



For IEC use only

C/1276/INF

2002-11-01

**INTERNATIONAL ELECTROTECHNICAL COMMISSION**

**COUNCIL**

**SUBJECT**

Activity Report by the General Secretary

**BACKGROUND**

The attached report was presented by the General Secretary to Council, at its meeting held in Beijing 2002-11-01

Attachment



Commission Electrotechnique Internationale  
International Electrotechnical Commission  
Международная Электротехническая Комиссия



# IEC Performance

## 4Q01-3Q02

Ronnie Amit  
General Secretary



## From Firenze to Beijing

- Thank you for your comments
- Fourth such presentation to Council and follows last year's "Stockholm to Firenze" Performance Report
- Provides update for period **4Q01 to 3Q02 inclusive**





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- ▶ PERFORMANCE SUMMARY
- ▶ GLOBAL REACH
- ▶ CONFORMITY ASSESSMENT
- ▶ TECHNICAL WORK
- ▶ MARKETING & SALES
- ▶ MASTERPLAN IMPLEMENTATION



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- ▶ **MASTERPLAN IMPLEMENTATION**



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**“If you cannot **MEASURE** it, you cannot **IMPROVE** it”**

Lord Kelvin, IEC’s first President, 1906

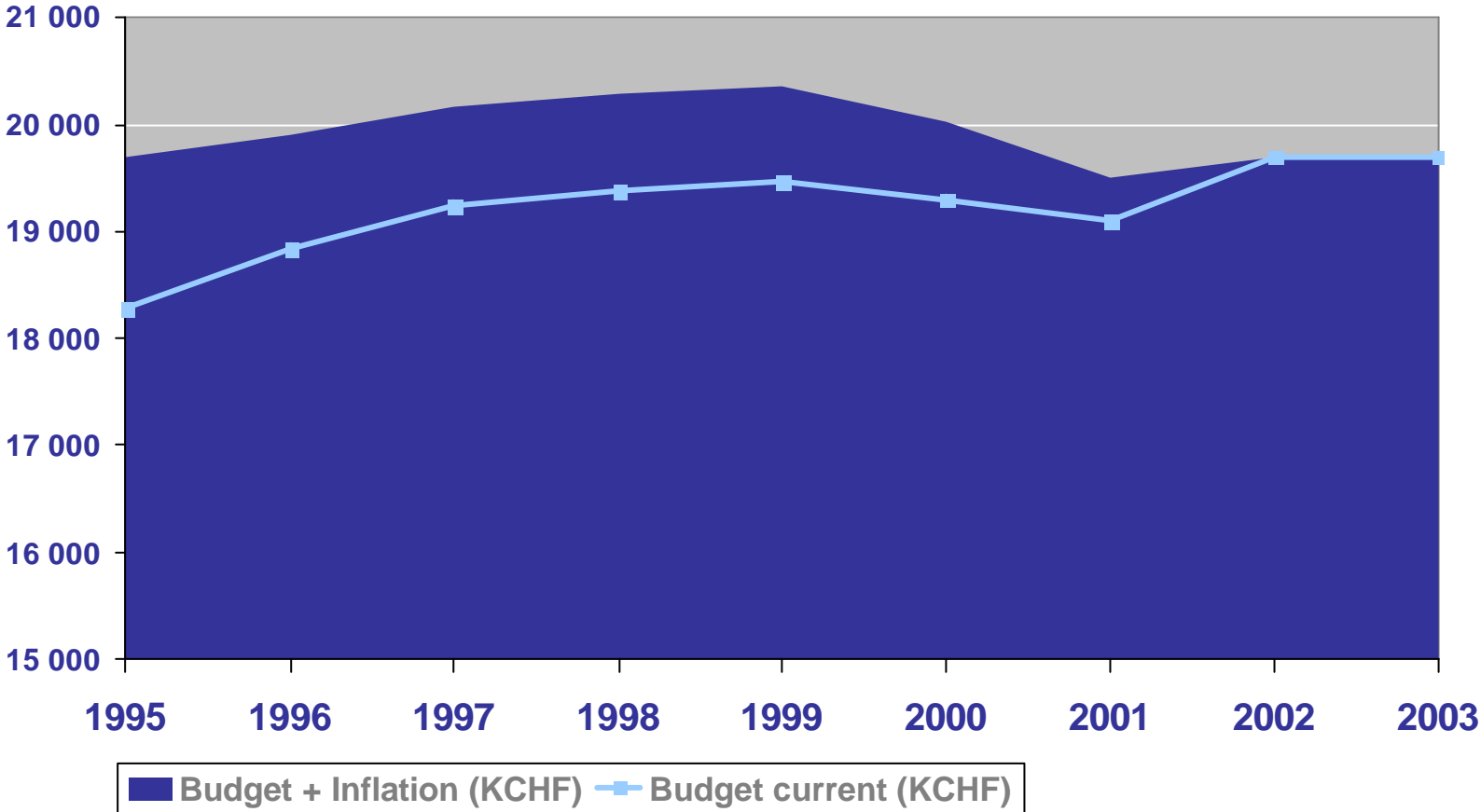
**Performance comparison  
and achievements  
of the last few years**





# Financial Performance

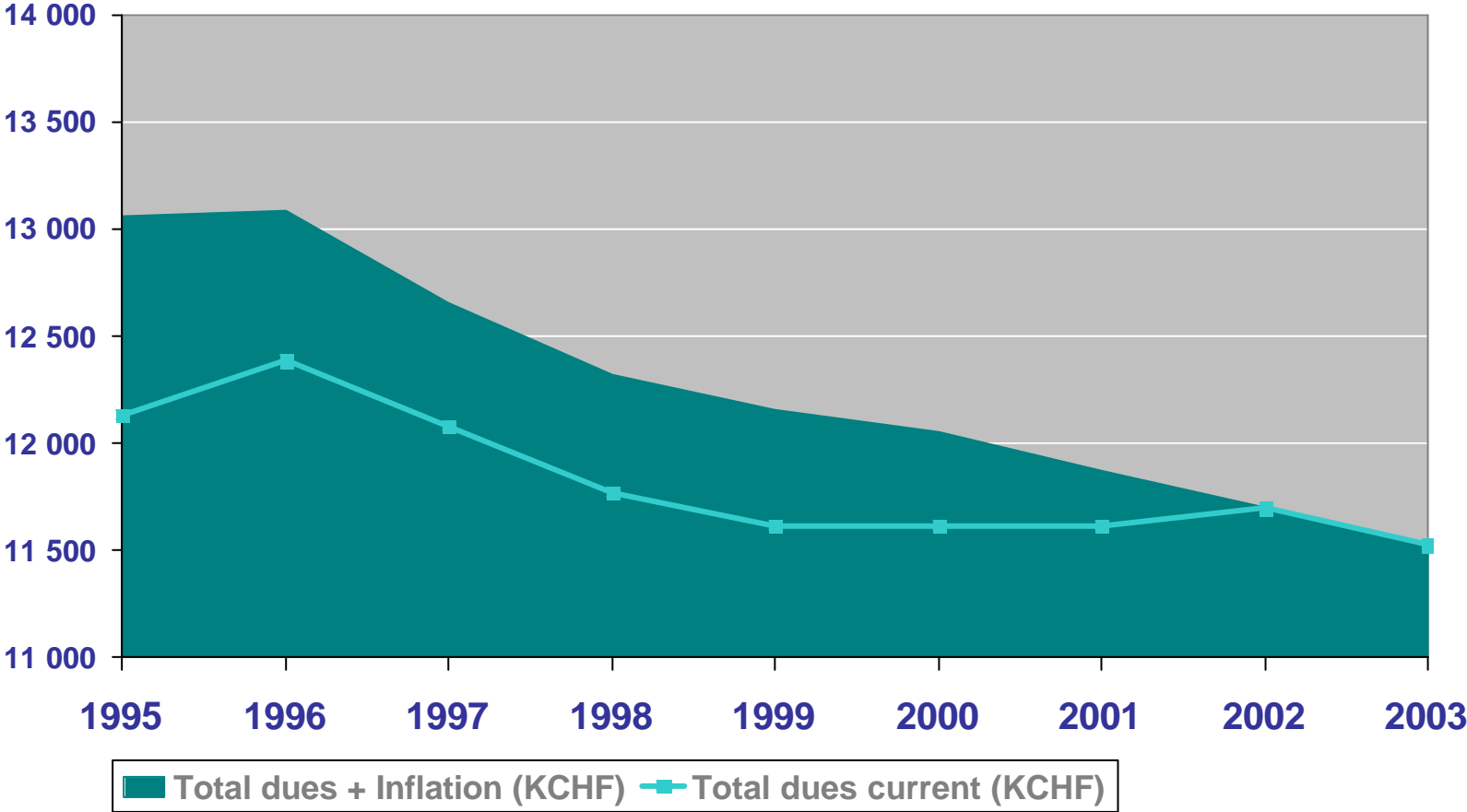
## Budget





# Financial Performance (2)

### Total dues

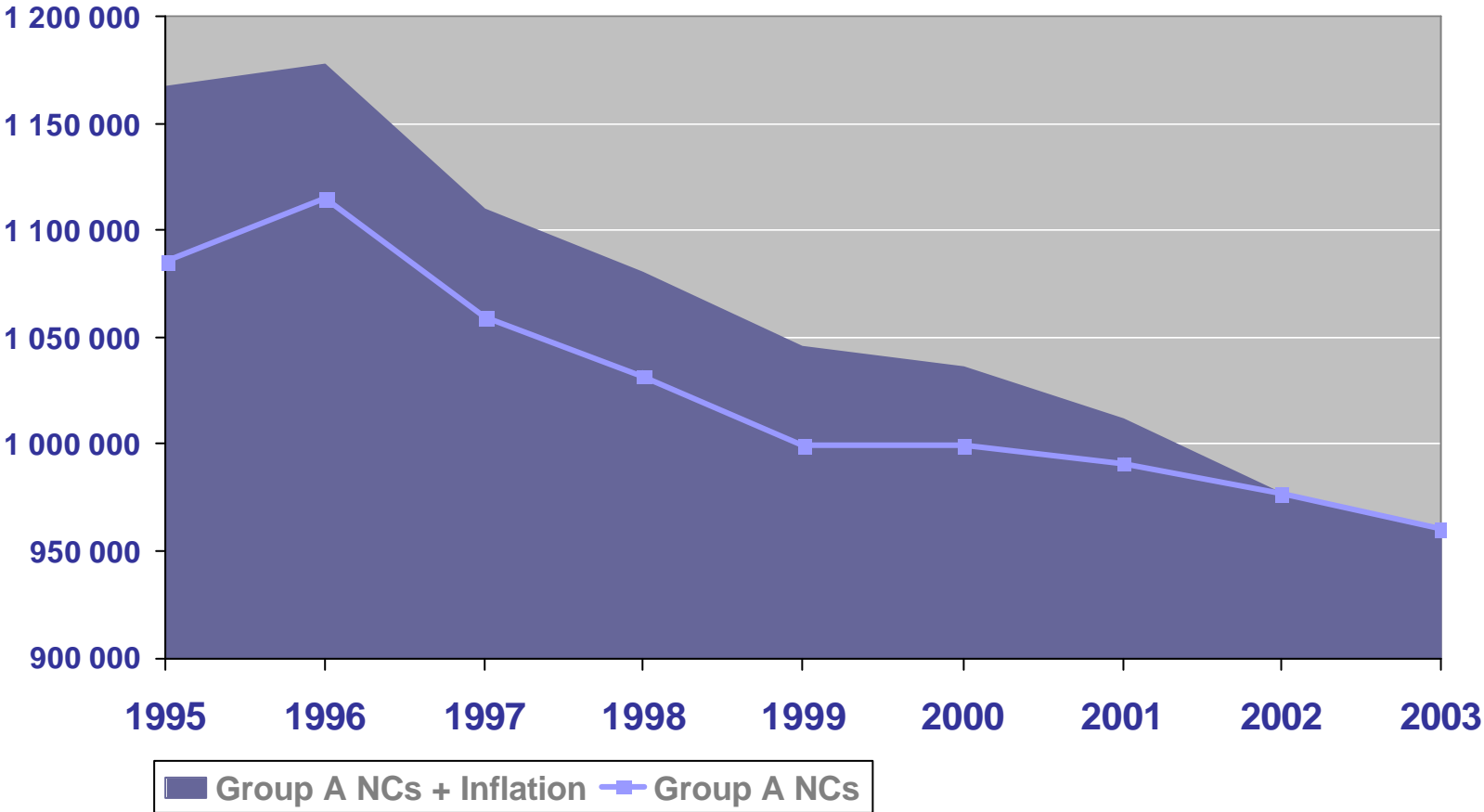






# Financial Performance (3)

### Group A dues

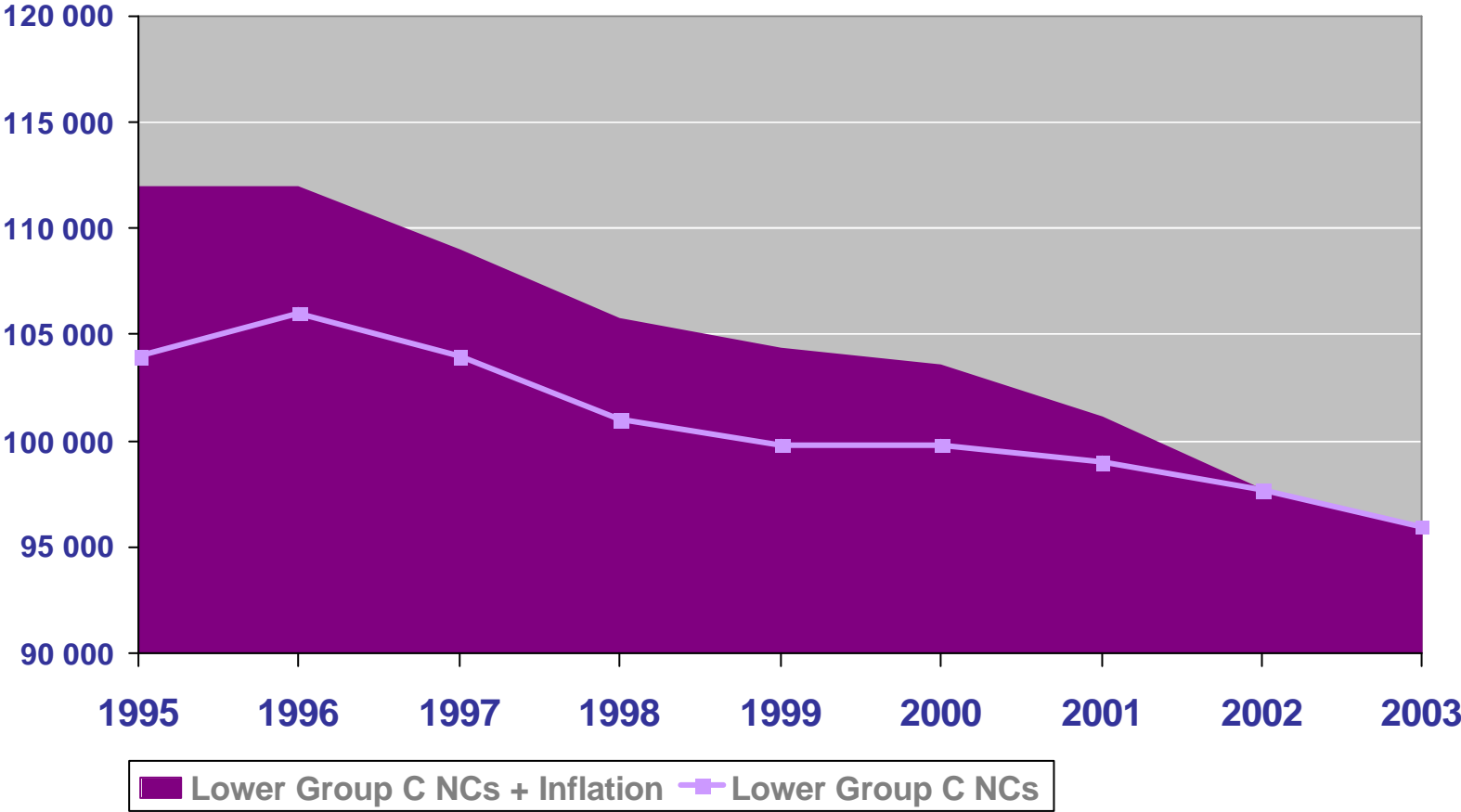




# Financial Performance (4)



### Group C dues





# Financial Performance (5)

	1995	1996	1997	1998	1999	2000	2001	2002	2003
<b>Inflation %</b>	1.9	0.8	0.4	0.1	0.8	1.6	1.1	1.0	<i>budget</i>

<b>Budget current (KCHF)</b>	18 280	18 840	19 230	19 375	19 460	19 300	19 090	19 700	19 700
<b>Budget + Inflation (KCHF)</b>	19 675	19 899	20 150	20 282	20 350	20 023	19 493		

<b>Total dues current (KCHF)</b>	12 130	12 390	12 080	11 775	11 620	11 620	11 620	11 700	11 531
<b>Total dues + Inflat. (KCHF)</b>	13 055	13 087	12 658	12 326	12 152	12 055	11 865		

