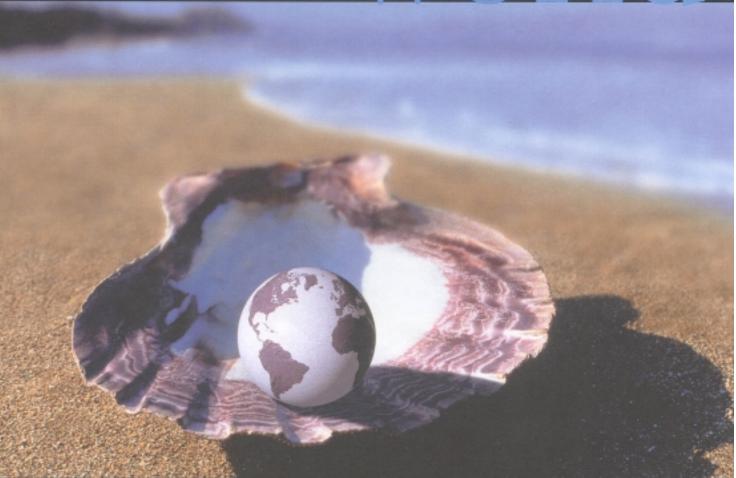


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# Canada's Magazine of Standardization

270 Albert Street, Suite 200
Ottawa, Ontario KIP 6N7
tel.: + I 613 238-3222, fax: + I 613 569-7808
e-mail: info@scc.ca

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The Standards Council is the federal Crown corporation with the mandate to promote efficient and effective voluntary standardization.

Editor, Derek Stevenson (dstevenson@scc.ca)

Design, production and advertising sales,
Guy Ethier (gethier@scc.ca)

**Translation,** Hélène Couturier, Jeanne Reinhart ISSN 0380-1314

Please direct letters and comments to the editor of CONSENSUS, using the information on this page.





The Standards Council is the Canadian member of the International Organization for Standardization (ISO) and sponsor of the Canadian National Committee of the International Electrotechnical Commission (IEC).



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national standards system



# Happy Anniversary SCC!

or the past thirty years, the Standards Council of Canada (SCC) has done much to ensure the social and economic well-being of Canadians. The standards it oversees protect our health, our safety and our environment, and are of vital importance to the nation's economic prosperity. What better occasion than the Council's 30<sup>th</sup> anniversary to reflect upon its accomplishments and look ahead to the leading role it will play in shaping standards in the coming century!

This special issue of *CONSENSUS* takes an in-depth look at the 30-year history of the SCC. We recall in words and pictures the early days of standards development in Canada and the Act of Parliament that created the Council in 1970. We look at the growth of Canada's acclaimed National Standards System from its humble beginnings to its current 275 member organizations and 15,000 volunteers. We examine how much things have changed in the world of standards in three decades – and how much they've stayed the same.

We'll also share with you some of the congratulations we've received from our friends and partners on the occasion of this historic milestone.

The work of the Standards Council of Canada and its many partners ensures the competitiveness of Canadian businesses in world markets and, ultimately, improves the quality of life for Canadians. So read on, and celebrate where we've been and where we're headed.

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Linda Lusby, Chair



hen I watch the Olympics or some other athletic competition, I always feel sorry for the high jumpers. With a run and a bound, they're able to leap over a bar set higher than I could ever imagine jumping. And their reward for this effort? They have to do it again — only higher.

Maybe their situation just feels familiar. In 30 years, the Standards Council of Canada and its partners in the National Standards System have faced many formidable hurdles. By joining forces, we've been able to clear them, often with room to spare. Our success in doing so has raised the bar, opening us to new and greater challenges. But our capacity to face those challenges has also continued to grow.

Just consider the issues that preoccupy us today. To a casual observer, these may not seem to be much different from those that prompted the creation of the Standards Council three decades ago.

For example, both a 1966 memo to Cabinet that recommended the creation of a national standards body and this year's Canadian Standards Strategy mention the following as challenges facing Canada's standards effort:

- Standards are becoming an increasingly important element in international trade.
- Canada needs to increase its influence in international standardization.
- Standards stakeholders, especially consumers, need to be better represented on standards development committees.
- To be effective, standardization requires additional financial, technical and administrative support.
- Senior management, government and the public need to be more aware of the importance of standardization.

That resemblance is only superficial, however. The world of standardization has changed tremendously in 30 years, and the issues have changed right along with it.

