

NEWS DAL MONDO DELLA NORMAZIONE

NORME EMESSE DI RECENTE E PROSSIME

Panoramica ragionata

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21.11.2017



- **Normazione** è “*l'attività che trova soluzioni ottimali a problemi che si ripetono, nel campo della scienza, della tecnica e dell'economia: essa tende ad ottenere il grado ottimale di ordine, in un dato contesto. Si esplica generalmente attraverso l'elaborazione, la pubblicazione e la messa in atto delle norme*” (Iso, Guida 2).

Le norme sono:

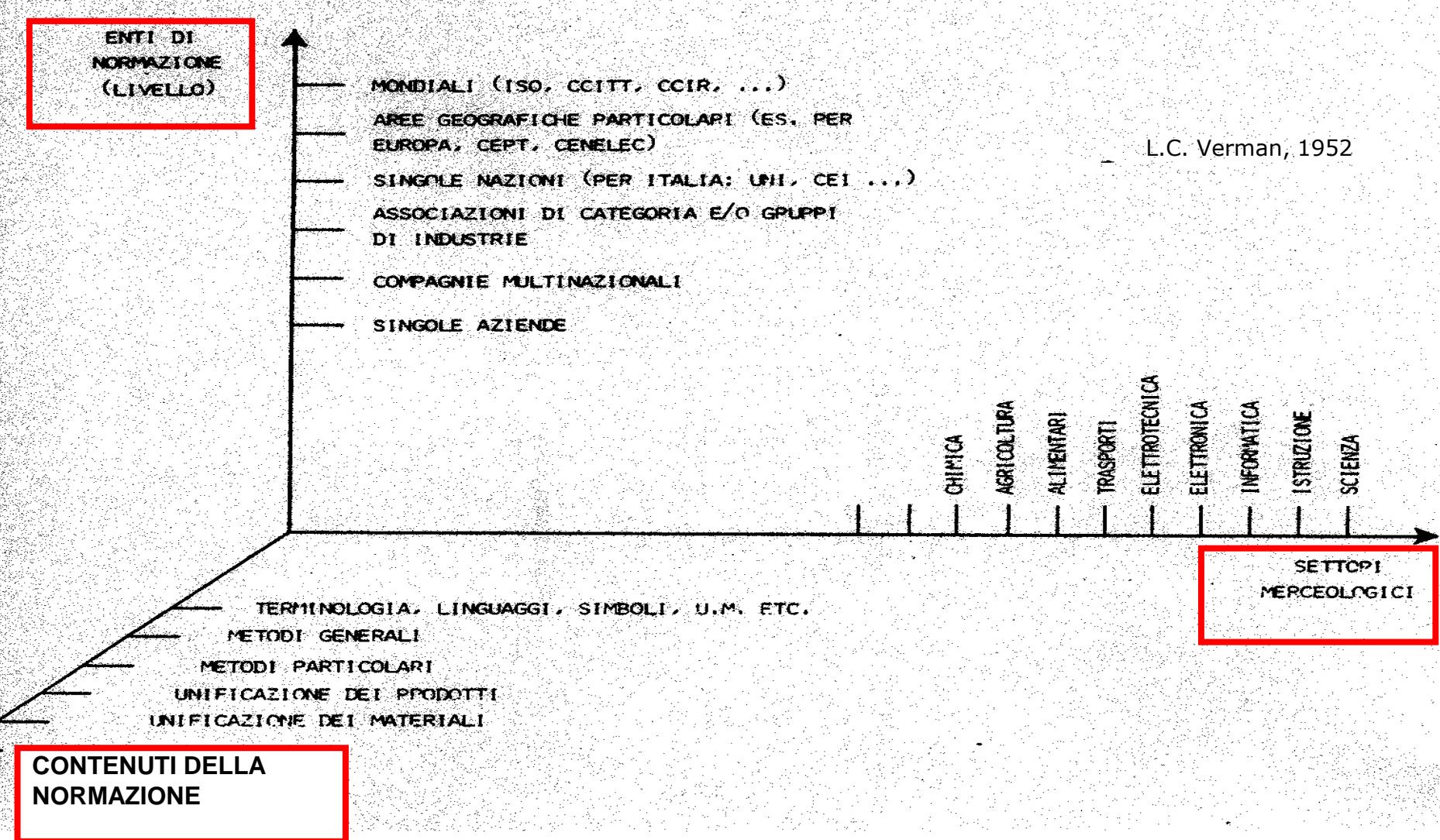
- **“Specifiche tecniche (o altri documenti)**
 - **accessibili al pubblico,**
 - **messe a punto con la cooperazione ed il consenso o l'approvazione generale di tutte le parti interessate,**
 - **fondate sui risultati congiunti della scienza, della tecnologia e dell'esperienza,**
 - **miranti al vantaggio ottimale della comunità nel suo insieme,**
 - **e approvate da un organismo qualificato sul piano nazionale, regionale o internazionale”.**
- Da ISO-IEC Guida 2

Tali regole sono unificate rispetto a possibili proliferazioni, coerenti tra loro, disseminate o accessibili a tutti gli interessati, revisionate periodicamente, coerenti con vincoli esterni (es. normative di più alto livello).



- **Principi**
 - **Consensualità**
 - **Democraticità**
 - **Trasparenza**
 - **Volontarietà**
- **Scopi della Normazione**
 - a. Facilitare gli scambi (internazionali, nazionali, ecc.) anche attraverso:**
 - la definizione dei requisiti e, quindi, la possibilità e modalità dei controlli
 - la certificazione che i requisiti sono rispettati.
 - b. Migliorare l'economicità generale (e la produttività), sia a livello aziendale che nazionale ed internazionale, attraverso:**
 - l'unificazione e precisazione dei *metodi* (alfabeti, linguaggi, simboli, codici, grammatiche, interfacce; modalità di prova, di controllo, ecc.);
 - l'unificazione e compatibilità dei *prodotti* (semplificare la varietà, non necessaria, di prodotti e procedure).
 - c. Facilitare la comunicazione tecnica sia a livello nazionale che internazionale e la mutua comprensione.**
 - d. Assicurare la sicurezza delle persone, la difesa dell'ambiente, ridurre i rischi**
 - e. Salvaguardare gli interessi dei consumatori e quelli della collettività.**
 - f. Agevolare ed accelerare l'aspetto legislativo sia a livello di nazioni che di comunità di gruppi di nazioni.**

LO 'SPAZIO DELLA NORMAZIONE'





- **ISO Technical Specification ISO TS 9002**
“Quality management systems – Guidelines for the application of ISO 9001:2015”
- **ISO handbook:**
“ISO 9001:2015 for Small Enterprises”



- Significativamente cambiata rispetto alla precedente del 2009. Ora il rapporto con la ISO 9001 è più sfumato
- Qualità dell'organizzazione è **soddisfare le aspettative di tutte le parti interessate** anche sul lungo periodo, non solo qualità dei prodotti e soddisfazione del cliente
- Maggior attenzione alla **Identità di una organizzazione: Mission, vision, valori e cultura**
- Di conseguenza **più ampi compiti della Leadership** (vs. Parti Interessate, strategie, personale e tutte le altre risorse)
- Inserito un ampio capitolo sulla **Analisi e valutazione della performance di un'organizzazione** (performance indicators, performance analysis, performance evaluation, internal audit, self assessment)

'Internal audits should assess the implementation, effectiveness and efficiency of the management system; promoting good practices within the organization; increasing understanding of the interactions between processes.'

- Ribadita l'importanza di **Improvement, learning and innovation** (Improvement, learning and innovation are all key aspects that contribute to the sustained success of an organization and are interdependent).

Table A.5 - *continued*

Sub clause	Maturity level	Level 1	Level 2	Level 3	Level 4	Level 5
	Level 1					
8.4 Managing processes (Attaining operational excellence)	Processes and their interactions are improved in an informal, <i>ad hoc</i> manner.	Improvement of processes and their interactions are loosely related with the organization's policies, strategy and objectives.	Processes and their interactions are improved based on the organization's policies, strategy and objectives.	The achievement of the objectives for improvement of processes and their interactions are reviewed on a regular basis.	Processes and their interactions are systematically improved to achieve the organization's policies, strategy and objectives.	Improvement of processes and their interaction are dynamically managed through the organization's policies, strategy and objectives.



Sub clause	Maturity level				
	Level 1	Level 2	Level 3	Level 4	Level 5
11.3 Learning	<p>Some lessons are learned as a result of complaints.</p> <p>Learning is on an individual basis, without the sharing of knowledge.</p>	<p>Learning is generated in a reactive way from the systematic analysis of problems and other data.</p> <p>Processes exist for the sharing of information and knowledge, but still in a reactive manner.</p>	<p>Top management supports initiatives for learning and leads by example.</p> <p>There are planned activities, events and forums, for sharing information.</p> <p>Processes are implemented to identify knowledge gaps and to provide the necessary resources for learning to occur.</p> <p>Systems are in place for recognizing positive results from suggestions and lessons learned.</p>	<p>Learning is addressed in the strategy and policies.</p> <p>Learning is recognized as a key issue.</p> <p>Networking, connectivity and interactivity are stimulated by top management to share knowledge.</p>	<p>The organization's learning ability integrates personal competence and the organization's overall competence.</p> <p>Learning is fundamental to the improvement and innovation processes.</p> <p>The organization's culture permits the taking of risks and learning from the mistakes.</p> <p>There are external engagements for the purpose of learning.</p>
11.4 Innovation	There is limited innovation.	Innovation activities are based on data relating to	The innovation processes for new products and	Innovations are prioritized, with balanced	Innovation activities anticipate possible changes in the

1-QUALITÀ

La serie ISO 10.000



- IL RUOLO DELLA SERIE 10000: essere coerente con la ISO 9001 e a suo supporto e approfondimento

prospetto B.1 Relazione tra le altre norme internazionali riguardanti la gestione per la qualità e i sistemi di gestione per la qualità ed i punti della presente norma internazionale

Altre norme internazionali	Punti della presente norma internazionale						
	4	5	6	7	8	9	10
ISO 9000	Tutti	Tutti	Tutti	Tutti	Tutti	Tutti	Tutti
ISO 9004	Tutti	Tutti	Tutti	Tutti	Tutti	Tutti	Tutti
ISO 10001					8.2.2, 8.5.1	9.1.2	
ISO 10002					8.2.1	9.1.2	10.2.1
ISO 10003						9.1.2	
ISO 10004						9.1.2, 9.1.3	
ISO 10005		5.3	6.1, 6.2	Tutti	Tutti	9.1	10.2
ISO 10006	Tutti	Tutti	Tutti	Tutti	Tutti	Tutti	Tutti
ISO 10007					8.5.2		
ISO 10008	Tutti	Tutti	Tutti	Tutti	Tutti	Tutti	Tutti
ISO 10012				7.1.5			
ISO/TR 10013				7.5			
ISO 10014	Tutti	Tutti	Tutti	Tutti	Tutti	Tutti	Tutti
ISO 10015				7.2			
ISO/TR 10017			6.1	7.1.5		9.1	
ISO 10018	Tutti	Tutti	Tutti	Tutti	Tutti	Tutti	Tutti
ISO 10019					8.4		
ISO 19011						9.2	

NOTA "Tutti" indica che tutti i sottopunti relativi allo specifico punto della presente norma internazionale sono correlati all'altra norma internazionale.

