

# BUREAU OF INDIAN STANDARDS

## Program of Work

### SSD 19 : Basic Standards on Services

**Scope:** a) Formulation of Basic and Generic Indian Standards on Terminology, Classification, Human Skills, Contracts, Agreement, Delivery Modes, Performance, Measurements, Monitoring, Analytics, Analysis, Security, Customer Expectation and other related aspects of services. b) Coordination with ISO/TC 312 – ISO technical committee on Excellence in Service

**Liaison:** **ISO TC-312 (P): Excellence in service ISO TC-312 (P): Principles, model and measurement ISO TC-312 (P): Design of excellent services ISO TC-312 (P): Public Services ISO TC-312 (P): Digital service excellence ISO TC-312 (P): Excellence in service ISO TC-312 (P): Principles, model and measurement ISO TC-312 (P): Design of excellent services ISO TC-312 (P): Public Services ISO TC-312 (P): Digital service excellence**

## Published Standards

S.No	IS No.	TITLE	Reaffirm M-Y	No. of Amds	Eqv.
1	IS 17957:2022 ISO/TS 24082 <span style="color: green;">ISO/TS 24082</span>	Service excellence Designing excellent service to achieve outstanding customer experiences		-	Identical under dual numbering
2	IS 18106:2022 ISO 23592:2021 <span style="color: green;">ISO 23592:2021</span>	Service excellence- Principles and model		-	Identical under dual numbering
3	IS 19237:2025 ISO 11367 <span style="color: green;">ISO 11367</span>	Service Excellence Principles and Model for Public Service Organizations		-	Identical under dual numbering
4	IS 20000:2024	SERVICES - GLOSSARY OF TERMS		-	Indigenous

## Standards under Development

### Projects Approved

SI. No.	Doc No.	Title
<i>No Records Found</i>		

### Preliminary Draft Standards

SI. No.	Doc No.	Title
<i>No Records Found</i>		

### Drafts Standards in WC Stage

SI. No.	Doc No.	Title
<i>No Records Found</i>		

### Draft Standards Completed WC Stage

SI. No.	Doc No.	Title
<i>No Records Found</i>		

### Finalized Draft Indian Standard

SI. No.	Doc No.	Title
<i>No Records Found</i>		

### Finalized Draft Indian Standards under Print

SI. No.	Doc No.	Title
1	SSD 19 (18281)	Service excellence Designing excellent service to achieve outstanding customer experiences
2	SSD 19 (18284)	Service excellence- Principles and model
3	SSD 19 (18925)	SERVICES - GLOSSARY OF TERMS
4	SSD 19 (26898)	Guidelines for Services Classification
5	SSD 19 (27185)	Service Excellence Principles and Model for Public Service Organizations
6	SSD 19 (33307)	Service excellence Maturity model
7	SSD 19 (33327)	Service excellence Measuring service excellence performance
8	SSD 19 (33329)	Service excellence Implementation approach for ISO 23592

**Total Published Standards:2 Total Standards Under development:8**

### Aspect Wise Report

Product : 0  
Code of Practices : 0  
Methods of Test : 0  
Terminology : 1  
Dimensions : 0  
System Standard : 0  
Safety Standard : 0  
Others : 0  
Service Specification : 3  
Process Specification : 0  
Unclassified : 0

### Annexure-I :List of Indian Standards Withdrawn/Superseded

SI. No.	IS No. & Year	Title
<i>No Records Found</i>		

### Annexure-II :List of Indian Product Standards

SI. No.	IS No. & Year	Title
<i>No Records Found</i>		