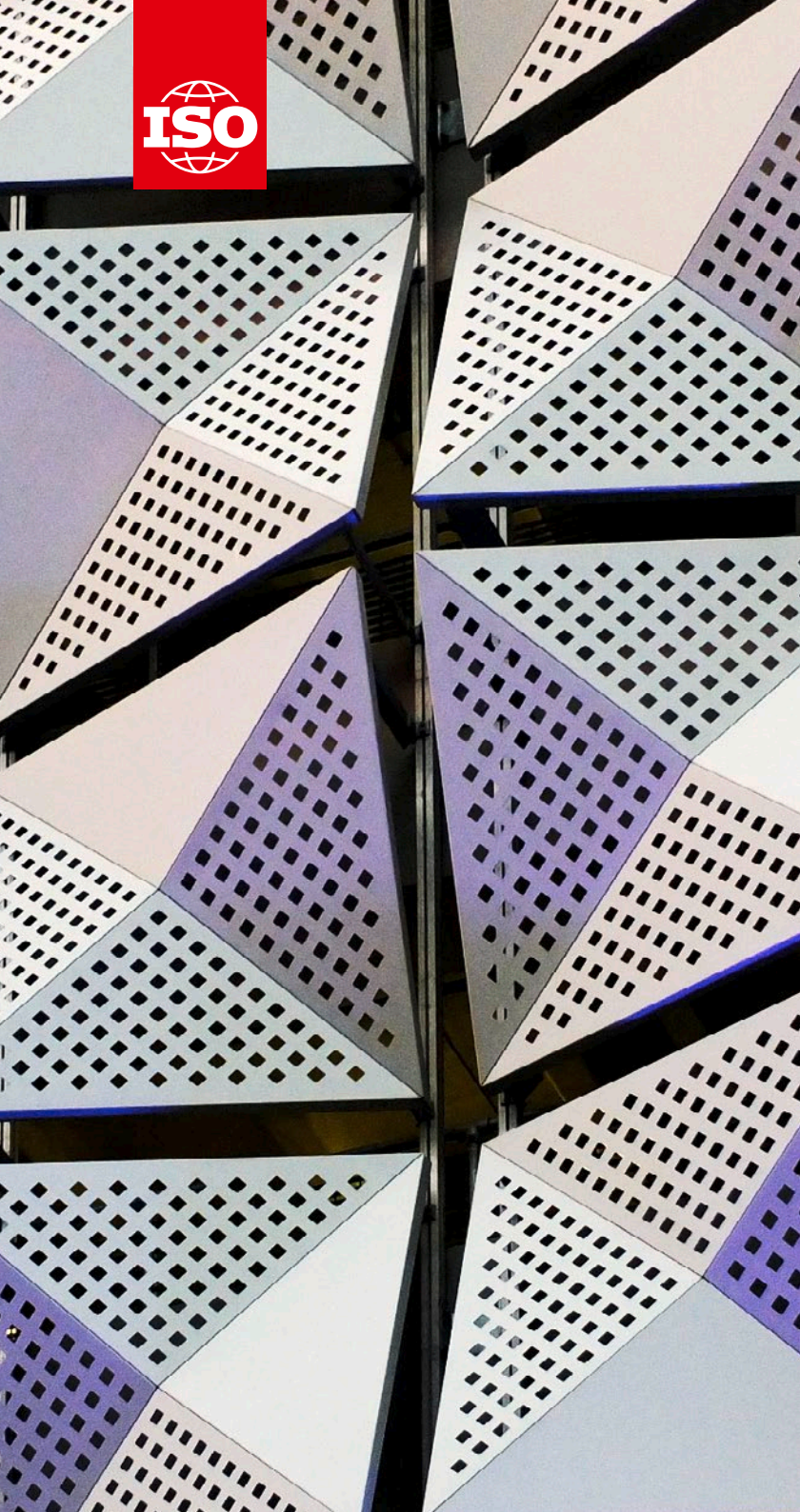




ISO and innovation



164*
members

22500*
International
Standards

100
new standards
each month

245*
technical
committees

We are ISO, the International Organization for Standardization



We are an independent, non-governmental organization.



We are a global network of national standards bodies with one member per country.



Our job is to make International Standards.



We are coordinated by a Central Secretariat in Geneva, Switzerland.



We are not for profit: selling our standards allows us to finance their development in a neutral environment, to maintain them and to make new ones.



ISO provides a platform for developing practical tools through common understanding and cooperation with all stakeholders.

