BUREAU OF INDIAN STANDARDS

SSD 9 : Business Services

Scope: a) Standardization in the field of business services which may include services provided by individuals/organizations including the service provisions, requirements, competency requirements, evaluation and comparability of service providers and organizations b) Coordination with: i. ISO/TC 37/SC 5 – Translation, interpreting and related technology ii. ISO/TC 225 – Market, opinion and social research iii. ISO/TC 286 – Collaborative business relationship management iv. ISO/PC 311 – Vulnerable Consumers v. ISO/TC 314 – Ageing Societies (P member) vi. ISO/PC 317 – Consumer protection: privacy by design for consumer goods and services vii. ISO/TC 324 – Sharing Economy (P member)

Liaison: **TC-317 (O):** *Consumer protection: privacy by design for consumer goods and services* **ISO TC-225 (O):** *Market, opinion and social research* **ISO TC-286 (O):** *Collaborative business relationship management* **ISO TC-314 (P):** *Ageing societies* **ISO TC-324 (P):** *Sharing economy*

Published Standards

S.No	IS No.	TITLE	Reaffirm M-Y	No. of Amds	Eqv.
1	IS/ISO/TS 11669 : 2012 ISO/ TS 11669 ISO/ TS 11669	Translation projects - General guidance		-	Identical under single numbering
2	IS/ISO 13611 : 2014 ISO 13611 ISO 13611	INTERPRETING GUIDELINES FOR COMMUNITY INTERPRETING		-	Identical under single numbering
3	IS/ISO 17100 : 2015 ISO 17100:2015 ISO 17100:2015	TRANSLATION SERVICES- REQUIREMENTS FOR TRANSLATION SERVICES		-	Identical under single numbering
4	IS/ISO 18587 : 2017 ISO 18587: 2017 ISO 18587: 2017	TRANSLATION SERVICES — POST-EDITING OF MACHINE TRANSLATION OUTPUT— REQUIREMENTS		-	Identical under single numbering
5	IS 18645 : 2024 ISO 44004:2021 ISO 44004:2021	Collaborative business relationship management Guidelines for large organizations seeking collaboration with micro small and medium-sized enterprises MSMEs		-	Identical under dual numbering
6	IS 18688 : 2024 ISO 44003:2021 ISO 44003:2021	Collaborative business relationship management Guidelines for micro small and medium-sized enterprises on the implementation of the fundamental principles		-	Identical under dual numbering
7	IS/ISO 18841 : 2018 ISO 18841:2018 ISO 18841:2018	INTERPRETING SERVICES - GENERAL REQUIREMENTS AND RECOMMENDATIONS		-	Identical under single numbering
8	IS 19000 : 2022	Online Consumer Reviews		-	Indigenous

		Principles and Requirements for their Collection Moderation and Publication			
9	IS/ISO 19731 : 2017 ISO 19731:2017 ISO 19731:2017	DIGITAL ANALYTICS AND WEB ANALYSES FOR PURPOSES OF MARKET OPINION AND SOCIAL RESEARCH VOCABULARY AND SERVICE REQUIREMENTS		-	Identical under single numbering
10	IS/ISO 20108 : 2017 ISO 20108:2017 ISO 20108:2017	SIMULTANEOUS INTERPRETING QUALITY AND TRANSMISSION OF SOUND AND IMAGE INPUT REQUIREMENTS		-	Identical under single numbering
11	IS/ISO 20109 : 2016 ISO 20109 ISO 20109	SIMULTANEOUS INTERPRETING - EQUIPMENT -REQUIREMENTS		-	Identical under single numbering
12	IS/ISO 20228 : 2019 ISO 20228:2019 ISO 20228:2019	Interpreting services Legal interpreting Requirements		-	Identical under single numbering
13	IS/ISO 20252 : 2019 ISO 20252: 2019 ISO 20252: 2019	MARKET OPINION AND SOCIAL RESEARCH INCLUDING INSIGHTS AND DATA ANALYTICS VOCABULARY AND SERVICE REQUIREMENTS		-	Identical under single numbering
14	IS/ISO 20539 : 2019 ISO 20539: 2019 ISO 20539: 2019	TRANSLATION, INTERPRETING AND RELATED TECHNOLOGY - VOCABULARY		-	Identical under single numbering
15	IS/ISO 20771 : 2020 ISO 20771:2020 ISO 20771:2020	LEGAL TRANSLATION - REQUIREMENTS		-	Identical under single numbering
16	IS/ISO 21720 : 2017 ISO 21720 ISO 21720	XLIFF (XML Localisation interchange file format)		-	Identical under single numbering
17	IS/ISO 22259 : 2019 ISO 22259:2019 ISO 22259:2019	CONFERENCE SYSTEMS - EQUIPMENT - REQUIREMENTS		-	Identical under single numbering
18	IS/ISO/PAS 24019 : 2020 ISO/PAS 24019 ISO/PAS 24019	Simultaneous interpreting delivery platforms - Requirements and recommendations		-	Identical under single numbering
19	IS/ISO 4043 : 2016 ISO 4043: 2016 ISO 4043: 2016	SIMULTANEOUS INTERPRETING - MOBILE BOOTHS - REQUIREMENTS		-	Identical under single numbering
20	IS/ISO/TR 44000 : 2019 ISO/TR 44000:2019 ISO/TR 44000:2019	PRINCIPLES FOR SUCCESSFUL COLLABORATIVE BUSINESS RELATIONSHIP MANAGEMENT		-	Identical under single numbering
21	IS/ISO 44001 : 2017 ISO 44001:2017 ISO 44001:2017	COLLABORATIVE BUSINESS RELATIONSHIP MANAGEMENT SYSTEMS- REQUIREMENTS AND FRAMEWORK		-	Identical under single numbering
22	IS/ISO 44002 : 2019 ISO 44002:2019	COLLABORATIVE BUSINESS RELATIONSHIP		-	Identical under single numbering

	ISO 44002:2019	MANAGEMENT SYSTEMS -GUIDELINES ON THE IMPLEMENTATION OF ISO 44001			

Standards under Development

Projects Approved

SI. No.	Doc No.	Title
		No Records Found

Preliminary Draft Standards

SI. No.	Doc No.	Title
		No Records Found

Drafts Standards in WC Stage

SI. No.	Doc No.	Title
		No Records Found

Draft Standards Completed WC Stage

SI. No.	Doc No.	Title
		No Records Found

Finalized Draft Indian Standard

SI. No.	Doc No.	Title
		No Records Found

Finalized Draft Indian Standards under Print

SI. No.	Doc No.	Title
		No Records Found

Total Published Standards:20 Total Standards Under development:0

Aspect Wise Report

Product : 0
Code of Practices : 0
Methods of Test : 0
Terminology : 3
Dimensions : 0
System Standard : 0
Safety Standard : 0
Others : 1
Service Specification : 18
Process Specification : 0
Unclassified : 0

Annexure-I :List of Indian Standards Withdrawn/Superseded

SI. No.	IS No. & Year	Title
1	IS/ISO 20488 : 2018	ONLINE CONSUMER REVIEWS PRINCIPLES AND REQUIREMENTS FOR THEIR

Annexure-II :List of Indian Product Standards

SI. No.	IS No. & Year	Title
		No Records Found