<b>Group A NCs (each)</b>	1 085 000	1 115 000	1 059 300	1 032 000	999 300	999 200	990 800	977 000	960 000
<b>Group A NCs + Inflation</b>	1 167 776	1 177 688	1 109 977	1 080 290	1 045 015	1 036 618	1 011 716		

<b>Lower GroupC NCs</b>	104 000	106 000	104 000	101 000	99 800	99 800	99 000	97 700	96 000
<b>Lower GroupC NCs + Inflat</b>	111 934	111 960	108 975	105 726	104 366	103 537	101 090		



## Increased Market Relevance

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- **Securing relevance of projects by commitment of resources**
- **Coherent market approach from views and insight into needs from TCs, SMB, President's Advisory Committee on Technology (PACT) and Sector Boards**



## Increased Market Relevance (2)

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### New Products / Product Concepts:

- PAS mechanism (including Pre-standards)
- Limited Consensus deliverables
- GRTF
- Database standards



## Increased Market Relevance (3)

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### **New conformity assessment services:**

- Further openness of the schemes
- Moving Schemes' Secretariats to CO
- Introduction of IECEx
- IECEE Full Certification Scheme
- Manufacturing-process Approval



## Improved Service to TCs

- Restructured Technical Department with overall accountability to TCs and Management
- The TC "Tool Box":
  - **Templates**
  - **Standards' development tools**
  - **Basic documents**
  - **Vocabulary, Glossary and Symbols databases**





## Improved Service to TCs (2)

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- Implementation of TC/SC Officers' Workshop Recommendations
- 39 Seminars to Experts, TC/SC Officers
- TISS Helpdesk for Technical Community
- Streamlining / refining of procedures for traditional products
- Introduction of "Database" type standards





## 100% Electronic Environment

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**Since 2001-01, all work conducted electronically**

- **1996:** Website launched; Adoption of PDF format; Start of Electronic Library
- **1997:** All management committees working electronically; Meeting folders; FTP sites for TCs; Introduction of consolidated editions
- **1998:** Online voting and commenting launched; Decentralized Permission System



## 100% Electronic Environment (2)

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- **1999:** Notification of Documents; Mail Exploders, Web Store launched; Watermarked collection for NC Libraries
- **2000:** MyIEC service launched; Discussion Forums and Mailing Lists for TCs
- **2001:** 100% of work conducted electronically with web-based distribution of documents (30'000+ documents)



## 100% Electronic Environment (3)

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- **2001-2002:** Launch of Database Standards; IEV online
- **2002:** IECEE fully electronic
- **Maintenance of Electronic Libraries for Community**



## A Global IEC

- 
- A decorative graphic on the left side of the slide, consisting of a series of horizontal lines that curve upwards and to the right, resembling a stylized wave or a modern architectural element.
- 
- **Enhanced WTO relationship with participation in TBT Triennial Review**
  - **Enhanced co-operation with ISO and ITU-T**
  - **Operational Regional Centres in North America and Asia-Pacific**
  - **Ongoing activities to recruit full members and support in creation of NCs**
  - **Operational Affiliate Programme for Developing Nations with Forum Leader**



## Services to the Market

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- Cutting down average time to market by **1 year**
- Entire collection in electronic format
- Web Store is entry point to IEC collection
- Consolidated Standards
- Paper and electronic publishing
- New products:
  - **Online version of IEV and complementary CD product**
  - **Subscriptions to Databases for Symbols**



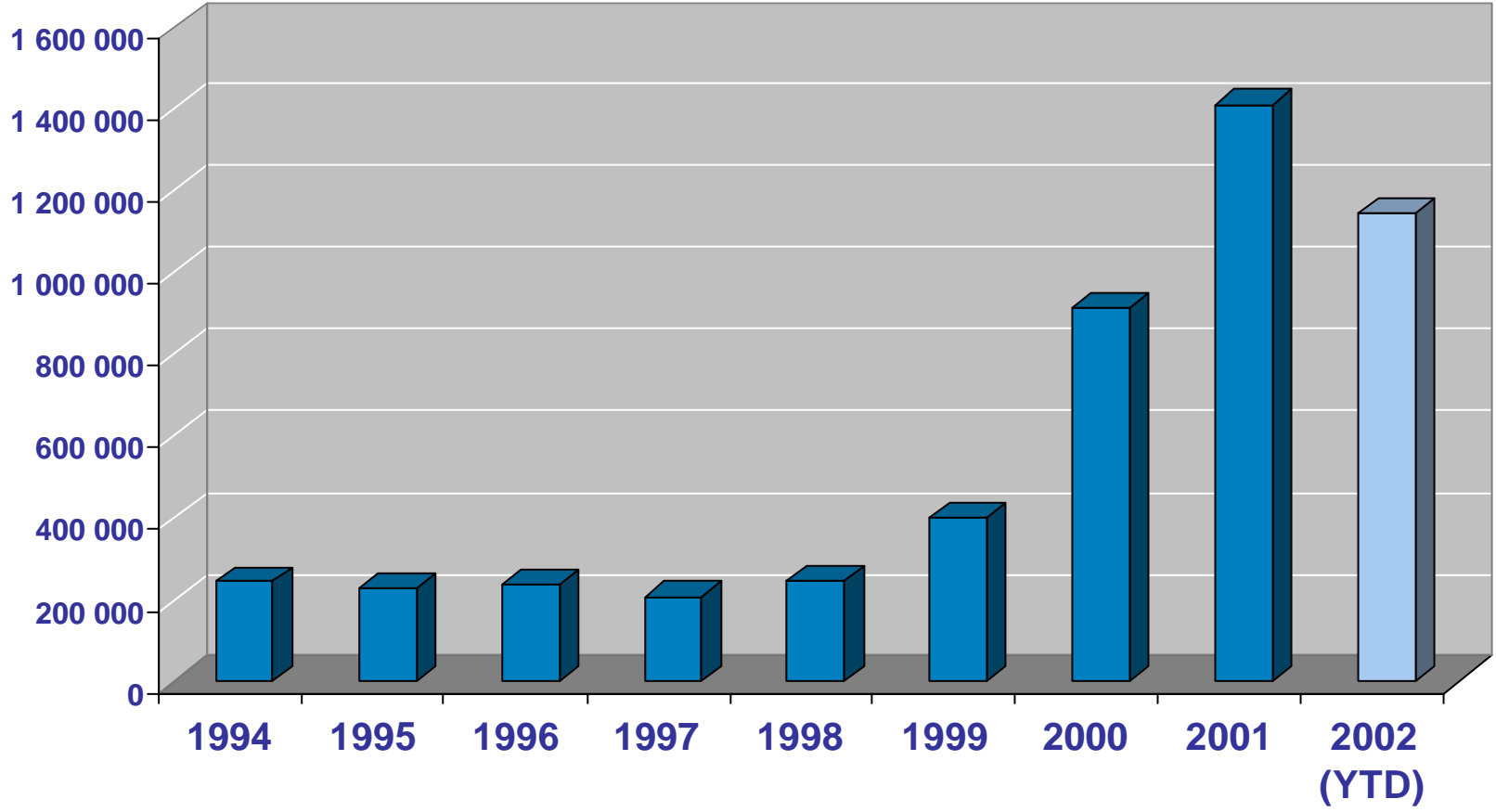
## Marketing & Sales Services

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- Marketing “Leaders” Forum; Sales Workshops
- Agreements with Multinationals in place
- “Just Published” with 10’000+ subscribers
- Growing collection of Case Studies
- Specific promotional campaigns / activities
- Increased revenues for NCs from CO sales



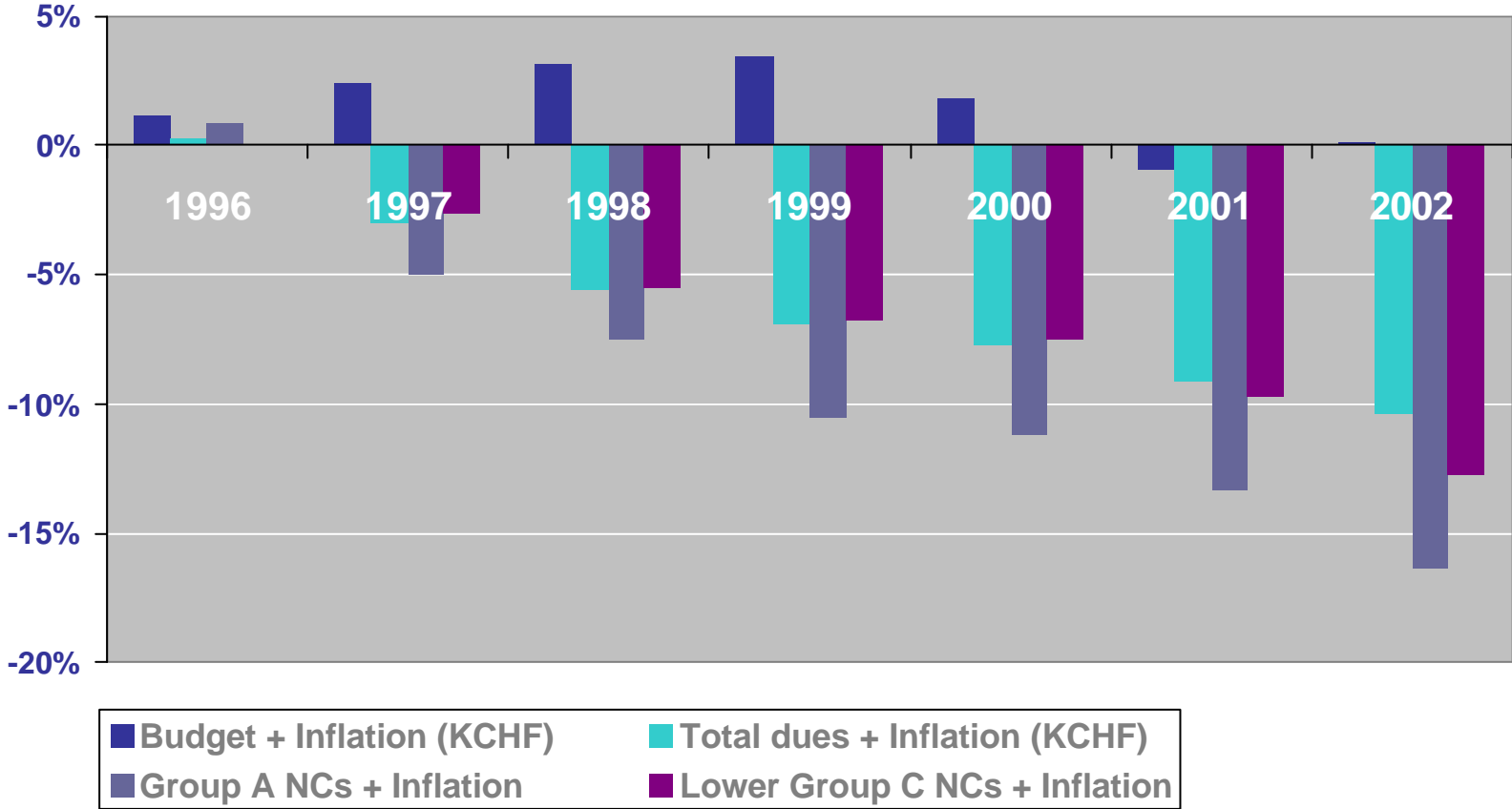
# Royalties on CO sales paid to NCs





# Financial Summary

Evolution (1995=100%)







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# Membership

- **New Associate Members:** **Korea DPR**  
**Vietnam**
- **Full members (total):** **52**
- **Associate members (total):** **11**



## Regional Centres: North America

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- IEC Regional Centre for North America (IEC-ReCNA) in Boston, MA, USA
- Team of three staff serves as “4th Team” in Technical Department project managing for **TCs 4, 5, 7, 11, 37, 42, 59, 61, 86**  
**TCs 69, 72, 93 and 108 could be added**
- Proving integrity of IEC electronic operations



## Regional Centres: Asia-Pacific

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- Opened officially in February in Singapore
- Goal is to raise awareness of IEC among businesses, industries and governments
- Country Dialogues in **Indonesia, Malaysia and Republic of Korea**
- Technical/IEC Information Sessions in **Bangkok, Beijing, Ho Chi Minh City, Kuala Lumpur, Seoul, Singapore, Tokyo, Vientiane, Yangon**

## Regional Centres: Asia-Pacific (2)

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- Regional participation: ASEAN ACCSQ and Forum; ASEM Meeting; PASC
- Presentation at WTO / ASEAN / ESCAP Seminar in Vietnam
- Other regional initiatives

## Affiliate Country Programme

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- Response to market need for increased participation from developing nations
- Electronic environment / correspondence
- First Forum Leader nominated: Gene Hutchinson
- WTO DG: ***“I welcome the creation of the IEC Affiliate Country Programme which could offer a means to increase participation of developing countries in the elaboration of IEC standards.”***

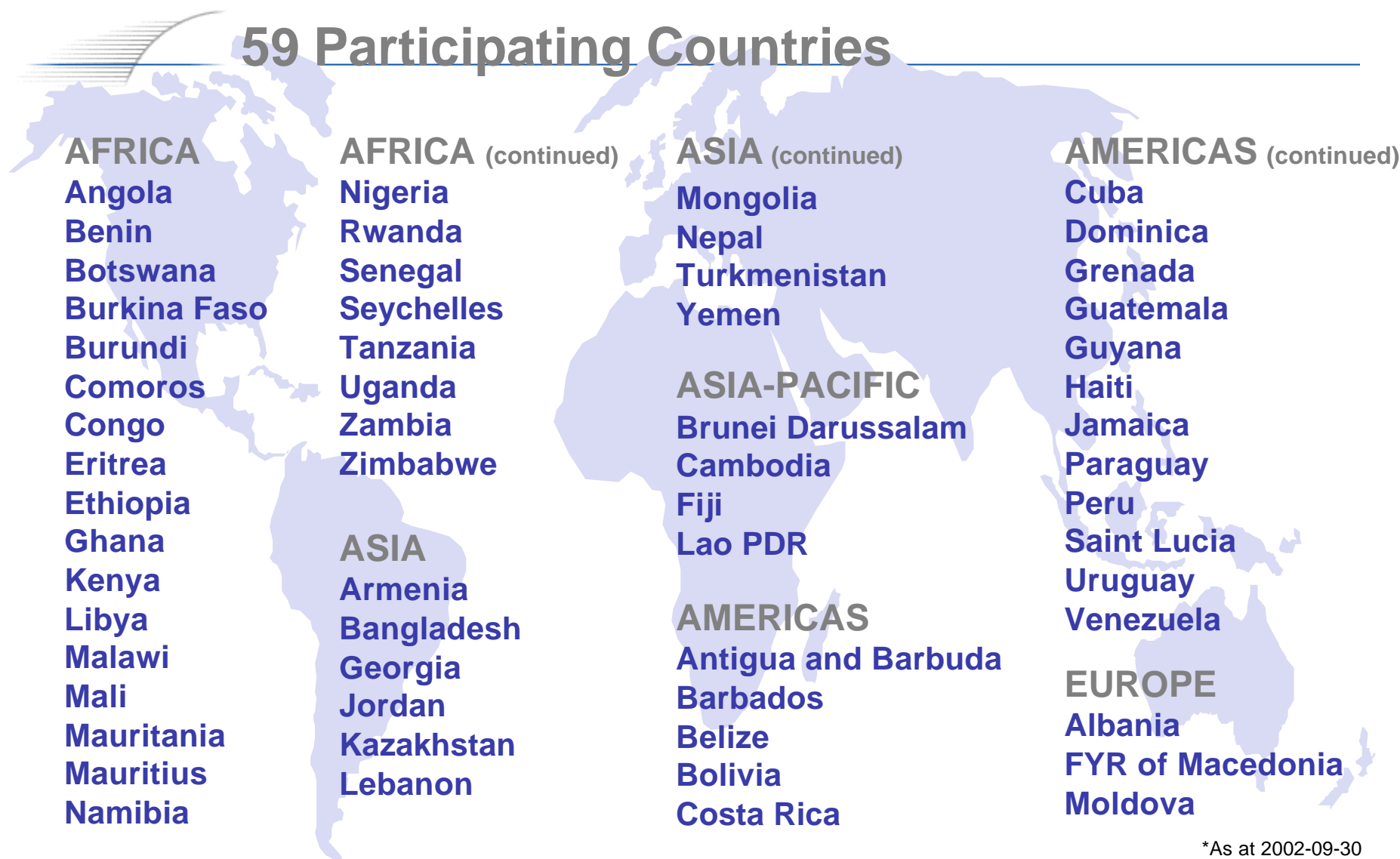
## Affiliate Country Programme (2)

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- Mechanism to start basic electronic library to match needs
- Support on how to track existing standards and technical work of relevance
- Access to working documents and drafts (up to CDV) for limited number of technical committees

# Affiliate Country Programme (3)

## 59 Participating Countries



\*As at 2002-09-30





## Affiliate Country Programme (4)

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- Affiliates have responded with nomination of experts and IT capability
- Over 100 users have access to general and specific technical information
- Affiliates have started to create their IEC electronic libraries and select TCs



# International Co-operation

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## ■ Co-operation with WTO

- TBT events in Asia-Pacific, Caribbean and Europe
- Support by WTO DG for IEC Regional Centre and Affiliate Country Programme
- Co-ordinated plan of action for events in 2003



