

BUREAU OF INDIAN STANDARDS

Program of Work

MSD 2 : Quality Management

Scope: Standardization in the field of generic quality management system including quality assurance, quality systems, quality manuals; generic standards, guides and guidelines documents.

Liaison: **ISO TC-176 (P):** *Quality management and quality assurance* **ISO TC-176 SC-1 (P):** *Concepts and terminology* **ISO TC-176 SC-2 (P):** *Quality systems* **ISO TC-176 SC-3 (P):** *Supporting technologies*

Published Standards

S.No	IS No.	TITLE	Reaffirm M-Y	No. of Amds	Eqv.
1	IS/ISO 10001 : 2018 ISO 10001 : 2018 Reviewed In : 2023 ISO 10001:2018	Quality Management — Customer Satisfaction Guidelines for Codes of Conduct for Organizations (First Revision)	July, 2023	-	Identical under single numbering
2	IS/ISO 10002 : 2018 ISO 10002 : 2018 Reviewed In : 2023 ISO 10002:2018	Quality Management — Customer Satisfaction — Guidelines for Complaints Handling in Organizations (First Revision)	July, 2023	-	Identical under single numbering
3	IS/ISO 10003 : 2018 ISO 10003 : 2018 Reviewed In : 2023 ISO 10003:2018	Quality Management — Customer Satisfaction — Guidelines for Dispute Resolution External to Organizations (First Revision)	July, 2023	-	Identical under single numbering
4	IS/ISO 10004 : 2018 ISO 10004 : 2018 Reviewed In : 2023 ISO 10004:2018	Quality Management “ Customer Satisfaction Guidelines for Monitoring and Measuring (First Revision)	July, 2023	-	Identical under single numbering
5	IS/ISO 10005 : 2018 ISO 10005 : 2018 Reviewed In : 2023 iso 10005	Quality Management — Guidelines for Quality Plans (Second Revision)	July, 2023	-	Identical under single numbering
6	IS/ISO 10006 : 2017 ISO 10006 : 2017 Reviewed In : 2023 ISO 10006	Quality Management Systems — Guidelines for Quality Management in Projects (Second Revision)	July, 2023	-	Identical under single numbering
7	IS/ISO 10007 : 2017 ISO 10007 : 2017 Reviewed In : 2023 ISO 2017	Quality management - Guidelines for configuration management (Second Revision)	July, 2023	-	Identical under single numbering
8	IS/ISO 10008 : 2013 ISO 10008 : 2013 Reviewed In : 2018 ISO 10008:2022	Quality management - Customer satisfaction - Guidelines for business - To - Consumer electronic commerce transactions	October, 2018	-	Identical under single numbering
9	IS/ISO 10008 : 2022 ISO 10008:2022 ISO 10008:2022	Quality Management “ Customer Satisfaction “ Business-to-Consumer Electronic		-	Identical under single numbering

		Commerce Transactions “€” Guidelines (First Revision)			
10	IS/ISO 10010 : 2022 ISO 10010: 2022 ISO 10010: 2022	Quality Management Guidance to Understand Evaluate and Improve Organizational Quality Culture		-	Identical under single numbering
11	IS/ISO 10012 : 2003 ISO 10012 : 2003 Reviewed In : 2020 ISO 2003	Measurement management systems - Requirements for measurement processes and measuring equipment (First Revision)	September, 2020	-	Identical under single numbering
12	IS/ISO 10013 : 2021 ISO 10013: 2021 ISO 10013: 2021	Quality Management Systems - Guidance for documented information Second Revision		-	Identical under single numbering
13	IS/ISO 10014 : 2021 ISO 10014: 2021 ISO 10014: 2021	Quality Management Systems - Managing an organization for quality results - Guidance for realizing financial and economic benefits First Revision		-	Identical under single numbering
14	IS/ISO 10015 : 2019 10015 10015	Guidelines for competence management and people development First Revision		-	Identical under single numbering
15	IS/ISO 10017 : 2021 10017 10017	Quality management Guidance on statistical techniques for ISO 9001:2015		-	Identical under single numbering
16	IS/ISO 10018 : 2020 10018 10018	Quality management Guidance for people engagement First Revision		-	Identical under single numbering
17	IS/ISO 10019 : 2005 ISO 10019 : 2005 Reviewed In : 2020 ISO 2005	Guidelines for the selection of quality management system consultants and use of their services	September, 2020	-	Identical under single numbering
18	IS/ISO/TS 10020 : 2022 ISO/TS 10020: 2022 ISO/TS 10020: 2022	Quality Management Systems $i_c^{1/2}$ Organizational Change Management $i_c^{1/2}$ Processes		-	Identical under single numbering
19	IS 10708 : 2017 Reviewed In : 2021	Guide for the analysis of quality costs (Second Revision)	August, 2021	-	Indigenous
20	IS 12040 : 2016 Reviewed In : 2021	Development of Supplier Evaluation and Performance Rating System - Guidelines	August, 2021	-	Indigenous
21	IS 15171 : 2017 Reviewed In : 2021	Guidelines for establishing and implementing 5 - Sconcept (First Revision)	August, 2021	-	Indigenous
22	IS 15610 : 2006 Reviewed In : 2021	Guidelines for measurement of customer satisfaction	August, 2021	-	Indigenous
23	IS 15700 : 2018 Reviewed In : 2022	Quality management systems - Requirements for service quality by public service organizations	January, 2022	-	Indigenous
24	IS 15800 : 2007 Reviewed In : 2022	Quality management systems - Guidelines for service quality by public service organizations	January, 2022	-	Indigenous
25	IS 16070 : 2013 Reviewed In : 2021	Quality management systems - Particular requirements for the application of iso 9001 : 2008 for power sector equipment manufacturing, service and utility organization	April, 2021	-	Indigenous
26	IS 16677 : 2017	Quality management - Customer	April, 2022	-	Indigenous