Innovation is not just about shiny new inventions or discoveries. Innovation is a crucial business need as it relates to a company's ability to identify and pursue new areas of opportunity while understanding and responding to changing conditions in its environment. It also helps organizations to create value while managing uncertainty and to leverage the knowledge and creativity of the people who work there.

It is a fundamental factor in business sustainability and economic viability, as well as a key contributor to the development of society as a whole. Innovation is essential, because the world never stays still.

Organizations that are innovative also contribute to many of United Nations' Sustainable Development Goals, including Goal 9, which aims to "build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation".

ISO has developed a large portfolio of International Standards and guidance documents that enable an organization to align all its systems and processes in order to undertake innovation activities and initiatives. They address all factors that contribute to an organization being innovative, right down to the implementation of an effective innovation management system.

What is innovation ?

The OECD's Oslo Manual 2018: Guidelines for Collecting, Reporting and Using Data on Innovation defines four types of innovation : product, process, marketing and organizational.





Defining innovation

Now in its fourth edition, the Oslo Manual was published at the initiative of the Organization for Economic Co-operation and Development (OECD) to answer fundamental questions about how innovation can be measured.

In developing this edition, ISO's technical committee for innovation management, ISO/TC 279, collaborated with the OECD to exchange perspectives on the definitions of innovation and innovation management. This led to an alignment of the definitions, taking into account the different objectives of the Oslo Manual and ISO standards.

For more information, see www.oecd.org/site/innovationstrategy/defininginnovation.htm and www.iso.org/committee/4587737.html.

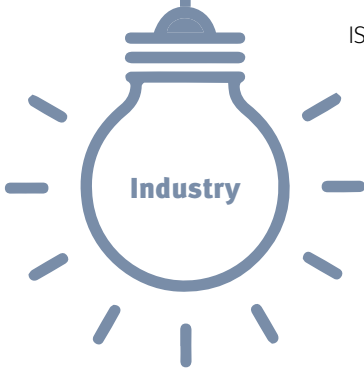
In accordance with these guidelines, an innovation is a new or improved product or process that differs significantly from previous products or processes and is made available to users. This definition is in line with those found in ISO standards so that they can be useful tools for comparing and assessing innovation within and amongst organizations.

Why do we need ISO standards for innovation?

Because innovation is an aspect of business and organizational change that can be managed. ISO has hundreds of standards that support the growth and competitiveness of organizations. They help put systems and processes in place that create added value and contribute to an organization's own individual way of harnessing and maximizing innovation. In this way, ISO standards help to build a more innovative, resilient and sustainable society.

Who benefits from ISO standards for innovation?

Regulators and policy makers can rely on ISO standards as **a solid base** on which to create public policies that **encourage innovation** for a more sustainable and resilient society.



ISO standards for innovation help businesses effectively **respond to change in order to maximize opportunities for growth** and development while reducing associated risks. Companies can demonstrate their ability to manage innovation activities to achieve their intended outcomes: increased revenues and profitability, improved sustainability and resilience, greater ability to attract partners, collaborators and funding, and **enhanced customer satisfaction**.

Consumers derive many benefits from ISO standards for innovation since **increasing the innovation capabilities** of an organization results in their enjoyment of new and improved products and services.



What standards does ISO have for innovation ?

Frameworks for innovation

ISO has standards that provide organizations with ways of defining what innovation means to them, and the tools to help them get there. The ISO 56000 suite of standards and guidance documents on innovation management offers a systematic approach to integrating innovation into all layers of an organization. This helps to seize and create opportunities for the development of everything from new products, systems and services to business models. They also bring many advantages such as an increased ability to manage uncertainty, greater profitability, improved reputation and client retention, reduced cost and a more empowered workforce.

Published documents include:

- **ISO 56002, *Innovation management – Innovation management system – Guidance***

This standard covers all aspects of an innovation management system. It considers the context in which an organization works and spans all types of innovations, including products, services, processes, models, methods and related approaches.





- **ISO 56003**, *Innovation management – Tools and methods for innovation partnership – Guidance*

This standard helps organizations reap the benefits of innovation partnerships, such as access to knowledge, competencies, capabilities and assets that can help them develop or expand their offering.

- **ISO/TR 56004**, *Innovation management assessment – Guidance*

This technical report (TR) supports organizations in continuously assessing and improving their innovation management capabilities.

