



Date 2006-12-29	Reference number <b>ISO/TC 224 N 313</b>
Supersedes document	

This document is still under study and subject to change. It should not be used for reference purposes.

<b>ISO/TC 224</b>  Title: <b>Service activities relating to drinking water supply systems and wastewater systems</b>  Secretariat: <b>AFNOR</b> Contact: <b>Laurence THOMAS</b> <b>AFNOR</b> <b>11 rue Francis de Pressensé</b> <b>93571 Saint Denis La Plaine Cedex</b> <b>France</b> <b>Tel : +33 (0)1 41 62 83 70</b> <b>Fax : + 33 (0)1 49 17 91 37</b> <b>Email : laurence.thomas@afnor.org</b>	<b>REQUESTED ACTION</b>  Circulated to P- and O-members, and to technical committees and organizations in liaison for:  <input checked="" type="checkbox"/> information  <input type="checkbox"/> discussion [venue/date of meeting]  <input type="checkbox"/> comments by [date]  <input type="checkbox"/> voting (P-members only: ballot form attached) by  [date]  <i>P-members of the technical committee or subcommittee concerned have an obligation to vote.</i>
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Title: **Resolutions of ISO/TC 224 - 6<sup>th</sup> plenary meeting held on 2006-11-30 and 2006-12-03 in Punta Del Este (Uruguay)**

Source: TC secretariat

Project(s):

Status:

**Additional information:** Resolution 8 as adopted in Punta Del Este was not correct because the second part of the title of ISO 24511 and ISO 24512 was wrong (the words "wastewater utilities" (respectively "drinking water utilities") were missing. The resolution 8 below was corrected by the TC secretariat and now is correct.

#### **RESOLUTION 1 (Punta Del Este 1)**

ISO/TC 224 accepts the resignation of Heekyung PARK as co-convenor of WG 4 and thanks him for the work done.

ISO/TC 224 appoints Prof NAMKUNG as co-convenor of WG 4 and notes that the secretariat of WG 4 will be held by Mr Jong-Sup PARK from KATS.

#### **RESOLUTION 2 (Punta Del Este 2)**

ISO/TC 224, recognizing that each of 24510, 24511 and 24512 represent an integral part of a set of standards addressing the assessment of water and wastewater services, asks WG 2, WG 3 and WG 4 to include in the normative parts of their respective documents (24510, 24511 and 24512) mention of these other standards as appropriate to the subject matter being discussed.

#### **RESOLUTION 3 (Punta Del Este 3)**

The TC endorses doc N 303 as the common introduction with the revised version of figure 1 given in annex A.

#### **RESOLUTION 4 (Punta Del Este 4)**

The TC endorses doc N 304 as the clause "Terms and definitions" with some modifications/additions for definitions of "user", "registered user" and "service area" as given in annex B.

#### **RESOLUTION 5 (Punta Del Este 5)**

ISO/TC 224 agrees to introduce in ISO 24510, ISO 24511 and ISO 24512, prior to the FDIS vote, an informative annex containing a table of terms given in clause "Terms and definitions" in French, English and Spanish.

#### **RESOLUTION 6 (Punta Del Este 6)**

The TC endorses doc N 312 on assessment and PIs (clauses 8 and 9) proposed by the group set up for this purpose on 2006-11-30.

## **RESOLUTION 7 (Punta Del Este 7)**

Considering the Canadian proposal for resolutions (doc N 283), and taking into account the results of the DIS enquiries and the recommendations from the coordination group, ISO/TC 224 resolves:

- that the time schedule proposed by the TC secretariat (doc N 281) be followed;
- that no "Document Alignment, Harmonization and Editing" Task Group (as proposed by Canada) be set up;
- that efforts should be made at the next WGs meetings in order to achieve harmonization among drafts.