The adoption of international standards, for example, has moved from being a good idea that can help manufacturers gain access to certain foreign markets, to becoming an obligation under key trade agreements. Canada's influence in bodies such as the International Organization for Standardization (ISO) and the International Electrotechnical Commission (IEC) has grown enormously; our challenge now is to maintain that influence and to ensure that our efforts are concentrated in areas that reflect our national priorities. And as the scope of standardization has increased, so too has the range of stakeholders that must be called upon to provide their expertise and ensure that their interests are represented.

To shift from the high jump to hockey: the goal may still look the same, but the rink has grown larger, the game has gotten faster, and there are many more players on the ice. These days, it takes a lot more to score.

Fortunately, Canada has maintained an enviable scoring record, thanks to the strengths of its team (the National Standards System) and its coach (the Standards Council). By bringing together standards developers, conformity assessors and the many different standards users and stakeholders, we have developed a system that is the envy of the world. Our expertise and coordinated approach extend to the international level, where we are a respected member of many regional and international standards organizations. Our emphasis on consensus, coordination and partnership ensures that standards serve the needs of everyone they affect.

The challenges we've overcome in the past are impressive. The challenges ahead of us are formidable but familiar. Given our past and current successes, we have every reason to be confident that we're ready to meet them head-on

Let the games continue.

# Three decades of dedication

Peter Clark, Executive Director



Browsing through 30 years' worth of Annual Reports and CONSENSUS, one thing stands out.

The names.

Kean. McKerrow. Tunis. Dettwiler. Krentz. Maheux. Perrow. Adam. Ethier. Wank. Caicco. Ender. Fontaine. Girard. Parsons. Olley. Soper. Some of these names first appear early in the Standards Council's history. Others are relative newcomers, arriving barely more than a decade ago. But these and dozens of other names continue to turn up, year after year and decade after decade, as members of Council and its advisory committees, Standards Council staff, management and staff of accredited organizations, and in many other prominent roles in the National Standards System (NSS).

The fact that the Standards Council and the NSS can inspire such long-term dedication on the part of so many people speaks highly of the work we do. It says that standardization is important enough and involving enough that leaders and experts in many fields will devote years of effort to its advancement.

It also speaks highly of the way we treat our people. Standardization is not an easy task, nor one in which the rewards come quickly. It involves long hours, multiple ongoing projects, much time spent on airplanes and in meetings, a long wait for results, and a chronic shortage

of time, money and people. Despite this, the people involved seem to feel that their efforts are acknowledged, recognized and appreciated, and can be seen to contribute in a very real way to the well-being of Canada and Canadians.

Many of these people are still devoting their efforts to the Standards Council and the NSS. Some have entered a well-earned retirement. A few, sadly, are no longer with us.

The torch continues to be passed, however. Many newcomers have joined our ranks in the last decade or so, and there's every indication that we'll be seeing their names time and again in the years and decades to come.

The work that we have accomplished over the last thirty years couldn't have happened without the dedication and expertise of many thousands of people. If you're reading this issue of *CONSENSUS*, you're probably one of them. On behalf of the Standards Council and the NSS – thank you, one and all.



# Thirty years at the helm



A history of the Standards Council of Canada and the National Standards System, 1970 – 2000 or three decades, the Standards Council of Canada (SCC) has steered the country's National Standards System (NSS) through ever-changing, sometimes turbulent seas. Over that time the passengers, the cargo, the ports of call and even the ship itself have

changed substantially, but by keeping a steady hand on the helm, the Standards Council has kept its vessel afloat and on course.

In this article, we retrace that journey. We'll look at selected highlights of the Standards Council's history, from the Council's launch to the present day. We'll also study the ship's changing cargo — issues and activities that it has carried with it since its voyage began, others that were set ashore long ago, and a few that have only just been brought on board.



## Building the ship

The Standards Council first put to sea in October 1970, but as with any voyage, the preparations began long before that.

Standardization as we know it today started with the establishment of Great Britain's Engineering Standards Committee in 1901. The Committee prepared standards for some of the key fields of the day, including bridgebuilding, rail transportation and shipbuilding.

Canada followed suit in 1919 with the creation of the Canadian Engineering Standards Association (later renamed the Canadian Standards Association and today known as CSA International). Besides developing standards for Canadian industry, the Association represented Canada in the International Electrotechnical Commission (IEC, founded in 1906) and later in the International Organization for Standardization (ISO, founded in 1947).

In 1934, the federal government established the Canadian Government Purchasing Standards Committee, later known as the Canadian Government Specifications Board, and still later as the Canadian General Standards Board (CGSB).

By the 1950s, the two bodies had developed several thousand Canadian standards. Despite their success, however, some observers wondered whether Canada wouldn't be better off with a single national standards body.

