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* **ISO TC-342 (P):** *Management consultancy*

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 â€" 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 : 2022 ISO 10008:2022 ISO 10008:2022	Quality Management â€" Customer Satisfaction â€" Business-to-Consumer Electronic Commerce Transactions â€" Guidelines (First Revision)		-	Identical under single numbering
9	IS/ISO 10010 : 2022 ISO 10010: 2022	Quality Management Guidance to Understand Evaluate and Improve		-	Identical under single numbering

	ISO 10010 : 2022	Organizational Quality Culture			
10	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
11	IS/ISO 10013 : 2021 ISO 10013: 2021 ISO 10013: 2021	Quality Management Systems - Guidance for documented information Second Revision		-	Identical under single numbering
12	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
13	IS/ISO 10015 : 2019 10015 10015	Guidelines for competence management and people development First Revision		-	Identical under single numbering
14	IS/ISO 10017 : 2021 10017 10017	Quality management Guidance on statistical techniques for ISO 9001:2015		-	Identical under single numbering
15	IS/ISO 10018 : 2020 10018 Reviewed In : 2024 10018	Quality management Guidance for people engagement First Revision	September, 2024	-	Identical under single numbering
16	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
17	IS/ISO/TS 10020 : 2022 ISO/TS 10020: 2022 ISO/TS 10020: 2022	Quality Management Systems ï¿½ Organizational Change Management ï¿½ Processes		-	Identical under single numbering
18	IS 10708 : 2017 Reviewed In : 2021	Guide for the analysis of quality costs (Second Revision)	August, 2021	-	Indigenous
19	IS 12040 : 2016 Reviewed In : 2021	Development of Supplier Evaluation and Performance Rating System - Guidelines	August, 2021	-	Indigenous
20	IS 15171 : 2017 Reviewed In : 2021	Guidelines for establishing and implementing 5 - Sconcept (First Revision)	August, 2021	-	Indigenous
21	IS 15610 : 2006 Reviewed In : 2021	Guidelines for measurement of customer satisfaction	August, 2021	-	Indigenous
22	IS 15700 : 2018 Reviewed In : 2022	Quality management systems - Requirements for service quality by public service organizations	January, 2022	-	Indigenous
23	IS 15800 : 2007 Reviewed In : 2022	Quality management systems - Guidelines for service quality by public service organizations	January, 2022	-	Indigenous
24	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	1	Indigenous
25	IS 16677 : 2017 Reviewed In : 2022	Quality management - Customer satisfaction - Requirements for complaint handling in organization	April, 2022	-	Indigenous
26	IS/ISO 18091 : 2019	Quality Management Systems -		-	Identical under single

#	Doc No.	Title			
	ISO 18091: 2019 ISO 18091 : 2014	Guidelines for the application of ISO 9001 in local government (First Revision)			numbering
27	IS 18901 : 2024 ISO 10009 ISO 10009	Quality management - Guidance for quality tools and their application		-	Identical under dual 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 Reviewed In : 2024 ISO 20700: 2017	Guidelines for Management Consultancy Services	June, 2024	-	Identical under single numbering
30	IS/ISO/TS 22163 : 2017 ISO/TS 22163 : 2017 Reviewed In : 2020 ISO/ TS 22163	Railway Applications â€" Quality Management System â€" 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 Rivision)	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	1	Identical under single numbering
35	IS/ISO/TS 9002 : 2016 Reviewed In : 2023 ISO/TS 9002 : 2016	Quality Management Systems â€" 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
		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
1	MSD 2 (24033) Revision of: IS 16677:2017	Quality Management Customer Satisfaction Requirements for Complaint Handling in Organization First Revision

Total Published Standards:33 Total Standards Under development:1

Aspect Wise Report

Product : 0
Code of Practices : 1
Methods of Test : 0
Terminology : 1
Dimensions : 0
System Standard : 7
Safety Standard : 0
Others : 27
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
8	IS 10201 (Part 3) : 1989	Quality Systems Part 3 Guidelines On Elements Of Quality Management System
9	IS 10201 (Part 4) : 1989	Quality systems Part 4 Model for quality assurance in design development production installation and servicing
		Quality Systems Part 5 Model for quality assurance in production and installation

10	IS 10201 (Part 5) : 1988	
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

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