## **Resolution 8 (Punta del Este 8)**

- Considering USA and Argentina's comments and in support of the logical sequence of activities in the Plan-Do-Check-Act (PDCA) management cycle, the wording of the title of ISO 24510 should be revised to indicate that assessment should precede improvement,
- Considering that ISO 24510, ISO 24511 and ISO 24512 are referring to activities linked with the service, and not to service activities (A service is the result of a series of activities, of a process),

The titles of the standards should be revised to read as follows:

ISO 24510 "~~Service~~ Activities relating to drinking water and wastewater services — Guidelines for the improvement assessment and for the ~~assessment~~ improvement of the service to users."

ISO 24511 "~~Service~~ Activities relating to drinking water and wastewater services — Guidelines for the management of wastewater utilities and for the assessment of wastewater services."

ISO 24512 "~~Service~~ Activities relating to drinking water and wastewater services — Guidelines for the management of drinking water utilities and for the assessment of drinking water services."

## **RESOLUTION 9 (Punta Del Este 9)**

In order to finalize the draft that will be submitted to the TC secretariat, the TC notes the following proposal from WG 2:

- an additional meeting of WG 2 may be necessary before the end of January 2007.

Before sending the final draft to the TC secretariat, the WG 2 convenor is requested to circulate its draft by email to all WG 2 members for information.

The WG 2 convenor is requested to send its draft to the TC secretariat on the 31<sup>st</sup> of January 2007 at the latest.

The document will also be posted on the TC website.

#### **RESOLUTION 10 (Punta Del Este 10)**

Before sending the final draft to the TC secretariat, the WG 3 convenor is requested to circulate its draft by email to all WG 3 members for information.

The WG 3 convenor is requested to send its draft to the TC secretariat on the 31<sup>st</sup> of January at the latest.

The document will also be posted on the TC website.

#### **RESOLUTION 11 (Punta Del Este 11)**

In order to finalize the draft that will be submitted to the TC secretariat, the TC notes the following proposal from WG 4:

- an additional meeting of WG 4 may be necessary before the end of January 2007.

Before sending the final draft to the TC secretariat, the WG 4 convenor is requested to circulate its draft by email to all WG 4 members for information.

The WG 4 convenor is requested to send its draft to the TC secretariat on the 31<sup>st</sup> of January at the latest.

The document will also be posted on the TC website.

#### **RESOLUTION 12 (Punta Del Este 12)**

ISO/TC 224 resolves that the editing work prior to sending FDIS to ISO/CS be done by the TC secretariat, with the help of WG convenors, if needed.

#### **RESOLUTION 13 (Punta Del Este 13)**

The TC gives a mandate to the TC chairman to decide to launch the FDIS enquiries.

#### **RESOLUTION 14 (Punta Del Este 14)**

ISO/TC 224 acknowledges the note prepared by the TC secretariat (N 297) for possible future work and the information given by ISO central secretariat. ISO/TC 224 suggests that the TC members inform the TC secretariat of any initiatives that they would like to undertake based on proposals made in the document N 297. Such proposals would be discussed at the next ISO/TC 224 plenary meeting.

#### **RESOLUTION 15 (Punta Del Este 15)**

ISO/TC 224 acknowledges the initiative taken for Africa for testing the standards (with the support of Morocco, France and WBI), and encourages the countries to develop such actions in other regions taking into account regional contexts and stakeholders interested.

The TC notes the proposal from Malaysia to organize a forum in Asia in order to promote the standards.

A workshop organized by developing countries ad hoc group will take place in conjunction with the next ISO/TC 224 meeting.

#### **RESOLUTION 16 (Punta Del Este 16)**

ISO/TC 224 invites each TC members to undertake actions for promoting the ISO standards.

#### **RESOLUTION 17 (Punta Del Este 17)**

ISO/TC 224 thanks the experts of the working groups for the work done.