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STANDARD/ DOCUMENT	TITLE	EDITION	PUBLICATION DATE	COMMENT	MSS TYPE
ISO 10001:2007	Quality management – Customer satisfaction – Guidelines on codes of conduct for organizations	First	2007-01-12	In revisione	B
ISO 10002:2004	Quality management – Customer satisfaction – Guidelines for complaints handling in organizations	First	2004-07-01	In revisione	B
ISO 10003:2007	Quality management – Customer satisfaction – Guidelines for dispute resolution external to organizations	First	2007-01-12	In revisione	B
ISO/TS 10004:2010	Quality management – Customer satisfaction – Guidelines for monitoring and measuring	First	2010-06-25	In revisione	B
ISO 10005:2005	Quality management – Guidelines for quality plans	Second	2005-06-01	In revisione	B
ISO 10006:2003	Quality management – Guidelines for quality management in projects	Second	2003-06-15	In revisione	B
ISO 10007:2003	Quality management – Guidelines for configuration management	3°	2017-03	nuova	B
ISO 10012:2003	Measurement management systems – Requirements for measurement processes and measuring equipment	Second	2003-04-14		A
ISO/TR 10013:2001	Guidelines for quality management system documentation	Second	2001-07-15		B
ISO 10014:2006	Quality management – Guidelines for realizing financial and economic benefits	First	2006-07-01		B
ISO 10015:1999	Quality management – Guidelines for training	First	1999-12-15		B
ISO/TR 10017:2003	Guidance on statistical techniques for ISO 9001:2000	Second	2003-05-15		B
ISO 10019:2005	Guidelines for the selection of quality management system consultants and use of their services	First	2005-01-05		B
ISO 19011:2011	Guidelines for auditing management systems	Second	2011-11-11	In revisione	B
ISO 10018	Quality management – Guidelines on people involvement and competence	First	2012	In revisione	B



- **Significativi cambiamenti formali e sostanziali**
- **Nuove Appendici ed esempi**
 - **Annex A (informative) Examples of formats for quality plans**
 - **Annex B (informative) Correlation matrix between the clauses in this document and those in ISO 9001:2015**
 - **Annex C (informative) Correlation matrix between the clauses of this document and the quality management principles from ISO 9000:2015**
 - **Annex D (informative) Suppliers – Inputs – Process – Outputs – Customers (SIPOC) diagram applied to a quality plan**
- **The quality plan should state the quality objectives for the specific case and how they will be achieved.**

Annex C (informative)

Correlation matrix between the clauses of this document and the quality management principles from ISO 9000:2015

Table C.1 — Correlation between the clauses of this document and the quality management principles from ISO 9000:2015

Clause No.	Clause Title	Quality management principle						
		Customer Focus	Leadership	Engagement of people	Process approach	Improvement	Evidence-based decision-making	Relationship management
4	Using a quality plan							
4.1	Reasons for using a quality plan	Y	N	Y	Y	N	N	Y
4.2	Requesting external provider quality plans	N	N	N	Y	Y	Y	Y
4.3	Managing external provider quality plans	N	N	Y	Y	N	Y	Y
5	Development of a quality plan							
5.1	Context of the quality plan	Y	N	N	Y	Y	Y	Y
5.2	Inputs to the quality plan	Y	N	Y	Y	N	N	Y
5.3	Defining the scope of the quality plan	Y	N	N	Y	N	N	Y
5.4	Preparation of the quality plan							
5.4.1	Initiation	Y	N	Y	Y	N	N	Y
5.4.2	Defining the quality plan	N	N	N	Y	N	N	N
5.4.3	Consistency and compatibility	Y	N	N	Y	N	N	N
5.4.4	Presentation and structure	N	N	N	Y	N	N	N
6	Content of the quality plan							
6.1	General	N	N	N	N	N	N	Y
6.2	Scope of the quality plan	Y	N	N	Y	N	N	N
6.3	Quality plan inputs	Y	N	N	Y	N	Y	N
6.4	Quality objectives	Y	N	N	Y	Y	Y	Y
6.5	Quality Plan responsibilities	Y	Y	Y	Y	N	Y	Y
6.6	Control of documented information	Y	Y	Y	Y	N	Y	N
6.7	Resources							
6.7.1	Provision of resources	N	N	Y	Y	N	N	Y
6.7.2	Materials, products and services	N	N	N	N	N	Y	N
6.7.3	People	N	N	Y	N	Y	N	N
	Infrastructure and environment for the operation of processes							
6.7.4	Monitoring and Measuring Resources	N	N	Y	Y	N	N	N
6.7.5		N	N	N	Y	N	N	N



- **Approvato il FDIS**
- **Allineato con ISO 9000:2015, ISO 9001:2015 e con ISO 21500:2012.**
- **Annex B fornisce una cross reference tra questo documento e ISO 9001:2015 and ISO 21500:2012.**
- **Confermata la struttura dei Processi**

7 Product/service realization in projects 7.1 General

7.2 Interdependent processes

7.3 Scope-related processes

7.4 Time-related processes

7.5 Cost-related processes

7.6 Communication-related processes

7.7 Risk-related processes

7.8 Procurement processes

- It is recognized that there are two aspects to the application of quality management in projects: the **project processes** that are managed within the project management system, and the **quality of the project's outputs** in the form of products and services. Failure to meet either of these dual aspects can have significant effects on the project's products and services, the project's customer and other interested parties, and the project organization.



- **3.1 configuration**
'interrelated functional and physical characteristics of a product or service defined in configuration information (3.5)'
- **Norma uscita 3.2017**
- **Modifiche quasi solo formali**
- **Allineata a ISO 9001**
- **Configuration management can be used to meet the product and service identification and traceability requirements specified in ISO 9001, clause 8.5.2.**

- Def 3.1 -*customer satisfaction code of conduct promises, made to customers (3.4) by an organization (3.9) concerning its behaviour, that are aimed at enhanced customer satisfaction (3.5) and related provisions.* Related provisions can include objectives, conditions, limitations, contact information, and complaints handling procedures.
 - This edition has sought to improve the alignment of ISO 10001 with ISO 9001:2015.
 - Introduzione del 5.1 Context of the organization e 5.2 Establishment e altre modifiche formali.
 - This International Standard is applicable to product- and service-related codes containing promises made to customers by an organization concerning its behaviour.
 - *The satisfaction of persons or organizations that could or do receive a product or a service from a public or a private organization is the focus of this International Standard.*
 - Annex A -Simplified examples of components of codes for different organizations
 - Annex B (informative)- Inter-relationship of ISO 10001, ISO 10002, ISO 10003 and ISO 10004

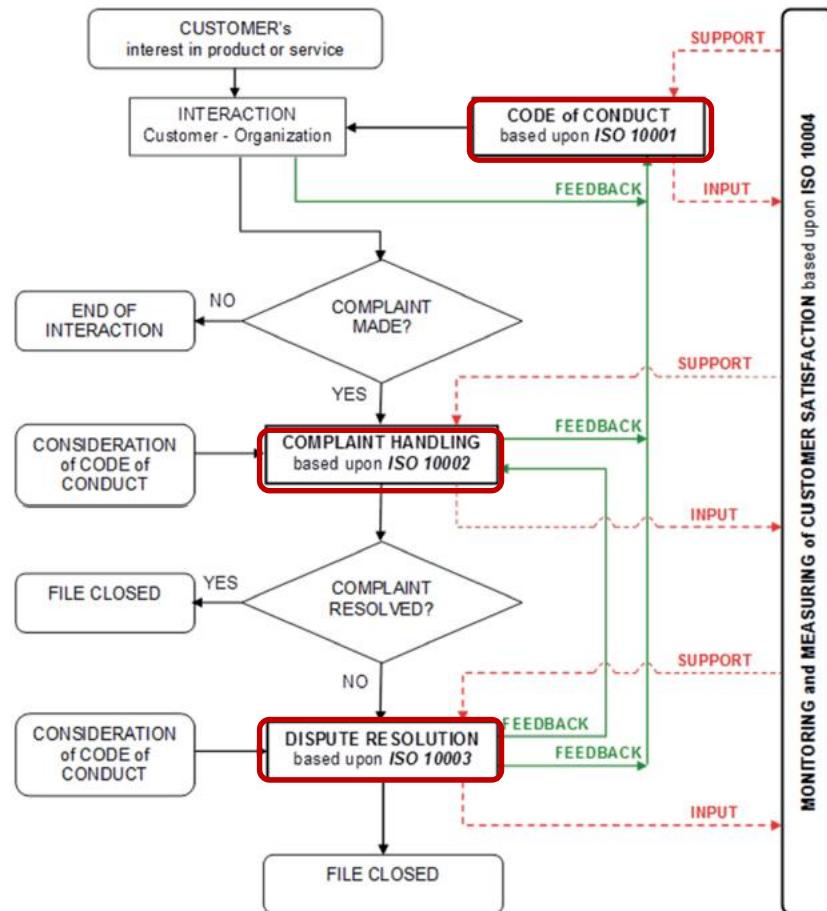




Table A.1 provides simplified examples of components of codes for different organizations.

Table A.1 — Simplified examples of components of codes for different organizations

Example of code component	Pizza delivery company	Medical clinic	Type of organization		
			Retailer association	Hotel	Train
Promise	"If the pizza is not delivered hot and within 30 minutes, the pizza is free."	"Patients will be told promptly of any delayed appointment, and given the option of another time."	"If scanned price of an item is higher than displayed price, the individual or business customer is entitled to receive the item free."	"If the guest is not satisfied with the service, the hotel will make every effort to make it right or the guest will receive a discount."	"If the train is late, the washroom is dirty or the service is discourteous, the customer will be reimbursed the price of the ticket."
Limitations on the promise, communicated to the customer	geographic, weather or traffic condition limits	emergencies disrupting regularly scheduled appointments	does not apply to behind-the-counter cosmetics and individually priced items	circumstances beyond the control of the hotel	severe weather conditions
Other code provisions	statement that cost of late pizza is not deducted from wages of pizza deliverer	statement of availability of doctors outside of normal hours	statement of code objective: "to maintain accurate scanner pricing"	statement of code objective: "complete guest satisfaction"	statement of code objective: "clean, punctual trains and courteous service"
Supportive information	how to make a complaint	how to make an enquiry	how to make an enquiry or complaint	how to get a discount	where refund can be obtained
Code planning, design, development and implementation activity	pilot test programme	customer service training	consult with members of the association	use focus groups to determine most appropriate remedy	educate personnel in dealing with public
Maintenance and improvement activity	conduct survey, and make changes to code wording as a result	evaluate complaint data	involve consumer organizations in review of data	revise marketing campaign	change procedures for cleaning wash rooms
Performance indicators	percentage of on-time deliveries	percentage of patients informed	percentage of mis-priced items	percentage of dissatisfied guests	percentage of passenger complaints



- This second edition cancels and replaces the second edition (ISO 10002:2012).
This edition has sought to improve the alignment of ISO 10002 with ISO 9001:2015.
- This International Standard provides **guidance on the process of complaints handling** related to products and services within an organization, including planning, design, development, operation, maintenance, and improvement. The complaints-handling process described is suitable for use as one of the processes of an overall quality management system.
- Esplicita meglio la coerenza e le relazioni con ISO 10001, ISO 10003 and ISO 10004
- Introduce alcune aggiunte e modifiche, tra cui il 5.1 Context of the organization, e, tra i principi la competenza e la tempestività
- Aggiunti :

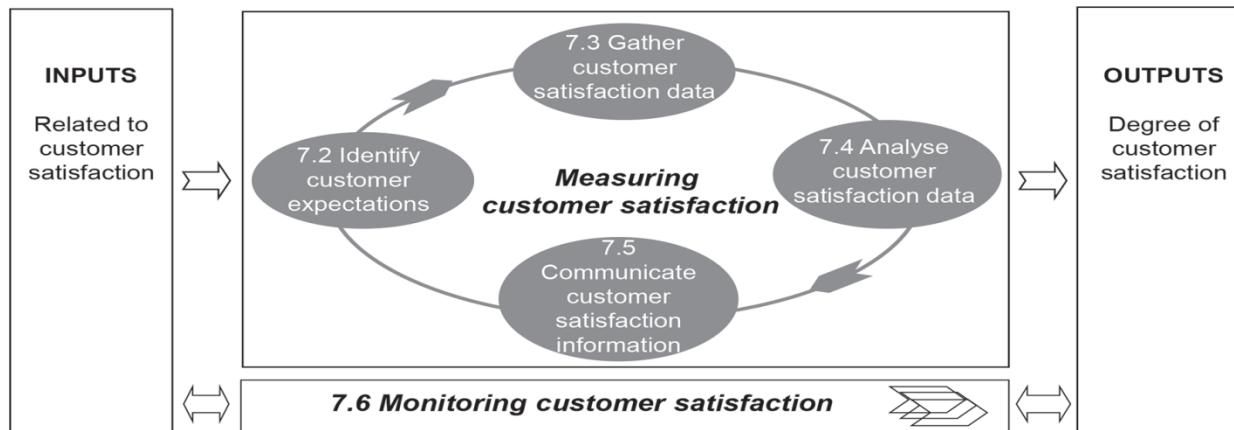
Annex A (informative) Inter-relationship of ISO 10001, ISO 10002, ISO 10003 and ISO 10004.

