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BUREAU OF INDIAN STANDARDS

AGENDA

<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

ITEM 0 GENERAL

0.1 Welcome Remark by BIS.

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

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

1.1 The present Scope and Composition of the Subcommittee, SSD 19:2 is given below:

SCOPE:

“Standardization in the field of excellence in services and coordination with the work of ISO/TC 312 – Excellence in Service as Participating member including voting on ISO documents”

COMPOSITION:

S. No.	Organization	Represented by
1.	In Personal Capacity	Shri Venkataram Arabolu (<i>Convenor</i>)
2.	Bureau of Indian Standards	Shri Sanjay Goswami, Scientist – G/DDGW
3.	Confederation of Indian Industry (CII)	Shri Vipin Sahni, Executive Director
4.	Federation of Indian Chambers of Commerce & Industry, New Delhi	Shri Mritunjay Kumar, Deputy Director
5.	Ministry of Information and Broadcasting	Smt. Deepali Sharma, Additional Director
6.	Tata Consultancy Services, Mumbai	Dr. Ravi Mahamuni
7.	In Personal Capacity	Shri Anupam Kaul
8.	In Personal Capacity	Dr. K. K Raman
9.	In Personal Capacity	Shri Lalit Kumar Mehta

10.	In Personal Capacity	Dr Shenoy Robinson
11.	In Personal Capacity	Shri Harish Nagpal
12.	In Personal Capacity	Dr. Pralok Gupta

*The committee may kindly **REVIEW** the Composition.*

ITEM 2 NEW INTERNATIONAL PARTICIPATION GUIDELINES

2.1 The following New International Participation Guidelines issued by Competent Authority, BIS:

- a) Indicate the Level of Interest in respect of each of the NWIPs/draft standards received as High (H) or Medium (M).
- b) Designate one or two members of the SC to represent BIS in respect of the standards of the Level H (High) and M(Medium). The designated experts will be the face and voice of BIS for that project at the ISO/IEC level.
- c) The designated expert shall have the responsibilities of sharing detailed comments on the Drafts/documents received from ISO/IEC, helping the SC in putting together the rationale for proposing NWIPs and firming up proposals for leadership positions and secretariats and briefing the SC on the deliberations at ISO/EC level.
- d) The continuation of a SC member shall be performance-based.
- e) Ideally, for every subject of Standardization there shall be a Working Group of domain area experts, with a clearly articulated ToR and timeframe. Each of the SCs shall, therefore, examine the existing Working Groups with reference to the task assigned and the progress of work, and reconstitute the WGs, if felt necessary.

*The Committee may kindly **NOTE**.*

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

3.1 The following are the projects under development by the ISO Technical Committee, ISO/TC 312 – Excellence in Services, along with the scope of each document and the respective working group responsible for its development:

S. No.	Project Title	SCOPE	Working Group	Level of Interest	Proposed Experts
1.	ISO/FDIS 11367 - Service excellence — Principles and model for public	This document specifies the service excellence terminology, principles and model so that public service organizations	WG 04		a) Shri Anupam Kaul, In Personal Capacity.

	service organizations	that deliver services could provide outstanding experience to their key stakeholders such as the society (the citizens) they serve as well as other partner organizations they interact with for the purpose of delivering the excellent service.			b) Smt. Deepali Sharma, Additional Director, Ministry of Information and Broadcasting.
2.	ISO/AWI TS 19384 - Service Excellence - Guidelines for application of digital approaches to achieve Service Excellence	This document specifies the guidelines to apply ISO 23592, including principles, models, and specific application methods to achieve service excellence by using digital approaches. This document applies to organizations having or planning to have digital service management systems.	WG 05		a) Shri Anupam Kaul, In Personal Capacity. b) Smt. Deepali Sharma, Additional Director, Ministry of Information and Broadcasting. c) Shri Darpan Chalia, Scientist – C/Member Secretary, SSD 19.
3.	ISO/WD TS 19387 - Service Excellence — Maturity Model	This document provides the principles and guidance for a service excellence maturity model (SEMM). This document helps organizations to determine their own maturity level with regard to service excellence as defined in ISO 23592 and gives guidance for future improvements.	WG 01		a) Dr. Pralok Gupta, In Personal Capacity. b) Shri Sanjay Goswami, DDGW/Sc.-G
4.	ISO/WD TS 19390 - Service	This document provides guidance to	WG 02		a) Shri Ravi Mahamuni, TCS.

	excellence — Implementation approach for ISO 23592	organizations on how to implement Service Excellence based on ISO 23592. This document can be used in conjunction with ISO/TS 24082 and ISO/TS 23686			b) Shri Darpan Chalia, Scientist – C, BIS
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*The committee may kindly **EXAMINE** the subjects and **DECIDE** the level of interest and proposed experts for each project.*

ITEM 4 ADOPTION OF ISO STANDARDS AS AN INDIAN STANDARDS

4.1 ISO technical committee ISO/TC 312 – Excellence in service has published **04** standards so far, out of which **02** standards have been adopted by BIS, India. Further, the following standard has been published by ISO but not adopted by BIS, India:

S. No.	Document No. & Name	Abstract
1.	ISO/TS 23686:2022 – Service excellence — Measuring service excellence performance <i>(Separately attached)</i>	This document specifies metrics and methods of measuring service excellence performance.
2.	ISO/TR 7179:2023 – Service excellence — Practices for achieving service excellence <i>(Separately attached)</i>	This document provides practices for achieving service excellence. This document can be used when applying ISO 23592 and ISO/TS 24082.

*The Subcommittee may **DISCUSS** and **DECIDE** on the above-mentioned International Standard for **ADOPTION** as Indian Standard with justification and determine the level of interest.*

ITEM 5 DATE AND PLACE OF NEXT MEETING

ITEM 6 ANY OTHER BUSSINESS