In 1964, the CSA asked the federal government to double the subsidy it received to take part in international standardization. The government turned down this request, and instead launched a comprehensive review of standards activity in Canada.

It soon became clear that the country needed a single body that could respond to a variety of issues that had emerged in Canada's approach to standardization:

- There was no national body responsible for coordination or long-term planning.
- Government and industry were not providing enough technical, financial or administrative support for standardization.
- Unlike most of its trading partners, Canada had no mechanism for establishing national standards.
- Groups with an interest in standardization, especially consumers, were not always represented in standards development.
- Canada didn't participate in international standardization at an adequate level.
- Canada relied heavily on U.S., European and international standards, and needed to determine how to effectively apply them.
- Standards were becoming an essential tool for achieving economic objectives such as increased access to



zations, testing facilities and so on — were already in place. All that was needed was someone to get them working together.

Federal officials launched discussions with CSA, the provincial governments and industry in order to work out a framework for the proposed Standards Council of Canada. Bill C-163, the *Standards Council of Canada Act*, was introduced in the House of Commons in December 1969. The Act received Royal Assent the following October.

## Assembling the crew

The *Act* provided for the appointment of a governing Council of up to 57 members: six from the federal government, ten from the provincial governments and the remainder from the private sector. These members had to represent a wide cross-section of groups with an interest in standardization, from all sectors of the

economy, both official language groups and all parts of the country. The variety of organizations invited to nominate potential Council members included standards bodies, public safety organizations, industry associations, consumer groups, the academic community and labor organizations.

A 55-member Council was appointed and held its first meeting in July 1971. Almost immediately, it set to work establishing the framework for the National Standards System (NSS).

## Taking on passengers

The NSS's first passengers were standards development organizations (SDOs). Developing accreditation criteria was sensitive work, since the Council was proposing to scrutinize and approve organizations that predated it. Recognizing the value of the Standards Council's work, however, the SDOs provided their cooperation and support.

The criteria for SDOs were approved in January 1973. With the accreditation of CSA, CGSB, the Canadian Gas Association (CGA) and Underwriters' Laboratories of Canada (ULC) that June, the NSS officially set sail. The Bureau de normalisation du Québec (BNQ) was accredited the following year.

A sixth standards development organization, the Electronics Industries Association of Canada (EIAC), was accredited in 1975. Not long afterward, however, EIAC became part of a larger industry organization, and its accreditation was withdrawn. The only other major



The bridge crew: This 1973 photo shows the early leaders of the Standards Council (from left to right): Albert Tunis, Director, Public Relations; Hugh Adam, Director National Standards; Ralph Hennessy, Executive Director; George H. Spencer, Director Metric Conversion Program; and Ted Price, Treasurer and Director, Administration. Missing: Michael McKerrow, Director, International Standards.

change to the SDO line-up would take place in 1997, when CSA took over the standards development responsibilities of CGA.

The Standards Council also set to work coordinating the activities of the SDOs. Previously, the standards developers had worked in isolation from one another, developing the standards requested by their individual groups of clients. Working together, the Standards Council and the SDOs developed a list of approved subject areas for which each body would assume primary responsibility. The assignment of subject areas helped to reduce duplication and ensure the effective use of limited standardization resources.

## Carry-on luggage

Like most passengers, the SDOs had luggage — a collection of several thousand standards that they had developed over the years. The Standards Council's task was to develop criteria for the recognition of these and any new standards as National Standards of Canada.

Those criteria were approved in May 1972. A year later, the Standards Council approved the first two National Standards of Canada: CAN-3-001-01-73, *The International System of Units* (SI) and CAN-3-001-02-73, *Metric Practice Guide*, both submitted by CSA.

The plan was for the SDOs to submit most or all of their existing standards for approval as national standards. It proved to be a slow process. Ten years after the first approval, 382 National Standards of Canada had been reviewed and approved, out of an estimated 5000 existing standards.

The process gradually picked up speed. The backlog diminished as unapproved standards were revised, combined or withdrawn. Between 1983 and 1989, the pace of approvals doubled, and the 1000<sup>th</sup> National Standard of Canada was approved in 1989.

## More passengers

With the SDOs safely on board, the Standards Council turned its attention to another group of NSS passengers – the organizations responsible for verifying conformity to standards.

Work on the development of accreditation criteria for certification organizations and testing laboratories began in 1972. The Standards Council was determined to get the details right and to ensure that the criteria, the procedures and the implementation of the accreditation programs were acceptable to everyone involved — SDOs, testing and certification organizations, their clients, regulators and consumers. That meant proceeding slowly and carefully.