Annex E (informative) Complaint-handling flowchart



- E' in corso di pubblicazione
- This International Standard is compatible with ISO 10001, ISO 10002 and ISO 10004. Questi quattro International Standards possono essere usati sia singolarmente che congiuntamente
- This International Standard provides guidance for organizations to plan, design, develop, operate, maintain and improve effective and efficient **external dispute resolution for product- and service-related complaints**. Dispute resolution gives an avenue of redress when organizations do not remedy a complaint internally.
- **Poche modifiche rispetto alla ed. precedente**, tra cui:
 - 5.1 Inserimento del Context of the organization
 - Inseriti nuovi Principi Guida:
 - Commitment**
 - Responsiveness**
 - Information integrity**
 - Accountability...**
- **Annex A (informative) Guidance on dispute-resolution methods**
- **Altri undici Annex**

- This edition has sought to improve the alignment of ISO 10004 with ISO 9001:2015 e con le ISO 10001, 10002, 10003.
- Questa Norma cita otto punti specifici della Iso 9001 in cui essa può essere di aiuto per l'applicazione.
- Le variazioni più significative sono:
 - L'nsertimento del Context of the organization e dell' Establishment come riferimenti essenziali nell'impostazione delle attività connesse alla Soddisfazione del cliente
 - L'introduzione di quattro nuovi Principi:Customer-focused approach, Competence, Improvement, Confidentiality
- Confermato lo schema complessivo



- Aggiunti i punti
 - reviewing risks and opportunities related to customer satisfaction measuring and monitoring;
 - evaluating the effectiveness of the actions taken in relation to risks and opportunities.



4 Concepts and guiding principles

- 4.2 Concept of customer satisfaction
- 4.3 Guiding principles

5 Framework for monitoring and measuring customer satisfaction

- 5.1 Context of the organization
- 5.2 Establishment

6 Planning, design and development

- 6.1 Defining the purpose and objectives
- 6.2 Determining the scope and frequency
- 6.3 Determining implementation methods and responsibilities
- 6.4 Allocating resources

7 Operation

- 7.1 General
- 7.2 Identifying customer expectations
- 7.3 Gathering customer satisfaction data
- 7.4 Analysing customer satisfaction data
- 7.5 Communicating customer satisfaction information
- 7.6 Monitoring customer satisfaction

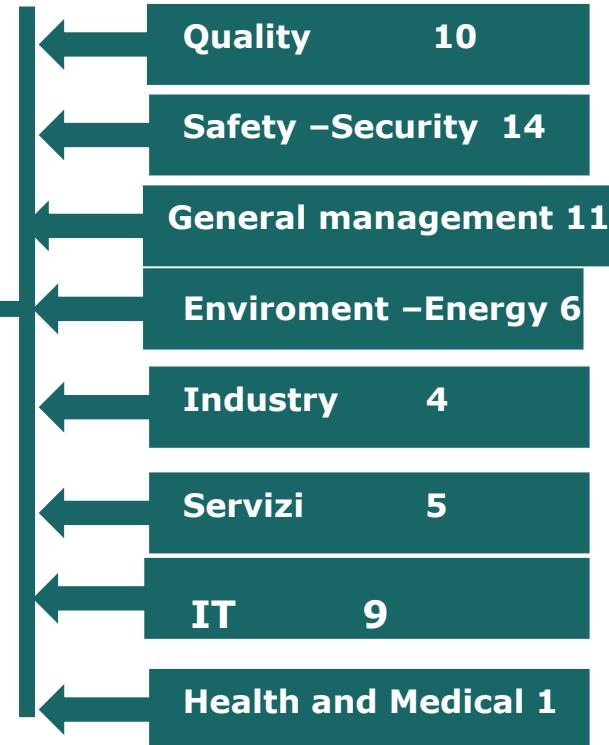
8 Maintenance and improvement

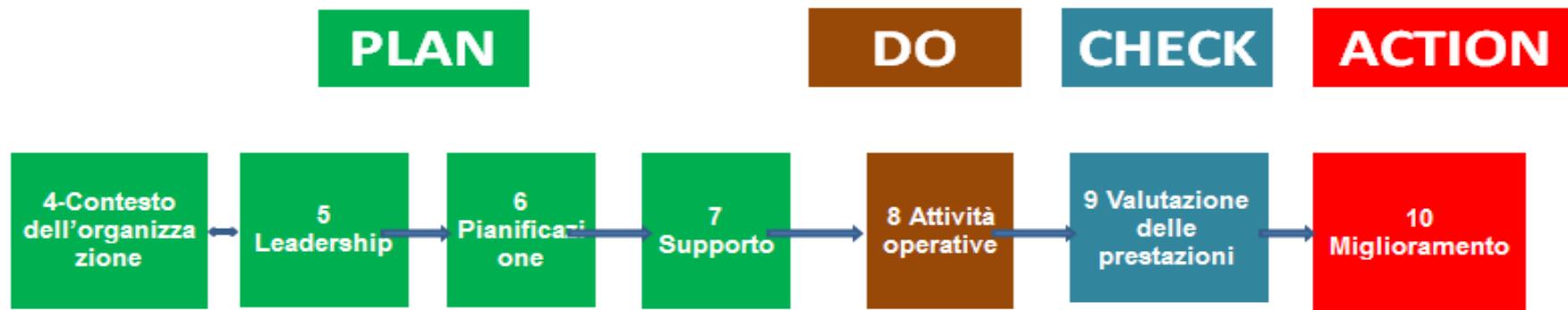
- **Annex A (normative) Conceptual model of customer satisfaction**
- **Annex B (normative) Identification of customer expectations**
- **Annex C (normative) Direct measurement of customer satisfaction**
- **Annex D (normative) Analysis of customer satisfaction data**
- **Annex E (normative) Using customer satisfaction information**
- **Annex F (informative) Inter-relationship of ISO 10001, ISO 10002, ISO 10003 and ISO 10004**



Che cos'è un Sistema di Gestione?

Campi applicativi e norme in corso (60)-Già uscite 17





- **IL SISTEMA È OLISTICO-** *E va innanzitutto costruito e valutato NEL SUO INSIEME, prima che negli specifici punti. Sistema significa gestire le relazioni e le interdipendenze fra le sue parti. Scopo del Sistema è CONSEGUIRE GLI OBIETTIVI.*
- La parola Obiettivi (=*'risultato da conseguire'*) ricorre ora 16 volte
- La parola Prestazioni (=*'risultati misurabili'*) ricorre ora 19 volte (prima 6)
- La parola Efficacia (= *'grado di realizzazione delle attività pianificate e di conseguimento dei risultati pianificati'*) ricorre ora 31 volte.
- La valutazione delle prestazioni include la valutazione dell'efficacia, che permette di misurare il valore aggiunto per l'organizzazione!



Scopo del Sistema è ottenere gli obiettivi (Approccio prestazionale)

- 5-L'alta direzione deve **dimostrare leadership e impegno nei riguardi del SGQ** -assumendosi **la responsabilità dell'efficacia del SGQ**:
-assicurando che siano stabiliti la politica e gli obiettivi per la qualità relativi al SGQ e che essi siano compatibili con il contesto e con gli indirizzi strategici dell'organizzazione; ("they are accountable for making sure they are performed"-HLS);
"Objectives should be specified in a way that allows determination of their fulfilment to be made"-HLS.
- 6.2.2 Nuovo è il requisito di pianificare le azioni per conseguirli. I piani sono intesi come specifici e praticabili (*cosa, come, chi, quando, come sarà misurato il risultato*).
- **"The status and progress on objectives are periodically checked in accordance with the requirements(9.1) and updated as appropriate, consistent with the requirements of Continual improvement (10.2)" -HLS**
- **9-Valutazione delle prestazioni**
The intent of the clause is to specify the requirements for implementing checks to be sure the intended results of the MS are achieved as planned.
The characteristics that are monitored or measured, analyzed and evaluated provide the 'necessary and sufficient' information to judge the extent to which the MS planned activities are realized and its planned results are achieved.
- **Il Focus è sul raggiungimento dei risultati attesi. Ciò che conta è l'output! 'output matters' (IAF).**



- **TUTTE LE NORME SUI SISTEMI DI GESTIONE APPLICANO QUESTI CONCETTI**



- Probabile uscita entro 6.2018 - E' un Sistema di Gestione.
- **3.24 Knowledge management: management with regard to knowledge.**

Note to entry 1: it uses a systemic and holistic approach to improve results and learning.
Note to entry 2: it includes optimizing the identification, creation, analysis, representation, distribution and application of knowledge to create organizational value.
- ***The purpose of this ISO MSS standard for knowledge management is to support organizations to develop a management system that effectively promotes and enables value-creation through knowledge.***
- ***The intent of this standard is to set sound knowledge management principles***
 - as guidance for organizations that aim to be competent in optimizing the value of organizational knowledge***
 - as basis for evaluating and recognizing such competent organizations by recognized audit bodies***



- *Many organizations are therefore beginning to realise that knowledge is an organizational asset that needs to be managed like any other asset.*
- **Deve applicare la struttura base dell'HLS .**

Es. 9 Performance evaluation:

The organization shall evaluate the knowledge performance and the effectiveness of the knowledge management system.

- **Conterrà 3 Appendici:**

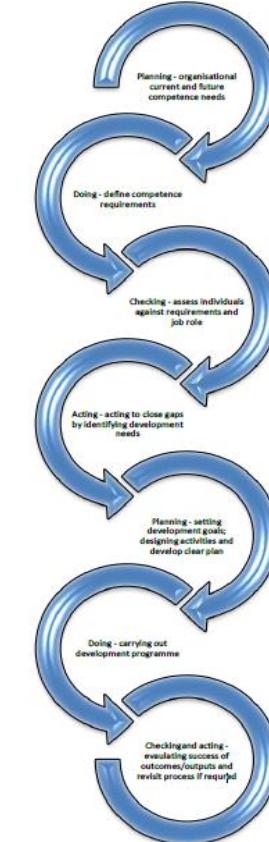
Appendix A : The Knowledge Spectrum- Knowledge inner boundaries

Appendix B: Boundaries between knowledge management and adjacent disciplines

Appendix C: Knowledge Management Culture



- The main changes compared to the previous edition are as follows:
 - alignment with the High-Level Structure as laid down in the new ISO 9000 family series;
 - the document has been updated to support in general the fact that the organization wishing to comply should identify its competence needs at planned intervals;
 - competence management has been further clarified.
- Figure 1 — Chain of managing competence
 - Determine and manage competence needs
 - Determine future competence needs
 - Defining competence requirement for job roles
 - Assess person against competence requirement
 - Development plans and programmes
 - Determining requirements for individual's development
 - Determining development goals
 - Designing the development activities
 - Structuring the development programme
 - Implementing the development programme
 - Evaluate development programme outcomes
(short term output long term outcome)



