

**Joint ITU-T & G3ict Forum 2008**

**“The Convention on the Rights of Persons with Disabilities:  
Challenges and Opportunities for ICT Standards”**

# **ISO 9000 Quality Management System and Accessibility**

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# Contents

- Overview of ISO
- ISO and Accessibility
- ISO/IEC Policy and Guide on Accessibility
- ISO 9000 and Accessibility
- ISO 9000 sector applications
- Accessibility issues in ISO 9001
- How can ISO 9001 address Accessibility
- Conclusions

# Overview of ISO

## The leading international standardization organizations



Multi-discipline and cross sector



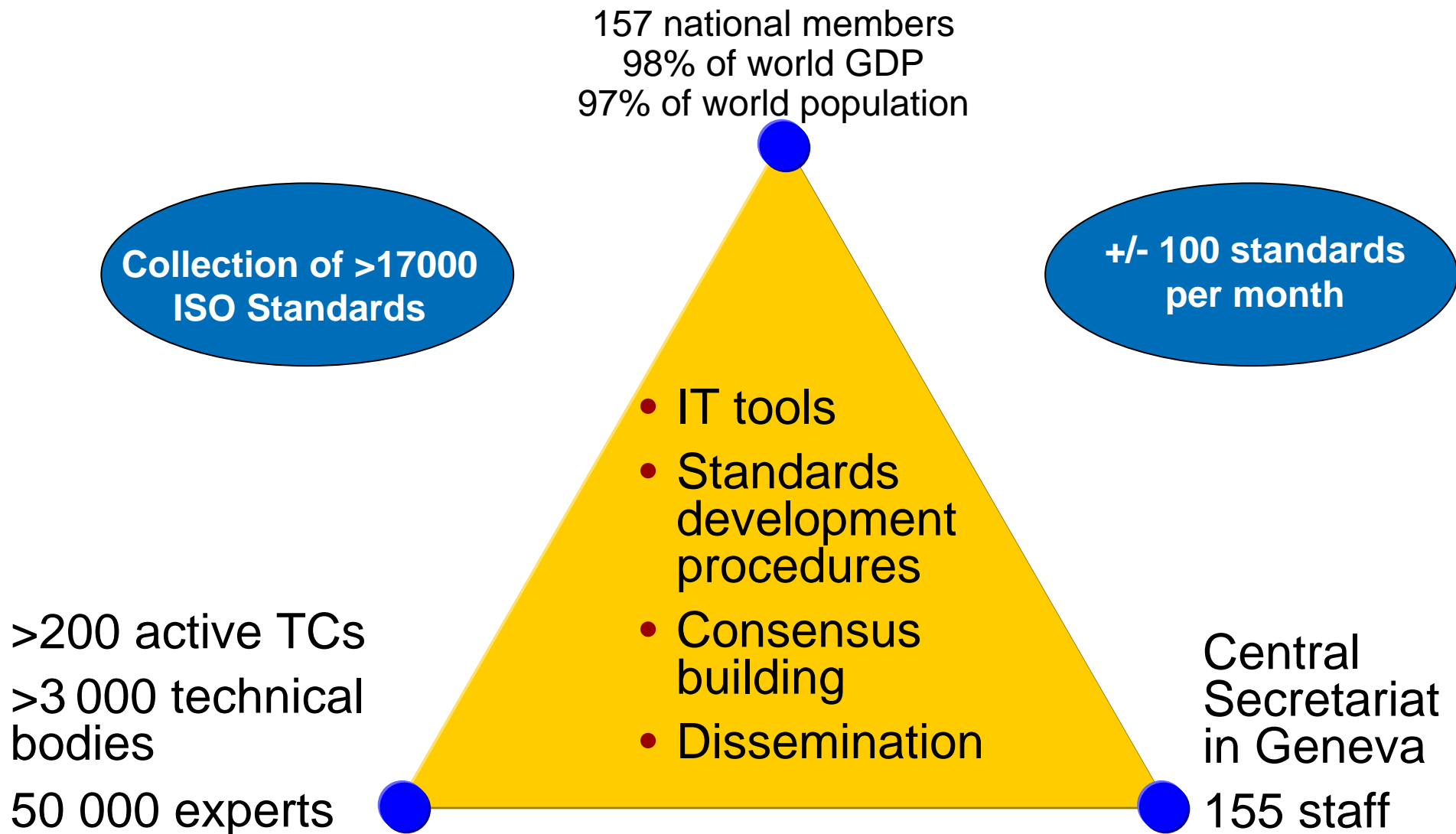
For electrotechnology



For telecommunications

**Collaborate to meet the challenges of converging technologies**

# Overview of ISO



# ISO and accessibility

## ISO/IEC have an established policy and Guide dealing specifically with accessibility

- Policy statement on standardization and the needs of older persons and people with disabilities (published 2000)
- ISO/IEC Guide 71 (2001) Guidelines for standards developers to address the needs of older persons with disabilities

# ISO/IEC Policy Statement

- Aimed at encouraging development of Standards that promote design and use of products/services by older persons and people with disabilities
- Recognizes Standards greatly influences design and plays an important role.

