

TITLE AND SCOPE FOR QUALITY MANAGEMENT AND QUALITY ASSURANCE

1. TBS/ GTDC 3 (2826) DTZS Quality management - Customer satisfaction - Guidelines for monitoring and measuring (Revision of TZS1999:2017/ISO10004:2018)

Scope:

This document gives guidelines for defining and implementing processes to monitor and measure customer satisfaction. This document is intended for use by any organization regardless of its type or size, or the products and services it provides. The focus of this document is on customers external to the organization.

NOTE

Throughout this document, the terms “product” and “service” refer to the outputs of an organization that are intended for, or required by, a customer

ii. TBS/ GTDC 3 (2827) DTZS Conformity assessment — General requirements for peer assessment of conformity assessment bodies and accreditation bodies (ISO/IEC 17040:2005)

Scope:

1.1 This International Standard specifies the general requirements for the peer assessment process to be carried out by agreement groups of accreditation bodies or conformity assessment bodies. It addresses the structure and operation of the agreement group only insofar as they relate to the peer assessment process.

1.2 This International Standard is not concerned with the wider issues of the arrangements for the formation, organization and management of the agreement group, and does not cover how the group will use peer assessment in deciding membership of the group. Such matters, which could for example include a procedure for applicants to appeal against decisions of the agreement group, are outside the scope of this International Standard.

NOTE 1: Further information on the wider issues is contained in ISO/IEC Guide 68.

1.3 This International Standard is applicable to peer assessment of conformity assessment bodies performing activities such as

- a) testing,
- b) product certification,
- c) inspection,
- d) management system certification (sometimes also called registration), and
- e) personnel certification.

More than one type of activity can be included in a peer assessment process. This can be considered particularly appropriate when the body under assessment conducts combined assessments of multiple conformity assessment activities.

This International Standard is also applicable to peer assessment amongst accreditation bodies, which is also known as peer evaluation.

NOTE 2: Bodies that are members of an agreement group might wish to rely on the soundness of the peer assessment process for evaluating the competence of a peer body as a potential subcontractor.

iii. TBS/ GTDC 3 (2828) DTZS Quality management — Customer satisfaction — Guidance for business to-consumer electronic commerce transactions (Revision of TZS 2169:2018/ISO 10008:2022)

Scope:

This document gives guidance on planning, designing, developing, implementing, maintaining and improving an effective and efficient business-to-consumer electronic commerce transaction (B2C ECT) system within an organization. It is applicable to any organization engaged in, or planning to be engaged in, a B2C ECT, regardless of size, type and activity. The focus of this document is on organizations that directly offer and provide products and services to consumers. This document aims to enable organizations to set up a fair, effective, efficient, transparent and secure B2C ECT system, in order to enhance consumers' confidence in B2C ECTs and increase the satisfaction of consumers. It is aimed at B2C ECTs concerning consumers as a sub-set of customers. The guidance given in this document can complement an organization's quality management system.

iv. TBS/ GTDC 3 (2829) DTZS Conformity assessment- Requirements for bodies providing audit and certification of management system - Part 1-Requirements (Revision of TZS 2281:2018/ISO/IEC 17021-1: 2015)

Scope:

This part of ISO/IEC 17021 contains principles and requirements for the competence, consistency and impartiality of bodies providing audit and certification of all types of management systems. Certification bodies operating to this part of ISO/IEC 17021 do not need to offer all types of management system certification. Certification of management systems is a third-party conformity assessment activity (ISO/IEC 17000:2004, 5.5) and bodies performing this activity are therefore third-party conformity assessment bodies.

NOTE 1 Examples of management systems include environmental management systems, quality management systems and information security management systems.

NOTE 2 In this part of ISO/IEC 17021, certification of management systems is referred to as "certification" and third-party conformity assessment bodies are referred to as "certification bodies".

NOTE 3 A certification body can be non-governmental or governmental, with or without regulatory authority.

NOTE 4 This part of ISO/IEC 17021 can be used as a criteria document for accreditation, peer assessment or other audit processes

v. TBS/ GTDC 3 (2830) DTZS - Conformity assessment requirements for bodies providing audit and certification of management systems. Part 15: Competence requirements for auditing and certification of management systems for quality in healthcare organizations (ISO/IEC TS 17021-15:2023)

Scope:

This document specifies competence requirements for personnel involved in the audit and certification process for management systems for quality in healthcare organizations. It complements the existing requirements of ISO/IEC 17021-1.

vi. TBS/ GTDC 3 (2831) DTZS - Conformity assessment -General requirements for the competence of proficiency testing providers (ISO/IEC 17043:2023)

Scope:

This document specifies general requirements for the competence and impartiality of proficiency testing (PT) providers and consistent operation of all proficiency testing schemes. This document can be used as a basis for specific technical requirements for particular fields of application. Users of proficiency testing schemes, regulatory authorities, organizations and schemes using peer assessment, accreditation bodies and others can use these requirements in confirming or recognizing the competence of proficiency testing providers.

vii. TBS/ GTDC 3 (2832) DTZS Conformity assessment -Supplier's declaration of conformity -Part 1: General requirements (ISO/IEC 17050-1: 2007)

Scope:

This part of ISO/IEC 17050 specifies general requirements for a supplier's declaration of conformity in cases where it is desirable, or necessary, that conformity of an object to the specified requirements be attested, irrespective of the sector involved. For the purposes of this part of ISO/IEC 17050, the object of a declaration of conformity can be a product, process, management system, person or body. This part of ISO/IEC 17050 does not define any particular object for the declaration of conformity. Instead of "supplier's declaration of conformity", the term "declaration of conformity" can be used when appropriate.