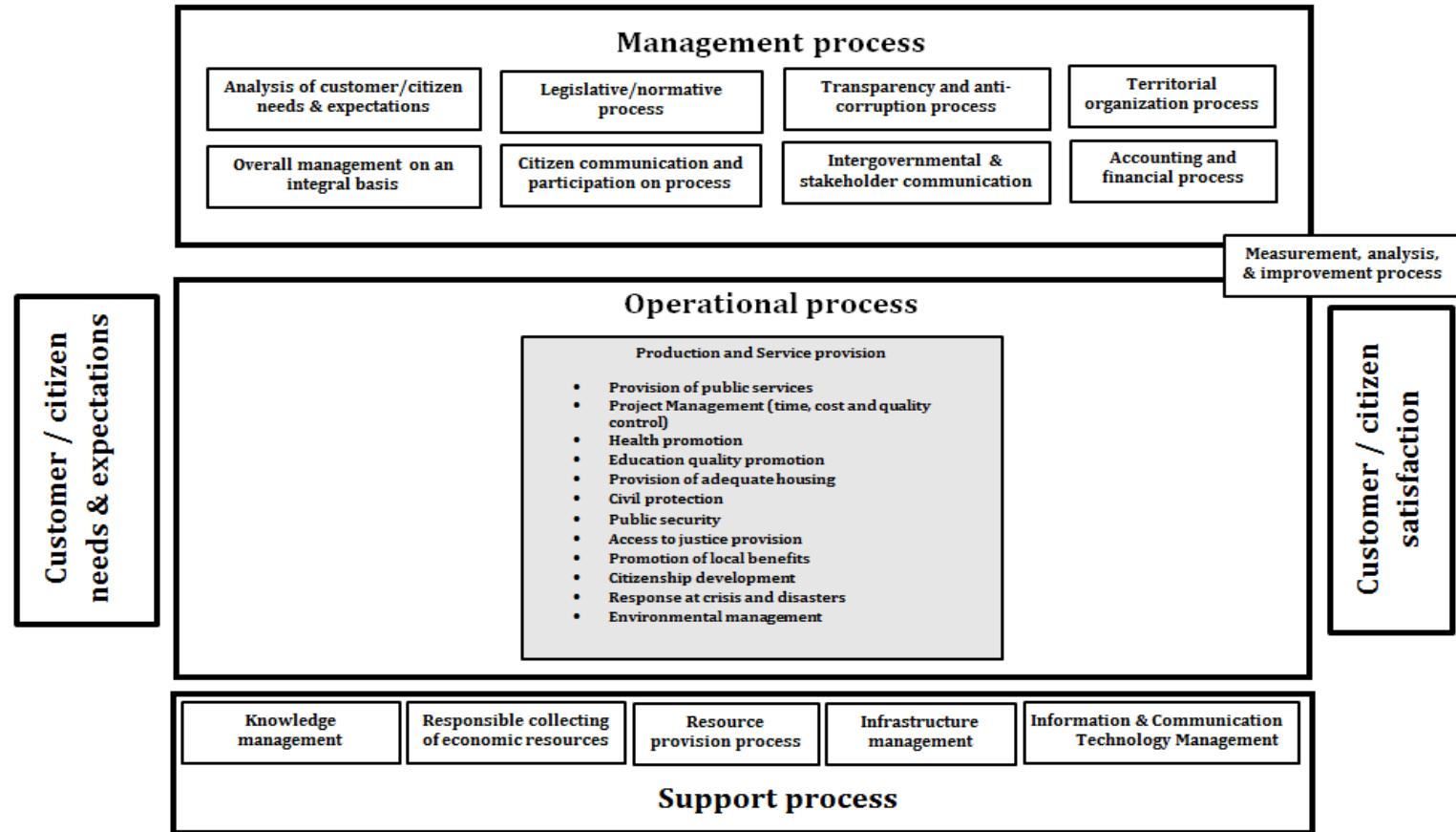


- Aggiorna ed estende una Norma precedente
- (In Italia Prassi di Riferimento UNI/PdR 9:2014- *Linee guida per la governance di un Ente locale attraverso il coinvolgimento della comunità di riferimento e delle parti interessate*).
- Non aggiunge requisiti alla ISO 9001, ma inserisce commenti adattati alla specifica realtà dei Comuni
- Aggiunge cinque Appendici Informative:
 - Annex A -Processes for the integral quality management of local government
 - Annex B -Diagnostic system for sustainable local governments self-assessment tool
 - Annex C - The sustainable development goals of the 2030 agenda ONU for sustainable development
 - Annex D- Integral citizen observatories
 - Annex E - Iso 18091 relationship with human rights.



Annex A

Typical Process for the Integral Quality Management of Local Governments



Processes for the integral quality management of local government

A local government oriented towards the implementation of a quality management system and aiming to secure compliance with the existing legal framework, as well as with the requirements of customers/citizens and of government products/services and strategies, should identify and define its processes and their interrelations. These activities should be supported by the 39 indicators established in Table B.1 to B.4.

Consultation and application of these guidelines during the definitions of these processes (see 0.2) facilitates the implementation of ISO 9001:2015 by the local management in a comprehensive manner. Figures A.1 and A.2 offer a graphic presentation of a model a quality management system based on processes for the local government.

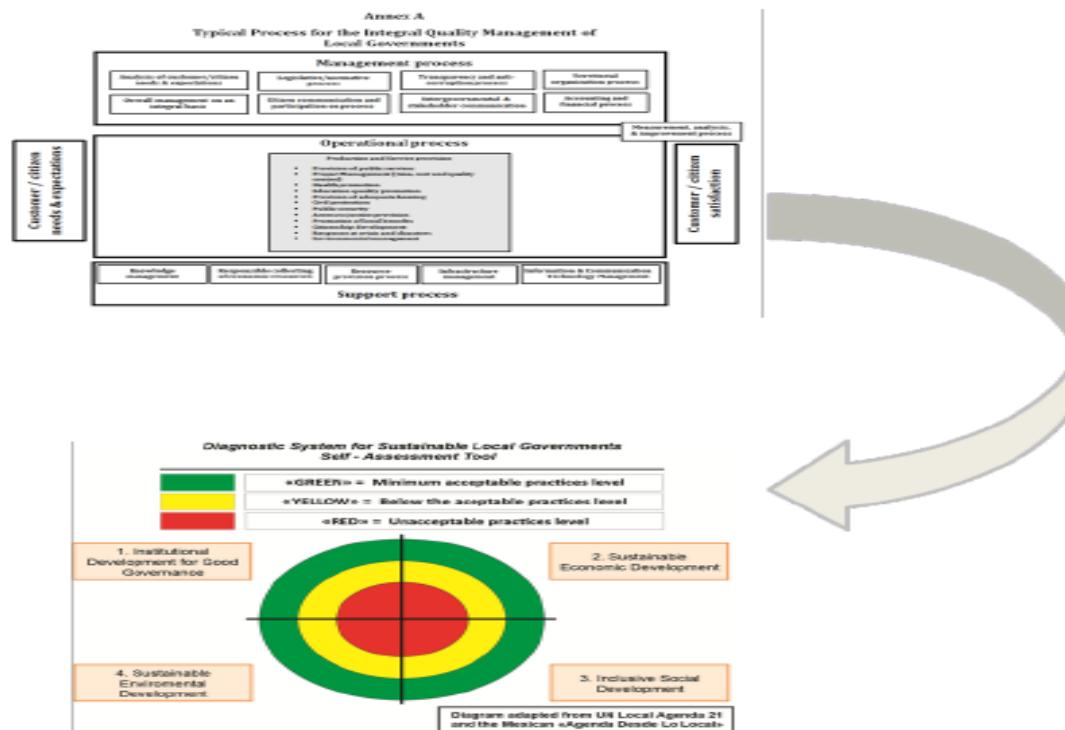
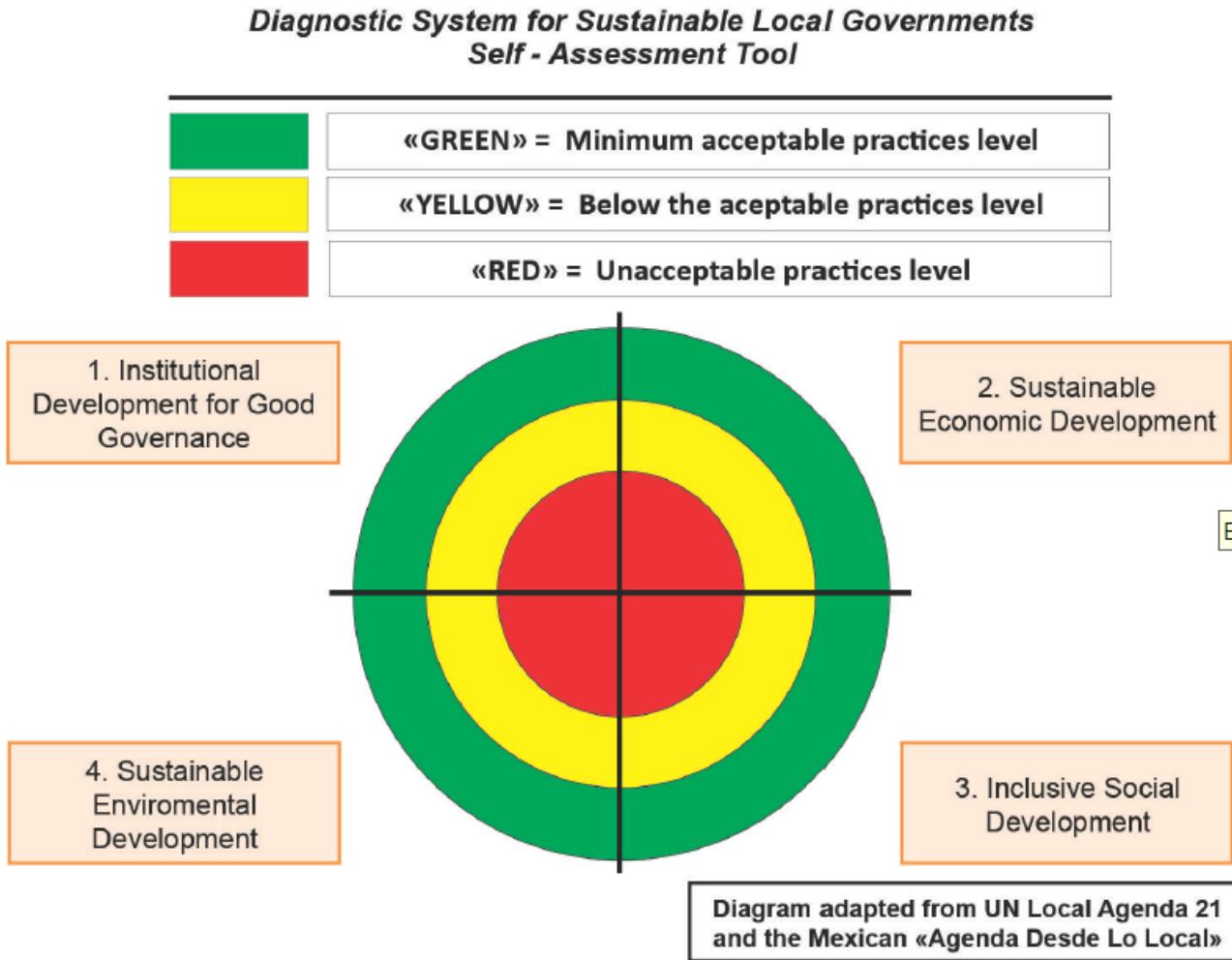


Figure A.1 — Processes following local governments outputs

Comuni ISO/CD 18091

The tool is presented below, including the definition of the levels of the thirty-nine indicators.

Figure B.1 — “Diagnostic System for Sustainable Local Governments” system for the development of a reliable government



E:\Figure 5.jpg

Figure B.2 — "Diagnostic System for Sustainable Local Governments" system for the development of a reliable government — Local government at an acceptable level (using 39 indicators)

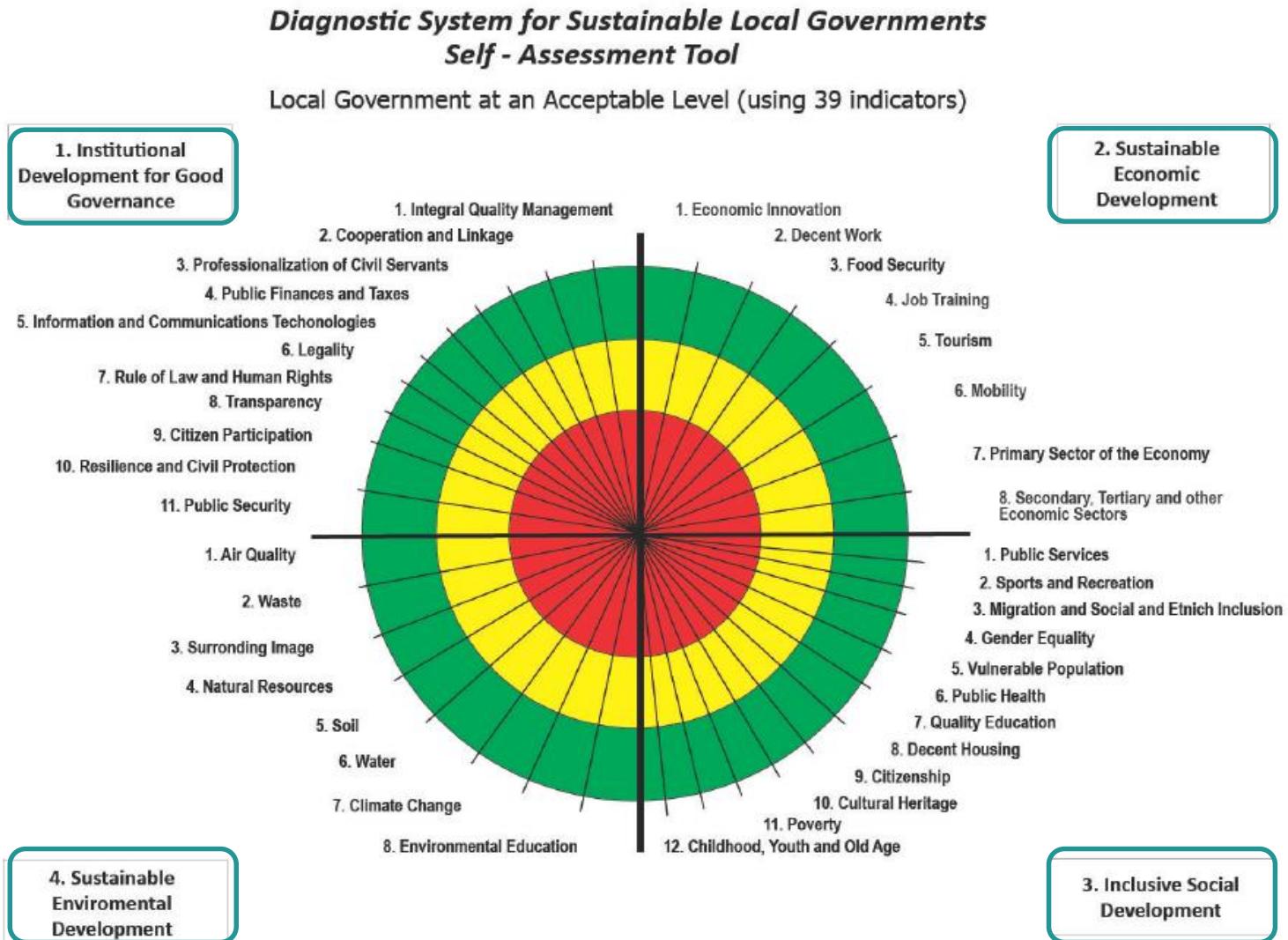


Table B.4 – “Integral diagnostic, check-up, evaluation and follow-up” system for the development of a reliable local government –
Indicators of sustainable environmental development

