Contents

Your satisfaction is our priority!	2
Building customer satisfaction Ensuring continual improvement — Developing countries — International customers — Consumers — Public sector stakeholders — Industry — Society	4
Current successes Economic benefits — Risk management — Climate change and clean energy — ICT — Continual improvement — Road safety — Health and safety — Customer satisfaction awards	10
Customer outreach	23
ISO in figures in 2009	26
Portfolio of ISO standards and Draft International Standards	28
ISO structure	29
Principal officers	
Membership Member bodies — Correspondent members — Subscriber members — ISO member bodies' contribution to the standards process	32
Financial statements	34
Benchmarking success	36







