

BUREAU OF INDIAN STANDARDS

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भारतीय मानक मसौदा

Draft Indian Standard

SERVICE EXCELLENCE — PRINCIPLES AND MODEL FOR PUBLIC SERVICE ORGANIZATIONS

ICS 03.080.01

**Basic Standards on Services
Sectional Committee, SSD 19**

Last date of Comments: 30 January 2024

NATIONAL FOREWORD

(Formal clauses to be added later)

This draft Indian Standard is identical with ISO/FDIS 11367 'Service Excellence — Principles and Model for Public Service Organizations' issued by International Organization for Standardization (ISO) will be adopted by the Bureau of Indian Standards on recommendation of the Basic Standards on Services Sectional Committee, SSD 19 and approval of the Service Sector Division Council.

The text of ISO Standard may be approved as suitable for publication as an Indian Standard without deviations. Certain terminologies and conventions are, however, not identical to those used in Indian Standards. Attention is particularly drawn to the following:

- a) Wherever the words 'International Standard' appear referring to this standard, they should be read as 'Indian Standard'.
- b) Comma (,) has been used as a decimal marker, while in Indian Standards, the current practice is to use a point (.) as the decimal marker.

In reporting the result of a test or analysis made in accordance with this standard, if the final value, observed or calculated, is to be rounded off, it shall be done in accordance with IS 2 : 1960 'Rules for rounding off numerical values (revised)'. The number of significant places retained in the rounded off value should be same as that of the specified value in this standard.

Scope of ISO/FDIS 11367 is as follows:

This document establishes the principles of public service excellence and gives guidance on a public service excellence model.

This document is applicable to public service organizations that deliver services and aim to provide an outstanding experience to their key stakeholders, such as the society (the citizens) they serve, and other partner organizations for the purpose of delivering excellent service.

Note: The Technical content of this document has not been enclosed as these are identical with the corresponding ISO document. For details kindly contact:

Head

Service Sector Department

Bureau of Indian Standards 9,

B.S. Zafar Marg, New Delhi-110002

Email: ssd@bis.gov.in

Tel: 011-23608350