Topics	Indicators	Red	Yellow	Green
1.Air Quality	1. Air quality care	There is no local government authority taking any control over activities that pollute the air, such as burning grasslands and waste materials, as well as the circulation of vehicles.	There are officially stated procedures to prevent the burning of grasslands and waste materials, and there is periodic inspection of pollution emissions.	The local government has regulations and programs for mobile and fixed pollutant emission inspections. Its results are reliably assessed and made public.
2.Waste	2. Clean and responsible waste	There are several permanent uncontrolled waste disposal areas open to the environmental elements. There is no waste collection service or it is insufficient.	There is only one open landfill where waste disposal is deposited and controlled. It is surrounded by a perimeter fence. The entry of waste materials is supervised, and there is surveillance. There are some waste collection service routes.	There is a sanitary landfill fulfilling official standards and regulations required. It is covered and there is protection for the air, soil and ground water. There is a waste collection system covering most of the local government territory. The local government take some actions for waste separation and recycling.
3.Surrounding Image	3. Care of the surrounding image	There are no activities to care on the image of the local government territory surroundings.	There are periodic activities that are carried out in a disorderly and unplanned manner to enhance the image of the local government's surroundings.	There are programs to enhance the local government's territorial surrounding image with significant and documented results, including a budget for the programs.
4.Natural Resources	4. Care and responsible of	There is no diagnosis related to the natural resources nor are there any protective activities.	There is a documented diagnosis that is updated at least every 3 years based on matters related to the	There is a programme for the conservation and use of natural resources, with significant results and

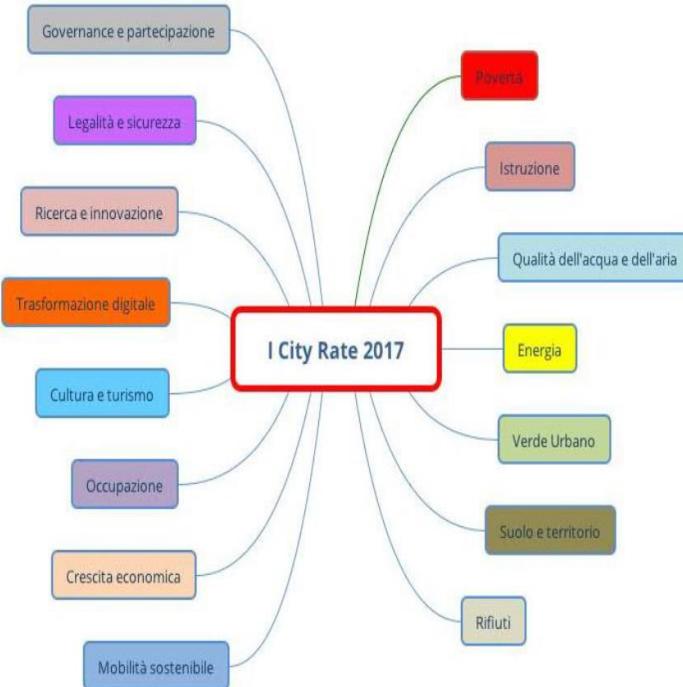


**THE SUSTAINABLE DEVELOPMENT GOALS OF THE 2030 AGENDA
FOR SUSTAINABLE DEVELOPMENT**

Figure C.1 — “The sustainable development goals of the 2030 agenda for sustainable development”



ICity Rate è il Rapporto annuale realizzato da FPA per fotografare la situazione delle città italiane nel percorso verso città più intelligenti, ovvero più vicine ai bisogni dei cittadini, più inclusive, più vivibili. In accordo alle dimensioni della Sostenibilità ONU



ICity Rate - Milano 24 ottobre 2017

Tav. 3 - Le prime 10 città in classifica			
POSIZIONE 2017	Città	PUNTEGGIO	POSIZIONE 2016
1	Milano	599,1	1
2	Bologna	597,4	2
3	Firenze	571,1	4
4	Venezia	553,3	3
5	Trento	545,8	8
6	Bergamo	538,1	11
7	Torino	532,9	6
8	Ravenna	517,6	10
9	Parma	513,9	7
10	Modena	513,3	9

La rilettura del rating rispetto alle dimensioni della sostenibilità ha portato ad un ulteriore aumento degli indicatori considerati, che passano quest'anno ad essere 113, ma soprattutto all'introduzione di ben 42 nuovi indicatori afferenti ad ambiti di policy differenti.

ANNEX E

ISO 18091 RELATIONSHIP WITH HUMAN RIGHTS



Universal Declaration of Human Rights	International Covenant on Civil and Political Rights	International Covenant on Economic, Social and Cultural Rights
<p>Art. 2. Right to life.</p> <p>Art. 3. Right to life; Personal integrity right.</p> <p>Art. 7. Right to equality and prohibition of discrimination.</p> <p>Art. 8 Right to denounce, challenge or resort to human rights violations.</p> <p>Art. 10. Commitment to take action for the effectiveness of human rights; Duty to Adopt Provisions of Internal Law.</p> <p>Art. 13. Right to freedom of transit.</p> <p>Art. 17. Right to property.</p> <p>Art. 19. Right of access to information</p>	<p>Art. 1. Right of free disposal of wealth and resources.</p> <p>Art. 2. Commitment to take action for the effectiveness of human rights; Duty to Adopt Provisions of Internal Law; Right to denounce, challenge or resort to human rights violations.</p> <p>Art. 3. Right to equality and prohibition of discrimination.</p> <p>Art. 6. Right to life; Personal integrity right.</p> <p>Art. 12. Right to freedom of transit.</p> <p>Art. 14. Personal integrity right.</p> <p>Art. 18 Right to guidance and</p>	<p>Art. 1. Right of free disposal of wealth and resources; Right of self-determination</p> <p>Art. 2. Commitment to take action for the effectiveness of human rights; Duty to Adopt Provisions of Internal Law.</p> <p>Art. 3. Right to equality and prohibition of discrimination.</p> <p>Art. 4. Commitment to take action for the effectiveness of human rights.</p> <p>Art. 6. Right to work; Right to education and vocational training; Right to guidance and vocational training.</p> <p>Art. 7. Right to work.</p> <p>Art. 8 Right to health</p>

1.-Intitutional development for governance

1. Government planned and organized with a comprehensive quality management system. Art. 2, 2, 4, 10, 28.
2. Associated, solidary and linked. Art. 2, 2, 4, 10, 28.
3. Civil servants competence and continuity Art. 21, 25.
4. Community engagement in public policies and programs. Art. 21, 25.
5. Fiscally responsible with a healthy financial administration. Art. 19, 19.
6. Resilient and promoter of civil protection and emergency services. Art. 3, 6.
7. Systematic use of information and communication technologies (ICT) for e-Government. Art. 15.
8. Legal framework in force and updated. Art. 2, 2.
9. The rule of law and Human Rights prevail in the territory of the local government. Art. 2, 2, 3, 4, 6, 8, 10, 14, 28.
10. Transparent and accessible to public information. Art. 19, 19.
11. Conscious and responsible of public safety. Art. 3, 6, 17.

2.-Sustainable economic development

1. Promoter of innovative economic alternatives. Art. 6.
2. Promoter of decent work opportunities. Art. 6, 7, 23.
3. Responsible of food safety. Art. 11, 25.
4. Promoter of education and training for local employment. Art. 6, 13, 18, 26.
5. Promoter of tourism. Art. 1, 1, 11, 25, 47.
6. Responsible of sustainable and secure mobility, with routes of communication and interconnection. Art. 12, 13.
7. Promoter of primary economic development (rural / urban: forestry, livestock, agriculture and others). Art. 1, 1, 11, 25, 47.
8. Promoter of the development of industry, commerce and services (secondary, tertiary and other sectors). Art. 1.

1. Careful in air quality. Art. 12, 25.
2. Clean and responsible of waste. Art. 12, 25.
3. Careful of the environmental image. Art. 12.
4. Careful and responsible of natural resources. Art. 1, 47.
5. Care and responsible of soil with an effective land management system. Art. 1.
6. Careful and responsible of water. Art. 3, 6, 11, 12.
7. Responsible of combating climate change. Art. 12.
8. Promoter of environmental education. Art. 12.

1. Provider of public services. Art. 11, 12.
2. Promoter of sport and integral recreation of the population. Art. 1.
3. Migration and promoter of ethnic and social integration. Art. 8, 11.
4. Promoter of gender equality. Art. 3, 3, 7, 26.
5. Responsible for vulnerable and at-risk populations. Art. 10.
6. Promoter of public health. Art. 9, 22.
7. Promoter of quality basic education. Art. 13, 26.
8. Promoter of infrastructure for dignified housing. Art. 11, 25.
9. Promoter of building citizenship. Art. 15, 21, 25, 27.
10. Promoter of the protection and preservation of cultural heritage. Art. 4.
11. Responsible of eradicating Poverty. Art. 12, 13, 25, 26.
12. Promoter of the development of the childhood, youth and old adults. Art. 10, 12, 24.

4.-Sustainable environmental development

3.-Social inclusive development

«Innovazione: entità nuova o modificata che realizza o redistribuisce valore [ISO/TC 279 WG1 e WG2]»

La serie ISO 50500: l'ISO/TC 279⁽²⁾

WG 1 - Innovation management system

ISO 50501 Innovation management system - Guidance

4 WGs

WG 2 - Terminology, terms and definitions

ISO 50500 Fundamentals and vocabulary

X

WG 3 - Tools and methods

ISO 50503 Tools and methods for collaborative innovation - Guidance

6 WGs

ISO 50504 Strategic intelligence management

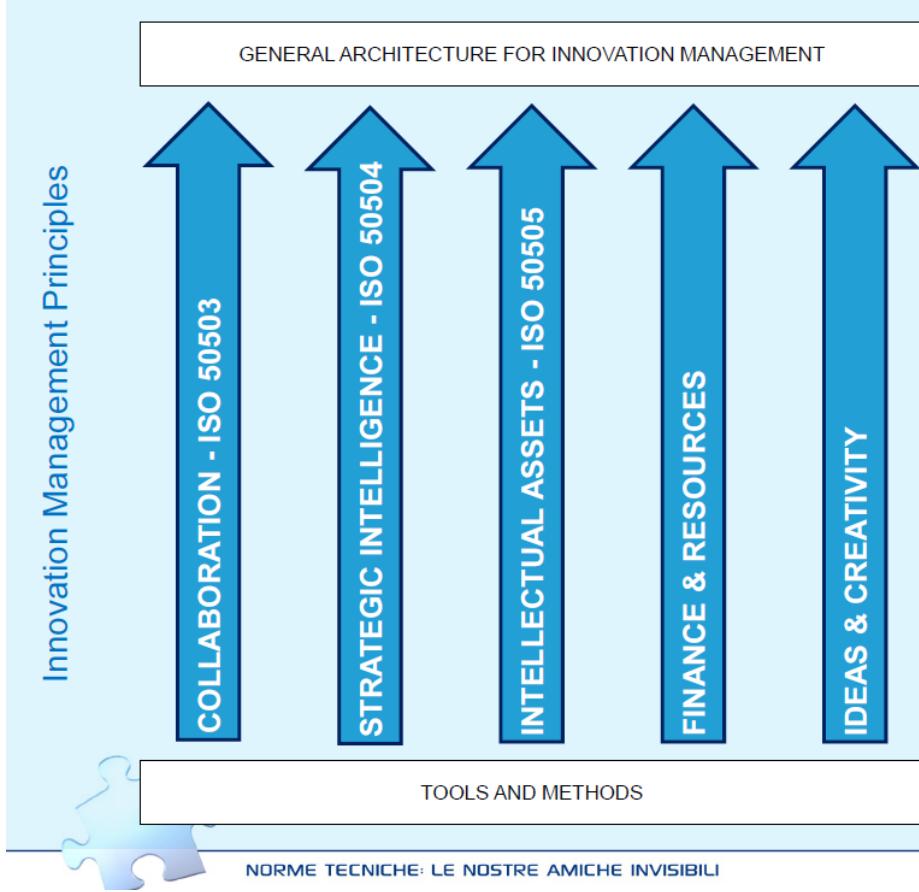
ISO 50505 Intellectual property management