## International Co-operation (2)

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### ■ World Standards Co-operation (WSC)



- First meeting held in April
- Co-ordinated effort to put standardization on the agenda at World Summit on the Information Society (WSIS)
- Users' Workshop planned

### ■ Co-operation with ISO

- Joint database initiative
- Internal and External Training Programmes planned
- JTAB inbox empty



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# Conformity Assessment

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- Principle of Peer Assessment has proven to be a success
- Schemes are truly global in nature; IEC provides “one-stop shop” for IS and CA
- Schemes are very much inclusive, open to members and non-members
- All Secretariats operate from CO



## IECEE Schemes

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- **CB Scheme:** Scheme for mutual recognition of test certificates for electrical equipment
- **CB-Full Certification Scheme:** Manufacturers can reduce steps required to obtain certification at national level
- 43 participating countries; 54 NCBs; 132 Testing Laboratories



## IECEE FCS Scheme

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### ■ 14 participating countries:

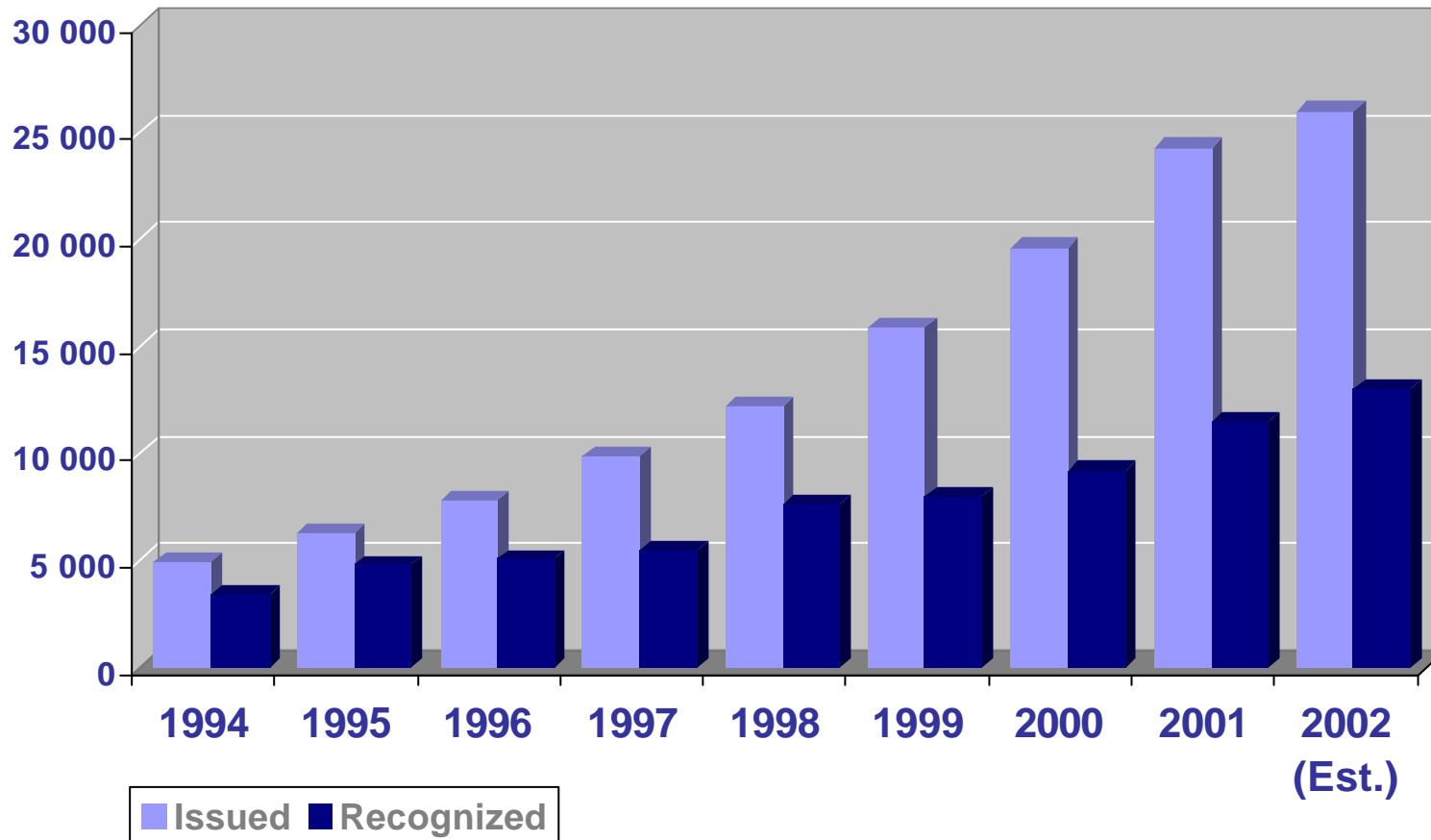
- Canada (CSA Int.)
- France (LCIE)
- Italy (IMQ S.p.A)
- Netherlands (KEMA)
- Singapore (PSB)
- Sweden (SEMKO)
- USA (ULI)
- Finland (FIMKO)
- Germany (VDE and TÜV PS)
- Japan (JQA and JET)
- Norway (NEMKO)
- Slovenia (SIQ)
- Switzerland (SEV)
- United Kingdom (BEAB)

### ■ 16 National Certification Bodies



# IECEE CB Scheme

## CB Test Certificates Issued







## IECEE Highlights

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- Joint ILAC and IECEE Assessments
- 90 000 CB Test Certificates still valid and 4 000 manufacturers benefit from CB Scheme
- **CB Test Certificates on-line:** NCBs can now issue CB Test Certificates on-line
- CB Bulletins published in electronic format



## IECQ

- More global presence and scale through merger with CECC Group - operational by 03/03
- Product approvals to rise from **78 to 526** (CECC: 448); Manufacturer approvals from **459 to 744** (CECC: 285)
- 1st Certification to IEC 62239 that manufacturer developed and implemented as **Electronic Component Management Plan**; Component obsolescence one aspect addressed



## IECQ (2)

- **Manufacturing-process Approval\***
- **1st Manufacturing-process Approval for production of complete ranges of printed board and industrial connectors to CECC 299 001**

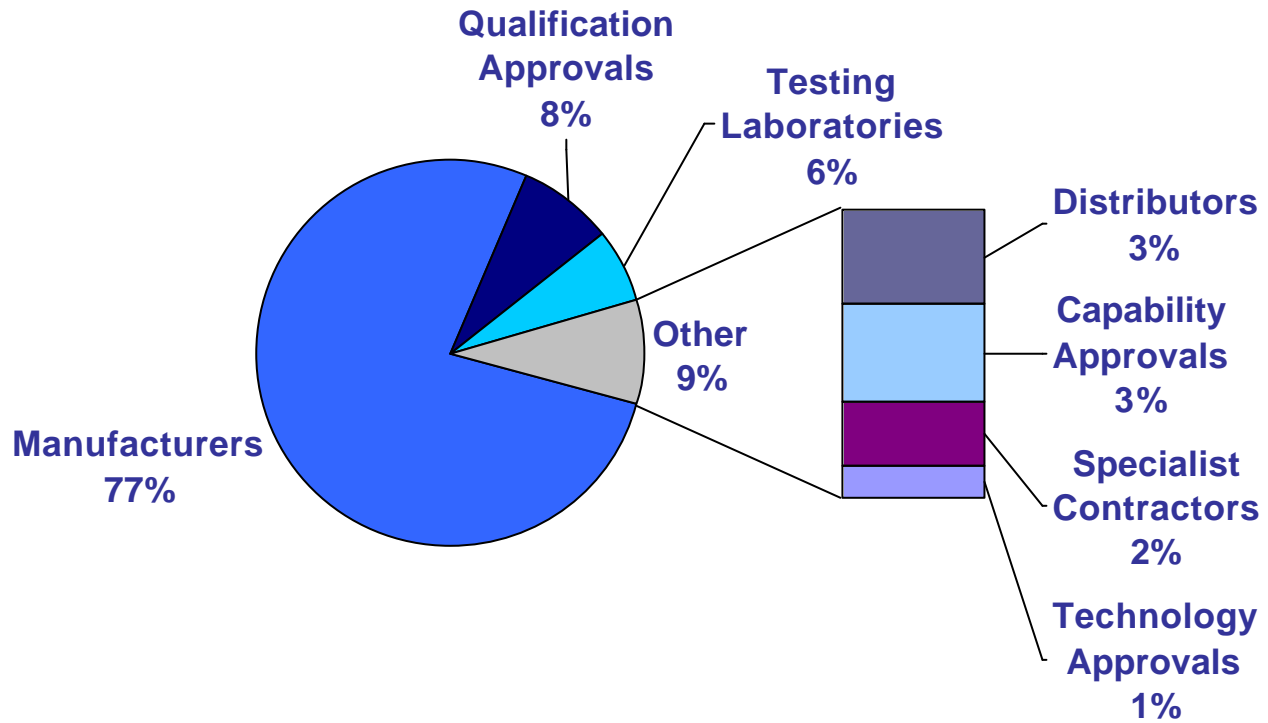
\* also known as “Technology Approval”



# IECQ (3)

## IECQ Approvals

Total: 602 (2001-12)





# IECEX Participation

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- **22** member bodies
- **17** Accepted Certification Bodies (ACBs)
- **7** Applicant ACBs under assessment
- **32** IECEx Assessment & Test Reports (ATRs) issued



## IECEX Highlights

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- Increased acceptance of IEC TC 31 Standards means greater demand on IECEX
- Revision of Rules and Procedures to keep pace with market needs
- ATRs provide fast track process to achieve National Ex. Certification by eliminating repeat testing / assessment



## IECEX Highlights (2)

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- **Standard IECEx ATR blank forms now publicly available from IEC Web Store**
- **Introduction of Manufacturers Quality System requirements, incorporating ISO 9001:2000**



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# Production: publications

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## ■ Publications published

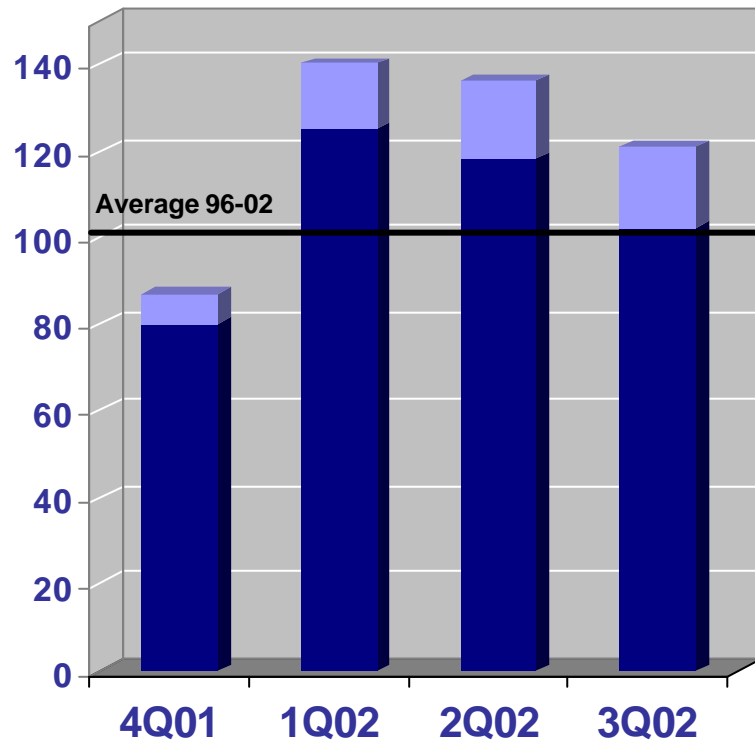
<b>4Q01-3Q02</b>	<b>484</b>
4Q00-3Q01	488

## ■ Publications in library

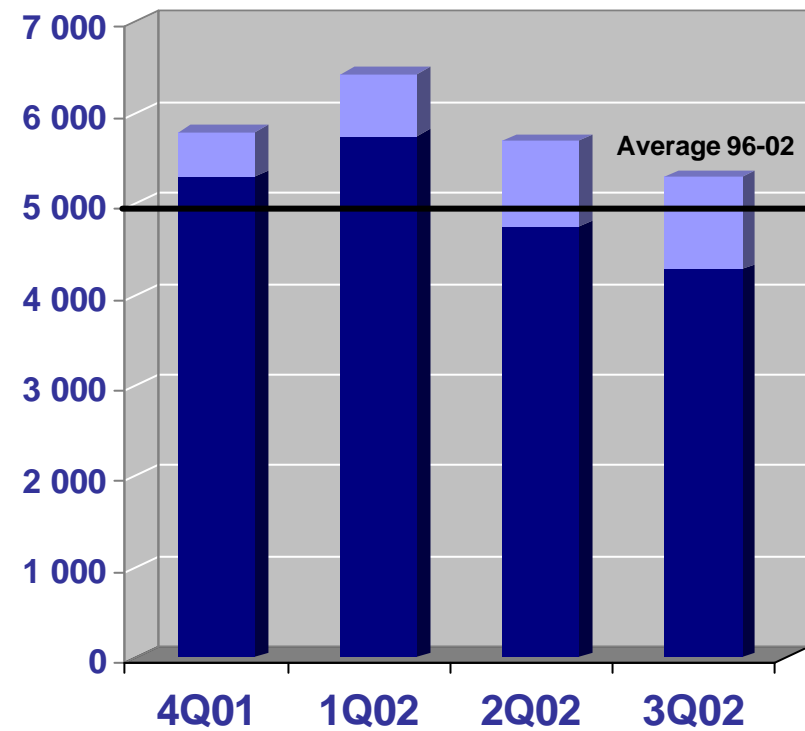
<b>2002-09-30</b>	<b>5 006</b>
2001-10-04	4 798

