TITLE AND SCOPE FOR QUALITY MANAGEMENT AND QUALITY ASSURANCE

1.   **TBS/ GTDC 3 (2196) DTZS Quality management systems — Guidelines for the application of ISO 9001 in local government (ISO 18091:2019)**

Scope:

This International Standard specifies requirements for a quality management system when an organization:

a) needs to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, and

b) aims to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

All the requirements of this International Standard are generic and are intended to be applicable to any organization, regardless of its type or size, or the products and services it provides.

NOTE 1 In this International Standard, the terms "product" or "service" only apply to products and services intended for, or required by, a customer.

NOTE 2 Statutory and regulatory requirements can be expressed as legal requirements.

This document gives guidelines for local governments on understanding and implementing a quality management system that meets the requirements of ISO 9001:2015, in order to meet the needs and expectations of their customers/citizens and all other relevant interested parties by consistently providing them with products and services.

It promotes implementing a quality management system in a responsible and accountable manner, through the application of ISO 9001 on a comprehensive basis. These guidelines do not add, change or modify the requirements of ISO 9001.

It is applicable to all local government processes at all levels (i.e. strategical, tactical-managerial and operational) in order to constitute a comprehensive quality management system that focuses on the local government achieving its objectives. The comprehensive character of this system is essential to ensure that all the areas of the local government have a specified level of reliability (i.e. effectiveness of the processes).

ii. **TBS/ GTDC 3 (2206) DTZS Guidelines for auditing management systems (Revision of TZS 1586:2013/ ISO 19011:2018)**

Scope:
This document provides guidance on auditing management systems, including the principles of auditing, managing an audit programme and conducting management system audits, as well as guidance on the evaluation of competence of individuals involved in the audit process. These activities include the individual(s) managing the audit programme, auditors and audit teams.

It is applicable to all organizations that need to plan and conduct internal or external audits of management systems or manage an audit programme.
The application of this document to other types of audits is possible, provided that special consideration is given to the specific competence needed.

iii. **TBS/ GTDC 3 (2205) DTZS Quality management — Guidance to understand, evaluate and improve organizational quality culture (ISO 10010:2022)**

Scope:
This document gives guidance on the evaluation, development and improvement of organizational quality culture to help an organization to achieve sustained success. This document takes into account the fundamental concepts and quality management principles, with specific focus on people engagement and leadership.
The recommendations in this document are generic and are intended to be applicable to any organization, regardless of its size, industry, location, maturity or the products and services it provides.
NOTE This document provides example tools for the evaluation of organizational quality culture by self-assessment to determine quality culture maturity and potential for improvement.

iv. **TBS/ GTDC 3 (2202) DTZS Management system for private security operations — Requirements with guidance for use (ISO 18788:2015)**

Scope:
This International Standard provides a framework for establishing, implementing, operating monitoring, reviewing, maintaining and improving the management of security operations. It provides the principles and requirements for a security operations management system (SOMS).

This International Standard provides a business and risk management framework for organizations conducting or contracting security operations and related activities and functions while demonstrating:
a) conduct of professional security operations to meet the requirements of clients and other stakeholders;

b) accountability to law and respect for human rights;
c) consistency with voluntary commitments to which it subscribes.

This International Standard also provides a means for organizations and those who utilize security services to demonstrate commitment to the relevant legal obligations, as well as to the good practices provided in the *Montreux Document on Pertinent International Legal Obligations and Good Practices for States related to Operations of Private Military and Security Companies during Armed Conflict*, and conformance with the principles and commitments outlined in the *International Code of Conduct for Private Security Service Providers (ICoC)*.

This International Standard is specifically aimed at any organization operating in circumstances where governance may be weak and the rule of law undermined due to human or naturally caused events.

NOTE 1 This International Standard is not intended to place additional burdens on general guarding services outside these specific circumstances.
Applicable laws can include all kinds of laws including, but not limited to, national, regional, international or customary laws. It is the sole responsibility of the user of this International Standard to determine the applicable laws and to abide by them. This International Standard does not provide any advice or guidance concerning applicable laws, the conflict between laws, or the interpretation of the laws, codes, treaties or documents mentioned within it.

