

Ensuring continual improvement

As part of its customer focus activities, ISO in 2009 launched a comprehensive consultation of its stakeholders all over the world in order to develop the strategies that will guide the organization through the 2011 to 2015 period. ISO's members were invited to provide their input based on the consultation of stakeholders in their countries, to ensure the broadest participation possible in developing the strategic plan – which is scheduled for adoption at the 2010 ISO General Assembly.

The consultation sought input on ISO and its activities today and on the future expectations of its customers, which also included ISO's extensive partnership network with more than 700 international and regional governmental, nongovernmental and private sector organizations with a stake in specific aspects of ISO's work.

Building on all these valuable insights, ISO will be well positioned to continuously improve its services, processes and products according to customer requirements.

ISO member

South Africa – SABS

As an ISO member, SABS sought public input in 2009 to help develop South Africa's national position intended to shape the *ISO Strategic Plan 2011-2015*.

SABS held internal workshops, together with sector-specific consultations on small focus groups to achieve a base which would highlight the key areas for further consideration. It also organized a broader stakeholder external workshop, which received good participation from a cross-section of organizations. A full plenary and breakout groups encouraged debate and stakeholder engagement.

The inputs from these workshops, together with feedback received from TC members via e-mail, were consolidated and sent to all attendees/participants of the above-mentioned workshops for their final comments/inputs.

The broad consultation provided our stakeholders with the opportunity to capture their expectations of the ISO system, communicate on the benefits of international standardization and participate in the future direction of the organization.

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