# Production: publications (2)

Documents



Pages



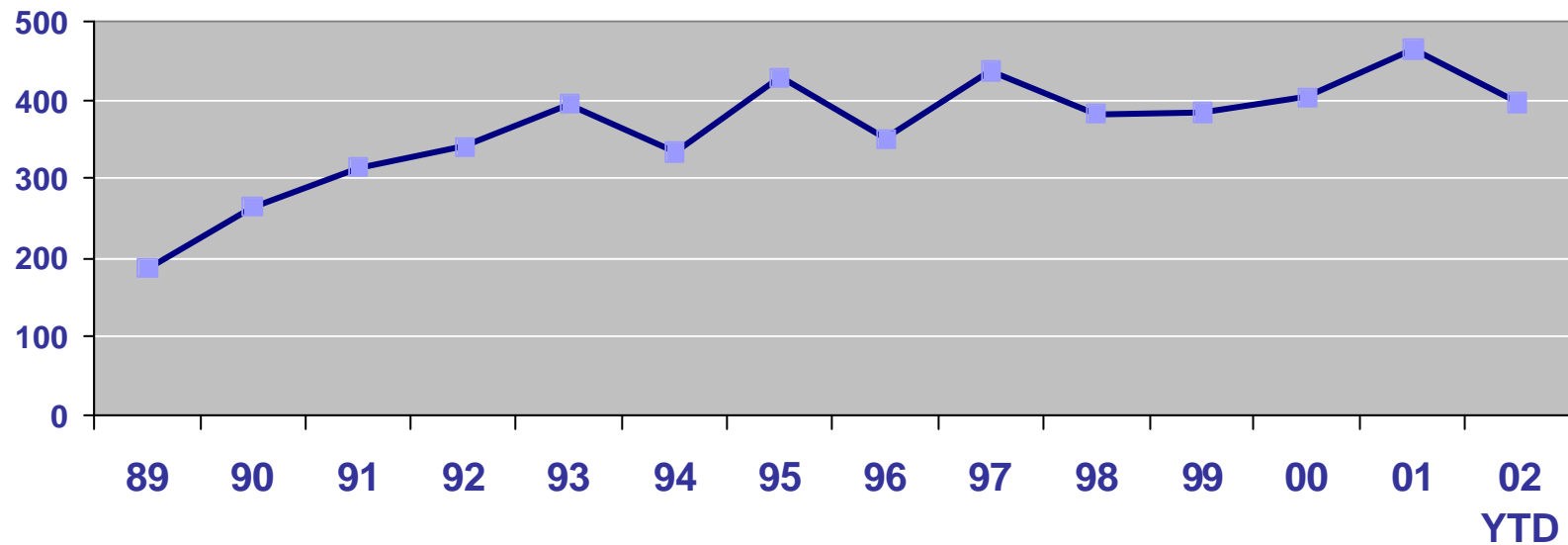
■ Other (Guide, PAS, TR, TS)  
■ IS

# Final Draft International Standards (FDIS)

## FDIS in voting period

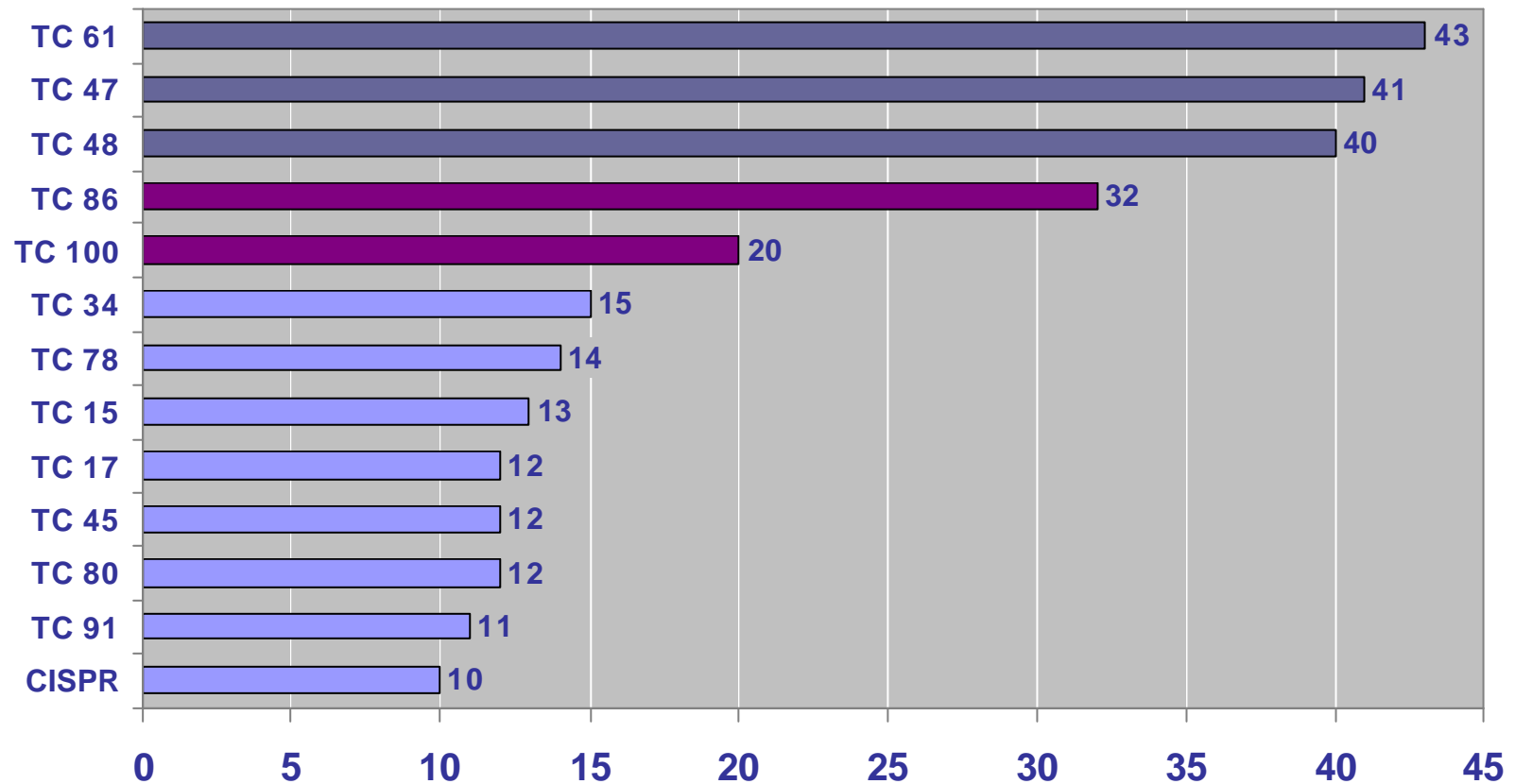
	1999	2000	2001	2001			2002								
	mean	mean	mean	O	N	D	J	F	M	A	M	J	J	A	S
Pages	3382	3842	3228	4107	3540	3472	3716	2749	3628	3249	2684	3264	4632	4670	3374
Publications	174	100	87	84	115	130	133	92	115	99	75	97	135	137	111

## Production of Publications



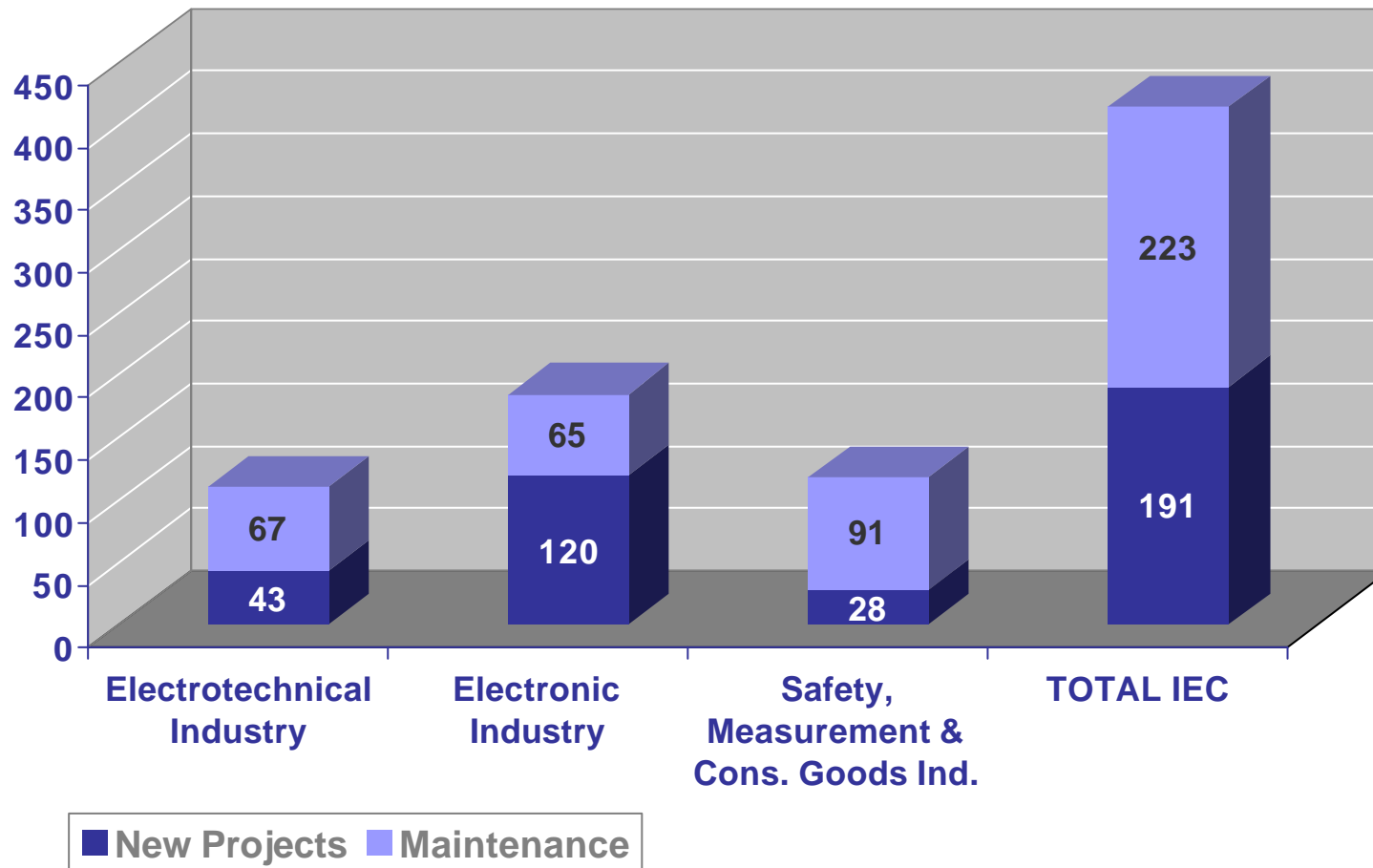
# Production: publications by TC/SC

## TCs Producing 10 or more publications



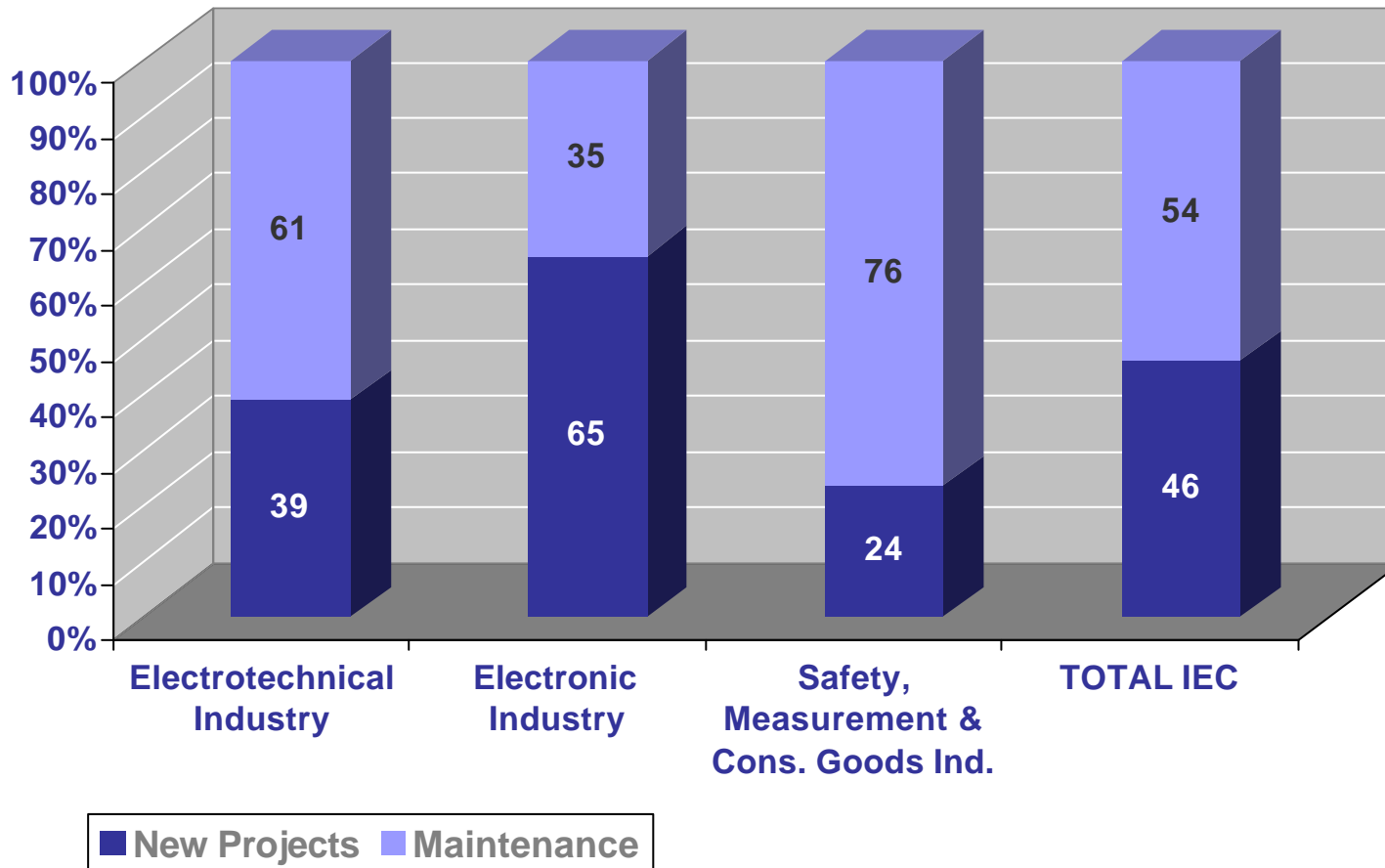
# Breakdown by type of publications

Number of Publications



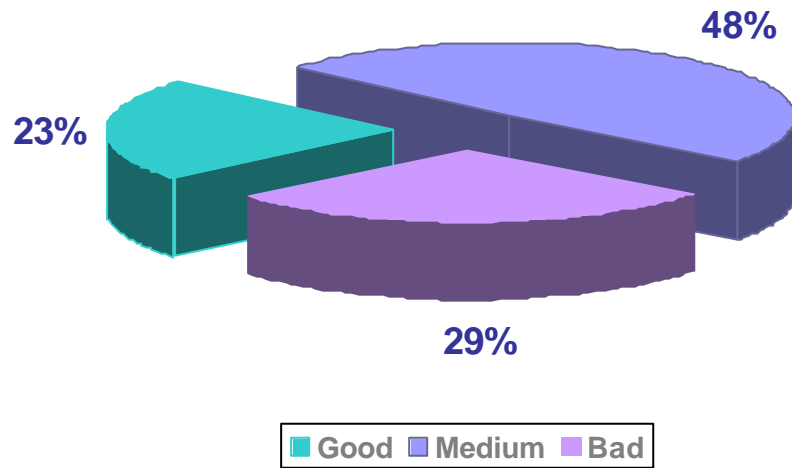
# Breakdown by type of publications (2)

Number of Publications in %



# Quality of Documents

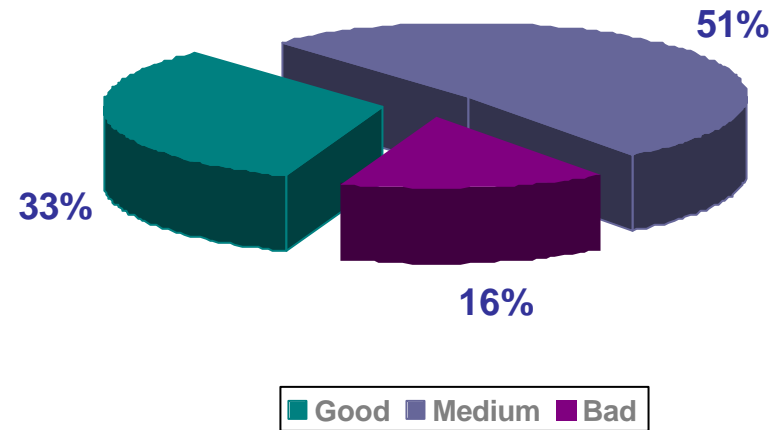
4Q00-3Q01



4Q00-3Q01	Pages	Documents
Good	4 402	150
Medium	9 392	152
Bad	5 556	80

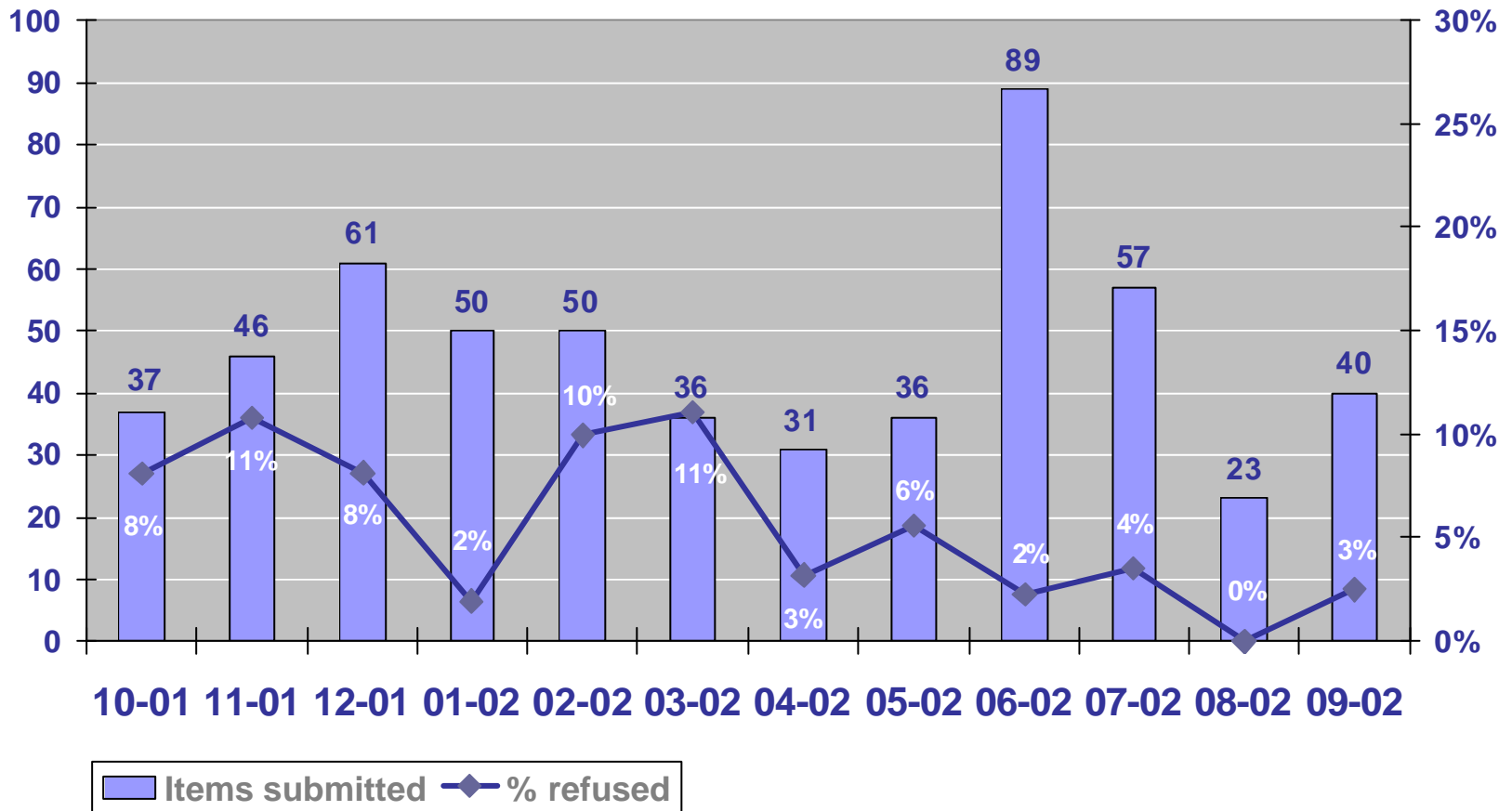
4Q01-3Q02	Pages	Documents
Good	6 468	242
Medium	10 186	236
Bad	3 083	63