This International Standard is applicable to any organization that needs to:
a) establish, implement, maintain and improve an SOMS;
b) assess its conformity with its stated security operations management policy;
c) demonstrate its ability to consistently provide services that meet client needs and are in conformance with applicable international, national and local laws and human rights requirements.

The generic principles and requirements of this International Standard are intended to be incorporated into any organization's integrated management system based on the Plan-Do-Check-Act (PDCA) model;

it is not intended to promote a uniform approach to all organizations in all sectors. The design and implementation of security operations plans, procedures and practices are expected to take into account the particular requirements of each organization: its objectives, context, culture, structure, resources, operations, processes, products and services.

NOTE 2 Consistent with the goal of public and private organizations to comply with all applicable laws and respect human rights, it is intended that clients refer to this International Standard when retaining private security services. It is intended that organizations use this International Standard's management system principles and requirements to conduct their own due diligence and management of services and to

construct their contracting and contract administration process to support conformance with this International Standard.

v.   TBS/ GTDC 3 (2198) DTZS - Quality management systems — Organizational change management — Processes (ISO/TS 10020:2022)

Scope:
This document specifies processes that can be used to govern, manage and implement organizational change management (OCM) for organizations, projects or smaller activities. It comprises generic process descriptions that describe the OCM processes. Supporting diagrams describing the processes are also provided.

This document is applicable, but not limited, to change sponsors, change agents, change team members and project managers, particularly those responsible for governing, managing and implementing organizational change.

vi.   TBS/ GTDC 3 (2197) DTZS - Quality management — Guidance on statistical techniques for ISO 9001:2015. (ISO 10017:2021)

Scope:
This document gives guidelines for the selection of appropriate statistical techniques that can be useful to an organization, irrespective of size or complexity, in developing, implementing, maintaining and improving a quality management system in conformity with ISO 9001:2015.

This document does not provide guidance on how to use the statistical techniques.

vii.   TBS/ GTDC 3 (2201) CD1 Statistical methods for use in proficiency testing by interlaboratory comparison (ISO 13528:2022)

Scope:
This document provides detailed descriptions of statistical methods for proficiency testing providers to use to design proficiency testing schemes and to analyse the data obtained from those schemes. This document provides recommendations on the interpretation of proficiency testing data by participants in such proficiency testing schemes and by accreditation bodies.

The procedures in this document can be applied to demonstrate that the measurement results obtained by laboratories, inspection bodies, and individuals meet specified criteria for acceptable performance.

This document is applicable to proficiency testing where the results reported are either quantitative measurements or qualitative observations on test items.

NOTE The procedures in this document can also be applied for the assessment of expert opinion where the opinions or judgments are reported in a form which can be compared objectively with an independent reference value or a consensus statistic. For example, when classifying proficiency test items into known categories by inspection - or in determining by inspection whether proficiency test items arise, or do not arise, from the same original source - and the classification results are compared objectively, the provisions of this document that relate to nominal (qualitative) properties can be applied.

viii.   TBS/ GTDC 3 (1544) DTZS Conformity assessment ― Code of good practice (ISO/IEC 17060:2022)

Scope:
This document recommends good practices for all elements of conformity assessment, including objects of conformity assessment, specified requirements, activities, bodies, systems, schemes and results.

It is intended for use by individuals and bodies that wish to provide, promote or use impartial and reliable conformity assessment services. Providers of conformity assessment can include conformity assessment bodies, accreditation bodies, peer-assessment agreement groups, and organizations providing declarations of conformity. Individuals or organizations that promote or use conformity assessment can include, as appropriate, regulators, trade officials, and owners of conformity assessment systems and schemes.

ix.   TBS/ GTDC 3 (2199) DTZS Conformity assessment ― Fundamentals of product certification and guidelines for product certification schemes ISO/IEC 17067:2013
Scope:
This International Standard describes the fundamentals of product certification and provides guidelines for understanding, developing, operating or maintaining certification schemes for products, processes and services. It is intended for use by all with an interest in product certification, and especially by certification scheme owners.