viii. TBS/ GTDC 3 (2833) DTZS Conformity assessment - Supplier's declaration of conformity - Part 2: Supporting documentation (ISO/IEC 17050-2:2004)

Scope:

This part of ISO/IEC 17050 specifies general requirements for supporting documentation to substantiate a supplier's declaration of conformity, as described in ISO/IEC 17050-1. For the purposes of this part of ISO/IEC 17050, the object of a declaration of conformity can be a product, process, management system, person or body. Instead of "supplier's declaration of conformity", the term "declaration of conformity" can be used when appropriate.

ix. TBS/ GTDC 3 (2834) DTZS Risk management -Vocabulary (Revision of TZS 2282:2018/ISO 31073:2022)

Scope:

This document defines generic terms related to the management of risks faced by organizations.

x. TBS/ GTDC 3 (2835) DTZS Travel risk management - Guidance for organizations (ISO 31030:2021)

Scope:

This document gives guidance to organizations on how to manage the risk(s), to the organization and its travellers, as a result of undertaking travel.

This document provides a structured approach to the development, implementation, evaluation and review of:

- policy;
- programme development;
- threat and hazard identification;
- opportunities and strengths;
- risk assessment;
- prevention and mitigation strategies.

This document is applicable to any type of organization, irrespective of sector or size, including but not limited to:

- commercial organizations;
- charitable and not-for-profit organizations;
- governmental organizations;
- non-governmental organizations;
- educational organizations.

This document does not apply to tourism and leisure-related travel, except in relation to travellers travelling on behalf of the organization

xi. TBS/ GTDC 3 (2836) DTZS Risk management - Guidelines for the management of legal risk (ISO 31022 :2020)

Scope:

This document gives guidelines for managing the specific challenges of legal risk faced by organizations, as a complementary document to ISO 31000. The application of these guidelines can be customized to any organization and its context. This document provides a common approach to the management of legal risk and is not industry or sector specific.

xii. TBS/ GTDC 3 (2837) DTZS Risk management - Guidelines (Revision of TZS 2165:2018/ISO 31000:2018)

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

xiii. TBS/ GTDC 3 (2838) DTZS Consumer product recall -Guidelines for suppliers (ISO 10393:2013)

Scope:

This International Standard provides practical guidance to suppliers on consumer product recalls and other corrective actions after the product has left the manufacturing facility. Other corrective actions include, but are not limited to, refunds, retrofit, repair, replacement, disposal and public notification. This International Standard is intended to apply to consumer products, but might also be applicable to other sectors.

xiv. TBS/ GTDC 3 (2839) DTZS Anti-bribery management systems-Requirement with guidance for use (Revision of TZS 2163:2018/ISO 37001:2016)

Scope:

This document specifies requirements and provides guidance for establishing, implementing, maintaining, reviewing and improving an anti-bribery management system. The system can be stand alone or can be integrated into an overall management system. This document addresses the following in relation to the organization's activities:

- bribery in the public, private and not-for-profit sectors;
- bribery by the organization;
- bribery by the organization's personnel acting on the organization's behalf or for its benefit;
- bribery by the organization's business associates acting on the organization's behalf or for its benefit;
- bribery of the organization;
- bribery of the organization's personnel in relation to the organization's activities;
- bribery of the organization's business associates in relation to the organization's activities;
- direct and indirect bribery (e.g. a bribe offered or accepted through or by a third party).

This document is applicable only to bribery. It sets out requirements and provides guidance for a management system designed to help an organization to prevent, detect and respond to bribery and comply with anti-bribery laws and voluntary commitments applicable to its activities. This document does not specifically address fraud, cartels and

other anti-trust/competition offences, money-laundering or other activities related to corrupt practices, although an organization can choose to extend the scope of the management system to include such activities.

xv. TBS/ GTDC 3 (2840) DTZS Human resource management -Guidelines on human governance (Revision of TZS 2166: 2018/ISO 30408:2016)

Scope:

This document provides guidelines on tools, processes and practices to be put in place in order to establish, maintain and continually improve effective human governance within organizations. This document is applicable to organizations of all sizes and sectors, whether public or private, for profit or not for profit. This document does not address relations with trade unions or other representative bodies

xvi. TBS/ GTDC 3 (2841) DTZS Information technology — Security techniques — Code of practice for information security controls (Revision of TZS 1517:2012/ISO/IEC 27002: 2013)

Scope:

This International Standard gives guidelines for organizational information security standards and information security management practices including the selection, implementation and management of controls taking into consideration the organization's information security risk environment(s). This International Standard is designed to be used by organizations that intend to:

- a) select controls within the process of implementing an Information Security Management System based on ISO/IEC 27001
- b) implement commonly accepted information security controls;
- c) develop their own information security management guidelines

xvii. TBS/ GTDC 3 (2842) DTZS Guidance on social responsibility (Revision of TZS 1363: 2010/ ISO 26000:2010)

Scope:

This International Standard provides guidance to all types of organizations, regardless of their size or location, on:

- a) concepts, terms and definitions related to social responsibility;
- b) the background, trends and characteristics of social responsibility;
- c) principles and practices relating to social responsibility;
- d) the core subjects and issues of social responsibility;
- e) integrating, implementing and promoting socially responsible behaviour throughout the organization and, through its policies and practices, within its sphere of influence;
- f) identifying and engaging with stakeholders; and
- g) communicating commitments, performance and other information related to social responsibility.