4Q01-3Q02



# Quality of Documents (2)

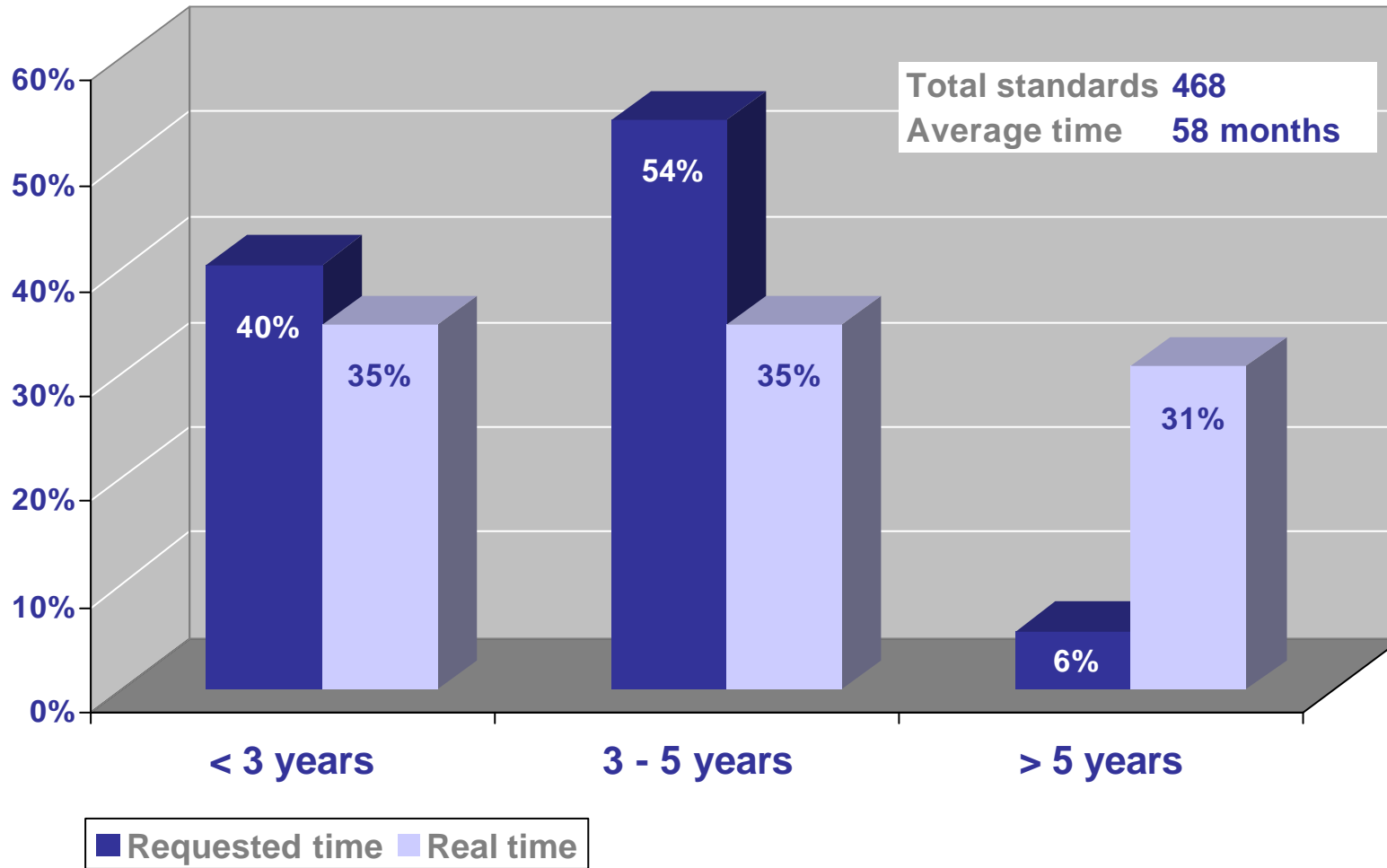
Items Submitted - % Refused

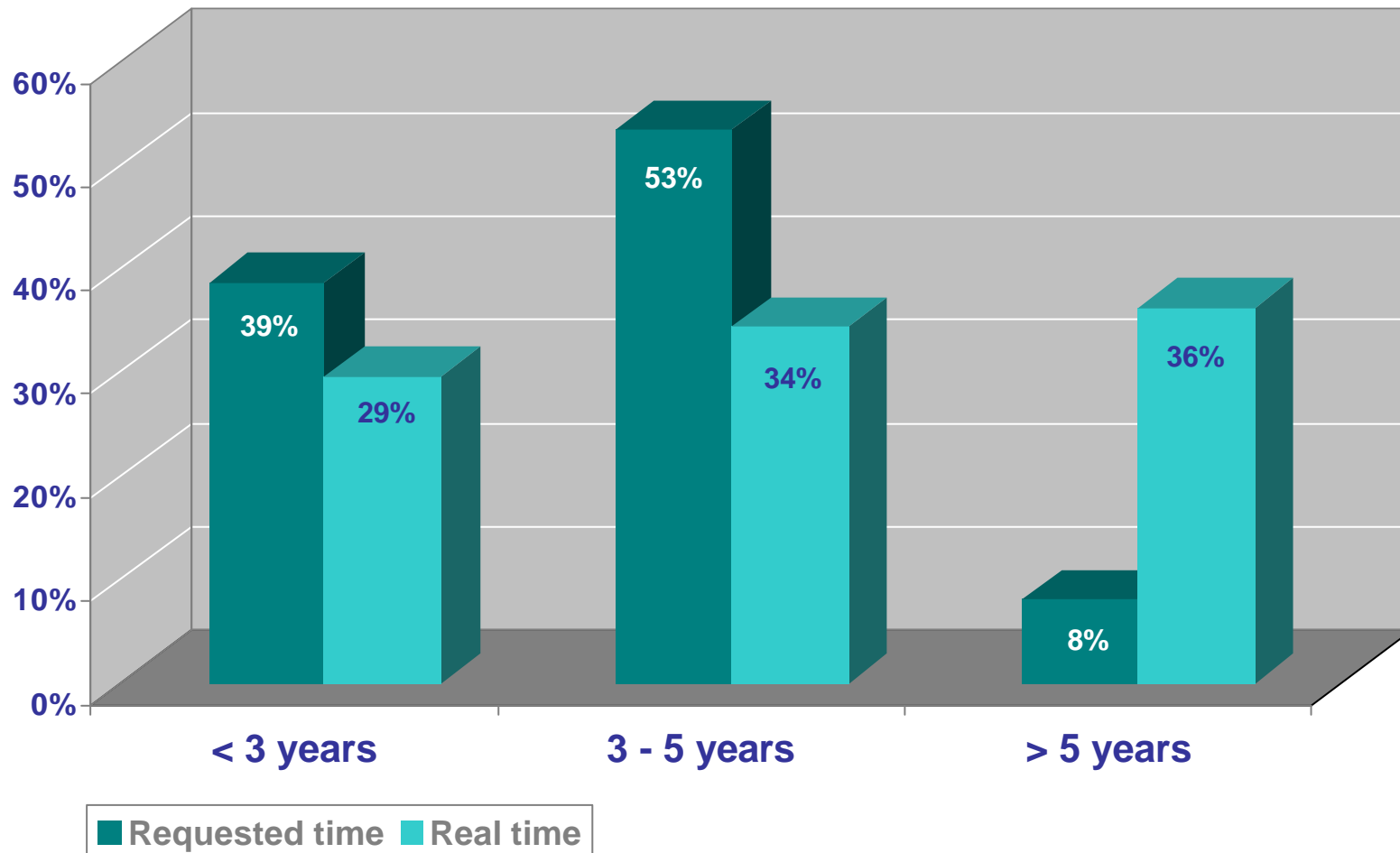


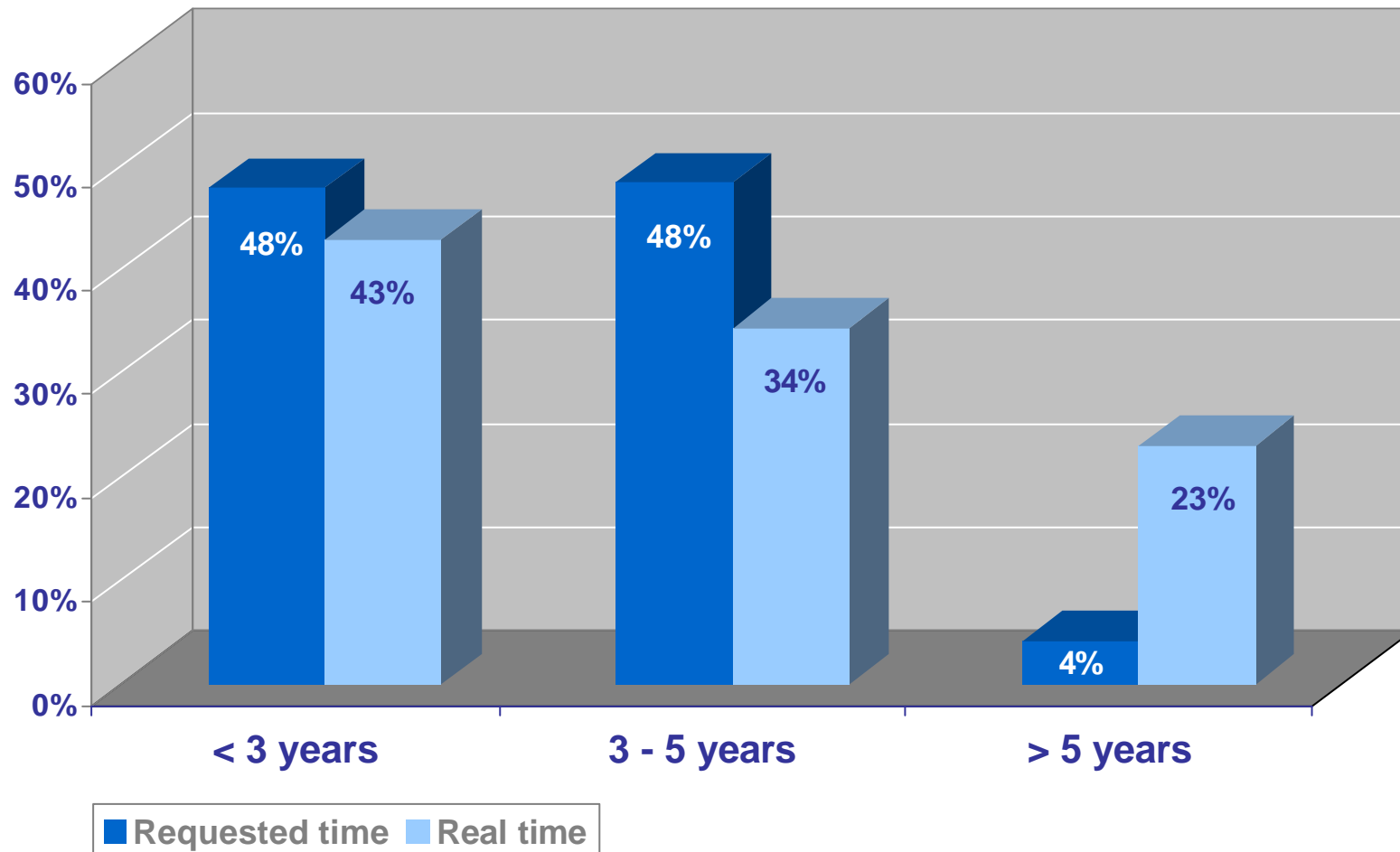




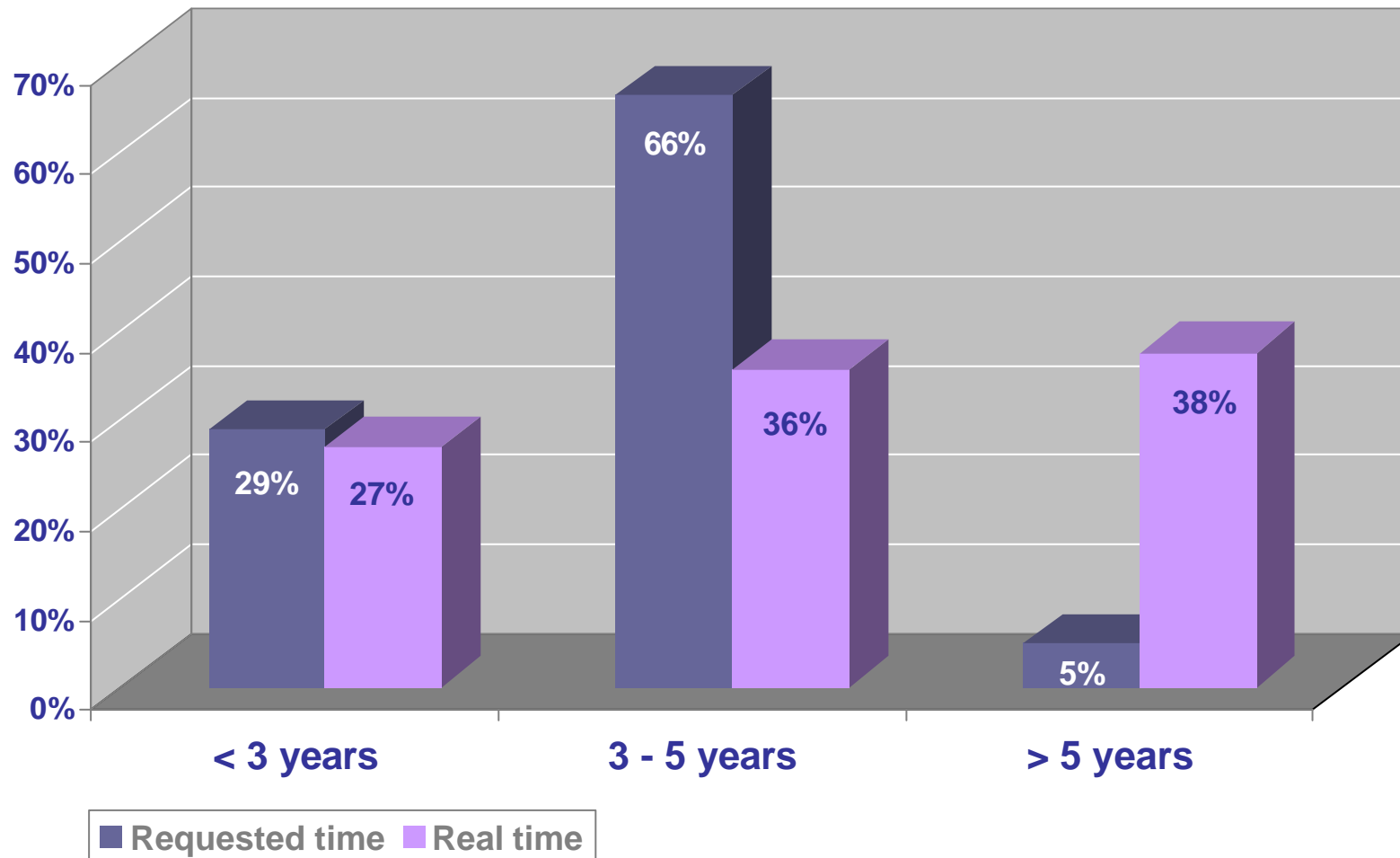
# Development time of standards







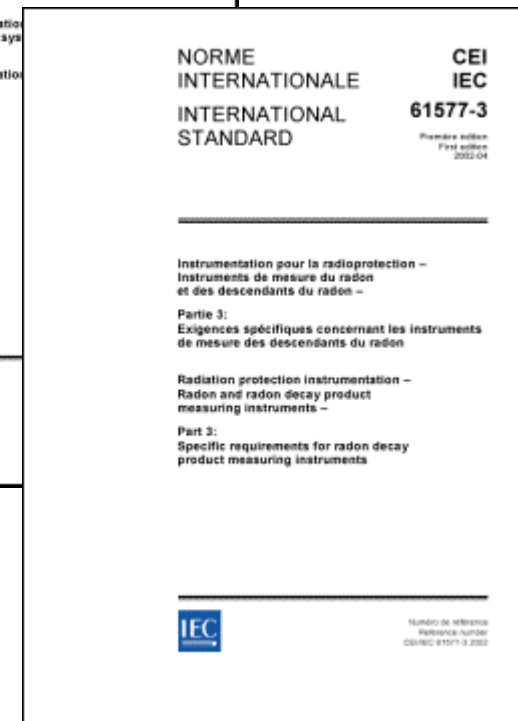
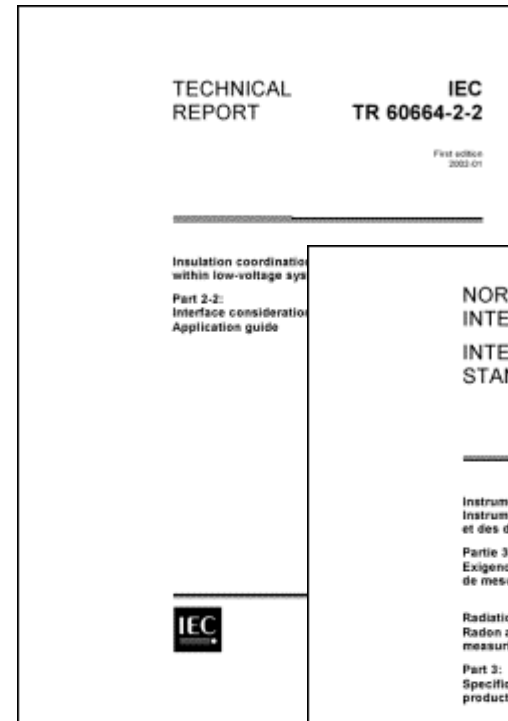
# Safety, Measurement & Consumer Goods Industry