Currently in development:

- **ISO 56000**, *Innovation management – Fundamentals and vocabulary*
- **ISO 56005**, *Innovation management – Tools and methods for intellectual property management – Guidance*
- **ISO 56006**, *Innovation management – Strategic intelligence management – Guidance*
- **ISO 56007**, *Innovation management – Idea management*
- **ISO 56008**, *Innovation management – Tools and methods for innovation operation measurements – Guidance*

ISO also develops standards on specific management disciplines that are complementary to innovation management.

Governance

ISO's technical committee ISO/TC 309, *Governance of organizations*, develops standards for all aspects of governance, including direction, control and accountability. These help organizations demonstrate their commitment to stakeholders, make informed decisions and uphold their mission, vision and values, all of which provide a sound base on which innovative ideas can grow, making them attractive to investors and business partners.

Published standards include:

- **ISO 19600**, *Compliance management systems – Guidelines*

This standard helps organizations manage their level of compliance with laws, regulations, policies, commitments and standards to prevent any risks to their business.

- **ISO 37001**, *Anti-bribery management systems – Requirements with guidance for use*

This standard helps organizations fight bribery and promote an ethical business culture. Bribery is a key inhibitor of innovation within any type of organization.

Currently in development:

- **ISO 37000**, *Guidance for the governance of organizations*

- **ISO 37002**, *Whistleblowing management systems – Guidelines*





Who develops ISO standards?

ISO standards are developed by groups of experts within technical committees (TCs). TCs are made up of representatives from industry, non-governmental organizations, governments and other stakeholders who are put forward by ISO's members. Each TC deals with a different subject, such as energy management, water quality or intelligent transport systems. Visit our Website [ISO.org](https://www.iso.org) to find out more about the standards developed in a particular sector by searching for the work of the relevant technical committee.

Knowledge management

Capturing, conveying and transforming knowledge within an organization and its ecosystem is an essential driver for innovation. **ISO 30401**, *Knowledge management systems – Requirements*, helps organizations do just that by implementing a management system that promotes and enables value creation through effective knowledge and information management.

Other standards in development will provide further guidance in targeted areas of knowledge management:

- **ISO 30415**, *Human resource management – Diversity and inclusion*
- **ISO 30422**, *Learning and development*
- **ISO 30424**, *Knowledge management – Vocabulary*

Quality management

As innovation aims to deliver value, it is inherently related to the enhancement of customer satisfaction and the continual improvement of current offerings, such as products and services. Therefore, quality management is a natural companion to innovation. The ISO 9000 family of standards covers many aspects of quality management.

- **ISO 9001, *Quality management systems – Requirements***

This well-known flagship standard sets out the requirements for a quality management system that helps organizations effectively manage, control and continually improve the quality of their products and services.

Other documents in the series include:

- **ISO 9000, *Quality management systems – Fundamentals and vocabulary***

This standard provides the essential background, such as the seven quality management principles and vocabulary, for the correct implementation of ISO 9001.

- **ISO/TS 9002, *Quality management systems – Guidelines for the application of ISO 9001:2015***

This technical specification (TS) features further guidance including real-world examples and case studies.

- **ISO 9004, *Quality management – Quality of an organization – Guidance to achieve sustained success***

ISO 9004 goes beyond the application of ISO 9001 by focusing on long-term success through meeting and anticipating the needs and expectations of all stakeholders.





ISO also has a wide range of documents for the application of ISO 9001 to specific sectors. These include:



ISO 13485 (medical devices)



ISO 54001 (electoral organizations at all levels of government)



ISO 18091 (local government)



ISO/TS 22163 (business management for rail organizations)



ISO/TS 29001 (petroleum, petrochemical and natural gas industries)



ISO/IEC 90003 (software engineering)

In addition, the ISO 10000 family of standards (i.e. standards from ISO 10001 to ISO 10019) provides guidance on a range of topics related to quality management, from customer satisfaction, people involvement and competence, up to realizing financial and economic benefits from the application of quality management principles.

Information security, cybersecurity and privacy protection

Managing the security risks associated with an organization's systems and processes is essential for successful business innovation, because it helps to ensure that new ideas and personal data do not get into the wrong hands.

Through applying a sound risk management process, the ISO/IEC 27000 family of standards, published jointly by ISO and the International Electrotechnical Commission (IEC), are designed to help organizations keep sensitive and critical company information secure. This includes protecting financial information, intellectual property, employee details or information entrusted to the company by third parties.

- **ISO/IEC 27001**, *Information technology – Security techniques – Information security management systems – Requirements*

This joint standard offers a framework for a comprehensive information security management system. It is complemented by ISO/IEC 27002, which gives a code of practice for information security controls, and ISO/IEC 27000, which provides an overview and vocabulary for information security management systems.