#### **RESOLUTION 18 (Punta Del Este 18)**

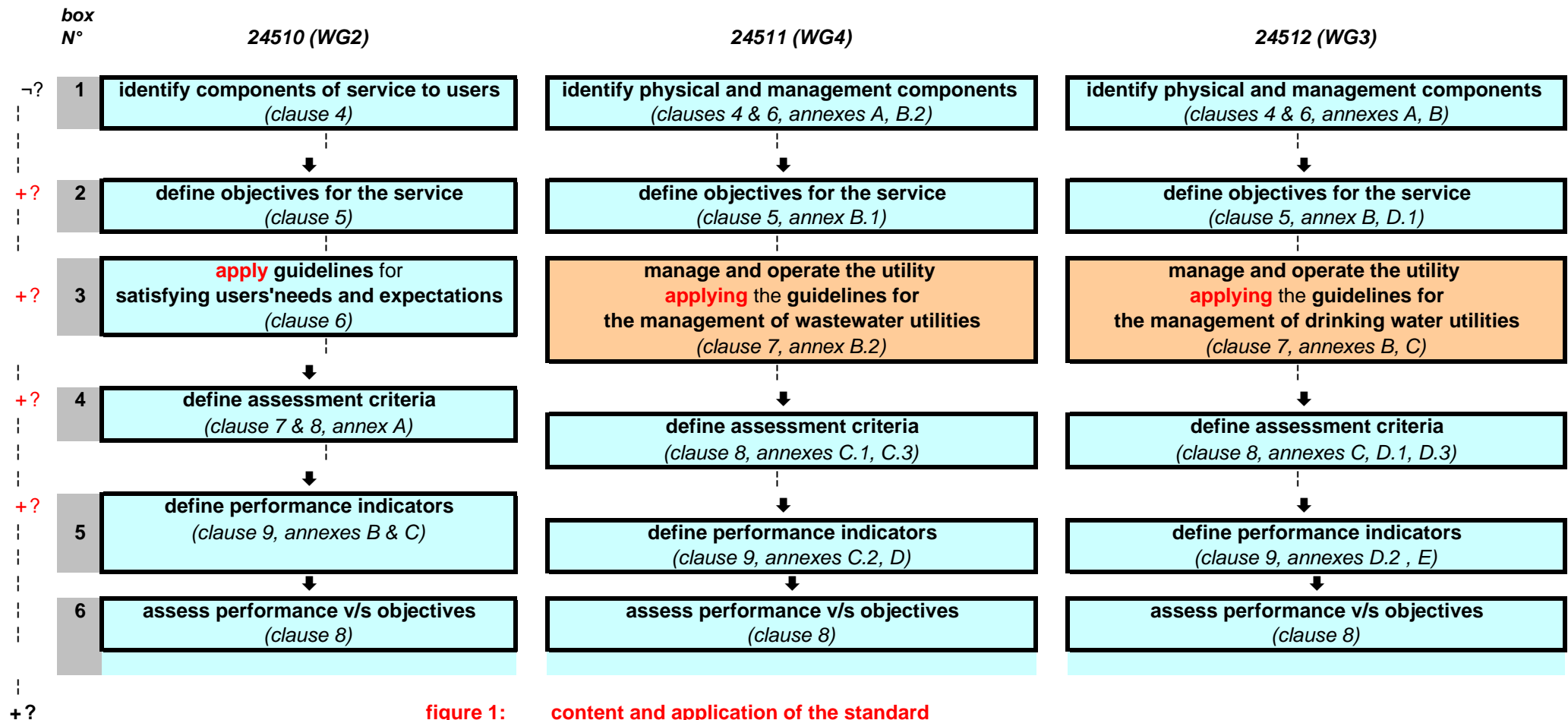
ISO/TC 224 thanks AIDIS and Javier Mijangos for hosting the TC and WGs meetings in Punta Del Este.