WG 4 - Innovation management assessment

ISO 50502 Assessment - Guidance



WG3: Strumenti e metodi



l'ISO/TC 279/WG3 definisce i *driver* attraverso i quali inquadrare i metodi e strumenti rispetto all'architettura dell'IMS

 ENTE ITALIANO
DI NORMAZIONE

UNI/CT 16/GL 89 "Gestione dell'innovazione"



Sostituirà la UNI EN ISO 19011:2011, nel primo semestre 2018

Ricordiamo le innovazioni più importanti allora introdotte:

- ***La Norma ha anticipato vari contenuti poi introdotti nella 9001:2015***
- ***La Norma ha esteso il programma di audit (e anche il riesame del programma di audit);***
- ***La Norma chiede l'efficacia dell'audit e del sistema, in misura molto maggiore che in precedenza; nella ISO 19011:2011 la parola efficacia/efficace ricorre 41 volte (prima 15), contro 43 di 'conformità'; Se non ci sono attività pianificate e obiettivi/risultati pianificati non ci può essere efficacia. Nella ISO 17021-1 invece ricorre 12 volte l'efficacia, 56 volte la conformità.***
- ***chiede che venga esplicitata, misurata, migliorata la competenza, ("la qualità dell'audit non può essere migliore della competenza dell'auditor");***
- ***ha introdotto il rischio dell'audit (e sua valutazione preventiva e consuntiva): sia il rischio che l'Audit non ottenga gli obiettivi specifici in precedenza fissati; sia il rischio che il Sistema di Gestione, di cui l'audit è uno degli strumenti di misurazione, non raggiunga gli obiettivi specificati;***
- ***La norma è strumento indispensabile di tutti gli auditor interni e guida essenziale di accompagnamento quotidiano per la professionalità .***

Ma molti di questi requisiti non hanno trovato ancora adeguato recepimento e diffusione.



HLS- QUALI IMPLICAZIONI SULL'AUDIT?

ISO 19011 - La revisione 2018

Revisione formale o sostanziale? Il ruolo fondamentale delle strutture di alto livello, HLS

Il recupero della valenza strategico/competitiva

Quindi l'ottenimento di risultati attesi

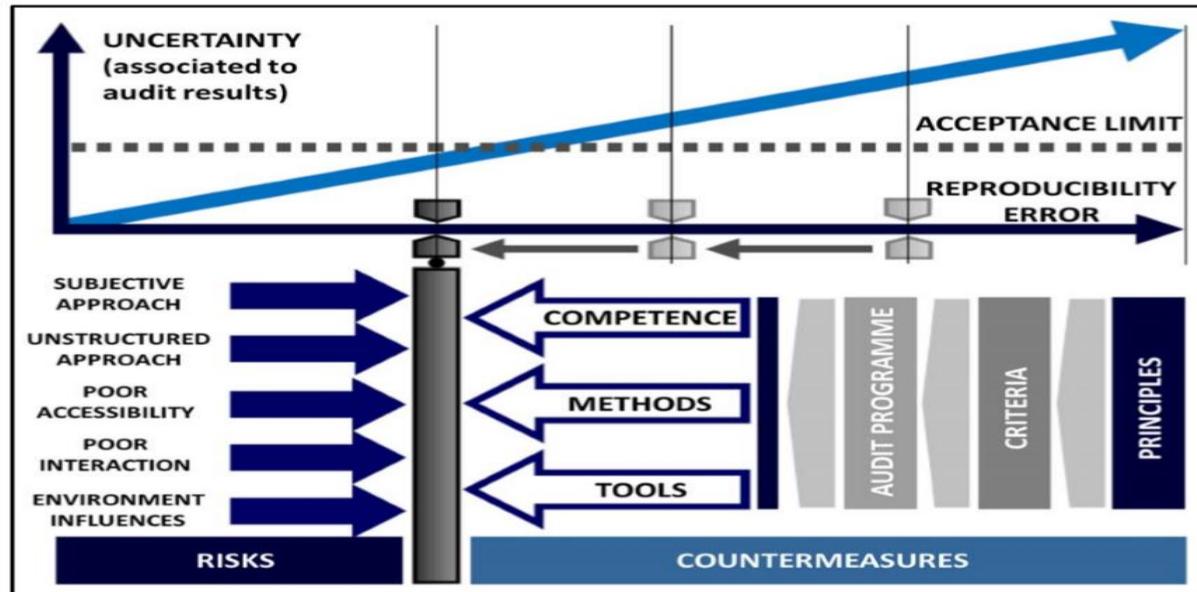
Quindi una fondamentale misura dell'efficacia, prima delle non conformità!

ACCREDIA. In parallelo alla verifica puntuale dei punti da esaminare occorrerà costruire la valutazione del soddisfacimento complessivo del Sistema, dando una risposta ai seguenti quesiti:

- ***Gli obiettivi sono coerenti con il contesto esterno e interno e con gli indirizzi strategici?***
- ***Sono misurabili, comunicati, monitorati?***
- ***Esistono piani per conseguire gli obiettivi e seguirne l'avanzamento? I piani includono l'attenzione ai rischi/opportunità?***
- ***Gli obiettivi sono raggiunti? In quale misura? Quanto Il sistema è efficace?***
- **Una risposta insoddisfacente corrisponde a Sistema complessivo non efficace!**

ISO 19011 - La revisione 2018- Tra le novità acquisite:
L'esame del contesto viene inserito come base dell'audit

Ridurre l'incertezza dell'Audit



La ISO 19011 si allontanerà ulteriormente dalla ISO 17021 →



- **Ora si deve partire da contesto, rischi del sistema, obiettivi attesi dell’O.**
- **Gli audit objectives can be based on consideration of the following:**
 - a) needs and expectations of relevant interested parties, both external and internal;
 - b) characteristics of and requirements for processes, products, services and projects,
 - i) performance and level of maturity of the management system(s) being audited.
- **Examples of audit programme objectives** can include the following to:
 - identify opportunities for the improvement of a management system and its performance;
 - evaluate the capability of the auditee to determine its context;
 - evaluation of the capability of the system to effectively address risks and opportunities, ..
 - evaluate the capability of the auditee of determining risks and opportunities, and identifying and implementing effective actions to address them;
 - evaluation of the effectiveness of the management system in meeting its intended outcomes;
- **Tra i rischi dell’audit si considerano anche quelli relativi alla individuazione degli obiettivi dell’audit, alla inefficace comunicazione interna/esterna e tra I processi..., alla competenza degli auditor**
- **Audit conclusions** should address issues such as the following:
 - a) the extent of conformity with the audit criteria and robustness of the management system, including the effectiveness of the management system in meeting the intended outcomes, the identification of risks and effectiveness of actions taken by the auditee to address risks;



È la **revisione della UNI/TS 11312:2008**

- *La Norma specifica linee guida per la progettazione (vedere punto 5), la pianificazione operativa e il coordinamento (vedere punto 6), lo svolgimento di audit effettuati con modalità "in incognito" (mystery audit; vedere punto 7) presso organizzazioni i cui servizi ed eventuali prodotti associati sono erogati e forniti, direttamente o affidati all'esterno (outsourcing), a clienti finali (per esempio, utenti, consumatori, cittadini, turisti, pazienti, ecc.); - specifica linee guida per l'elaborazione dei risultati, restituzione delle conclusioni e azioni successive vedere punto 8);*
- **Nella UNI 11312-1 sono stati inseriti un'analisi di contesto e di rischi e opportunità come fulcro della progettazione di un mystery, un capitolo specifico sull'elaborazione e restituzione dei risultati al committente e un'appendice specifica dei parametri della 9001:2015 monitorabili con l'utilizzo del mystery audit.**
- **In Appendice A viene fornito uno schema di flusso del processo di audit in incognito. In Appendice B viene spiegato il legame tra la presente norma, l'HLS (High Level Structure) e la UNI EN ISO 19011:2012. (La norma è allineata alla nuova impostazione della futura ISO 19011:2018).**
In Appendice C è fornito un prospetto di raffronto tra la presente norma e alcuni requisiti della UNI EN ISO 9001:2015.
- **La norma UNI 11312 si accompagna alla Parte 2: Requisiti di conoscenza, abilità e competenza per le figure professionali coinvolte nella gestione e nello svolgimento di audit in incognito**