	Reviewed In : 2022	satisfaction - Requirements for complaint handling in organization			
27	IS/ISO 18091 : 2019 ISO 18091: 2019 ISO 18091 : 2014	Quality Management Systems - Guidelines for the application of ISO 9001 in local government (First Revision)		-	Identical under single numbering
28	IS/ISO 19011 : 2018 ISO 19011 : 2018 Reviewed In : 2024 IS/ISO 19011	Guidelines for auditing management systems (Second Revision)	May, 2024	-	Identical under single numbering
29	IS/ISO 20700 : 2017 ISO 20700: 2017 ISO 20700: 2017	Guidelines for Management Consultancy Services		-	Identical under single numbering
30	IS/ISO/TS 22163 : 2017 ISO/TS 22163 : 2017 Reviewed In : 2020 ISO/ TS 22163	Railway Applications " Quality Management System " Business Management System Requirements for Rail Organizations: ISO 9001 : 2015 and Particular Requirements for Application in the Rail Sector	February, 2020	-	Identical under single numbering
31	IS/ISO 37500 : 2014 ISO 37500 : 2014 Reviewed In : 2020 ISO 37500	Guidance on outsourcing	September, 2020	-	Identical under single numbering
32	SP 68 : 2005 ISO/TR 10017:2003 Reviewed In : 2020 SP 68: 2005	Guidance on statistical techniques for ISO : 9001 : 2000 (First Revision)	September, 2020	-	Identical under single numbering
33	IS/ISO 9000 : 2015 ISO 9000 : 2015 Reviewed In : 2020 ISO 9000 : 2015	Quality management systems - Fundamentals and vocabulary (Fourth Revision)	September, 2020	-	Identical under single numbering
34	IS/ISO 9001 : 2015 ISO 9001 : 2015 Reviewed In : 2020 ISO 2015	Quality management systems - Requirements (Fourth Revision)	September, 2020	-	Identical under single numbering
35	IS/ISO/TS 9002 : 2016 Reviewed In : 2023 ISO/TS 9002 : 2016	Quality Management Systems " Guidelines for the Application of ISO 9001 : 2015	July, 2023	-	Identical under single numbering
36	IS/ISO 9004 : 2018 ISO 9004 : 2018 Reviewed In : 2023 ISO 2018	Quality management - Quality of an organization - Guidance to achieve sustained success (Seventh Revision)	July, 2023	-	Identical under single numbering

Standards under Development

Projects Approved

SI. No.	Doc No.	Title
<i>No Records Found</i>		

Preliminary Draft Standards

SI. No.	Doc No.	Title
<i>No Records Found</i>		

Drafts Standards in WC Stage

SI. No.	Doc No.	Title
<i>No Records Found</i>		

Draft Standards Completed WC Stage

SI. No.	Doc No.	Title
<i>No Records Found</i>		

Finalized Draft Indian Standard

SI. No.	Doc No.	Title
1	MSD 2 (24025)	Quality management - Guidance for quality tools and their application
2	MSD 2 (24033) Revision of: IS 16677:2017	Quality Management Customer Satisfaction Requirements for Complaint Handling in Organization First Revision
3	MSD 2 (25011)	Quality management systems - Particular requirements for the application of iso 9001 2008 for power sector equipment manufacturing service and utility organization Amendment - 1
4	MSD 2 (25090)	Quality Management Systems Requirements AMENDMENT 1 Climate Action Changes

Finalized Draft Indian Standards under Print

SI. No.	Doc No.	Title
<i>No Records Found</i>		

Total Published Standards:33 Total Standards Under development:4

Aspect Wise Report

Product : 0
Code of Practices : 1
Methods of Test : 0
Terminology : 1
Dimensions : 0
System Standard : 7
Safety Standard : 0
Others : 26
Service Specification : 0
Process Specification : 0
Unclassified : 0

