

2017 ISO Survey including ISO/IEC 20000-1 position

Lynda Cooper, Project Editor ISO/IEC 20000-1, September 2018

ISO/IEC 20000 is the 7th most certified management system standard in the world?

Each year, ISO does a survey of all accredited certification bodies around the world to ask for the number of certificates for 10 of their management system standards. (Accredited by their national accreditation bodies, UKAS in the UK) The survey results for 2017 have just been published and these show that ISO/IEC 20000 is the 7th most certified standard and grew by 10% last year.

Of course, we will never reach the 1 million+ certificates which ISO 9001 has achieved. But the numbers are steadily increasing.

ISO/IEC 20000 is the only international standard for service management. It can be used by organizations big and small, public and private, for IT and non-IT services. The latest edition, ISO/IEC 20000-1:2018 Service management system requirements, was published in September 2018. Alongside this, the update to ISO/IEC 20000-10, Concepts and Vocabulary, was also published.

Management system standards are those which specify requirements for a management system for different topics. A management system sounds scary but it is just a way of putting together policies, plans, processes and procedures to be acted upon to gain a certain outcome. In the case of ISO/IEC 20000-1, the outcome is services delivered to fulfil service requirements and deliver value to the customer, user and organization delivering the services.

Standard (ISO)	Subject of standard	Number of accredited certificates in 2017	Increase in % from 2016
ISO 9001	Quality	1,058,504	-4%
ISO 14001	Environment	362,610	+5%
ISO/IEC 27001	Information security	39,501	+19%
ISO 22000	Food safety	32,722	+2%
ISO 13485	Medical devices	31,520	+7%
ISO 50001	Energy	22,870	+13%
ISO/IEC 20000-1	Service management	5005	+10%
ISO 22301	Business continuity	4281	+11%
ISO28000	Supply chain security	494	+39%
ISO 39001	Road traffic safety	620	+30%

The survey has changed in 2017 to collect number of certificates and number of sites certified. This explains the apparant reduction in the figures for ISO 9001.

There are, of course, unaccredited schemes throughout the world which means the actual number of certified organizations is higher than this. For example, the APMG scheme certificate numbers are not included in this list.

Find out more about the revised ISO/IEC 20000-1 from Lynda Cooper, project editor of ISO/IEC 20000-1 at upcoming events:

- 1-day Ozona workshops in Madrid, Lisbon and Barcelona on October 16 – 18th
- Presenting at ITSMF conference on November 19th in London
- 1-day ITSMF workshop on ISO/IEC 20000-1 on December 13th in London.