



# ISO Management Systems



When Results Count. ISO Standards.

ISSN 1680-8096



**Journalist's viewpoint on MSS in Japan**

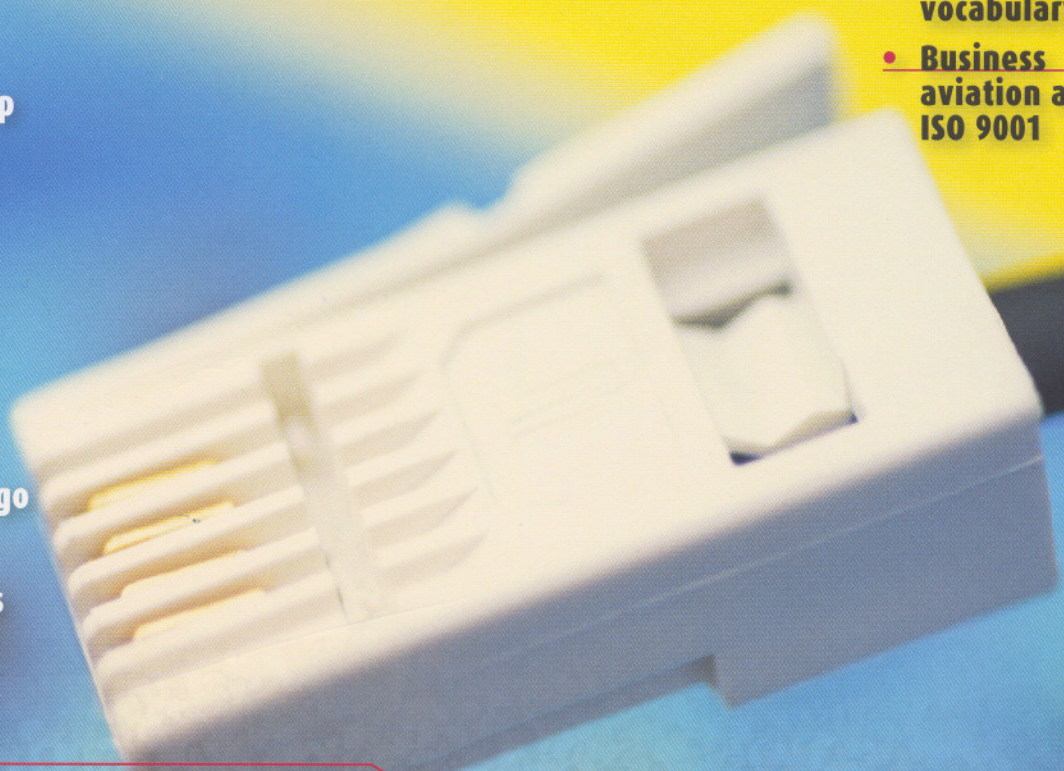
**IWA 4 workshop in Mexico**



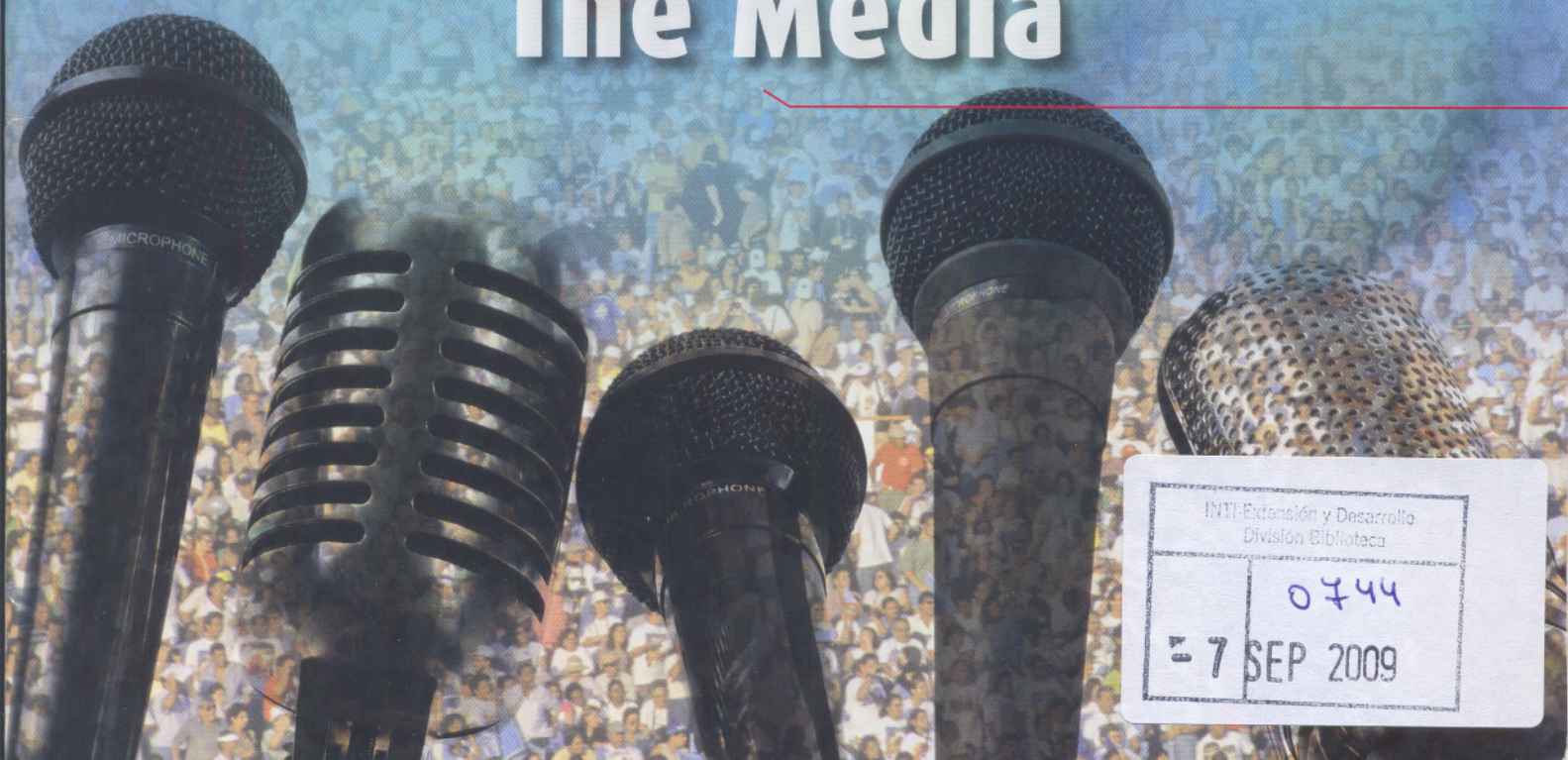
**Trinidad and Tobago and tourism standards**



- **ISO/TC 176 in Tokyo**
- **Environmental vocabulary**
- **Business aviation and ISO 9001**



## The Media



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VIEWPOINT

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Journalist's eye view of certification in Japan

Yusaku Nakao heads ISOS, Japan's principal magazine concentrating on ISO management system standards. With more than a dozen years' experience in the field, he is well placed to provide a perspective from one of the top user countries of the standards.

SPECIAL REPORT



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The media and ISO management systems

This article gives a multi-faceted perspective of the relationship between the media and ISO management system standards:



- An overview of how ISO management system standards (MSS) are portrayed in the media
- The media as an important channel both for ISO to make known its MSS and for certified organizations to promote the latter as an added value

- Media companies as users themselves of ISO MSS.

- ISO 9001-based standards for media industry gain first users
- Spanish newspaper makes headlines with ISO 9001



ISO INSIDER

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ISO/TC 176 Tokyo plenary reviews a year of achievement ISO's largest technical committee ISO/TC 176, Quality management and quality assurance, responsible for the ISO 9000 family, held its 26th plenary meeting in Tokyo, Japan, from 23-28 February 2009. Upcoming developments from the committee include a new edition of its successful handbook on ISO 9001 for small business, plus a standard on customer satisfaction in business-to-consumer e-business.

