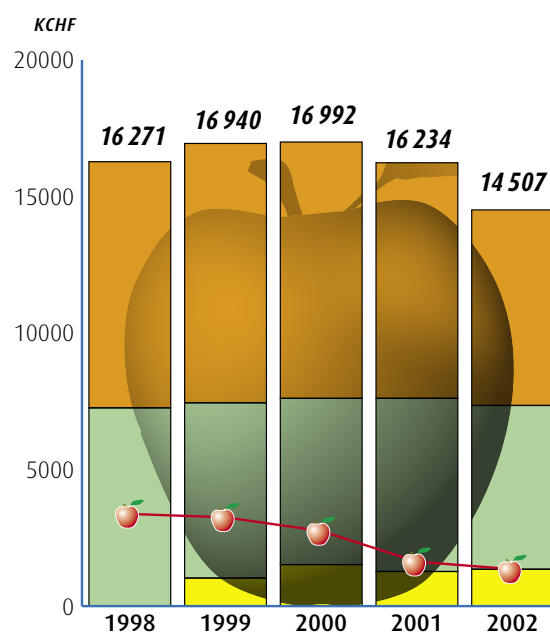


## Evolution of revenue 1998-2002



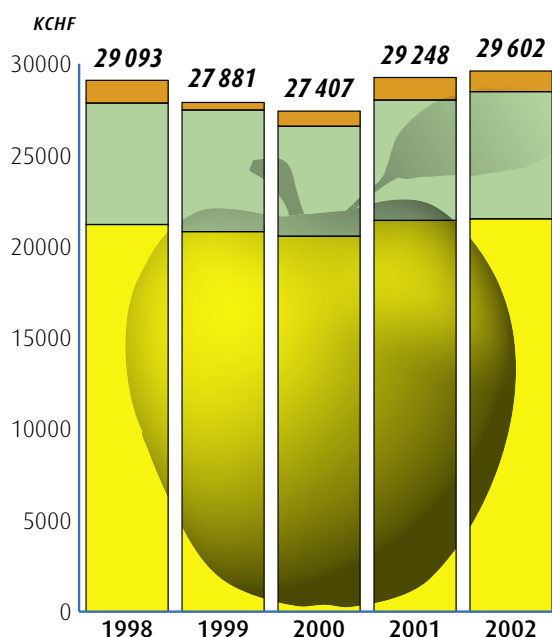
- Other services
- Royalties
- Sales of publications
- Membership subscriptions

## Evolution of assets 1998-2002



- Liquid and current assets
- Long term assets
- Fixed assets
- Liabilities

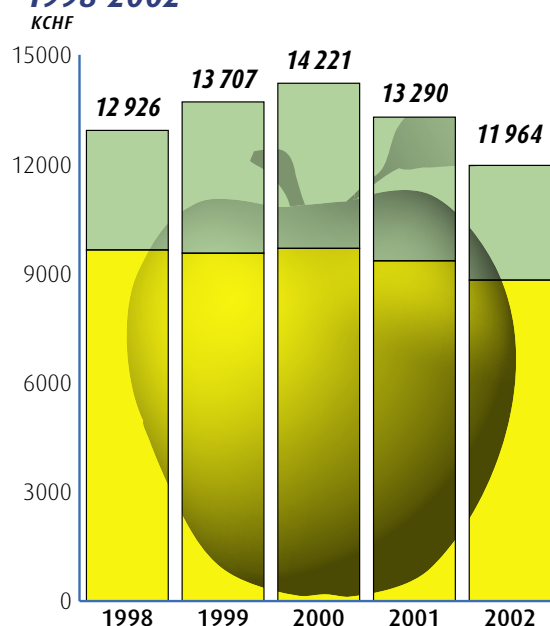
## Evolution of expenditure 1998-2002



- Investments \*
- Consumables
- Salaries

\* New amortization policy applied in 1999

## Evolution of general fund and provision for specific projects 1998-2002



- Provisions for specific projects
- General fund





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