# Time to Market - slowest

- 12-14 years      **5 (16)**
- 8-11 years      **18 (21)**
- 8 years          **29 (51)**





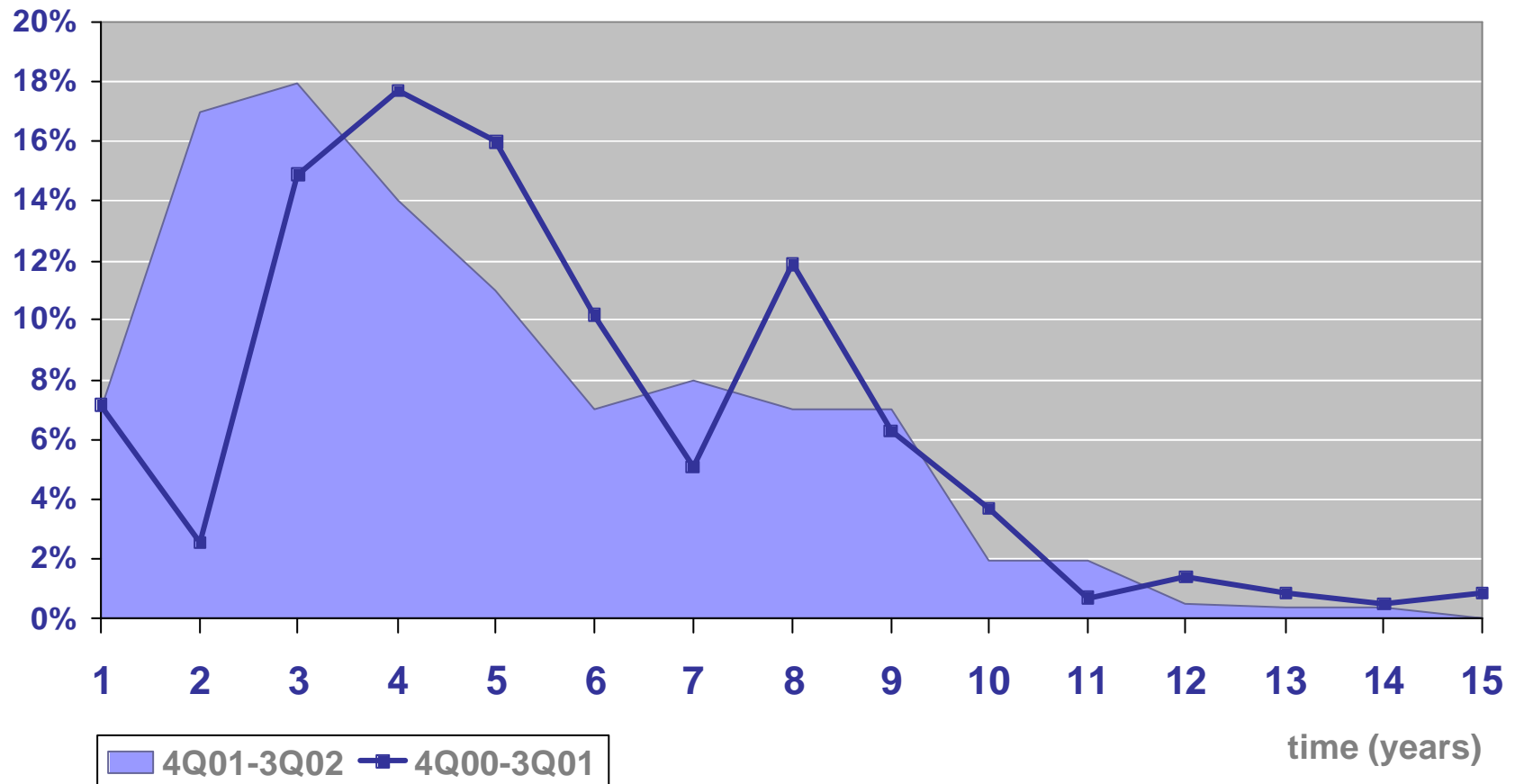
# Time to Market - fastest

- <1 year                    **29**    (30)
- 1-2 years                   **110**   (41)
- 2-3 years                   **194**   (105)



# Production development time

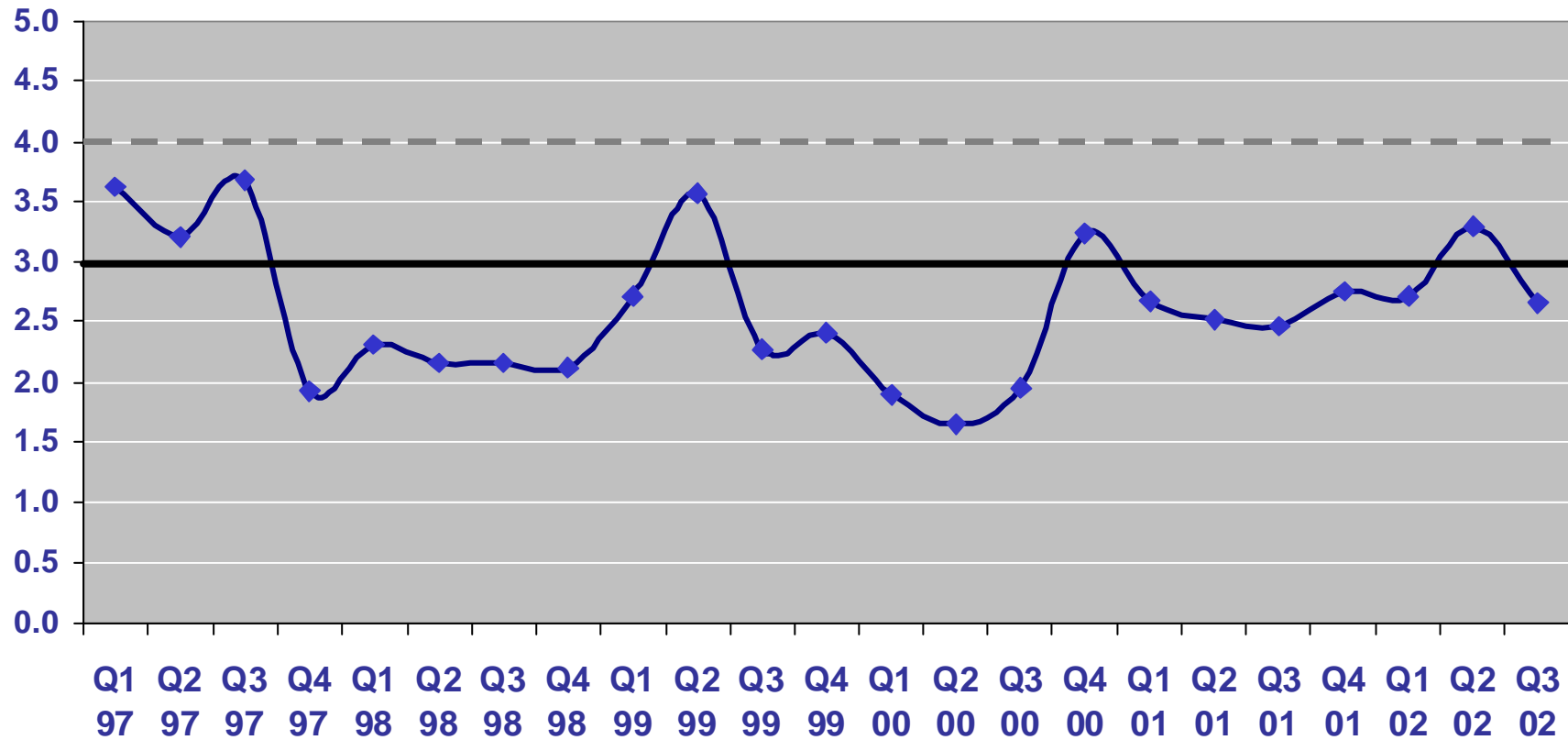
## Development time for standards produced



# Draft International Standards (DIS)

1997 to 2002

Average circulation time in months (max. 3.0)



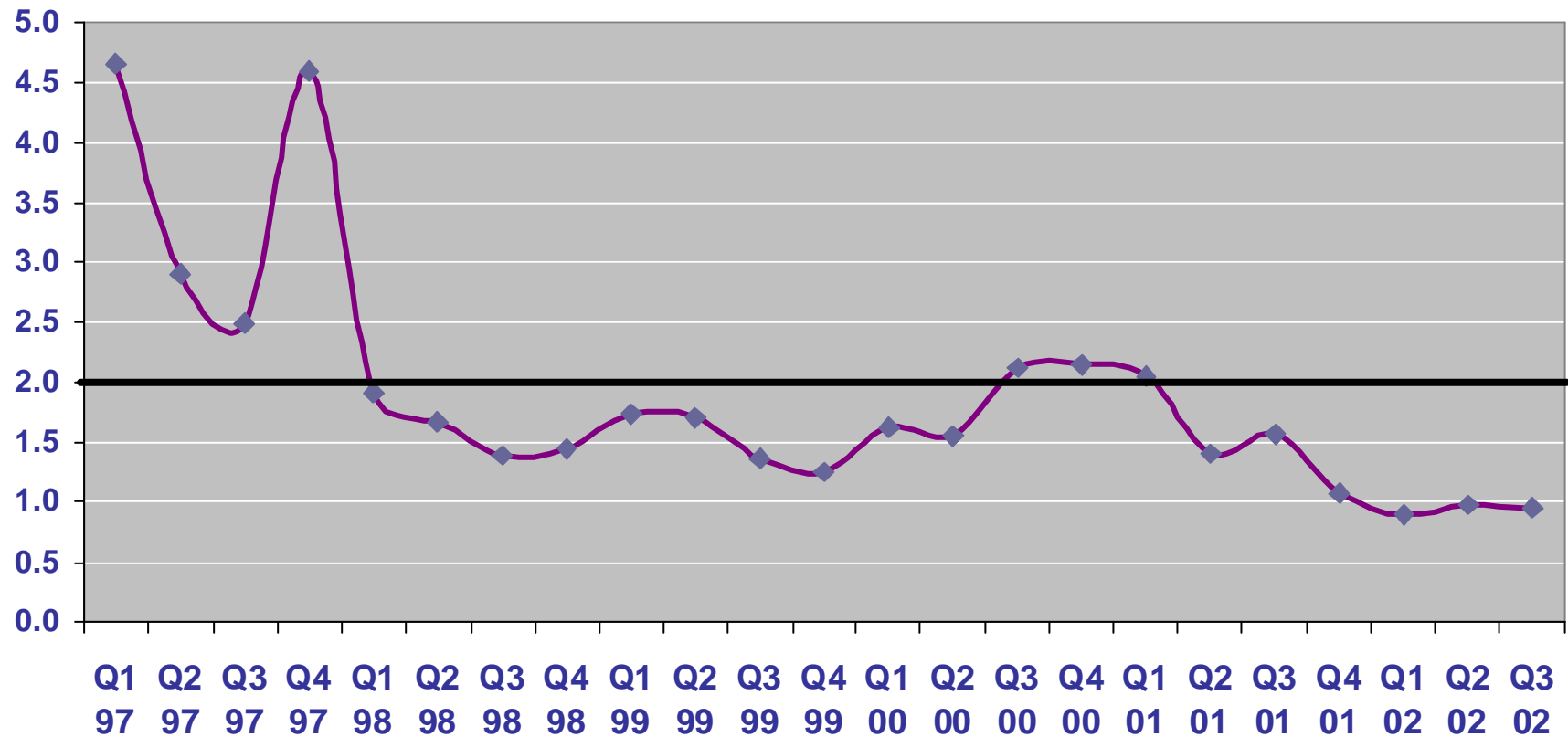




# IEC standards (PUB)

1997 to 2002

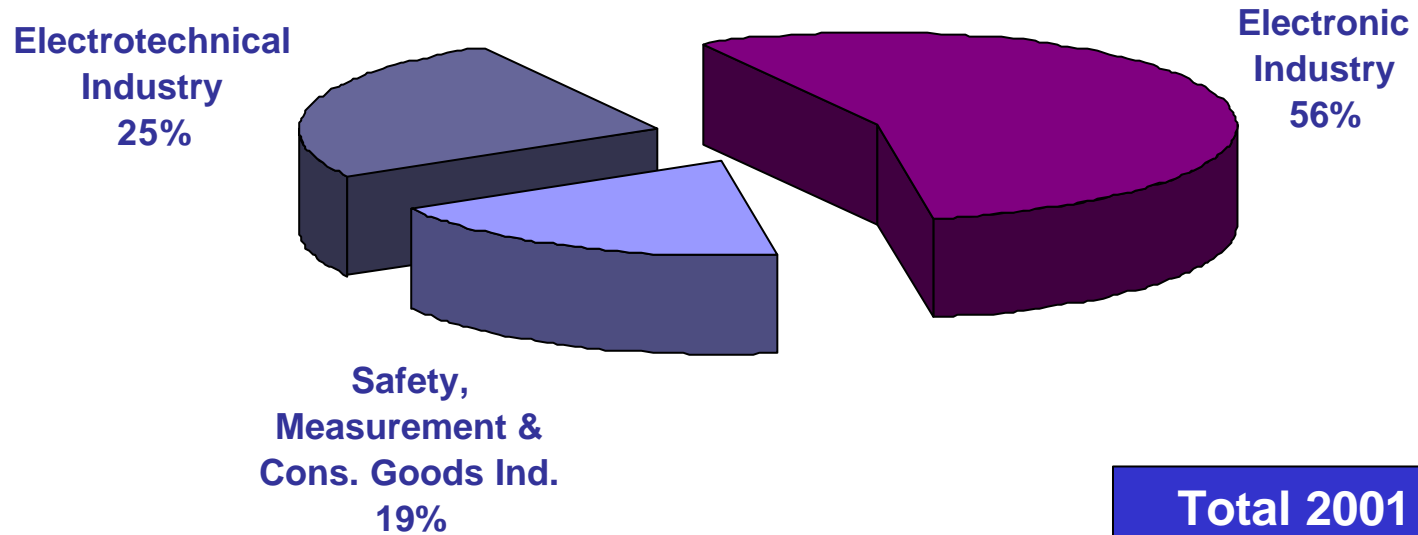
Average publication time in months (max. 2.0)



# New Proposed Work Items

NPs circulated by technical areas

Total NP's circulated	
Q401-Q302	<b>135</b>

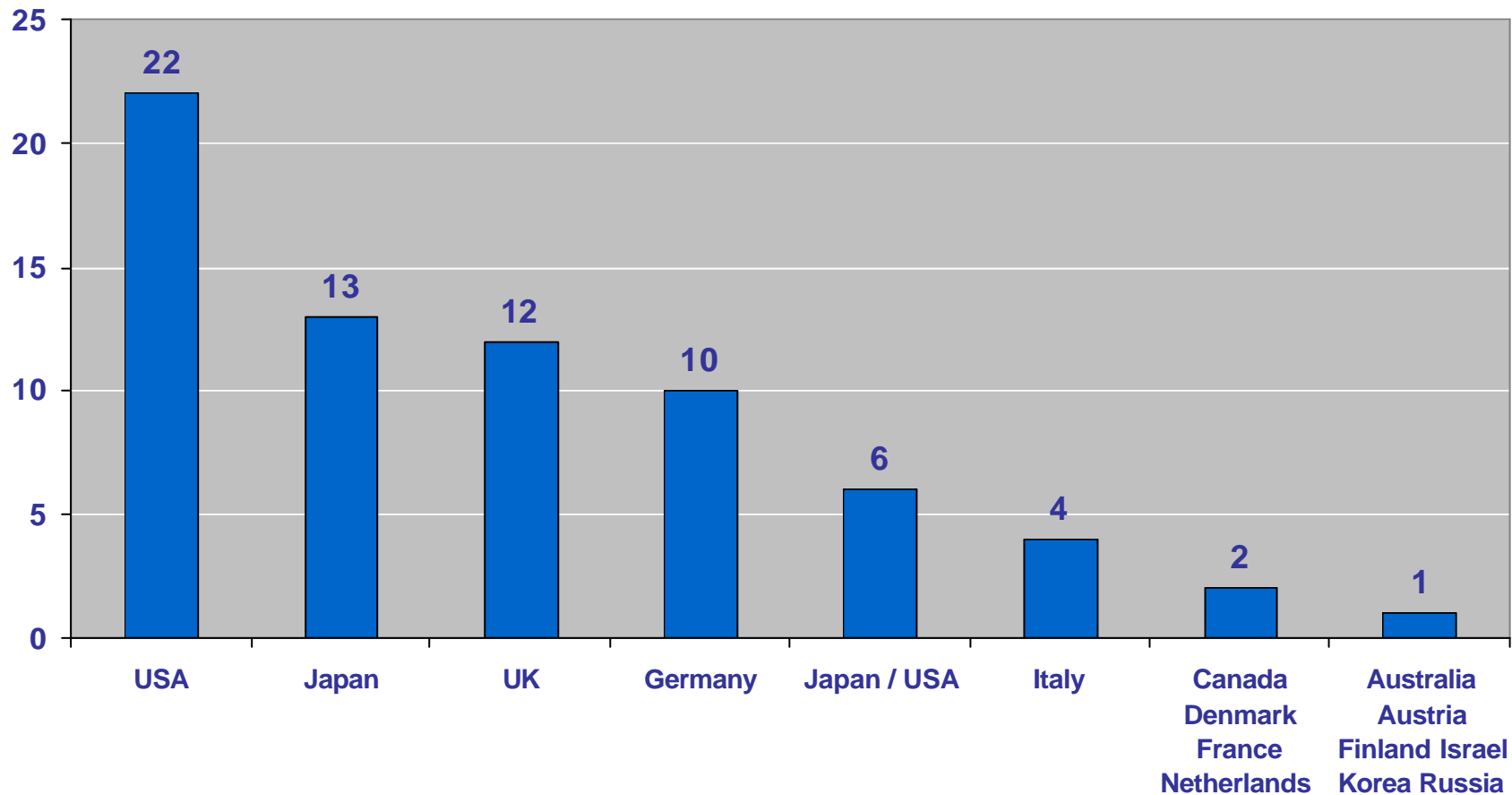


<b>Total 2001</b>	<b>175</b>
<b>Total 2000</b>	<b>208</b>
<b>Total 1999</b>	<b>148</b>



