

TRINIDAD AND TOBAGO BUREAU OF STANDARDS

NATIONAL STANDARDS FOR WITHDRAWAL – QUALITY MANAGEMENT

In accordance with the Standards Act, No. 18 of 1997, the following **voluntary** Trinidad and Tobago Standards, will be withdrawn as they have become obsolete. Copies of these standards will be available from the Bureau's Information Centre for consultation by interested parties.

Parties that may be affected by the proposed withdrawals can submit comments:

- via a web form on the TTBS' website; or
- via email to kenlee.hadai@ttbs.org.tt

For further information, please contact us at:

Tel: 662-3132, Ext 2050

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NUMBER	TITLE	SCOPE	REASON FOR WITHDRAWAL
TTS 594:2007	Requirements For Testing And Calibration Laboratories - Laboratory Quality Improvement Programme (LABQUIP) - Grade 1	This national standard specifies the general requirements for the competence to carry out tests and/or calibrations, including sampling. It covers testing and calibration performed using standard methods, non-standard methods and laboratory developed-methods. It is applicable to all institutions performing tests and/or calibrations. These include, for example, first, second- and third-party laboratories, and laboratories where testing and/or calibration forms part of inspection and product certification. It is intended for use by laboratories in developing their quality, administrative and technical systems that govern their operation. Laboratory clients, regulatory authority and accreditation bodies may also use it in confirming or recognizing the competence of laboratories. This national standard is applicable to laboratories regardless of personnel or the extent of the scope of testing and/or calibration activities. Compliance with regulatory and safety requirements on the operation of laboratories is not covered by this national standard.	The base document, ISO/IEC 17025: 1999, was withdrawn and replaced by ISO/IEC 17025:2005.
TTS/BS 6143: Part 1: 2008	Guide to the Economics of Quality - Part 1: Process Cost Model	This part of BS 6143 provides guidance on the modelling and determination of costs associated within any business process in a manner consistent with the pursuit of continuous improvement and the concept of total quality management.	The base document, BS 6143: Part 1: 1992 was withdrawn. Therefore TTS/BS 6143:Part 1:2008 is obsolete and is being withdrawn.
TTS/BS 6143: Part 2: 2008	Guide to the Economics Of Quality - Part 2: Prevention, Appraisal and Failure Model	This part of BS 6143 provides guidance on the determination of costs associated with defect prevention and appraisal activities, internal and external failures, and on the operation of quality related to costs systems for effective business management.	The base document, BS 6143: Part 2: 1990 was withdrawn, as it is no longer relevant. Therefore, TTS/BS 6143: Part 2:2008

			is obsolete and is being withdrawn.
TTS/ISO 10001:2008	Quality Management - Customer Satisfaction - Guidelines for Codes of Conduct for Organizations	Provides guidance for planning, designing, developing, implementing, maintaining and improving customer satisfaction codes of conduct. It is applicable to product-related codes containing promises made to customers by an organization concerning its behaviour. Such promises and related provisions are aimed at enhanced customer satisfaction. Annex A provides simplified examples of components of codes for different organizations. It is intended for use by organizations regardless of type, size and product provided, including organizations that design customer satisfaction codes of conduct for use by other organizations. Annex C gives guidance specifically for small businesses. It does not prescribe the substantive content of customer satisfaction codes of conduct nor does it address other types of codes of conduct, such as those related to the interaction between an organization and its personnel, or between an organization and its suppliers. It is not intended for certification or for contractual purposes and it is not intended to change any rights or obligations provided by applicable statutory and regulatory requirements.	The base document, ISO 10001: 2007, was withdrawn and replaced by ISO 10001:2018.
TTS/ISO 10002:2008	Quality Management - Customer Satisfaction - Guidelines for Complaints Handling in Organizations	Provides guidance on the process of complaints handling related to products within an organization, including planning, design, operation, maintenance and improvement. The complaints-handling process described is suitable for use as one of the processes of an overall quality management system. It is not applicable to disputes referred for resolution outside the organization or for employment-related disputes. It is also intended for use by organizations of all sizes and in all sectors. Annex A provides guidance specifically for small businesses. This International Standard addresses the following aspects of complaints handling: a) enhancing customer satisfaction by creating a customer-focused environment that is open to feedback (including complaints), resolving any complaints received, and enhancing the organization's ability to improve its product and customer service. b) top management involvement and commitment through adequate acquisition and development of resources, including personnel training; c) recognizing and addressing the needs and expectations of complaints: d) providing complainants with an open, effective and easy-to-use complaints process; e) analysing and evaluating complaints in order to improve the product and customer service quality; f) auditing of the complaints-handling process; g) reviewing the effectiveness and efficiency of the complaints-handling process. This International	The base document, ISO 10002: 2004, was withdrawn and replaced by ISO 10002:2014. ISO has withdrawn ISO 10002:2014 as it is no longer relevant.