Annexure-I :List of Indian Standards Withdrawn/Superseded

SI. No.	IS No. & Year	Title
1	IS/ISO 10011-1 : 1990	Guidlines for Auditing Quality Systems - Part 1 Auditing
2	IS/ISO 10011-2 : 1991	Guidlines for Auditing Quality Systems - Part 2 Qualitfication Criteria for Quality Systems Auditors
3	IS/ISO 10011-3 : 1991	Guidlines for Auditing Quality Systems - Part 3 Management of Audit Programmes
4	IS/ISO 10012-1 : 1992 Reviewed In : 1998	Quality Assurance for Measuring Equipment - Part 1 Metrological Confirmation System for Measuring Equipment
5	IS/ISO 10012-2 : 1997 Reviewed In : 2003	Quality Assurance for Measuring Equipment - Part 2 Guidelines for Control of Measurement Processes
6	IS 10201 (Part 1) : 1988	Quality Systems Part 1 Vocabulary
7	IS 10201 (Part 2) : 1988	Quality Systems Part 2 Guidelines For Selection And Use Of Standards On Quality Systems
		Quality Systems Part 3 Guidelines On Elements Of Quality Management System

8	IS 10201 (Part 3) : 1989	
9	IS 10201 (Part 4) : 1989	Quality systems Part 4 Model for quality assurance in design development production installation and servicing
10	IS 10201 (Part 5) : 1988	Quality Systems Part 5 Model for quality assurance in production and installation
11	IS 10201 (Part 6) : 1988	Quality Systems Part 6 Model for quality assurance in final inspection and test
12	IS 14011 (Part 1) : 1991	Guidelines for Auditing Quality Systems - Part 1 Auditing SEE IS ISO 10011-1
13	IS 14012 (Part 1) : 1993	Quality Assurance Requirements for Measuring Equipment - Part 1 Metrological Confirmation System for Measuring Equipment SEE IS ISO 10012-1
14	IS 15400 : 2003	Complaints Handling - Guidelines for Organizations
15	IS/ISO 16592 : 2016 ISO 10004 : 2012 ISO 10004: 2012	Quality Management - Customer Satisfaction - Guidelines for Monitoring and Measuring
16	IS/ISO/TS 16949 : 2009 ISO TS 16949 : 2009 Reviewed In : 2015 ISO TS 16949 : 2009	Quality Management Systems - Particular Requirements for the Application of ISO 9001 2008 for Automotive Production and Relevant Service Part Organizations
17	SP 59 : 1993 Reviewed In : 2004	Guidelines on Matters of Interest to Consumers - Product Information Including Instructions for Use and Packaging Standard Methods of Measuring Performance and Comparative testing
18	SP 60 : 1993 Reviewed In : 2004	Guidelines for Competence Acceptance and Accreditation of Laboratories Inspection Bodies Certification Bodies and Systems of Certification
19	SP 63 : 2007	Explanatory Guide On IS ISO 9001 2000
20	SP 65 : 1998	Handbook on IS ISO 9000 for Small Businesses
21	SP 67 : 2000	Guidelines for Managing the Economics of Quality
22	IS 7200 (Part 3) : 1982 Reviewed In : 2009	Presentation of Statistical Data - Part III Management Information Systems - Quality Control
23	IS/ISO 8402 : 1994	Quality Management and Quality Assurance - Vocabulary
24	IS/ISO 9000-1 : 1994 Reviewed In : 2000	Quality management and quality assurance standards - Part 1 Guidelines for selection and use
25	IS/ISO 9000-2 : 1997	Quality management and quality assurance standards - Part 2 Generic guidelines for the application of ISO 9001 ISO 9002 and ISO 9003
26	IS/ISO 9000-3 : 1997	Quality management and quality assurance standards - Part 3 Guidelines for the application of ISO 9001 1994 to the development supply installation and maintenance of computer software
27	IS/ISO 9000-4 : 1993 Reviewed In : 1998	Quality Management and Quality Assurance Standards - Part 4 Guide to Dependability Programme Management
28	IS/ISO B9001 : 2000 Reviewed In : 2005	Quality Management Systems - Requirements BI-LINGUAL
29	IS/ISO 9002 : 1994 Reviewed In : 2000 ISO 2016	Quality Systems - Model for Quality Assurance in Production Installation and Servicing
30	IS/ISO 9003 : 1994 Reviewed In : 2000	Quality Systems - Model for Quality Assurance in Final Inspection Test
31	IS/ISO 9004-1 : 1994 Reviewed In : 2000	Quality management and quality system elements - Part 1 Guidelines
32	IS/ISO 9004-2 : 1991 Reviewed In : 1998	Quality management and quality system elements - Part 2 Guidelines for services
33	IS/ISO 9004-3 : 1993 Reviewed In : 1998	Quality Management and Quality System Elements Part 3 Guidelines for Processed Materials
34	IS/ISO 9004-4 : 1993 Reviewed In : 1998	Quality Management and Quality System Elements - Part 4 Guidelines for Quality Improvement

Annexure-II :List of Indian Product Standards
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SI. No.	IS No. & Year	Title
<i>No Records Found</i>		