

BUREAU OF INDIAN STANDARDS

MINUTES

<i>Committee</i>	<i>Meeting No.</i>	<i>Day, Date and Time</i>	<i>Venue</i>
Subcommittee on Excellence in Services, SSD 19:2	6 th Meeting	Tuesday, 01 October 2024, 1030 hrs.	Hybrid Meeting

**Convenor: Shri Venkataram Arabolu
In Personal Capacity**

**Member Secretary: Shri Darpan Chalia
Scientist-C, BIS**

Members Present: See Annex – A (Page no. 5)

ITEM 0 GENERAL

0.1 Welcome Remark by BIS.

Shri Darpan Chalia, Member Secretary welcomed all the members in the 6th meeting of the Subcommittee on Service Excellence, SSD 19:2. He provided an overview of the newly established International Participation Guidelines at ISO and underscored the importance of active Indian involvement in the ISO working groups of “ISO/TC 312 – Excellence in Services”. He encouraged members to share their insights and suggestions for under development standards.

0.2 Opening Remarks by Shri Venkataram Arabolu, Convenor, SSD 19:2.

Shri Venkataram Arabolu, warmly welcomed all the members present at the 6th meeting of the Subcommittee on Excellence in Services, SSD 19:2. He emphasized the importance of Indian experts’ involvement in the standardization activity of “ISO/TC 312 – Excellence in Services”. He requested all members to actively participate in the development of standards.

ITEM 1 SCOPE AND COMPOSITION OF SUBCOMMITTEE, SSD 19:2

1.1 The Subcommittee reviewed the composition of the Subcommittee, SSD 19:2 as given in **Item 1.1** of the agenda and recommended no changes are required in the current scope and composition.

ITEM 2 NEW INTERNATIONAL PARTICIPATION GUIDELINES

2.1 The Subcommittee noted the information given in **Item 2.1** of the agenda.

ITEM 3 PROJECTS UNDER DEVELOPMENT ISO/TC 312 AND ITS WORKING GROUPS

3.1 The Subcommittee examined the ongoing projects under ‘ISO/TC 312 – Excellence in Services’ and assigned their priorities based on the level of interest in each subject. The following

working groups have been constituted, along with their composition under the NMC and experts have been nominated for participation in the ISO working groups:

S. No	Project Title	Priority	ISO Working Group	NMC Working Groups (Along with their composition)	Experts for ISO working group participation
1.	<i>ISO/WD TS 19387 - Service Excellence — Maturity Model</i>	Medium	ISO/TC 312/WG 01 - Principles, model and measurement	<p>Working Group on Service Excellence — Maturity Model SSD 19/WG02.</p> <p><u>Composition:</u></p> <p>a) Dr. Pralok Gupta, In Personal Capacity. (<i>Convenor</i>)</p> <p>b) Shri Sanjay Goswami, Scientist – G, DDGW, BIS.</p> <p>c) Dr. K.K Raman, In Personal Capacity.</p> <p>d) Shri Lalit Kumar Mehta, In Personal Capacity.</p>	<p>a) Shri Sanjay Goswami, Scientist -G, DDGW, BIS</p> <p>b) Dr. Pralok Gupta, In Personal Capacity</p>
2.	<i>ISO/WD TS 19390 - Service excellence — Implementation approach for ISO 23592</i>	Medium	WG 02	<p>Working Group on Service excellence — Implementation approach for ISO 23592</p> <p><u>Composition:</u></p> <p>a) Shri Venkataram Arabolu, In Personal Capacity. (<i>Convenor</i>)</p> <p>b) Shri Ravi Mahamuni, Principal Scientist, leading design research, TCS.</p> <p>c) Shri Anupam Kaul, In Personal Capacity.</p>	<p>a) Shri Ravi Mahamuni, Principal Scientist, leading design research, TCS.</p> <p>b) Shri Darpan Chalia, Scientist – C/Member Secretary, SSD 19.</p>

3.	ISO/FDIS 11367 - Service excellence — Principles and model for public service organizations	Medium	WG 04	The Subcommittee discussed and decided not to constitute a working group for this subject, as it is nearing completion.	<p>a) Shri Anupam Kaul, In Personal Capacity.</p> <p>b) Smt. Deepali Sharma, Additional Director, Ministry of Information and Broadcasting.</p>
4.	ISO/AWI TS 19384 - Service Excellence - Guidelines for application of digital approaches to achieve Service Excellence	Medium	WG 05	<p>Working group on Service Excellence - Guidelines for application of digital approaches.</p> <p><u>Composition:</u></p> <p>a) Smt. Deepali Sharma, Additional Director, Ministry of Information and Broadcasting. (Convenor)</p> <p>b) Shri Ravi Mahamuni, Principal Scientist, leading design research, TCS.</p> <p>c) Dr. Pralok Gupta, In Personal Capacity.</p> <p>d) Shri Darpan Chalia, Scientist – C/Member Secretary, SSD 19.</p>	<p>a) Shri Anupam Kaul, In Personal Capacity.</p> <p>b) Smt. Deepali Sharma, Additional Director, Ministry of Information and Broadcasting.</p> <p>c) Shri Darpan Chalia, Scientist – C/Member Secretary, SSD 19.</p>

ITEM 4 ADOPTION OF ISO STANDARDS AS AN INDIAN STANDARDS

4.1 Member Secretary gave a presentation on 'ISO/TS 23686:2022 – Service Excellence — Measuring Service Excellence Performance,' providing an overview of the standard and highlighting its importance.

4.2 The Subcommittee discussed the adoption of the following ISO standards as Indian Standards and requested members to provide their recommendation, with justification, within *three weeks* whether to adopt or not:

- a) ISO/TS 23686:2022 – Service excellence — Measuring service excellence performance.
- b) ISO/TR 7179:2023 – Service excellence — Practices for achieving service excellence.

ITEM 5 DATE AND PLACE OF NEXT MEETING

It was decided to hold the next meeting of the subcommittee in consultation with the Convenor.

ITEM 6 ANY OTHER BUSSINESS

In the absence of any other business, the meeting ended with a hearty vote of thanks to the Convenor and other eminent members present in the meeting.

ANNEX – A

Members Present:

1. Shri Sanjay Goswami, Scientist – G, DDGW, BIS.
2. Dr. Deepali Sharma, Additional Director, Ministry of Information and Broadcasting.
3. Shri Ravi Mahamuni, Principal Scientist, Head Design Research, Tata Consultancy Services Limited, Pune.
4. Shri Anupam Kaul, In Personal Capacity.
5. Dr. K. K Raman, In Personal Capacity.
6. Shri Lalit Kumar Mehta, In Personal Capacity.
7. Dr. Pralok Gupta, In Personal Capacity.