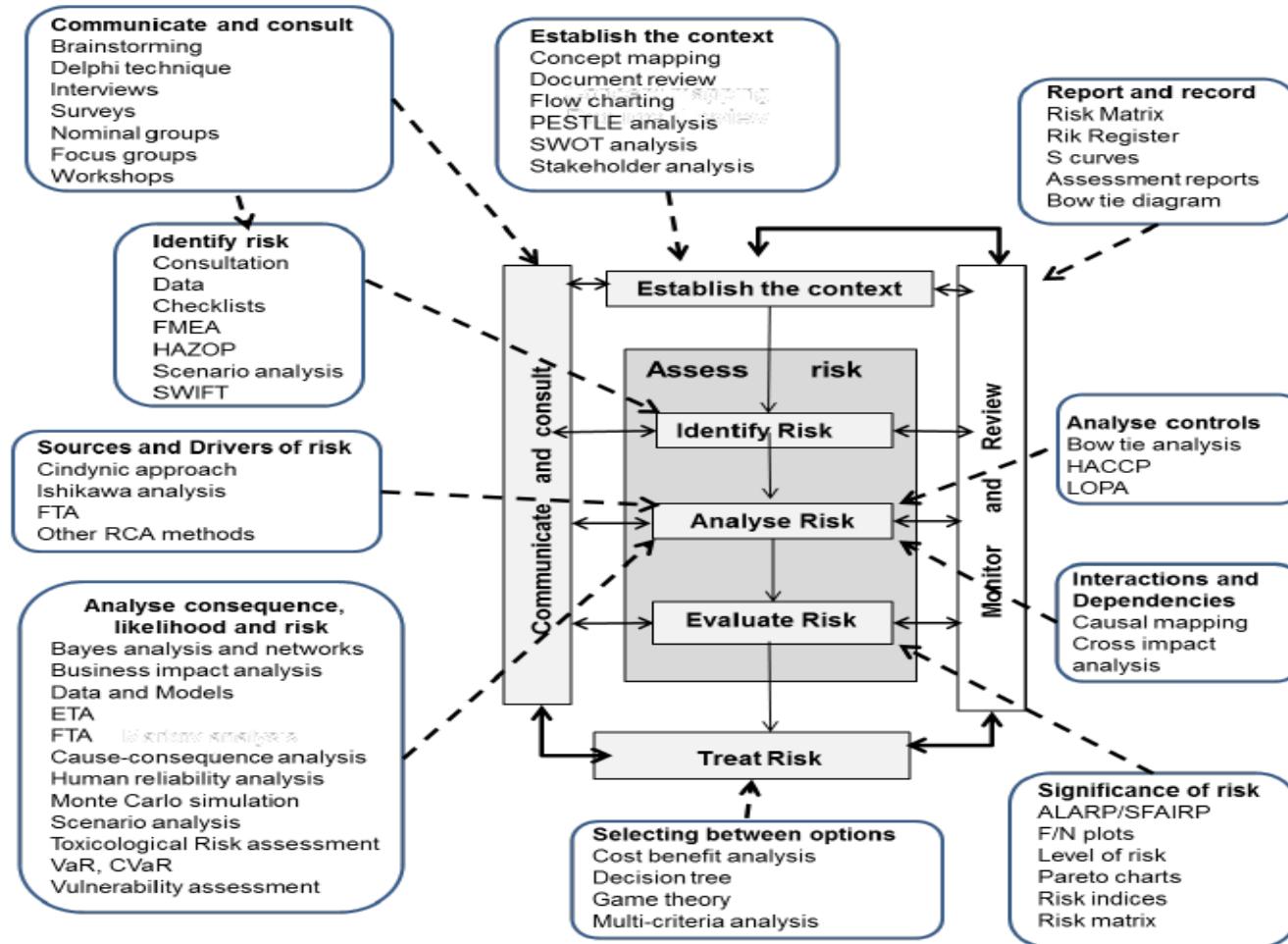
Rev. IEC ISO 31010 Valutazione rischi



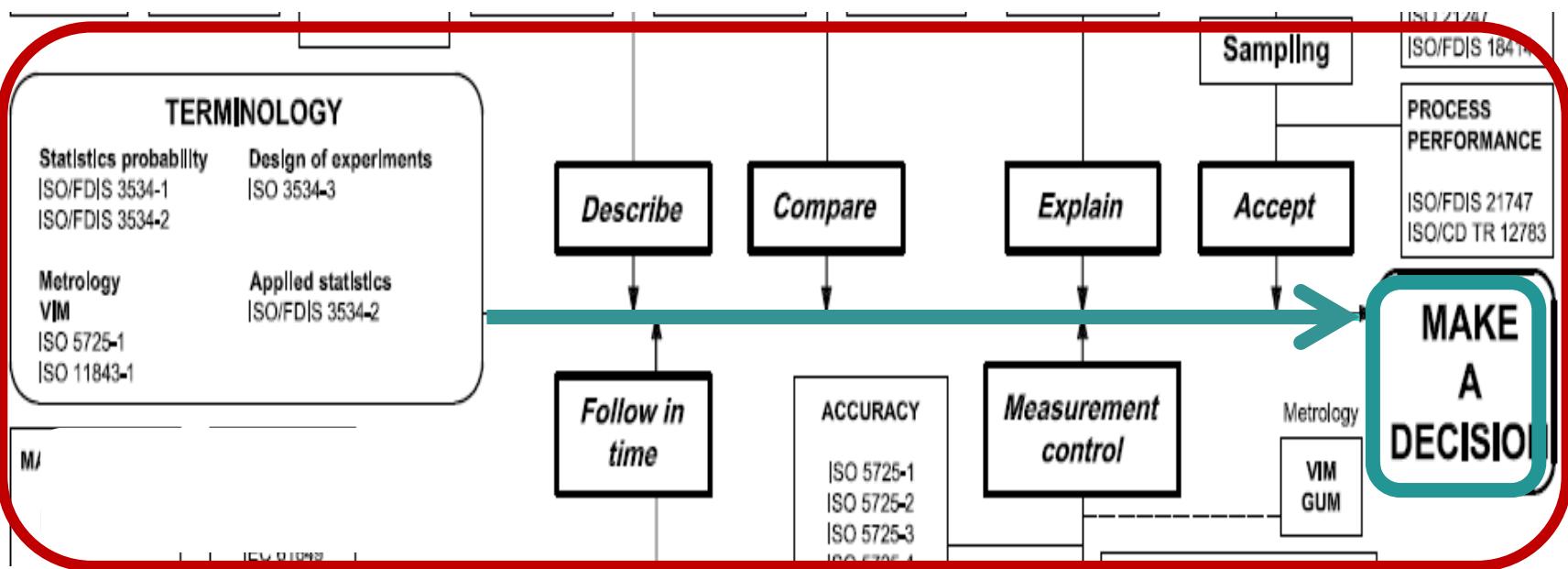
IEC/ISO CD 31010/Ed2 © IEC:2017

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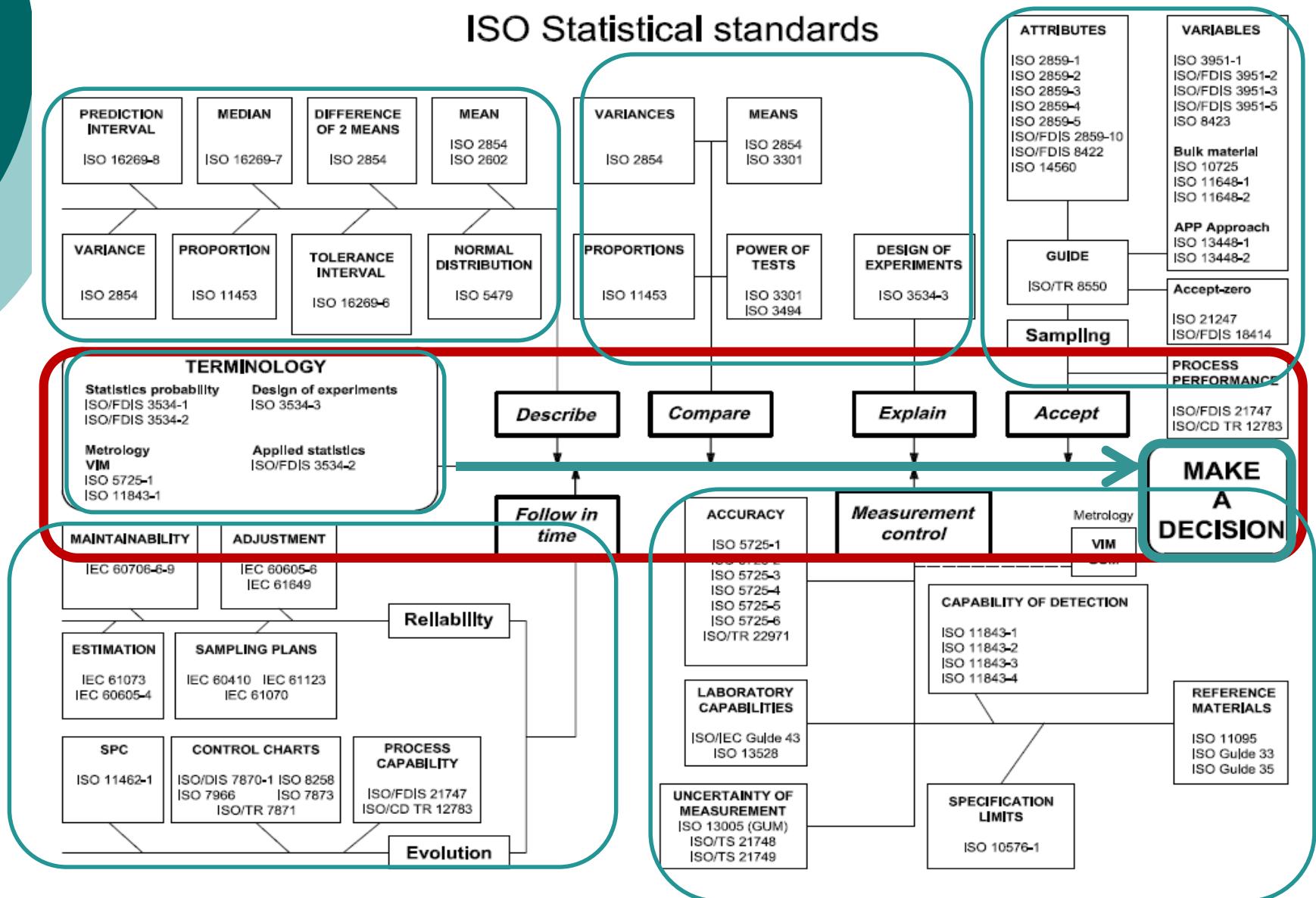
56/1727/CD



Adapted from Peace C (2015) Risk Assessment is there a Goldilocks technique
At : www.riskmangement.co.nz/publications



ISO Statistical standards



Sottocomitati del TC 69 e Numero di Norme prodotte e gestite

- ISO/TC 69/SC 1 Terminology and symbols 4 STD
- ISO/TC 69/SC 4 Applications of statistical methods in product and process management 15 STD
- ISO/TC 69/SC 5 Acceptance sampling 25 STD
- ISO/TC 69/SC 6 Measurement methods and results 32 STD
- ISO/TC 69/SC 7 Applications of statistical and related techniques for the implementation of Six Sigma 11 STD
- ISO/TC 69/SC 8 Application of statistical and related methodology for new technology and product development 5 STD



- **ISO 16355-1:2015**
- **Application of statistical and related methods to new technology and product development process -- Part 1: General principles and perspectives of Quality function deployment (QFD)**
- **ISO 16355-2:2017**
- **Part 2: Non-quantitative approaches for the acquisition of voice of customer and voice of stakeholder**
- **ISO 16355-4:2017**
- **Part 4: Analysis of non-quantitative and quantitative Voice of Customer and Voice of Stakeholder**
- **ISO 16355-5:2017**
- **Part 5: Solution strategy**
- **ISO/TR 16355-8:2017**
- **Part 8: Guidelines for commercialization and life cycle**



ALTRE ESTENSIONI



- In che misura un'organizzazione è trasparente? Qual è il suo indirizzo strategico? Come viene gestita? Queste domande si riferiscono alla **governance**, vale a dire il sistema che regola il modello di gestione, di controllo e la responsabilità di una organizzazione nel realizzare la sua missione primaria, nel lungo termine.
- Un nuovo comitato ISO si propone di aiutare le organizzazioni a raggiungere questi obiettivi attraverso lo sviluppo di **norme nell'ambito della governance organizzativa**, per conto delle persone verso le quali sono responsabili.
- **La prima norma dovrà fornire principi e linee guida generali, di alto livello, su come creare un sistema di governance efficace nelle organizzazioni di ogni dimensione: dalla grande multinazionale alla piccola impresa individuale.** Le norme elaborate dal comitato potranno essere utili anche alle autorità legislative come strumenti a sostegno delle politiche pubbliche.
- Il nuovo comitato ISO consoliderà le buone prassi in materia di governance delle prestazioni organizzative attraverso lo sviluppo di norme che **integrino tutti gli aspetti: la gestione, il controllo, la responsabilità** .
- Accanto a questa norma generale, il TC 309 prevede di concentrare i lavori normativi sulle politiche di segnalazione di illeciti, sulla conformità (**compliance**) e **sulla corruzione**. Il comitato garantirà la continuation con la **ISO 37001** sui sistemi di gestione per la prevenzione della corruzione e la **ISO 19600** sui sistemi di gestione della conformità (**compliance**).
- Questi lavori contribuiranno al raggiungimento **dell'Obiettivo 16 per lo Sviluppo sostenibile delle Nazioni Unite**, volto alla promozione della pace, della giustizia e di istituzioni forti, aumentando la trasparenza e la responsabilità , così come la buona direzione e il controllo delle organizzazioni.
- La prima riunione dell'ISO/TC 309 si è svolta nel novembre 2016 a Londra, poi Quebec City e Shenzhen, 12-17 November 2017.



Scope: Standardization in the field of governance relating to aspects of direction, control and accountability of organizations.

Governance è diverso da Management; Accurata analisi dell'esistente verso terminologia e concetti

26.1.17 Work programme :

- Corporate governance,
- Whistleblowing,
- Anti-bribery management systems (ISO 37001)
- Compliance management systems (ISO 19600)
- Ad Hoc Group 1 Strategic Business Plan

Internal liaisons: ISO/TC 176 Quality management and quality assurance, ISO/TC 251 Asset management, ISO/TC 258 Project, programme and portfolio management, ISO/TC 260 Human resource management, ISO/TC 268 Sustainable Development in Communities, ISO/PC 283 Occupational health and safety management systems, ISO 26000, ISO/TC 262 Risk management,..

External Liaisons: OECD (*G20/OECD Principles of Corporate Governance*), World Bank/ International Finance Corporation,.....

29.6.17 ISO/NP 37000, Guidance for the governance of organizations.

Includes principles, terminology, framework, and the expected benefits.

