

## **TITLE AND SCOPE FOR QUALITY ASSUARANCE AND QUALITY MANAGEMENT STANDARDS**

### **1. TBS//GDC 3 (1379) DTZS Education and learning services — Requirements for distance learning (ISO 29995).**

**Scope:** This document is the source document for the terms and definitions of ISO/TC 232, Education and learning services.

This document is intended to provide a reference for standards users and developers, as well as to facilitate communication and common understanding of the terms within the field of education and learning services and the scope of ISO/TC 232.

### **2. TBS/GDC 3 (1396) DTZS Education and learning services — Requirements for distance learning (ISO 29994).**

**Scope:** This document specifies requirements for distance learning services not specified in ISO 29993. It is applicable to any distance learning services that are addressed to learners themselves as well as to sponsors who are acquiring the services on behalf of the learners.

In cases where the distance learning services are provided by an organization that delivers other methods of learning services, this document only applies to distance learning services.

### **3. TBS/GDC 3 (1397) DTZS Learning services outside formal education - Service requirements (ISO 29993).**

**Scope:** This document specifies requirements for learning services outside formal education, including all types of life-long learning (e.g. vocational training and in-company training, either outsourced or inhouse). These include any learning services provided by a learning service provider (LSP) that are addressed to learners themselves, as well as to sponsors who are acquiring the services on behalf of the learners. The key features of these kinds of services are that the goals of learning are defined and the services are evaluated, and that they involve interaction with the learner. The learning can be face-to face, mediated by technology, or a blend of both.

In cases where the learning service provider is part of an organization that delivers products (i.e. goods and services) in addition to learning services, this document only applies to learning services.

This document is not aimed at schools, colleges and universities providing learning services as part of a formal education system, but it can be useful to them as a tool for reflection and self-evaluation.

**4. TBS/GDC 3 (1383) DTZS Asset management — Overview, principles and terminology (ISO 55000).**

**Scope:** This International Standard provides an overview of asset management, its principles and terminology, and the expected benefits from adopting asset management.

This International Standard can be applied to all types of assets and by all types and sizes of organizations.

**5. TBS/GDC 3 (1384) DTZS Asset management — Management systems — Requirements (ISO 55001).**

**Scope:** This International Standard specifies requirements for an asset management system within the context of the organization.

This International Standard can be applied to all types of assets and by all types and sizes of organizations.

**6. TBS/GDC 3 (1385) DTZS Asset management — Management systems — Guidelines for the application of ISO 55001 (ISO 55002).**

**Scope:** This document gives guidelines for the application of an asset management system, in accordance with the requirements of ISO 55001.

This document can be applied to all types of assets and by all types and sizes of organizations.

**7. TBS/GDC 3 (1386) DTZS Quality management — Quality of an organization — Guidance to achieve sustained success (ISO 9004).**

**Scope:** This document gives guidelines for enhancing an organization's ability to achieve sustained success. This guidance is consistent with the quality management principles given in ISO 9000:2015.

This document provides a self-assessment tool to review the extent to which the organization has adopted the concepts in this document.

This document is applicable to any organization, regardless of its size, type and activity.

**8. TBS/GDC 3 (1387) DTZS Quality management — Guidelines for competence management and people development (ISO 10015).**

**Scope:** This document gives guidelines for an organization to establish, implement, maintain and improve systems for competence management and people development to positively affect outcomes related to the conformity of products and services and the needs and expectations of relevant interested parties.

This document is applicable to all organizations regardless of their type or size. It does not add to, change or otherwise modify requirements for the ISO 9000 family or any other standards.

**9. TBS/GDC 3 (1388) DTZS Quality management — Guidance for people engagement (ISO 10018).**

**Scope:** This document gives guidelines for engaging people in an organization's quality management system and on enhancing their involvement and competence within it.

This document is applicable to any organization, regardless of its size, type or activity.

**10. TBS/GDC 3 (1381) DTZS Conformity assessment — General requirements for third-party marks of conformity (ISO 17030).**

**Scope:** This International Standard provides general requirements for third-party marks of conformity, including their issue and use.