Risk management

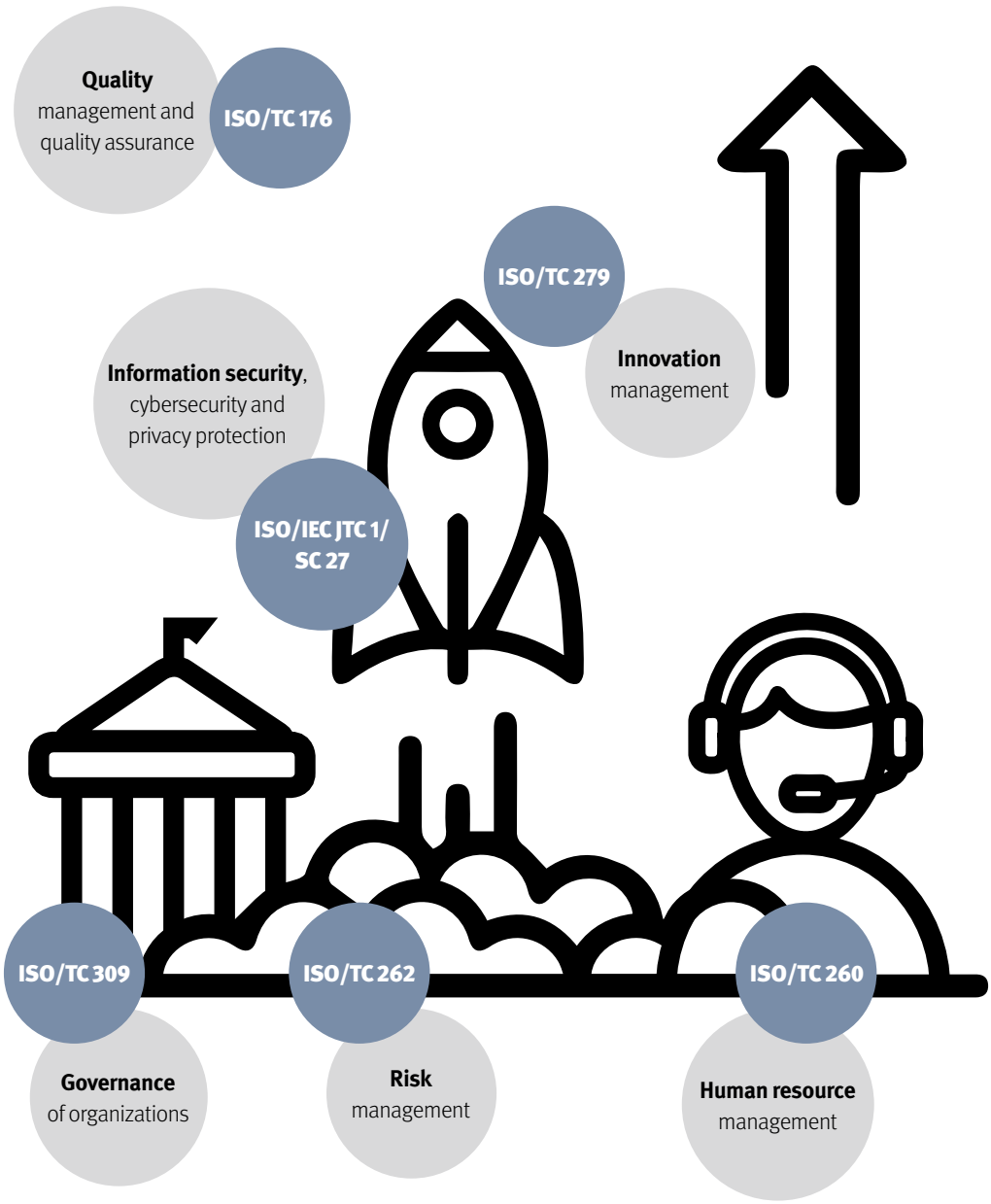
Effectively planning for, and responding to, opportunities and threats gives an organization solid support for innovation.