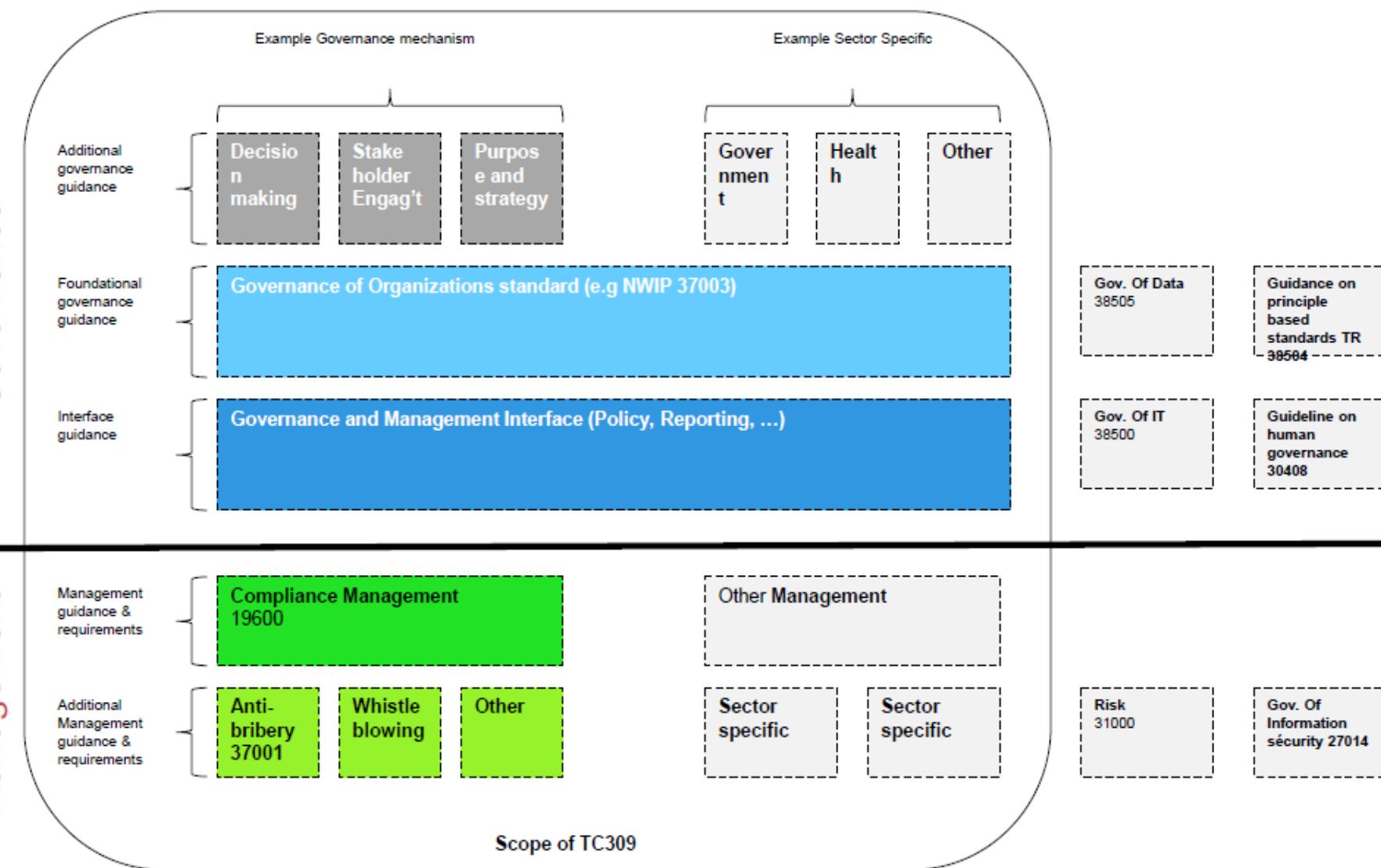
Altri Futuri lavori

- Establish WG Guidance governance of organizations, leadership
- Ethical claims -- Labels and supporting information -- Requirements

This document does not cover requirements for conformity assessment bodies verifying ethical claims

Governance

Management





- **ISO 26000**
- **Si moltiplicano le connessioni ma in modo molto disomogeneo**
- **PRASSI DI RIFERIMENTO UNI/PdR 21:2016**
SVILUPPO DELLA CULTURA DELL'INTEGRITÀ DEI PROFESSIONISTI – INDIRIZZI APPLICATIVI
La prassi di riferimento fornisce le linee guida per lo sviluppo della cultura della integrità e del ragionamento etico dei professionisti, attraverso processi e strumenti per la progettazione, l'implementazione e la gestione di un modello funzionale alla cultura dell'integrità.



- **PRASSI DI RIFERIMENTO UNI/PdR 18:2016**
Responsabilità sociale delle organizzazioni - Indirizzi applicativi alla UNI ISO 26000

APPENDICE B – Checklist di valutazione per la governance ai sensi della uni iso 26000

Avviato un nuovo progetto:

La responsabilità sociale nelle micro e piccole imprese e nell'artigianato: un progetto di prassi di riferimento

Publication of ISO/IEC TR 17028 – *Guidelines and examples of a certification scheme for services*



Contents

1 Scope

2 Normative references

3 Terms and definitions

4 Fundamentals of certification of services

4.1 General

4.2 Functional approach

5 Development and management of certification schemes for services

5.1 Scheme owner

5.2 Stakeholder engagement

5.3 Scheme management

6 Content of a certification scheme for services .

6.1 General

6.2 Scope of the scheme

6.3 Selection elements in the scheme

6.4 Certification process

6.5 Attestation

6.6 Licensing the use of certificates and marks of conformity

6.7 Surveillance

6.8 Changes affecting certification

Annex A (informative) Examples of certification schemes for services

Annex B (informative) Example of information provided with an application for service certification

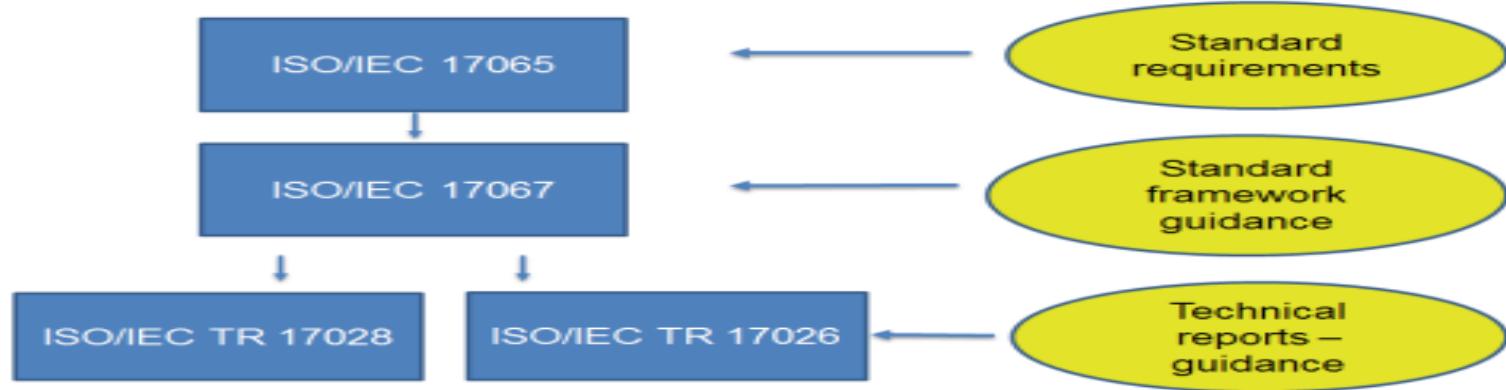
Annex C (informative) Example of contents of a certification agreement

Annex D (informative) Example of information to be included in certification documentation

Annex E (informative) Example of contents of a licensing agreement for the use of a certificate and mark of conformity

Annex F (informative) Example of information to be included in a licence for the use of a certificate or mark of conformity

Publication of ISO/IEC TR 17028 – *Guidelines and examples of a certification scheme for services*



- **ISO/IEC 17065:2012 Conformity assessment -- Requirements for bodies certifying products, processes and services**
- **ISO/IEC 17067:2013 Conformity assessment -- Fundamentals of product certification and guidelines for product certification schemes.** Describes the fundamentals of product certification and provides guidelines for understanding, developing, operating or maintaining certification schemes for products, processes and services.
- **ISO/IEC TR 17026:2015 Conformity assessment -- Example of a certification scheme for tangible products.** Provides an example of a type 5 product certification scheme for tangible products as described in ISO/IEC 17067.

Publication of ISO/IEC 17067– *Guidelines and examples of a certification scheme for products*



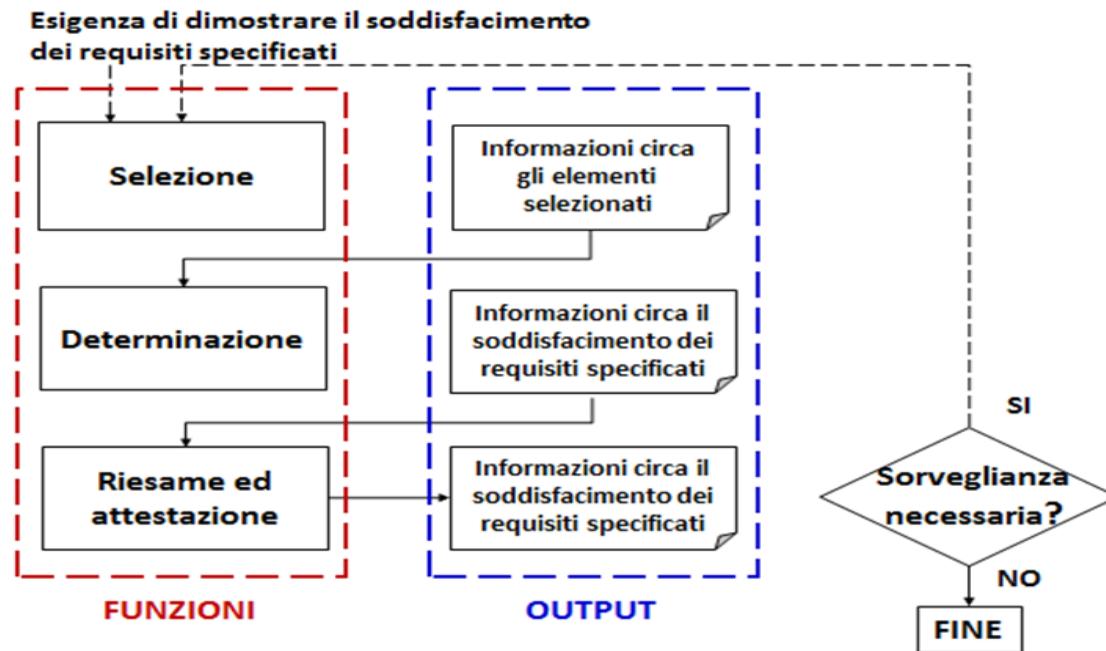
Table 1 — **Building a product certification system**

Elements ^a of Product Certification System	Product certification systems ^{b, c, d}								
	1a	1b	2	3	4	5	6	<i>N</i> ^f	
1) Sampling, as applicable	x	x	x	x	x	x			
2) Determination of characteristics, as applicable, by:	x	x	x	x	x	x	x		
a) testing (ISO/IEC 17025)									
b) inspection (ISO/IEC 17020)									
c) design appraisal									
d) assessment of services									
3) Evaluation (review)^e	x	x	x	x	x	x	x		
4) Decision on certification (attestation)	x	x	x	x	x	x	x		
Granting, maintaining, extending, suspending, withdrawing certification									
5) Licensing		x	x	x	x	x	x		
Granting, maintaining, extending, suspending, withdrawing the right to use certificates or marks									
6) Surveillance as applicable by:			x	x	x				
a) testing /inspection of samples in the open market			x	x	x				
b) testing /inspection of samples at the factory			x	x	x				
c) quality system audits combined with random tests/ inspections				x	x	x	x		
d) conformity assessment of the production process/services			x	x	x	x			



- Il commercio mondiale necessita, sempre di più, di **fiducia**; non c'è tempo per ripetere controlli.
- Ha bisogno di fiducia nei marchi, nelle certificazioni, nelle dichiarazioni di conformità, nelle attestazioni, dando per scontato che dietro tali attestazioni siano rispettati dei prerequisiti essenziali:
 - **che la conformità sussista;**
 - **che lo si possa provare/verificare;**
 - **che la prova sia effettuata da un organismo/Ente credibile;**
 - **che la prova sia condotta in base a specifiche procedure, chiare e possibilmente condivise su base sovra-nazionale.**
- Imprescindibile è **l'esigenza che "ci si possa fidare"**: dei cibi che consumiamo, delle prestazioni dei nuovi prodotti che acquistiamo, delle misurazioni effettuate da un laboratorio, delle certificazioni rilasciate ad un'organizzazione a cui ci rivolgiamo, degli accreditamenti.

L'Approccio funzionale



SELEZIONE	DETERMINAZIONE	RIESAME ED ATTESTAZIONE
<p>Riguarda le attività (informazioni ed input) necessari per effettuare la selezione degli oggetti da sottoporre a determinazione:</p> <ul style="list-style-type: none"> • definizione degli oggetti (incluse le modalità di campionamento appropriate) • requisiti specificati e scopi specifici • metodi appropriati (prove, ispezioni) • informazioni supplementari 	<p>Attività intraprese per raccogliere tutte le informazioni necessarie per valutare il soddisfacimento dei requisiti specificati. Per esempio:</p> <ul style="list-style-type: none"> • prove • ispezioni • audit • valutazione tra pari • analisi del progetto • ... 	<p>Il RIESAME costituisce la fase finale di controllo, preliminare alla decisione, se l'oggetto soddisfa i requisiti specificati.</p> <p>L'ATTESTAZIONE è l'atto formale di dimostrazione del soddisfacimento dei requisiti. Per esempio:</p> <ul style="list-style-type: none"> • certificazione • accreditamento

La convergenza sui 17 obiettivi ONU per la Sostenibilità del pianeta



EXAMPLES OF HOW ACCREDITATION CAN SUPPORT SPECIFIC SDGS

ENHANCING THE USE OF ENERGY



The application of energy-efficient production processes and technologies, along with enhanced utilization of renewable energy sources which will provide an opportunity for countries to follow a low-carbon and low-emissions growth path, powered by innovative, smart and locally relevant energy solutions, is a challenging aspiration for the future.

- **GRAZIE dell'ATTENZIONE**

