BUREAU OF INDIAN STANDARDS

Program of Work

SSD 19 : Basic Standards on Services

Scope: a) Formulation of Basic and Generic Indian Standards on Terminology, Classification, Human Skills, Contracts, Agreement, Delivery Modes, Performance, Measurements, Monitoring, Analytics, Analysis, Security, Customer Expectation and other related aspects of services. b) Coordination with ISO/TC 312 – ISO technical committee on Excellence in Service

Liaison: **ISO TC-312 (P):** *Excellence in service* **ISO TC-312 (P):** *Principles, model and measurement* **ISO TC-312 (P):** *Design of excellent services* **ISO TC-312 (P):** *Public Services* **ISO TC-312 (P):** *Digital service excellence*

Published Standards

S.No	IS No.	TITLE	Reaffirm M-Y	No. of Amds	Eqv.
1	IS 17957 : 2022 ISO/TS 24082 ISO/TS 24082	Service excellence Designing excellent service to achieve outstanding customer experiences		-	Identical under dual numbering
2	IS 18106 : 2022 ISO 23592:2021 ISO 23592:2021	Service excellence- Principles and model		-	Identical under dual numbering
3	IS 20000 : 2024	SERVICES - GLOSSARY OF TERMS		-	Indigenous

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:2 Total Standards Under development:0

Aspect Wise Report

Product : 0

Code of Practices : 0

Methods of Test : 0

Terminology : 1

Dimensions : 0

System Standard : 0

Safety Standard : 0

Others : 0

Service Specification : 2

Process Specification : 0

Unclassified : 0

Annexure-I :List of Indian Standards Withdrawn/Superseded

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

Annexure-II :List of Indian Product Standards

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