		Standard is not intended to change any rights or obligations provided by applicable statutory or regulatory requirements.	
TTS/ISO 10003:2008	Quality Management - Customer Satisfaction - Guidelines for Dispute Resolution External to Organizations	Provides guidance for an organization to plan, design, develop, operate, maintain and improve an effective and efficient dispute-resolution process for complaints that have not been resolved by the organization. This International Standard is applicable to: - complaints relating to the organization's products intended for, or required by, customers, the complaints handling process or dispute resolution process; - resolution of disputes arising from domestic or cross-border business activities, including those arising from electronic commerce. It is intended for use by organizations regardless of type, size and product provided, and deals with - guidance on determining when and how organizations can participate in dispute resolution, - guidance on the selection of providers and use of their services, - top management involvement in, and commitment to, dispute resolution and deployment of adequate resources within the organization, - the essentials for fair, suitable, transparent and accessible dispute resolution, - guidance on management of an organization's participation in dispute resolution, and monitoring, evaluating and improving the dispute-resolution process. It is not intended for certification or for contractual purposes. It does not apply to the resolution of other types of disputes, such as employment disputes. It is not intended to change any rights or obligations provided by applicable statutory and regulatory requirements. This International Standard does not apply to complaints handling within an organization.	The base document, ISO 10003: 2007, was withdrawn and replaced by ISO 10003:2018.
TTS/ISO 10005:2008	Quality Management Systems - Guidelines for Quality Plans	Provides guidelines for the development, review, acceptance, application and revision of quality plans. It is applicable whether or not the organization has a management system in conformity with ISO 9001. It is applicable to quality plans for a process, product, project or contract, any product category (hardware, software, processed materials and services) and any industry. It is focused primarily on product realization and is not a guide to organizational quality management system planning. It is a guidance document and is not intended to be used for certification or registration purposes.	The base document, ISO 10005: 2005, was withdrawn and replaced by ISO 10005:2018.
TTS/ISO 10006:2008	Quality Management Systems - Guidelines for Quality Management in Projects	Gives guidance on the application of quality management in projects. It is applicable to projects of varying complexity, small or large, of short or long duration, in different environments, and irrespective of the kind of product or process involved. This can necessitate some tailoring of the guidance to suit a particular project. It is not a guide to (project management) itself. Guidance on quality in project management processes is discussed in this International Standard. Guidance on quality in a	The base document, ISO 10006: 2003, was withdrawn and replaced by ISO 10006:2017.

