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ISO 20252:2006 Market, Opinion and Social Research-Vocabulary and service requirements.

What is ISO 20252:2006 Market, Opinion and Social Research-Vocabulary and service requirements?

ISO 20252:2006 is an international quality standard first published in 2006 as a replacement for the existing British Standards BS 7911:2003. It was subsequently revised in 2012, and then restructured and technically revised in this third edition.

Coverage

Developed by an ISO Technical Committee in liaison with professional bodies EFAMRO, ESOMAR and WAPOR, the standard sets out requirements in a quality management system for organizations conducting market, opinion and social research. The standard has been restructured, with a core clause (Clause 4) applicable to all service providers, regardless of methodologies provided, and six separate annexes (Annexes A to F), each covering requirements relating to one of the globally-recognized research methodologies;

Certified organizations

In the UK the Market Research Society (a member of the EFAMRO which sits on the ISO liaison committee) reports that 69 organizations (not counting subsidiaries) are certified to the standard:

The Council of American Survey Research Organizations (CASRO) has passed 17 organizations through its ISO 20252 certification scheme:

In Japan, Japan Management Association Quality Assurance Registration Center (JMAQA) has certified 8 organizations to the ISO 20252 standard. :

In Austria, Germany and Switzerland, AS International, headquartered in Vienna, have certified so far 14 market research companies to ISO 20252 via its mandated ISO auditing entity https://www.attersee-consulting.com. Updates can be obtained from https://www.ISO20252.global. AS International also represents the joint ISO 20252 expert committee for AT, DE and CH.

This is a list of published International Organization for Standardization (ISO) standards and other deliverables. For a complete and up-to-date list of all the ISO standards, see the ISO catalogue.

The standards are protected by copyright and most of them must be purchased. However, about 300 of the standards produced by ISO and IEC's Joint Technical Committee 1 (JTC 1) have been made freely and publicly available.
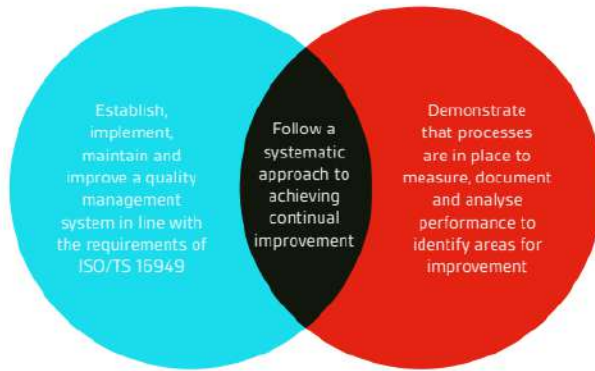

ISO Brand

This is a dynamic list and may never be able to satisfy particular standards for completeness. You can help by adding missing items with reliable sources.
Which of the ISO standard provide guidelines for management system?
ISO 27001: Information Security Management System

ISO 27001 is the standard for an Information Security Management System (ISMS). The basic objective of the standard is to provide a model for establishing and maintaining an effective IT information management system based on the process approach.

The principal requirements of the standard are illustrated below:

Establish, implement, maintain and improve a quality management system in line with the requirements of ISO/TS 16949

Follow a systematic approach to achieving continual improvement

Demonstrate that processes are in place to measure, document and analyse performance to identify areas for improvement

The next few pages of the guide takes you through the Plan-Do-Check-Act (PDCA) methodology, common in all ISO management systems and how DCS can help and support you on your ISO/TS 16949 journey.
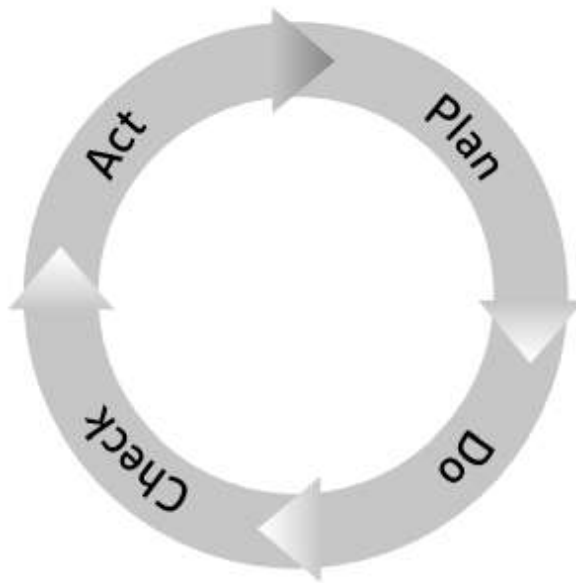
Understanding the principles of continual improvement

Act
Correct and improve your plans to meet and exceed your planned results

Act

Plan

Plan
Establish objectives and draft your plans (analyse your organization's current systems, establish overall objectives, set interim targets for review and develop plans to achieve them)

Check

Do

Check
Measure and monitor your actual results against your planned objectives

Do
Implement your plans within a structured management framework