# New Proposed Work Items (2)

NPs by proposers (from NCs)



# Product Developments

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- Ongoing PAS/Pre-Standard development
  - Published PAS: 75
  - Pre-Standards: 9
  - To be published: 3



## Product Developments (2)

### ■ Databases:

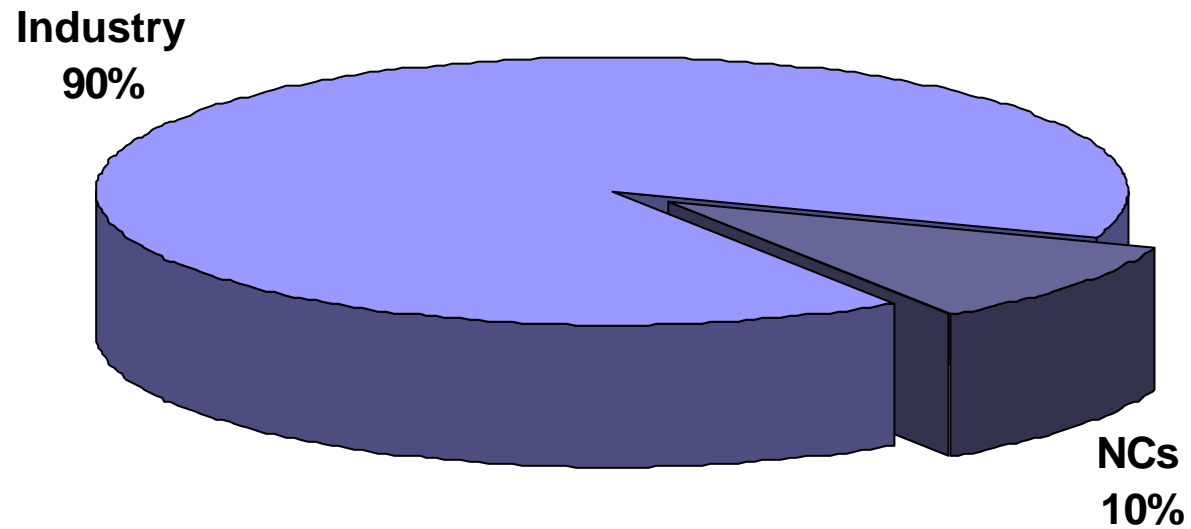
- IEC 60417 Graphical Symbols for Use on Equipment launched (joining IEC 60617 launched in 2001)
- IEC Validation Team process working well
- Agreement to develop IEC and ISO symbols database

### ■ New edition of Multilingual Dictionary



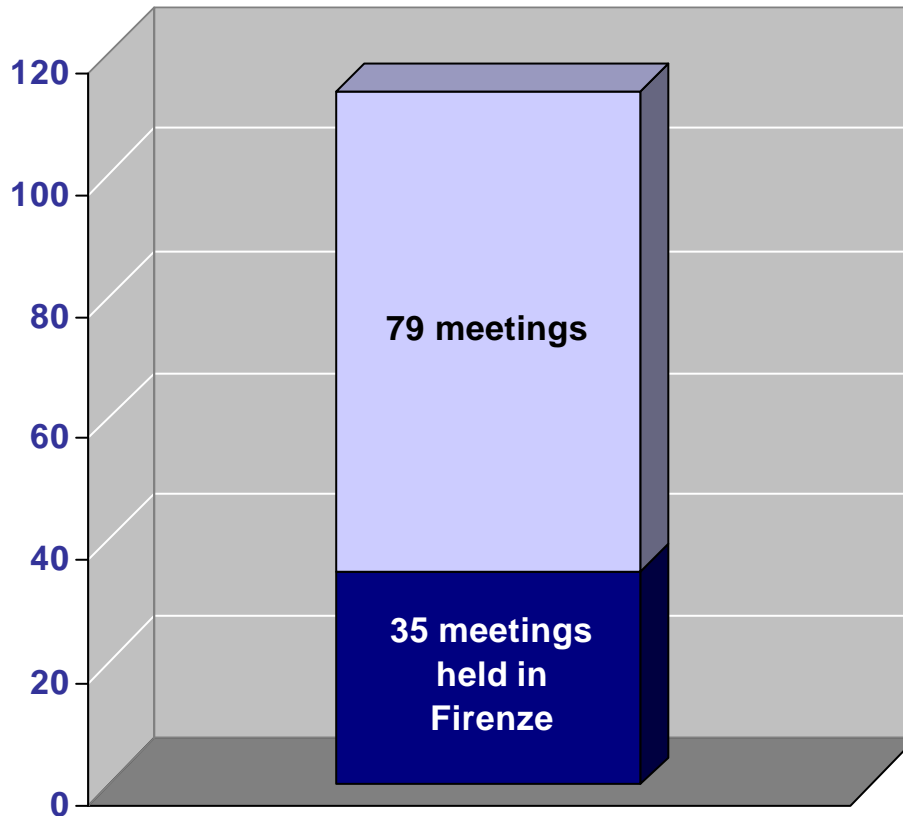
# TC/SC Officers

## TC/SC Officers Affiliation (as of 2002-10-01)





# TC/SC Meetings



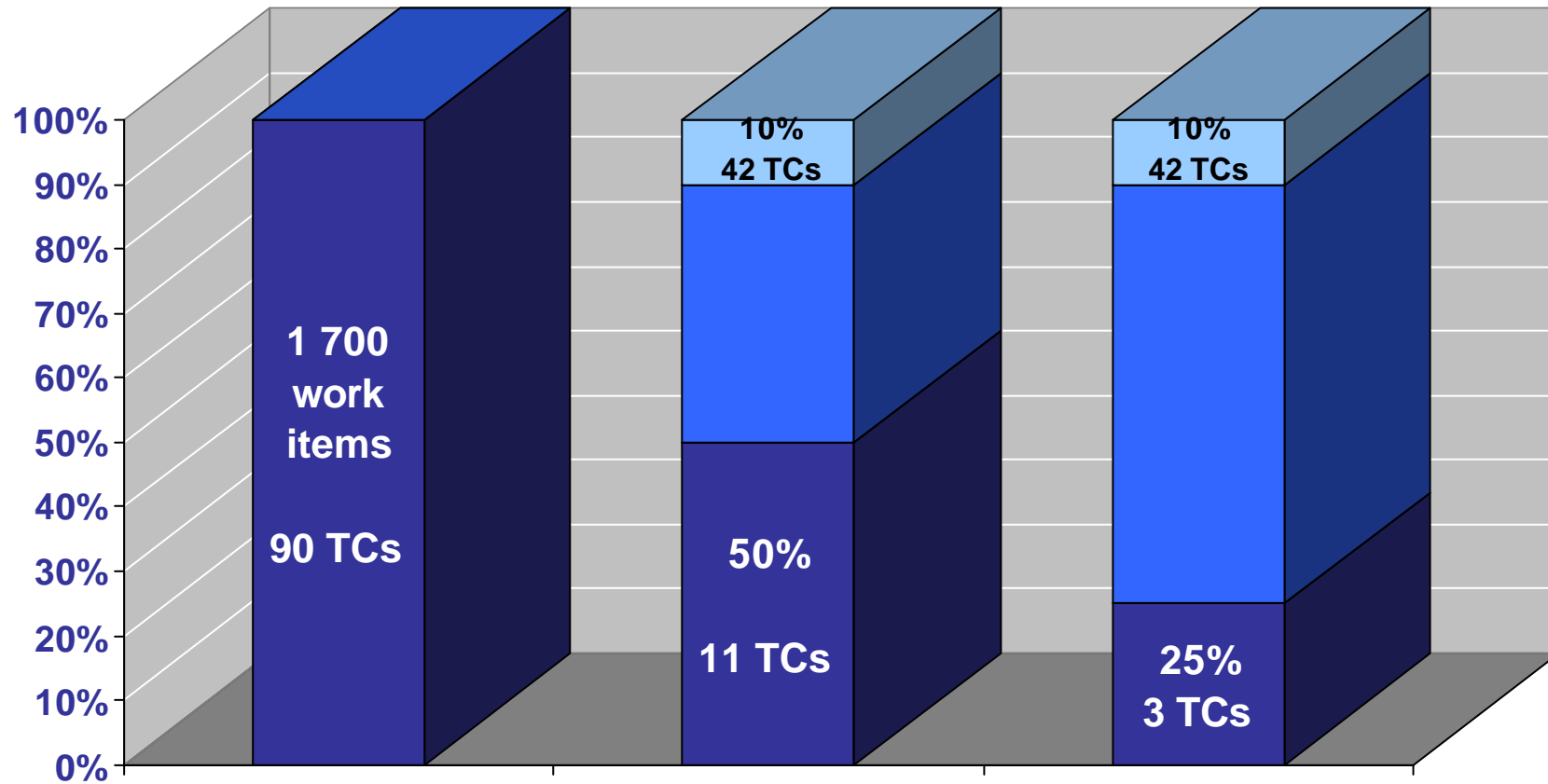
**Total of 114 meetings**

### Meetings hosted per country

US	15	SE	2
CH	12	AT	1
DE	10	AU	1
NO	7	ES	1
CN	6	GB	1
NZ	6	JP	1
FR	5	NL	1
FI	3	SK	1
IT	3	ZA	1
CA	2		

# Distribution of workload

## Span of control



Updated: October 2001





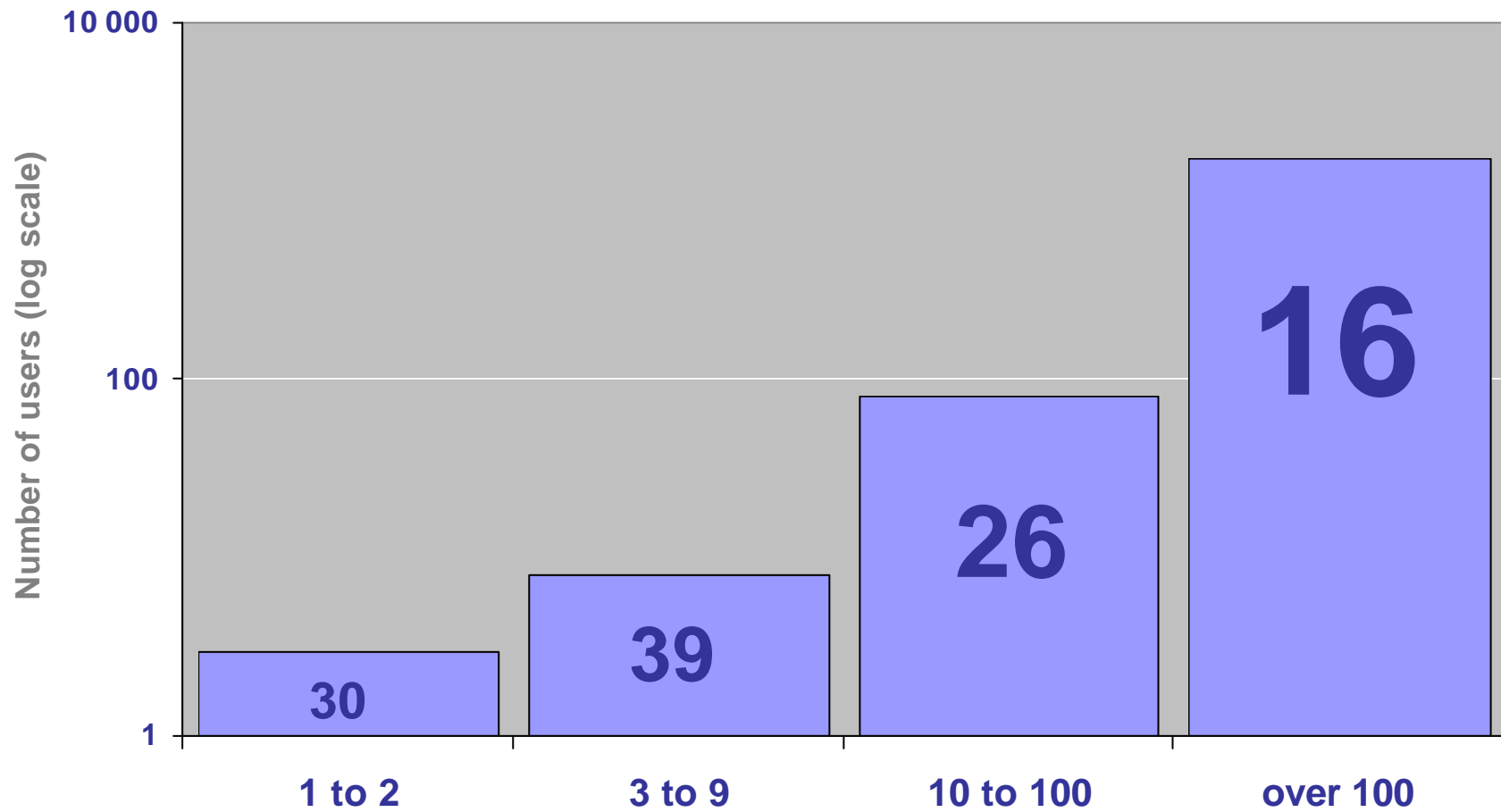
## Distribution of workload (2)

- Total 90 TCs - over 1 700 work items
- 48 TCs managed less than 10 work items
- 11 TCs managed 1 or 2 work items
- 3 TCs managed 0 work items



# Users of IEC Permission System

## Permissions System Users





## TISS Technical support

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- Seminars held in Denmark, France, Indonesia, Sweden, Thailand and US; (Singapore and South Africa)
- Visits from TC/SC secretaries
- New versions of IEC template
- Documentation of internal procedures (“Rainbow”)
- Discussion groups for TC/SCs



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## Improved Image

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- Programme to reach market leaders; Case Studies developed
- Enhancement of Corporate Identity with harmonization of look
- Development and launch of new IEC website with improved structure for ease of navigation; more outreach
- IEC, ISO, ITU-T co-ordinated campaigns



# Tools, Mechanisms, Events

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- **e-tech online newsletter**
  - **Now monthly with subscription by email**
  - **Highlights IEC activities and global reach**
  
- **Promotional Vehicles**
  - **2001 Annual Report (all formats)**
  - **New Conformity Assessment Pack**
  
- **Participation at Events**
  - **TC 100 Promotion with USNC targeting experts**