		project's product related processes, and on the (process approach), is covered in ISO 9004. Since this International Standard is a guidance document, it is not intended to be used for certification/registration purposes.	
TTS/ISO 10015:2008	Quality Management - Guidelines For Training	These guidelines cover the development, implementation, maintenance, and improvement of strategies and systems for training that affect the quality of the products supplied by an organization. It applies to all type of organizations. It is not intended for use in contracts, regulations, or for certification. It does not add to, change, or otherwise modify requirements for the ISO 9000 series. It is not intended to be used by training providers delivering services to other organizations. Training providers may use this International Standard when addressing the training needs of their own personnel.	The base document, ISO 10015: 1999, was withdrawn and replaced by ISO 10015:2019.
TTS/ISO 15189:2008	Medical Laboratories - Particular Requirements For Quality And Competence	Specifies the requirements for quality and competence particular to medical laboratories. It is for use by medical laboratories in developing their quality management systems and assessing their own competence, and for use by accreditation bodies in confirming or recognizing the competence of medical laboratories.	The base document, ISO 15189: 2007, was withdrawn and replaced by ISO 15189:2012.
TTS/ISO 15190:2005	Medical laboratories — Requirements for safety	This standard specifies requirements for safe practices in the medical laboratory.	The base document, ISO 15189: 2003, was withdrawn and replaced by ISO 15190:2020.
TTS/ISO 19011:2012	Guidelines for Auditing Management Systems	Provides guidance on auditing management systems, including the principles of auditing, managing an audit programme and conducting management system audits, as well as guidance on the evaluation of competence of individuals involved in the audit process, including the person managing the audit programme, auditors and audit teams.	The base document, ISO 19011:2011, was withdrawn and replaced by ISO 19011:2018.
TTS/ISO 2859-2:2008	Sampling Procedures for Inspection by Attributes Part 2 : Sampling plans indexed by Limiting Quality (LQ) for Isolated Lot Inspection	This part of ISO 2859 establishes LQ sampling plans and procedures for inspection by attributes compatible with ISO 2859/1 that can be used when the switching rules given in ISO 2859/1 are not applied, for example, when lots are of an isolated nature. The plans in this part of ISO 2859 are indexed by a preferred series of limiting qualities (LQ) with a consumer's risk usually below 10%, but always below 13%. This method of indexing permits the "ad-hoc" procedure mentioned in sub-clause 12.6 of ISO 2859/1 to be implemented as a standard procedure.	The base document, ISO 2859-2: 1985, was withdrawn and replaced by ISO 2859-2:2020.
TTS/ISO 3951-1:2008	Sampling Procedures for Inspection by Variables - Part 1: Specification for Single Sampling Plans Indexed by Acceptance Quality Limit (AQL) for Lot-	This part of ISO 3951 specifies an acceptance sampling system of single sampling plans for inspection by variables, in which the acceptability of a lot is implicitly determined from an estimate of the percentage of nonconforming items in the process, based on a random sample of items from the lot. This part of ISO 3951 is primarily designed for application under specific conditions which are detailed in the scope.	The base document, ISO 3951-1: 2005, was withdrawn and replaced by ISO 3951-1:2013.

	By-Lot Inspection for a Single Quality Characteristic and a Single AQL		
TTS/ISO 3951-2:2008	Sampling Procedures for Inspection by Variables - Part 2: General Specification for Single Sampling Plans Indexed by Acceptance Quality Limit (AQL) for Lot-By-Lot Inspection of Independent Quality Characteristics	This part of ISO 3951 specified an acceptance sampling system of single sampling plans for inspection by variables, indexed in terms of the Acceptance Quality Limit (AQL). This part of ISO 3951 is primarily designed for use under the following conditions: a) where the inspection procedure is to be applied to a continuing series of lots of discrete products all supplied by one producer using one production process. If there are different producers or production processes, apply this part of ISO 3951 to each one separately; b) where the quality characteristics of the items of product are measurable on a continuous scale; c) where the measurement error is negligible (i.e. with a standard deviation no more than 10% of the corresponding process standard deviation); d) where production is stable (under statistical control) and the quality characteristics are distributed, at least to a close approximation, according to normal distributions; e) where, in the case of multiple quality characteristics, the characteristics are independent of one another, at least approximately; f) where a contract or standard defines an upper specification limit U, a lower specification limit L, or both on each of the quality characteristics.	The base document, ISO 3951-2: 2006, was withdrawn and replaced by ISO 3951-2:2013.
TTS/ISO 9004:2010	Managing for the Sustained Success of an Organization - a Quality Management Approach	Provides guidelines beyond the requirements given in ISO 9001 in order to consider both the effectiveness and efficiency of a quality management system, and consequently the potential for improvement of the performance of an organization. When compared to ISO 9001, the objectives of customer satisfaction and product quality are extended to include the satisfaction of interested parties and the performance of the organization.	The base document, ISO 9004: 2000, was withdrawn and replaced by ISO 9004:2018.
TTS/ISO/IEC 10007:2007	Quality Management - Guidelines for Configuration Management	Gives guidance on the use of configuration management within an organization. It is applicable to the support of products from concept to disposal. It first outlines the responsibilities and authorities before describing the configuration management process, that includes configuration management planning, configuration identification, change control, configuration status accounting and configuration audit. Since this International Standard is a guidance document, it is not intended to be used for certification/registration purposes.	The base document, ISO 10007: 2003 Ed 2, was withdrawn and replaced by ISO 10007:2017.
TTS/ISO/IEC 17011:2007	Conformity Assessment - General Requirements for Accreditation Bodies Accrediting Conformity	Specifies general requirements for accreditation bodies assessing and accrediting conformity assessment bodies (CABs). It is also appropriate as a requirement document for the peer review evaluation process for mutual recognition arrangements between accreditation bodies. Accreditation bodies operating in accordance with this	The base document, ISO/IEC 17011:2004, was withdrawn and replaced by ISO/IEC