#### **RESOLUTION 19 (Punta Del Este 19)**

ISO/TC 224 resolves to hold its next meeting in Japan in the last quarter of 2007 and thanks the Japanese delegation for this invitation.

## **ANNEX A**

### **FIGURE 1 (ISO 24510, ISO 24511 and ISO 24512)**



(It will be necessary to check and modify the wording of the reference to this figure 1 in the body of the introduction)

#### NOTES

- [1] the titles and references to clauses or annexes in the boxes have been established taking into account the table of contents of the DIS submitted to enquiry  
They may have to be adapted if changes are introduced in the FDIS after having processed the outputs of DIS enquiry
- [2] Each time "define" or "identify" is used, it could be completed by "review" (e.g. "define/review" ) for insisting on the continuous improvement through PDCA loop
- [3] The drawing will be finalised when editing the FDIS submitted to enquiry

## **ANNEX B**

**modifications/additions for definitions of “user”,  
“registered user” and “service area”**



# PdE outputs: terminology « user »

## 3.50 User

person, group or organization, that benefits from **drinking water** (3.11) delivery and related **services** (3.44), or from **wastewater** (3.51) **service** (3.44) activities

NOTE 1 users are a category of **stakeholder** (3.47).

NOTE 2 users may belong to various economic sectors: domestic users, commerce, industry, tertiary activities, agriculture.

NOTE 3 the term “consumer” may also be used, but in most countries the term “user” is more frequent considering public services; **it is not appropriate for wastewater services**

# PdE outputs: terminology « **user** »

## 3.35

### registered user

#### **customer**

user (3.50) for whom relevant information is recorded by the water utility (3.)

**NOTE** the term “customer” may be considered as a synonym, recognizing commercial relations; this term is currently used in such expressions as “customer relations”

# Terminology: « service area »

- 3.46  
**service area**  
local geographic area **where an organization has the legal or contractual responsibility to provide a service**

## *Remark DO:*

*A review will be made of all the occurrences of the expression « its area of responsibility » for replacing it by « its service area » (relating to water utility or responsible body)*

## **ATTENDANCE LIST**

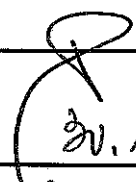
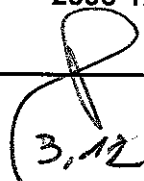





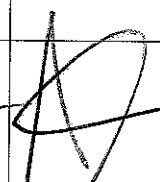
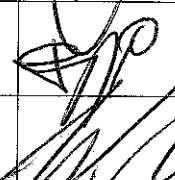
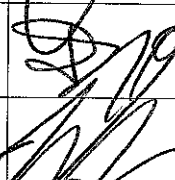
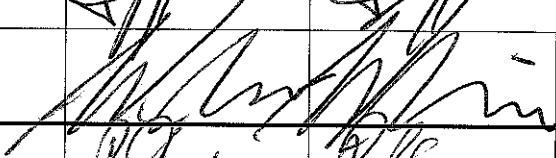
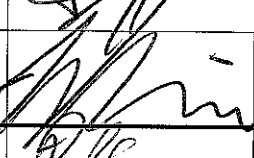
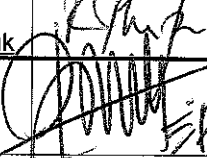

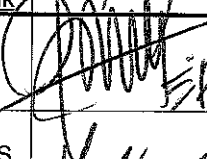
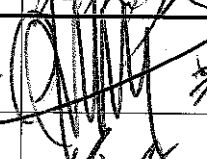


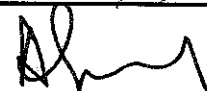



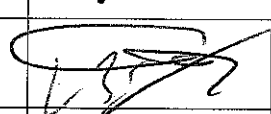


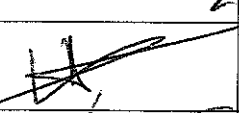
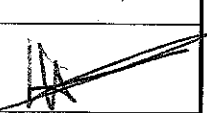