NOTE: This International Standard can also be used as guidance in using marks of conformity in other than third party conformity assessment activity.

**11. TBS/GDC 3 (1389) DTZS Innovation management — Fundamentals and vocabulary (ISO 56000).**

**Scope:** This document provides the vocabulary, fundamental concepts and principles of innovation management and its systematic implementation.

**12. TBS/GDC 3 (1390) DTZS Innovation management — Innovation management system — Guidance (ISO 56002).**

**Scope:** This document provides guidance for the establishment, implementation, maintenance, and continual improvement of an innovation management system for use in all established organizations. It is applicable to:

- a) organizations seeking sustained success by developing and demonstrating their ability to effectively manage innovation activities to achieve the intended outcomes;
- b) users, customers, and other interested parties, seeking confidence in the innovation capabilities of an organization;
- c) organizations and interested parties seeking to improve communication through a common understanding of what constitutes an innovation management system;
- d) providers of training in, assessment of, or consultancy for, innovation management and innovation management systems;
- e) policy makers, aiming for higher effectiveness of support programs targeting the innovation capabilities and competitiveness of organizations and the development of society

**13. TBS/GDC 3 (1391) DTZS Innovation management — Tools and methods for strategic intelligence management — Guidance (ISO 56006).**

**Scope:** This document provides guidelines for supporting strategic intelligence within innovation management. It aims at addressing the following areas concerning strategic intelligence at strategic and operational levels:

- creating a strategic intelligence management strategy to support innovation in an organization;
- establishing strategic intelligence management in support of the innovation activities and initiatives within the innovation management system and the related innovation processes;
- applying strategic intelligence tools and methods in support of the innovation activities and initiatives within the innovation management system and the related innovation processes.

Strategic intelligence is transversal and cross-sectorial by nature. It is not limited to innovation activities and can apply to all areas where knowledge is required for strategic decision-making and consequent actions.

This document is not applicable to:

- certification;
- data protection.

**14. TBS/GDC 3 (1392) DTZS Project, programme and portfolio management — Context and concepts (ISO 21500).**

**Scope:** This document specifies the organizational context and underlying concepts for undertaking project, programme and portfolio management. It also provides guidance for organizations to adopt or improve project, programme and portfolio management using the standards prepared by ISO/TC 258.

This document is applicable to most organizations, including public and private organizations and it is not dependent on the size and type of the organization. It is also applicable to any project, programme and portfolio, regardless of complexity, size or duration.

Further guidance on project, programme and portfolio management, and the governance thereof, is given in ISO 21502, ISO 21503, ISO 21504 and ISO 21505.

**15. TBS/GDC 3 (1393) DTZS Knowledge management systems — Requirements (ISO 30401).**

**Scope:** This document sets requirements and provides guidelines for establishing, implementing, maintaining, reviewing and improving an effective management system for knowledge management in organizations.

All the requirements of this document are applicable to any organization, regardless of its type or size, or the products and services it provides.

**16. TBS/GDC 3 (1394) DTZS Facility management — Management systems — Requirements with guidance for use (ISO 41001).**

**Scope:** This document specifies the requirements for a facility management (FM) system when an organization:

- a) needs to demonstrate effective and efficient delivery of FM that supports the objectives of the demand organization;
- b) aims to consistently meet the needs of interested parties and applicable requirements;
- c) aims to be sustainable in a globally-competitive environment.

The requirements specified in this document are non-sector specific and intended to be applicable to all organizations, or parts thereof, whether public or private sector, and regardless of the type, size and nature of the organization or geographical location.

## **17. TBS/GDC 3 (1395) DTZS Risk management — Guidelines (ISO 31000).**

**Scope:** This document provides guidelines on managing risk faced by organizations. The application of these guidelines can be customized to any organization and its context.

This document provides a common approach to managing any type of risk and is not industry or sector specific.

This document can be used throughout the life of the organization and can be applied to any activity, including decision-making at all levels.