ISO/TC 224
Service activities relating to drinking water supply systems and wastewater systems

Chairman: Jean-Luc REDAUD – France
Secretariat: AFNOR

What is an ISO International Standard?

- Document established by consensus among stakeholders that provides for common and repeated use, rules, guidelines or characteristics for activities or their results
- Applicable on a voluntary basis
- Implemented in a Technical Committee (TC) under the proposal and leadership of an ISO member
ISO/TC 224 Objective
TO PROVIDE GUIDELINES FOR SERVICE ACTIVITIES RELATING TO THE MANAGEMENT OF DRINKING WATER SUPPLY SYSTEMS AND WASTEWATER SEWERAGE SYSTEMS

ISO/TC 224 standards will be useful for improving governance and quality of services

ISO/TC 224 : a new type of ISO Standards

- **Guidelines** oriented towards performance values involving many “new” stakeholders and not “management systems” specifications supporting direct certification

- **complementary to ISO 9001 & 14001** which deal with the quality and environmental management systems

  In line with new standards on social responsibilities and corporate behaviour
  (and not classical standards on technical product or test method standards)
ISO standards will help to

- improve the dialogue among stakeholders
- develop a mutual understanding of responsibilities and tasks
- establish objectives locally adapted, complying with mandatory requirements laid down by the relevant authorities
- assess the quality of the services provided
- monitor the performances of the water utilities

for both the interest of users and the protection of the environment

Participation in ISO/TC 224

- 46 countries involved:
  28 participating countries (P – members) and
  18 observing countries (O – members)

- 8 international organizations
  AfWA, AIDIS, Consumers International, EUREAU, IWA, NORMAPME, WHO, World Bank
P-members

- Algeria, Argentina, Austria, Belgium, Bulgaria, Canada, Denmark, France, Germany, Japan, Kenya, Malaysia, Morocco, Netherlands, Nigeria, Norway, Portugal, Republic of Korea, Russian Federation, Slovakia, South Africa, Spain, Sweden, Trinidad, Tunisia, United Kingdom, USA, Zimbabwe

An approach based on consensus and worldwide collaboration

ISO-TC meetings and regional Fora
- France, september 2002
- Canada, september 20003
- Korea, april 2004 and asiatic Forum
- Porto-Rico, august 2004 Latin America Forum
- Morocoo, september 2004 ans African Forum
- Germany, october 2005
- Uruguay(AIDIS) , december 2005
- France, autumn 2007
Three ISO standards in preparation:

- ISO 24510 Guidelines for the improvement and for the assessment of the service to users (*service oriented standard*)
- ISO 24511 Guidelines for the management of wastewater utilities and for the assessment of wastewater services (*management oriented*)
- ISO 24512 Guidelines for the management of drinking water utilities and for the assessment of drinking water services (*management oriented*)

ISO/TC 224 Organisation

- **WG 1 Terminology** (AFNOR – France)
- **WG 2 Service to user** (AENOR – Spain)
- **WG 3 Drinking water** (SCC – Canada and DSM – Malaysia)
- **WG 4 Wastewater** (ON – Austria and KATS – Republic of Korea)
- **Ad-hoc group Developing countries** (SNIMA – Morocco)
ISO 24510

- 1 Scope
- 2 Normative references
- 3 Terms and definitions
- 4 Components of the service relating to users
- 5 Objectives for the service
- 6 Guidelines for satisfying needs and expectations
- 7 Assessment criteria
- 8 Assessment of service to users
- 9 Introduction to PIs

ISO 24510

**Essential components relating to users**

1. Provision of the service
2. Contract management and billing
3. Promoting a good relationship with the users
4. Relationship with the environment
ISO 24511 et 24512

- 1 Scope
- 2 Normative references
- 3 Terms and definitions
- 4 Components of the water system
- 5 Objectives for the water utility
- 6 Management components
- 7 Guidelines for the management
- 8 Assessment of water services
- 9 Performance Indicators
Terminology useful to avoid numerous misunderstandings

- Utilities / water systems / services
- Consumers / users / registered customers
- Connections: point of delivery / point of use
- Characteristics: continuous, intermittent, collective or individual equipments,...
- Stakeholders: function / status
- Guidelines for management / assessment of services

Example of relevant relationships between stakeholders for establishing objectives

RESPONSIBLE BODY (RB)

- takes in account as basis

establishes

- objectives
  - Service assessment criteria
  - Performance indicators

legal requirements

Expectations recommendations guidelines

set

express

OPERATOR

- plans the related processes and activities
- may add its own internal objectives, criteria & PIs

RELEVANT AUTHORITIES

- USERS
- Other stakeholders
Improving assessment

PLAN
- objectives
- management components
- processes
- activities
- outputs

DO
- criteria
- assessment

ACT
- PIs

CHECK

Number = clause X of standard
Letter = annex X
2005, first Committee Draft enquiry….

- September 2002 — ISO/TC 224 1st meeting, Paris (France)
- September 2003 — ISO/TC 224 2nd meeting, Ottawa (Canada)
- April 2004 — ISO/TC 224 3rd meeting, Daejeon (Korea)
- September 2004 — ISO/TC 224 4th meeting, Rabat (Morocco)
- April – June 2005 — Committee Draft enquiry (CD) (TC memb)
- October 2005 — ISO/TC 224 5th meeting, Berlin (Germany)

OUTPUT of the CD enquiry (>80% of the 25 P-members voted)
CD 24510 (service to users) : 80% approval
CD 24511 & 24512 (WW & DW) 95% approval

A very clear consensus & encouragement for following up…

Globally relevant standards implies… a necessary adaptation to developing countries contexts

An Ad-hoc group developing countries was set up in 2004, by the TC meeting in Rabat

Members: Argentina, Austria, Canada, Germany, France, Malaysia, Morocco, Nigeria, United States, Zimbabwe, AIDIS, Consumers International
ISO/TC 224 meeting in Berlin
October 2005

Decision to launch a
PRELIMINARY WORK ITEM

« Guide for the application of ISO 24510,
24512, 24512 in developing and
emerging countries »

Work schedule 2006

- DIS enquiry for 5 months (May to
  September) : all ISO members (100) can vote and comment : last
  opportunity !
- ISO/TC 6th meeting in Punta del Este
  (Uruguay) in December 2006
- ....Finalisation of ISO drafts
Work schedule 2007 (end)

- Autumn 2007: ISO TC final meeting and PUBLICATION of the standards by ISO in English, French, and Spanish versions
- Possibly, decisions to launch additional drafts
  - IWA – International Workshop Agreement - from voluntary stakeholders and on regional basis agreements

How to participate in ISO/TC 224

- Contact your national standardisation body
  or
- Contact the secretariat of ISO/TC 224:
  Mrs Thomas (email : laurence.thomas@afnor.fr)

Information on http://comelec.afnor.fr/tc224e