## Sales & Royalties

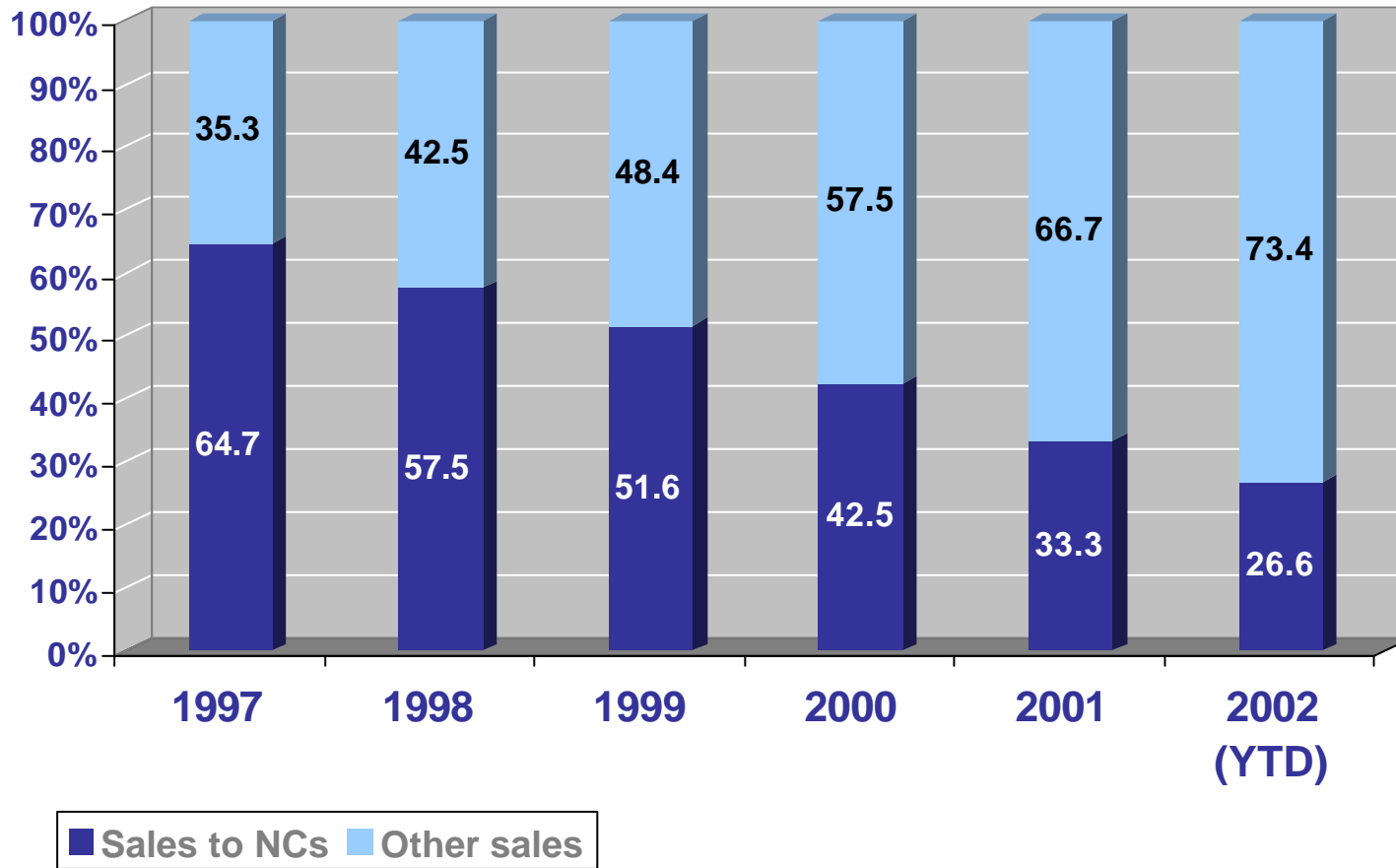
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- Total Sales - gross: **CHF 4 797 154 (-13%)**  
CHF 5 519 380
- Royalties - net: **CHF 3 005 215 (incomplete) (+6%)**  
CHF 3 205 045



# Breakdown on sales from CO

## Sales to NCs vs Other Sales - % Sales by Year

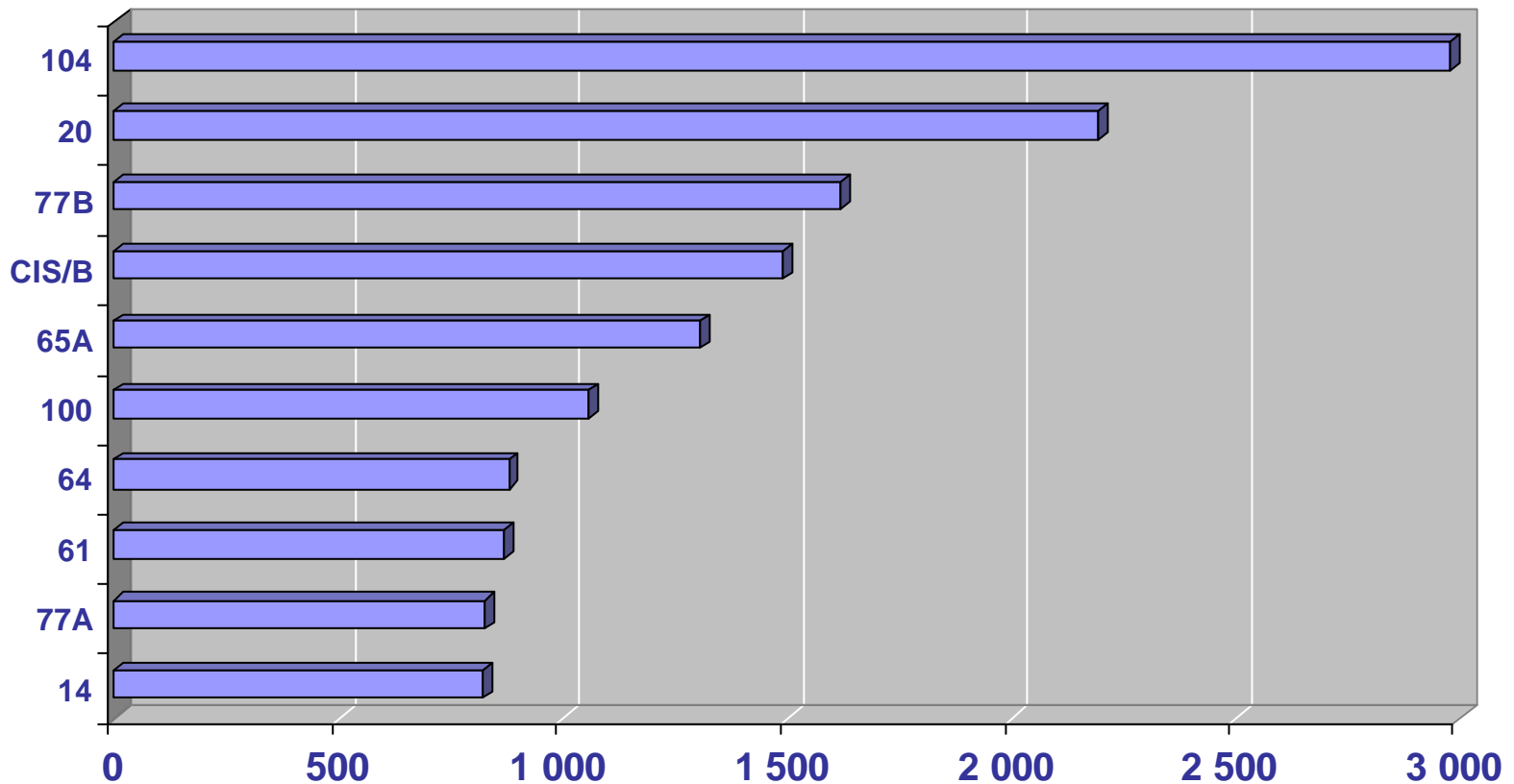






# Breakdown on sales from CO (2)

TC/SCs sales - Top 10 by quantity





## Sales

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- Sales to NCs **down 39%**
- Sales to Private Customers **unchanged**
- Sales outlets **up 14%**
- Trend for 2002 is **down**



# Workshops: A Proactive Approach

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- **Fourth Marketing & Sales Workshop:  
31 delegates / 22 countries**
  
- **Results:**
  - **Measured importance of sales of IEC Standards to NCs**
  - **Pre-launch premier of 60417 and new edition of Multilingual Dictionary**
  - **Further understanding and use of CO support facilities and services**

## Marketing & Sales Tools

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- **Library Server for Sales and Adoption**
- **Catalogue on CD-ROM and paper; Electronic version updateable twice monthly**
- **Catalogue Feeder and Publication Alerts**
- **Marketing plans for specific products**



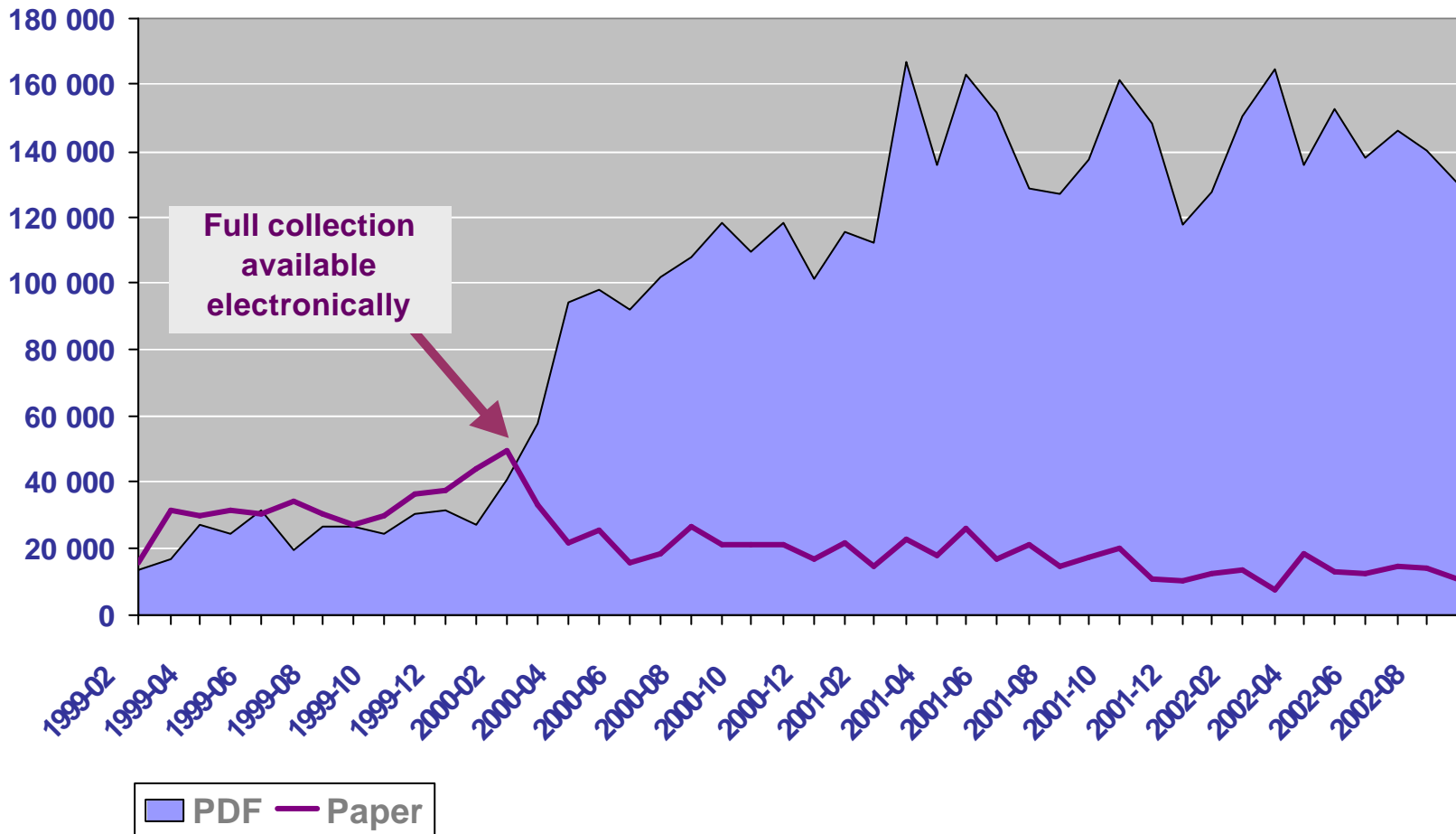
## Web Store

- The IEC's fully electronic shop front
- Customer information now available for NCs for follow-up
- Sales: **CHF 1 869 652**      CHF 1 799 297  
    **39% of total sales**    32.6% of total sales  
    **8 638 orders**            7 921 orders



# Web Store (2)

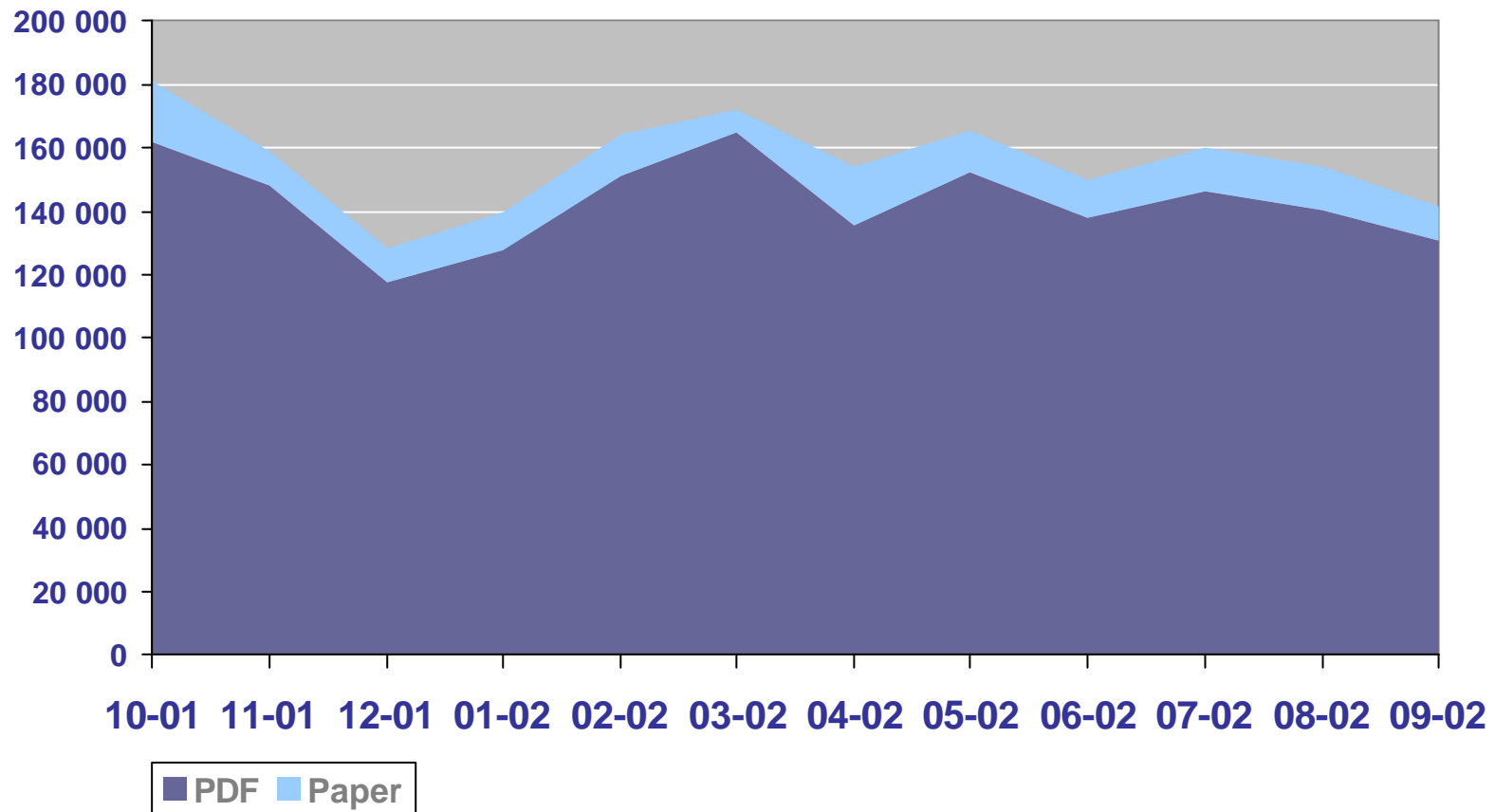
## Evolution of sales since launch in 1999





# Web Store (3)

## Electronic vs Paper





# Customer Service Centre

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## On average, every month:

- 1 000 orders processed
- 1 000 electronic communications received and responded to
- 100 problems handled by helpdesk





# Contents



- ▶ PERFORMANCE SUMMARY
- ▶ GLOBAL REACH
- ▶ CONFORMITY ASSESSMENT
- ▶ TECHNICAL WORK
- ▶ MARKETING & SALES
- ▶ MASTERPLAN IMPLEMENTATION



# Masterplan 2000

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## Global Relevance:

- Promoting ITA and Industry Complementary Services
- GRTF
- Reviewing Sector Board Extension
- Introducing double logo standards



## Masterplan 2000 (2)

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### ■ Global Reach:

- WSC
- Co-operating with WTO
- Operating Regional Centres
- Expanding Affiliate Country Programme
- Using English as the business language

### ■ Technical Work:

- Shortening IS development time
- New ISO and IEC set of Directives
- Training for NCs, Experts



## Masterplan 2000 (3)

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- **Conformity Assessment:**
  - **Broadening geographically and technologically**
  - **Promoting schemes**
  
- **Marketing & Sales:**
  - **Developing programmes to promote the IEC to governments and industry leaders**
  - **Developing new case studies**
  - **Studying alternative revenue sources**



## Masterplan 2000 (4)

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### Items still requiring further attention:

- IEC mark
- Review of alternative voting
- Database on adoption and deviation from IEC standards



## Masterplan 2000 (5)

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**Masterplan 2000** is now an  
**integral part**  
of the ongoing operation of the IEC,  
its Technical Work,  
Conformity Assessment Schemes,  
the Central Office and the Management



## IEC mission

*“IEC’s mission is to be globally recognized as the provider of standards and conformity assessment-related services needed to facilitate international trade in the fields of electricity, electronics and associated technologies.”*



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**This document in its entirety  
will be available electronically as**

**C/1276/INF**

**on the server by the end of the day.**





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**THANK YOU**