## Policy recommendations:

1. Promotion of universal design and accessible design
2. Representation of older persons & people with disabilities in standardization work
3. Links between research programmes and standardization

# ISO/IEC Guide 71

- Guidance to writers of International Standards on how to **take into account the needs** of older persons and persons with disabilities
- Outlines the **relationship between requirements in Standards and the accessibility** of products and services
- **Raises awareness** about benefits of adopting accessible design principles
- Describes a process where the **needs** of older persons and persons with disabilities can be **considered in Standards development**
- Provides a table that allows developers to relate relevant clauses of a Standard to factors that should be considered to ensure abilities are addressed



**PRODUCT  
FOCUSED**

# ISO 9000 and Accessibility

- ISO 9000 – is a family of Standards on Quality Management Systems (QMS)
- ISO 9001 is a quality management system and not a product standard
- As a management system document it should not include specification of requirements for products
- ISO 9001 – contains the requirements for a QMS to ensure an organization consistently meets/delivers product/service that meets the client quality requirements/expectations



# ISO 9000 and Accessibility

- ISO 9001 was specifically developed to be applicable to any type of generic product/process/service and to all types of organizations
- Accessibility is not directly addressed in ISO 9001



SYSTEM FOCUSED

# Examples of Sector Applications of ISO 9001

- Sector applications of ISO 9001 – these are road maps of how ISO 9001 can be applied to specific sectors.
- Applies when there is a need to interpret many/all of the clauses in ISO 9001 for a specific sector.
- ISO/IEC 20000 – *Information technology – Service management*
- ISO/IEC 90003 – *Software engineering – Guidelines for application of ISO 9001:2000 to computer software*
- ISO/IEC 13485 – *Medical devices – QMS requirements for regulatory purposes*
- TL 9000 – *Telecommunications*

# ISO/IEC Directives

- ISO/IEC Directives clause 6.8 details the sector policy for ISO 9001
- ISO/TC 176 also have a guidance document based on clause 6.8 of the Directives “Guidance and criteria for the development of documents to meet the needs of specific product and industry/economic sectors”
  - Criteria that should be met before a sector application (interpretation) guideline document is developed for ISO 9001
  - Aim is to prevent unnecessary proliferation of application documents on ISO 9001 but to facilitate where there is a justified need
  - To maintain the integrity of generic ISO 9000 Standards
  - To facilitate the harmonization of sector quality management system documents

**Application documents must be measured against those criteria**

# Accessibility issues in ISO 9001

- Two ways of addressing via ISO 9001:
  - Generically, as part of the quality **policy**, systematically deployed throughout the organization via the quality management system
  - In response to **specific customer or statutory/regulatory requirements** for the product
- In addition is appropriate to define in product specifications and/or technical regulations

# ISO 9001:2000

- “Quality Management Systems - Requirements”
- Management System = “set of interrelated or interacting elements to **establish policy and objectives** and to **achieve those objectives**” (ISO 9000:2005)
- In other words, **result oriented**

# Some ISO 9001 requirements related to accessibility issues...

- 5.2 Customer focus
  - “Top management shall ensure that customer requirements are determined and fulfilled with the aim of enhancing customer satisfaction”
- 7.2.1 Determination of requirements related to product
  - a) requirements specified by the customer, including the requirements for delivery and post-delivery activities;
  - b) requirements not stated by the customer but necessary for specified or intended use, where known;
  - c) statutory and regulatory requirements related to product...
- 7.2.3 Customer communication
  - Determine and implement effective arrangements for communicating with customers in relation to:
    - [...] c) customer feedback, including customer complaints.
- 8.2.1 Customer satisfaction
  - [...] the organization shall monitor information relating to customer perception as to whether the organization has fulfilled customer requirements

# How can ISO address accessibility

There are two basic ways in which this can be done

- ISO 9001 allows an organization to include accessibility issues as an intrinsic part of their management processes.
- Guide 71 should be better exploited for the design and development of products.

# Conclusions

Accessibility should be addressed at the product design, development stages

Accessibility should become an integrated part of the management processes of an organization

How best to achieve this depends on the organization and how the organization decides to integrate the issue of accessibility

THANK YOU

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