To ISO or not to ISO?

A Conversation about Standards:
ISO 30401: Knowledge Management Systems

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Agenda

- Who/What is ISO?

- What does a standard do?

- What is ISO 30401: Knowledge Management Systems?

- What does ISO 30401 do and not do?

ISO is…. The International Organization for Standards

- An independent international NGO composed of members from the national standards bodies of 167 countries. (https://www.iso.org/home.html)

- These standard bodies represent ISO in their countries. (https://www.iso.org/members.html)

- ISO develops and publishes international standards using a consensus approach.

What is a Standard?

According to Oxford languages: A standard is a thing used as a measure, norm, or model in comparative evaluation.

According to Merriam Webster: A standard is something established by authority, custom, or general consent as a model or example.

According to ISO: ISO standards provide a formula that describes the best way of doing something. ISO standards are consensus based and internationally agreed by experts.

ISO Standards cover many areas

- ISO has issued over 24,000 consensus-based standards (https://www.iso.org/standards-catalogue/browse-by-tc.html)

- Draft standards are issued for public comment before they are published as final

- ISO standards are not mandatory; adoption is voluntary

- The three most "famous" are

    - ISO 9001: Quality Management Systems
    - ISO 27001: Information Security Management
    - ISO 45000: Occupational Health and Safety

- In 2018, ISO issued ISO 30401: Knowledge Management Systems

How a standard is developed

- A new standard is proposed

- Members vote whether or not to proceed

- If not approved no further action; if approved then…

- A Working Group is formed and the develops the standard (average 3 years)

- ISO Technical Committee Reviews draft

- Final draft out for public comment

- Comment Resolution and technical editing

- Final Standard Published

Types of ISO membership

- Full Members: Participate in technical and policy meeting, adopt and sell ISO standards in their country

- Correspondent Members: Observe technical and policy meetings, adopts and sells ISO standards in their country

- Subscriber Members: Follow ISO activities

Map of ISO Member Countries

Member bodies   Correspondent members   Subscriber members
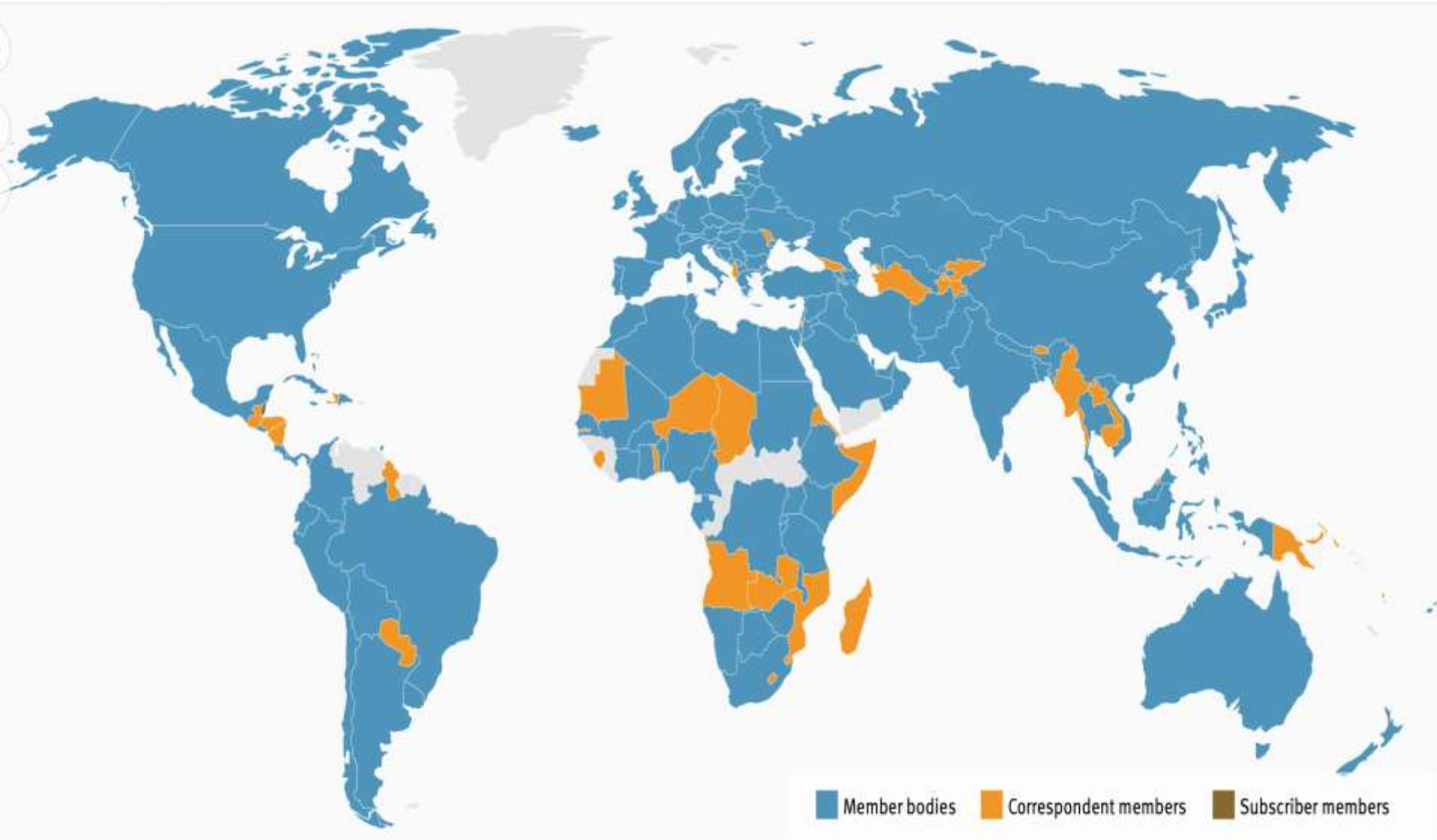
This map is designed to visually demonstrate the geographic distribution of our Members. The boundaries shown do not imply an official endorsement or acceptance by ISO.

