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WHAT IS ISO and WHY SHOULD I CARE?

Jeff Ross and R. Scott Russell

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ISO Defined

The International Organization for Standardization (ISO) is an international standard-setting body composed of representatives from various national standards organizations.

Founded on 23 February 1947, the organization promotes worldwide proprietary, industrial and commercial standards. It is headquartered in Geneva, Switzerland, and works in 162 countries.


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Standards are Everywhere



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What are Standards?

International Standards **make things work**. They give world-class specifications for products, services and systems, to ensure quality, safety and efficiency. They are instrumental in facilitating **international trade**.

ISO has published 22,302 International Standards and related documents, covering almost every industry, from technology, to food safety, to agriculture and healthcare. ISO International Standards impact everyone, everywhere.

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Standards in Brief





- A collection of best practices, guidelines, customs, experiences, and practical solutions
- Collaboratively and voluntarily developed through consensus
- Regularly revisited and revised
- It can be a product, service, or procedure.

Common solutions to repetitive problems.

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What Standards Are Not





- Regulations
- Laws
- Necessarily "how to implement" documents
- Certifications
- Individual organizational policies and practices

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How Standards Are Developed

- Like a symphony, it takes a lot of people working together to develop a standard.
- The experts form a technical committee that is responsible for a specific subject area.
- The voting process is the key to consensus.
- From first proposal to final publication, developing a standard usually takes about 3 years.

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ISO's Approach to Standards Development




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ISO Standards Development Stages



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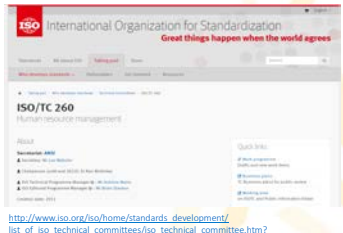


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ISO: Who are they and what do they do

(TC 260 Site on ISO's Webpage)




International Organization for Standardization
Great things happen when the world agrees

ISO/TC 260
Human resource management

Quick links:
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http://www.iso.org/iso/home/standards_development/list_of_iso_technical_committees/iso_technical_committee.htm?commid=28722

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Why ISO Annex SL, 10018 Quality Management And New ISO HR Standards Are Critical To Your Organization

Organizations with any of 60 ISO certifications, including ISO 9001 and ISO 45001, must now comply with new Annex SL standards, which require organizations to demonstrate a systematic approach to engagement and human capital management across the enterprise.

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Key Principles of Quality People Management

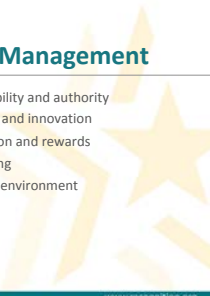
- Customer focus to align activities and priorities
- Leadership that inspires people feel inspired
- Involvement of people
- A systematic process approach
- A systematic approach to management
- Continuous improvement
- A factual approach to decision-making
- Mutually beneficial supplier relationships

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Elements of Quality People Management

<ul style="list-style-type: none"> • Customer focus • Communication • Recruitment • Awareness • Engagement • Teamwork and collaboration 	<ul style="list-style-type: none"> • Responsibility and authority • Creativity and innovation • Recognition and rewards • Networking • The work environment
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International HR Standards History

- The ISO member nations approved the proposal to create a Technical Committee (TC) for HR Management in January 2011 and ISO ratified this vote in February 2011.
- UTMB was elected to be the Administrator for the US Technical Advisory Group (US TAG) for this TC in 2014, replacing SHRM.
- The first plenary meeting of the ISO Technical Committee 260 for Human Resource Management was held on November 10 and 11 in Washington DC.
- Subsequent plenaries have been held in Melbourne, Australia; Rotterdam, the Netherlands; Dublin, Ireland; and Galveston, TX.




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Advantages for HRM to Have Standards

<ul style="list-style-type: none"> • Permits "apple to apple" performance comparisons • Achieves consistency and identifies "preferred employers" • Improves HR organizational performance 	<ul style="list-style-type: none"> • Reduces the cost of HR operations • Improves the use of HR resources • Provides some legal protection for conforming users • Further confirms HR as a profession
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Working Groups	
US Technical Committee Working Groups	
a. Communications Project Team	e. Working Group 4 – Workforce Management
b. Business Plan Task Group	
c. Working Group 1 – Terminology	
d. Working Group 2 – Metrics	
	f. Working Group 5 – Recruitment
	g. Working Group 6 – Knowledge Management
	h. Working Group 7 – Human Capital Reporting
	i. Working Group 8 – Diversity & Inclusion
	j. Working Group 9 – Employee Engagement

Published standards or other ISO documents under the responsibility of ISO/TC 260 Secretariat (10) +2	
<ul style="list-style-type: none"> ISO 10667-1:2011 Assessment service delivery – Procedures and methods to assess people in work and organizational settings – Part 1: Requirements for the client ISO 10667-2:2011 Assessment service delivery – Procedures and methods to assess people in work and organizational settings – Part 2: Requirements for service providers ISO 30400:2016 Human resource management – Vocabulary ISO 30405:2016 Human resource management – Guidelines on recruitment 	<ul style="list-style-type: none"> ISO/TR 30406:2017 Human resource management – Sustainable employability management for organizations ISO/TS 30407:2017 Human resource management – Cost-Per-Hire ISO 30408:2016 Human resource management – Guidelines on human governance ISO 30409:2016 Human resource management – Workforce planning ISO/TS 30410:2018 Human resource management – Impact of hire metric ISO/TS 30411:2018 Human resource management – Quality of hire metric



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Current Active Standards Projects (9)

- ISO/NP 10667-1 Assessment service delivery — Procedures and methods to assess people in work and organizational settings — Part 1: Requirements for the client
- ISO/NP 10667-2 Assessment service delivery — Procedures and methods to assess people in work and organizational settings — Part 2: Requirements for service providers
- ISO/AWI 23326 Human Resource Management — employee engagement — guidelines
- ISO/AWI TS 23378 Human Resource Management: Turnover and Retention Technical Specification
- ISO/PRF 30401 Knowledge management systems — Requirements**
- ISO/WDIS 30414 Human resource management — Guidelines for human capital reporting for internal and external stakeholders**
- ISO/AWI 30415 Diversity and inclusion
- ISO/AWI 30416 Human resource management — Workforce management
- ISO/AWI 30419 Guidelines for ensuring a positive candidate experience during the recruitment process

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ISO in Action



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Questions?


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a new way of *engaging*

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