Workshop advances ISO 9001:2000 guidelines for local government

by **Carlos Gadsden**

An international workshop to develop IWA 4, *Quality management systems – Guidelines for the application of ISO 9001:2000 in local government*, held on 22-23 May 2005 in Veracruz, Mexico, was attended by 83 delegates, representing local governments, universities, standardization bodies, quality management system specialists and users from 18 countries.

This is a new approach to help building **world-class governments**

Its objective was to prepare the second draft of a guideline document aimed at making it easier for local government authorities to implement quality management systems based on the ISO 9001:2000 standard.

"IWA" denotes an "International Workshop Agreement" which is one of several types of deliverable offered by ISO for cases where swift development and publication of an international agreement take priority.

Armando Espinosa, President of the Latin American Institute for Quality (INLAC), chaired the workshop. Opening the event, he underlined the need to improve quality management levels in local government, while at the same time developing the human resource, infrastructure and working environment aspects of these organizations.

In welcoming the IWA 4 initiative, Senator Carlos Madrazo conveyed the Mexican Government's determination to improve the quality of the key public services offered by local government, and thanked the national and international experts for their contributions to the development of the guidelines.

Carlos Gadsden, of Mexico, is Secretary of the team that developed IWA 4. He is currently General Director of the Organization of Interdisciplinary Services (OSI).

He has over 20 years of experience in local government issues and intergovernmental relations issues. As a quality management and organizational development consultant since 1981, he has worked with more than 100 enterprises and institutions.

He is a former General Director of the National Institute for Federalism and Municipal Development, a Mexican Government institution which is in charge of the intergovernmental relations with the 2434 municipal governments in the country.

E-mail iwagl@osimx.com,
Web www.osimx.com

*On 11 July 2005, a hard copy of the IWA 4 final draft was handed over to ISO at the organization's Central Secretariat in Geneva: from left – ISO Deputy Secretary-General **Kevin McKinley**; IWA 4 Secretary, **Carlos Gadsden**; IWA 4 Vice-Chair, Senator **Carlos Madrazo**, ISO Secretary-General, **Alan Bryden**, and the DGN representative to ISO, **Juan Antonio Dorantes**.*

The workshop was hosted by the ISO member for Mexico, DGN (Dirección General de Normas), supported by the National Standardization Technical Committee on Quality Management Systems (COTENNSISCAL), the Mexican Institute of Standardization and Certification (IMNC), INLAC and the Organization of Interdisciplinary Services (OSI).

Prior to the meeting, a first draft developed by COTENNSISCAL and circulated to more than 120 countries for comment had generated some 230 observations for review by representatives of the participating countries at Veracruz – Argentina, Brazil, Chile, Colombia, Cuba, Ecuador, Egypt, France, Guatemala, Holland, Italy, Mexico, Salvador, Singapore, Spain, Sweden, Trinidad and Tobago, the United Kingdom and the USA.

'World-class' governments

The draft was the outcome of a proposal made jointly by DGN and COTENNSISCAL, and accepted by ISO in February 2005, stating: "By securing a high quality performance of the municipal government, public policies coming from other government levels can be corrected and improved, allowing the whole system to strengthen itself. This is a new approach to help building world-class governments, both at local and global levels".

Some of the 83 participants from 18 countries who worked together to advance ISO 9001:2000 guidelines for local government.

In almost every human activity, local governments have a direct or indirect, but always important role. Local governments are the main service providers to citizens all over the world and their efficient and reliable performance is vital to the lives of millions of people.

Such services can include transportation, water supply, waste collection, sewage and drainage, public lighting and civil protection. Schools; clinics; roads; town and country planning: security; cultural, historic and recreational affairs; environmental care; public gardens; road and river maintenance and traffic; housing services; the alleviation of poverty; economic development and promotion, and many more issues may depend on local governments.

For this reason, there is a need to standardize effective implementation of ISO 9001:2000 in local governments in such a way that acceptable conditions of quality management on upright local governance are assured for all people present on their territory.

Task groups

Participants were divided into four task groups (TG) convened by officers or experts of ISO technical committee ISO/TC 176 to advance the clauses of the working draft, as follows:

- **TG 1**, convened by Nigel Croft (Brazil-United Kingdom) and co-convened by Osama El-Meligy (Egypt), worked on upgrading Chapters 0-4 Introduction to quality management systems, and Annex A: Mapping processes.
- **TG 2**, convened by Charles Corrie (United Kingdom) and co-convened by Tommie Johannson (Sweden), dealt with Chapters 5-6, Management responsibility and Resource.
- **TG 3**, convened by Richard de Grood (Holland) and co-convened by Marco Pardave (Mexico), was involved with Chapter 7, Product realization.
- **TG 4**, convened by Rafael Arrascaeta (Argentina) and Hervé Mignot (France) and co-convened by Alan Smith (Singapore), was responsible for progressing Chapter 8, Measurement, analysis and improvement, and Annex B: Check-up system for reliable local government.

The workshop succeeded in producing a revised IWA 4 draft. At the end of the Veracruz workshop, many participants and organizations signed a voluntary declaration announcing their intention to develop a worldwide communication network focused on the promotion, diffusion and evaluation of IWA 4, as well as training on its implementation.

The purpose of this quality network for reliable government is to compile concrete experiences and results for the next IWA 4 meeting, to be held in three years' time, when the document will be reviewed.

After further editing and review, DGN submitted the document to ISO for final review and publication.

> There is a need to standardize **effective implementation** of ISO 9001:2000 in local governments

On 11 July 2005, a hard copy of the IWA 4 final draft was presented to ISO Secretary-General Alan Bryden, and ISO Deputy Secretary-General Kevin McKinley at the ISO Central Secretariat in Geneva, Switzerland, by IWA 4 Vice-Chair, Senator Carlos Madrazo, the DGN representative to ISO, Juan Antonio Dorantes, and me, as IWA 4 Secretary.

We are proud that this Mexican initiative, which represents an important achievement in standardization, will provide an incentive for local governments worldwide to raise their standards of excellence, quality and reliability. •