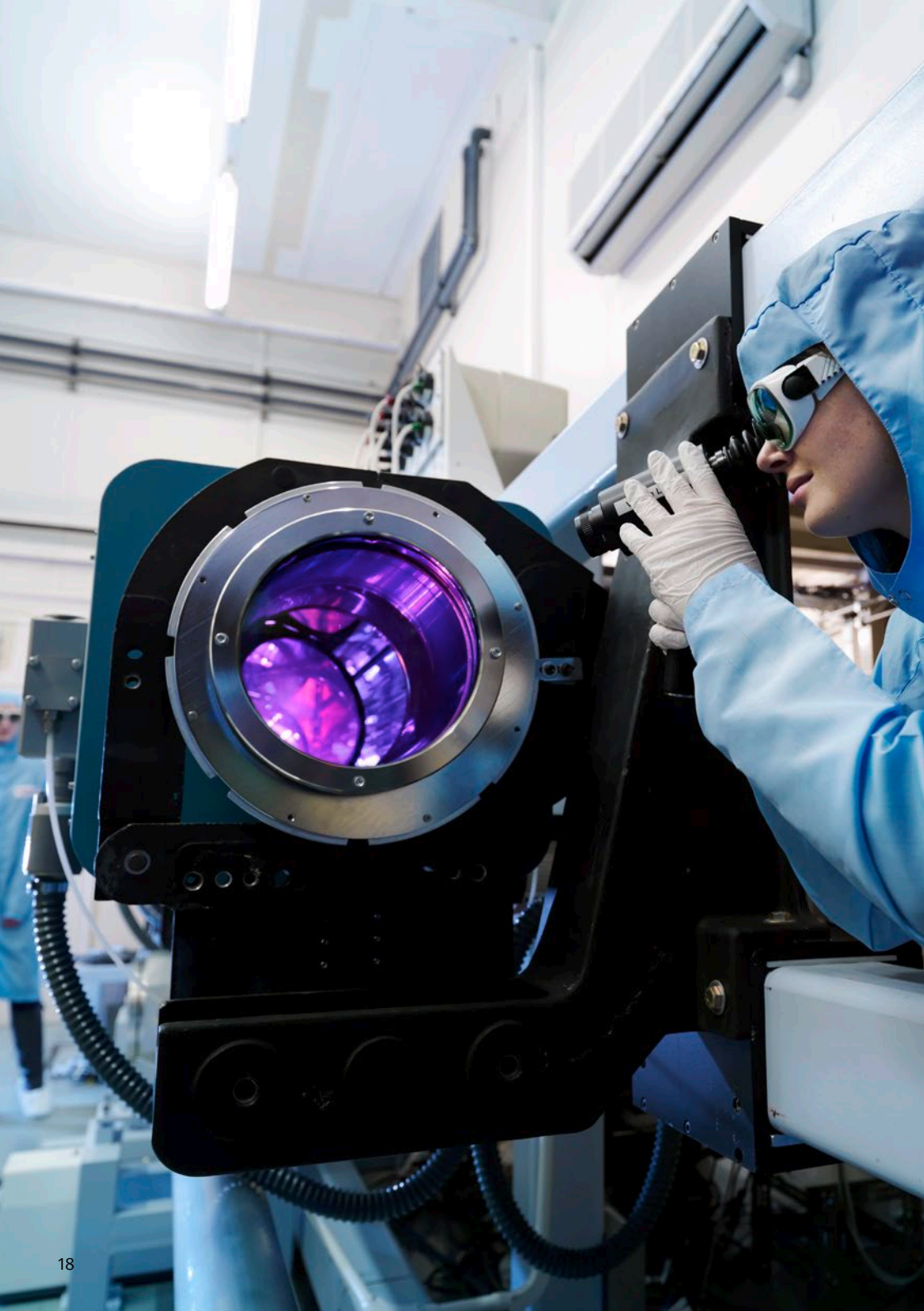
- **ISO 31000**, *Risk management – Guidelines*

This standard provides a framework for managing risk.

It is complemented by other standards in this area, including:

- **IEC 31010**, *Risk management – Risk assessment techniques*
- **ISO Guide 73**, *Risk management – Vocabulary*







More information



ISO Website
www.iso.org



ISO Website section on SDG 9
(Industry, Innovation and Infrastructure)
www.iso.org/sdg09.html



ISOfocus magazine
www.iso.org/isofocus



ISO videos
www.iso.org/youtube



Follow us on Twitter
www.iso.org/twitter



Join us on Facebook
www.iso.org/facebook

Find out more

For more information on how standards can help you, or to get involved in the standards development process, contact your ISO member. Details can be found at www.iso.org/members.



**International
Organization
for Standardization**

ISO Central Secretariat
Chemin de Blandonnet 8
Case Postale 401
1214 Vernier, Geneva
Switzerland

iso.org

© ISO, 2019
All rights reserved

ISBN 978-92-67-11087-5