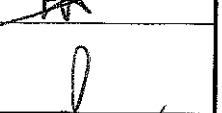
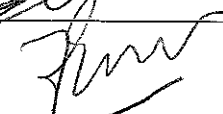



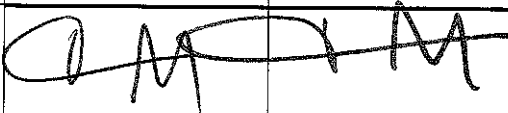
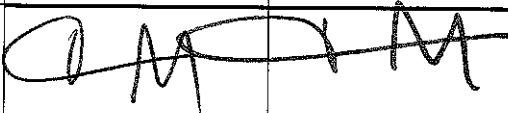
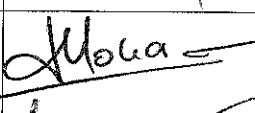
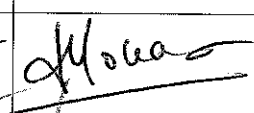
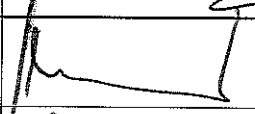

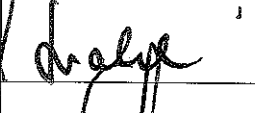

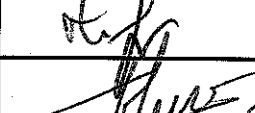

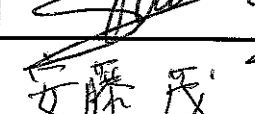
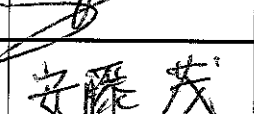
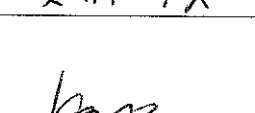
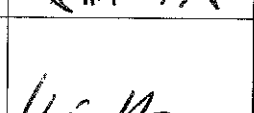
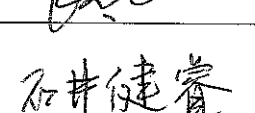
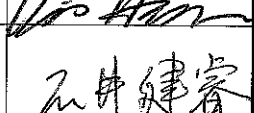
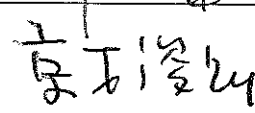
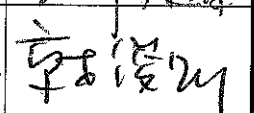
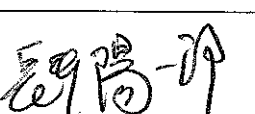
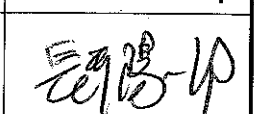
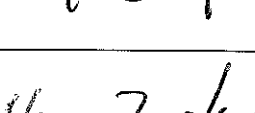


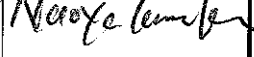
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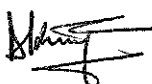
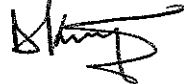





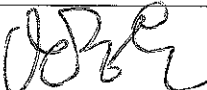
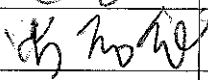
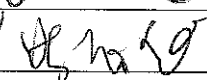








Secretariat of ISO/TC 224  
Service activities relating to drinking  
water supply systems and wastewater systems