ISO 30401 Purpose

- Support development of a management system that effectively promotes and enables value creation through knowledge

- Set sound KM principles and requirements

- Define the requirements for KM systems in organizations, while maintaining flexibility…for every type of organization..
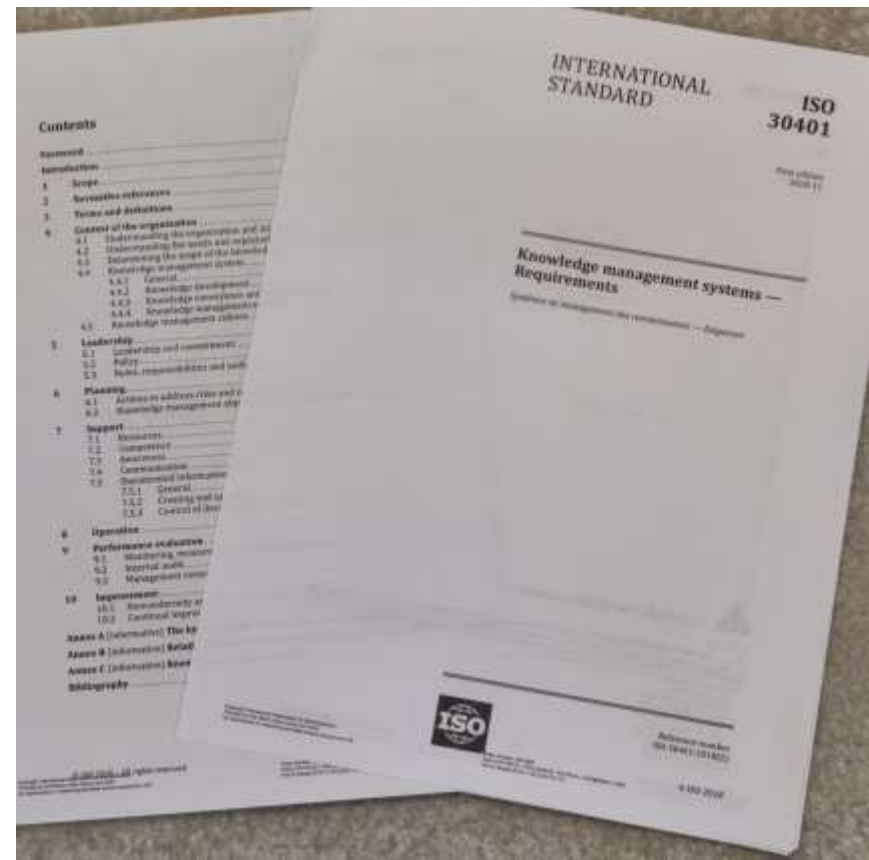
ISO is designed for ALL Organizations

ISO 30401, Section 0.1:

"Each organisation will craft a knowledge management approach, with respect to *its own business and operational environment, reflecting their specific needs and desired outcomes*"

Does Your Program Do All the Right things?

Scope

Normative references

Terms and Definitions

Context of the organization

Leadership

Planning

Support

Operation

Performance evaluation

Improvement

Important Points

1. Adoption of ISO 30401 is Voluntary
2. ISO recognizes organizational uniqueness
3. ISO defines the WHAT – <u>not</u> the HOW
4. 30401 can be used for a Program Health Check
5. Use a trained, certified, independent auditor

ISO defines What? – not How

Section 4.2 : The organization shall determine:

— the interested parties that are relevant to the knowledge management system;
— the relevant requirements of these interested parties.

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How an organization meets these requirements is dependent on the situation:

It could be a comprehensive detailed survey and analysis of stakeholders, their missions and a list of prioritized needs, including how they relate to business goals

OR

A documented meeting of customer service reps who identify their customers and document their needs.

QUESTIONS?