New ISO standard will facilitate implementation of ISO 14000 series in 12 languages • New IWA 4 to enhance trust and increase reliability of local government • New CD collection of ISO/IEC standards and guides for testing laboratories and inspection bodies • ISO standard for access panels aims to increase effectiveness of market, opinion and social research

INTERNATIONAL

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Business aviation standard incorporates ISO 9001 concepts

Business aviation is growing fast. In response, the International Business Aviation Council developed the "International Standard for Business Aircraft Operations" to raise operating safety and efficiency. Incorporating ISO 9001:2000-related concepts has strengthened the standard and made it a "minimum must" for today's business aviation operators. industry.

STANDARDS FOR SERVICES

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Trinidad and Tobago boosts tourism quality through standards

Overdependence on oil and gas revenues is driving Trinidad and Tobago to diversify its economy by targeting the tourism industry for development. Standards are playing a key role in raising its quality as a tourist destination, as part of a major government initiative.



NEXT ISSUE

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ISO MANAGEMENT SYSTEMS is published six times a year by the Central

Secretariat of ISO (International Organization for Standardization) and is available in English, French and Spanish editions.

**Publisher:** ISO Central Secretariat, 1, ch. de la Voie-Creuse, Case postale 56, CH-1211 Geneva 20, Switzerland.

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A one-year subscription (six issues) to ISO MANAGEMENT SYSTEMS costs 128 Swiss francs.

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© ISO, May-June 2009  
ISSN 1680-8096

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Cover photo: Montage ISO