### Attendance list for the 6<sup>th</sup> TC Plenary meeting of ISO/TC 224 – Punta Del Este, 2006-11-30 and 2006-12-03

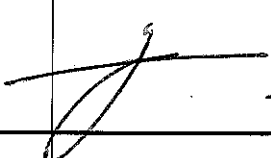
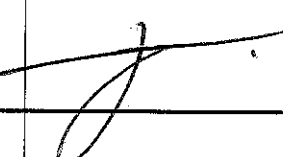
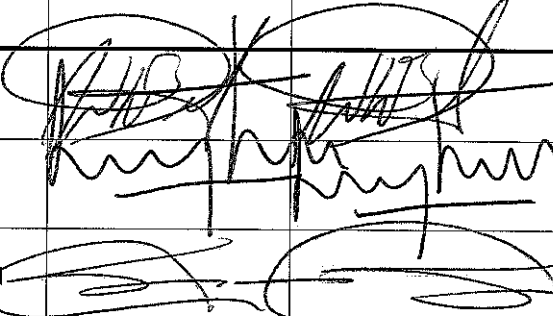
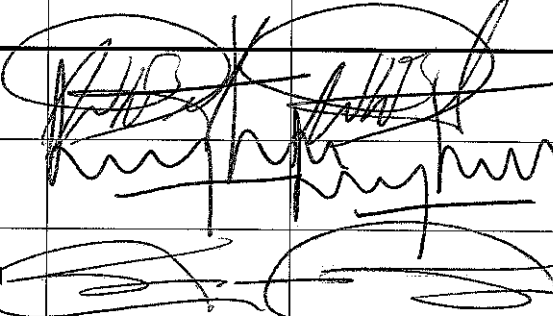



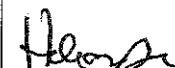
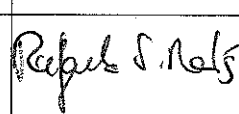
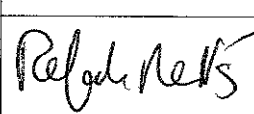


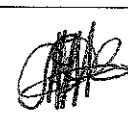
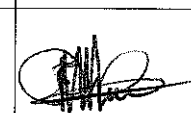
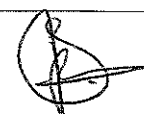
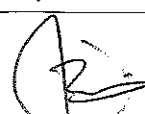
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		2006-11-30	2006-12-03
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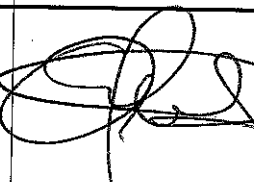
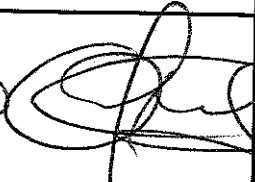
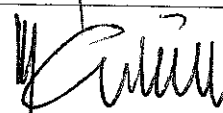
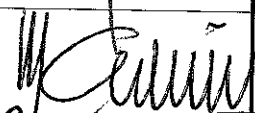
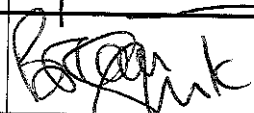


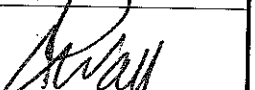
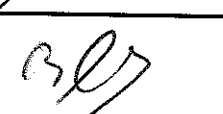
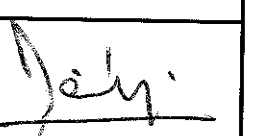
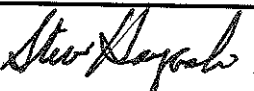
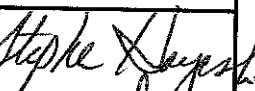
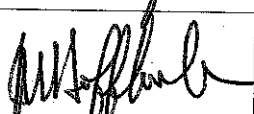
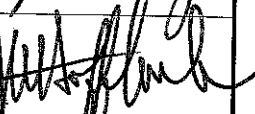
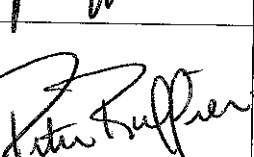
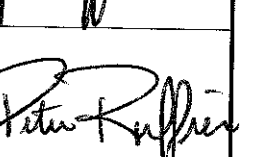
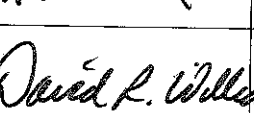

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