NOTE 1 In this International Standard the term "product" can also be read as "process" or "service", except in those instances where separate provisions are stated for "processes" or "services". Definitions of product, process and service are given in ISO/IEC 17065.

NOTE 2 The certification of products, processes and services is a third-party conformity assessment activity (see ISO/IEC 17000) carried out by product certification bodies. The requirements for product certification bodies are specified in ISO/IEC 17065.

x.   TBS/ GTDC 3 (2200) DTZS Statistical methods — Guidelines for the evaluation of conformity with specified requirements (ISO 10576:2022)

Scope:
This document sets out guidelines for checking conformity with quantifiable characteristics using the test or measurement result and its associated measurement uncertainty.

This document is applicable whenever the uncertainty may be quantified according to the principles laid down in ISO/IEC Guide-98-3 (GUM). The term uncertainty is thus a descriptor for all elements of variation in the measurement result, including uncertainty due to sampling.

This document does not give rules for how to act when an inconclusive result of a conformity test has been obtained.

NOTE There are not limitations on the nature of the entity subject to the requirements nor on the quantifiable characteristic.

xi.   TBS/ GTDC 3 (2204) DTZS Conformity assessment — General requirements for bodies operating certification of persons (ISO/IEC 17024:2012)

Scope:
This International Standard contains principles and requirements for a body certifying persons against specific requirements, and includes the development and maintenance of a certification scheme for persons.

NOTE For the purposes of this International Standard, the term "certification body" is used in place of the full term "certification body for persons", and the term "certification scheme" is used in place of the full term "certification scheme for persons".

xii.   TBS/ GTDC 3 (1545) DTZS Innovation management — Tools and methods for intellectual property management — Guidance (ISO 56005:2020)

Scope:
Efficient management of IP is key to support the process of innovation, is essential for organizations' growth and protection, and is their engine for competitiveness.

This document proposes guidelines for supporting the role of IP within innovation management. It aims to address the following issues concerning IP management at strategic and operational levels:
— Creating an IP strategy to support innovation in an organization;
— Establishing systematic IP management within the innovation processes;
— Applying consistent IP tools and methods in support of efficient IP management.

This document can be used for any type of innovation activities and initiatives.

xiii.   TBS/ GTDC 3 (1545) DTZS Innovation management — Tools and methods for innovation partnership — Guidance (ISO 56003:2019)

Scope:
This document provides a guidance for innovation partnerships. It describes the innovation partnership framework and the sample corresponding tools to; -
— decide whether to enter an innovation partnership,
— identify, evaluate and select partners,
— align the perceptions of value and challenges of the partnership,
— manage the partner interactions.

The guidance provided by this document is relevant for any type of partnerships and collaborations and it is intended to be applicable to any organizations, regardless of its type, size, product/service provided, such as:
a) start-ups collaborating with larger organizations;
b) SMEs or larger organizations;
c) private sector entities with public or academic entities;
d) public, academic or not-for-profit organizations.
Innovation partnerships start with a gap analysis, followed by the identification, and engagement, of potential innovation partners and the governance of their interaction.

NOTE The essence of an innovation partnership is for all parties to mutually benefit from working together in the context of an opportunity for innovation.

This document is not applicable to organizations seeking innovation by merger or acquisition.

xiv.   TBS/ GTDC 3 (2203) DTZS Cross-border trade of second-hand goods (ISO 20245:2017)

Scope:

This document establishes minimum screening criteria for second-hand goods that are traded, sold, offered for sale, donated or exchanged between countries.

This document is intended to help protect health, safety and the environment in which second-hand goods interact, when used by consumers.

This document is applicable to second-hand goods that are shipped across at least one international border, and where the intended end user is a consumer.

This document does not apply to goods that are remanufactured, rebuilt or refurbished.