



جمهوری اسلامی ایران

سازمان ملی استاندارد



کمیته ملی استاندارد های ایزو

دفتر مطالعات تطبیقی و مشارکت در تدوین استاندارد های بین المللی

نشست تاسیس کمیته فنی متناظر

“ISIRI/TC 312”

Excellence in service

ISO/TC 312

Excellence in service

About

Secretariat: [DIN](#)

Secretary: [Mr Matthias Kritzler-Picht](#)

Chairperson (until end 2020): [Mr Prof. Dr Matthias Gouthier](#)

ISO Technical Programme Manager : [Mr Stefan Marinkovic](#)

ISO Editorial Programme Manager : [Mr David Reid](#)

Creation date: 2017

Scope

Standardization in the field of excellence in service.

Structure

Reference	Title
ISO/TC 312/TG 1	Communication
ISO/TC 312/TG 2	Strategic Business Plan

Secretariat

[DIN Germany](#)

DIN Deutsches Institut für Normung e.V

Participating Members (16)

- Barbados (BNSI)
 - Belgium (NBN)
 - China (SAC)
 - Colombia (ICONTEC)
 - Cyprus (CYS)
 - Finland (SFS)
 - France (AFNOR)
 - Germany (DIN)
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- India (BIS)
 - Ireland (NSAI)
 - Japan (JISC)
 - Jordan (JSMO)
 - Korea, Republic of (KATS)
 - Saudi Arabia (SASO)
 - Sweden (SIS)
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- United Kingdom (BSI)

Observing Members (18)

- Bulgaria (BDS)
 - Canada (SCC)
 - Czech Republic (UNMZ)
 - Ecuador (INEN)
 - Egypt (EOS)
 - Hungary (MSZT)
 - Iran, Islamic Republic of (ISIRI)
 - Israel (SII)
 - Italy (UNI)
 - Malaysia (DSM)
 - Netherlands (NEN)
 - Norway (SN)
 - Singapore (ESG)
 - Slovakia (UNMS SR)
 - South Africa (SABS)
 - Spain (UNE)
 - Switzerland (SNV)
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- Thailand (TISI)

ISO standards under development (2)

Standard and/or project under the direct responsibility of ISO/TC 123 Secretariat (37)

ISO/AWI 23592 [Under development]

Service Excellence -- Principles and model

ISO/AWI TS 23686 [Under development]

Measurement and evaluation of service excellence

BUSINESS PLAN

ISO/TC 312 “Excellence in service” EXECUTIVE SUMMARY

All ISO technical committees prepare a strategic business plan for their field of activity within 18 months of their creation. The strategic business plan describes the main aspects and dynamics of the economic, social, regulatory or other environment in which the committee operates, as well as its main objectives and current strategies, its internal structure and cooperation with other organizations. It includes the areas of activities of all the subcommittees operating under a technical committee.

ISO invites members of the public and special interest groups to review any of these strategic business plans and to provide comments, which will be taken into consideration by the technical committee at its next review. Please send any comments to tmb@iso.org.

The template for preparing a strategic business plan can be downloaded [here](#).