	Assessment Bodies	International Standard do not have to offer accreditation to all types of CABS. They are organizations providing the following conformity assessment services: testing, management system certification, personnel certification product certification, and, the context of this International Standard, calibration.	17011:2017.
TTS/ISO/IEC 17020:2008	General Criteria for the Operation of Various Types of Bodies Performing Inspection	Specifies general criteria for the competence of impartial bodies performing inspection irrespective of the sector involved. It also specifies independence criteria. This standard is intended for the use of inspection bodies and their accreditation bodies as well as other bodies concerned with recognizing the competence of inspection bodies. This set of criteria may have to be interpreted when applied to particular sectors, or to in-service inspection. It does not cover testing laboratories, certification bodies or the suppliers' declaration of conformity, the criteria for which are contained in other European Standards of the EN 45000 series.	The base document, ISO/IEC 17020:1998, was withdrawn and replaced by ISO/IEC 17020:2012.
TTS/ISO/IEC 17025:2008	General Requirements for the Competence of Testing and Calibration Laboratories	Specifies the general requirements for the competence to carry out tests and/or calibrations, including sampling. It covers testing and calibration performed using standard methods, non-standard methods, and laboratory-developed methods. It is applicable to all organizations performing tests and/or calibrations. These include, for example, first- second- and third-party laboratories, and laboratories where testing and/or calibration forms part of inspection and product certification. It is applicable to all laboratories regardless of number of personnel or the extent of the scope of testing and/or calibration activities. When a laboratory does not undertake one or more of the activities covered by this International Standard, such as sampling and the design/development of new methods, the requirements of those clauses do not apply. This International Standard is for use by laboratories in developing their management system for quality administrative and technical operations. Laboratory customers, regulatory authorities and accreditation bodies may also use it in confirming or recognizing the competence of laboratories. This International Standard is not intended to be used as the basis for certification of laboratories. Compliance with regulatory and safety requirements on the operation of laboratories is not covered by this International Standard. If testing and calibration laboratories comply with requirements of this International Standard, they will operate a quality management system for their testing and calibration activities that also meets the principles of ISO 9001. Annex A provides nominal cross-references between this International Standard and ISO 9001. This International Standard covers technical competence requirements that are not covered by ISO 9001.	The base document, ISO/IEC 17025:2005, was withdrawn and replaced by ISO/IEC 17025:2017.

TTS/ISO/TR 22869: 2008	Medical Laboratories - Guidance on Implementation of ISO 15189: 2003	Provides guidance to medical laboratories describing how a medical laboratory can implement a quality system to meet the specific technical and management requirements for quality and competence in ISO 15189:2003. Bodies engaged in the recognition of the competence of medical laboratories may also be able to use this Technical Report as a basis to assist laboratories in establishing a quality system to meet national requirements, while at the same time conforming to appropriate International Standards. This guidance applies both to newly established and existing laboratories and encompasses both the management and technical requirements of ISO 15189: 2003.	The base document, ISO/TR 22869: 2005, was withdrawn without replacement.
TTS/ISO/TS 29001:2010	Petroleum, Petrochemical and Natural Gas Industries - Sector- Specific Quality Management Systems - Requirements for Product and Service Supply Organizations	ISO/TS 29001:2010 defines the quality management system for product and service supply organizations for the petroleum, petrochemical and natural gas industries.	The base document, ISO/TS 29001:2010, was withdrawn and replaced by ISO 29001:2020.