A final version of the criteria for certification organiza-



tions didn't emerge until 1977, and the first certification organization – Warnock Hersey Professional Services Limited – received its accreditation in 1980.

On the testing side, the Standards Council decided in 1979 that it needed to run a pilot project. The project made one thing clear — there was significant demand for such an accreditation program. Twenty-two labs volunteered to participate, four of which were selected. Finally, in 1981, the Standards Council accredited its first two testing organizations: Northern Telecom's Component Evaluation and Test Laboratory and the Ontario Research Foundation's Textile, Clothing and Footwear Department.

The NSS's growing passenger list didn't just consist of accredited organizations. In 1977 the National Research Council (NRC) committees responsible for the national building and fire codes established a formal liaison with the NSS. The agreements were intended to ensure that the national codes recognized and incorporated the standards and conformity assessment services offered by the NSS.

The NRC was also a member of the Standards Council's first lab accreditation partnership. In 1988, the two bodies agreed to cooperate in the establishment of a national accreditation program for calibration laboratories. That partnership set the stage for a number of joint accreditation programs that would be set up in the 1990s. These joint programs would greatly expand the scope of the laboratory accreditation program, and bring a number of industry associations and regulators on board the NSS.

### Course corrections

Throughout the course of its voyage, the Standards Council has constantly checked its position, updated its maps and, where necessary, corrected its course.

Its first long-range plan — the forerunner of today's Strategic Plans — was developed in 1975. The plan was reviewed and updated along the way, and then followed by further long-range plans developed at regular intervals.

Relationships with the ship's home port — the federal government — also changed over the years. Initially, the Standards Council reported to Parliament through the Minister of Industry, Trade and Commerce. In 1982, responsibility shifted to Consumer and Corporate Affairs Canada, prompting some concern among standards stakeholders that this signaled a more regulatory role for the Council. That proved not to be the case. In 1994, the

# **Presidents** and Chairs

The title of President was changed to Chair when the Standards Council of Canada Act was amended in 1996.

#### Jean-Claude Lessard

November 1970 - August 1971

#### Jean Paul Carrière

October 1971 – December 1977

#### **George Willington Lord**

January 1978 - December 1980

#### **Jean Robert Roy**

March 1981 - August 1984

#### **Georges Archer**

November 1984 - October 1994

### **Richard Lafontaine**

October 1994 - April 1998

#### **Linda Lusby**

April 1998 - present

Standards Council returned to Industry Canada.

When the Standards Council was established in 1970, it took pains to emphasize its independence in policy and operational matters from the federal government. *The Standards Council of Canada Act*, for example, pointed out that the organization was not an agent of the Crown, and that its employees were not part of the public service.

The Standards Council's status changed slightly in September 1984, when it became a Crown corporation. Standards stakeholders again expressed their concern over the prospect that this move would reduce the Council's independence. The legislation ordering the change addressed this through provisions that reinforced the Council's autonomy in areas such as the promotion of standardization.

Another significant change of course began in the mid-1980s, when the federal government began to scale back its budget. Like other government-funded bodies, the Standards Council was forced to reassess its priorities, cancel or curtail some programs, lay off staff, and find other ways to finance its activities. One of the most visible changes was the closure of the Council's Toronto-area office, home to the international standardization program and the standards sales service. These operations were moved to the main office in Ottawa.

The Standards Council also had to consider which of its programs were most capable of paying for themselves. Increased support from industry meant that the international standardization program could be maintained at current levels, despite cuts in Standards Council funding. The standards sales program had been essentially self-supporting all along.

The accreditation programs, which by now were well-established and growing, had the potential to recover some or possibly all of their costs. Since that would mean higher costs for at least some accredited organizations, however, the move had to take place gradually in order to win the clients' acceptance. Efforts began in 1985, and are only now approaching the level of full cost recovery.

The Standards Council's most important course correction since its launch began in 1994, with a major national consultation intended to determine how the Council's mandate and structure could be improved. Close to 3,000 representatives of government, industry,

standards organizations, consumer groups, and environmental and labor organizations took part.

That was followed by a major revision of the *Standards Council of Canada Act*, proclaimed in November 1996. The revised *Act* reduced the number of hands on the bridge, slimming the Council down from 57 to 15 members. It also broadened the Standards Council's mandate by removing references to specific subjects

and allowing the Council to move into new

areas such as the environment, information technology and the services sector. The organization also received additional powers and objectives related to the role of standards in trade.

Its crew refreshed and its mission renewed, the Standards Council set out to survey the seas that lay ahead. Standards stakeholders from across the country were recruited to plot a new course, in the form of the Canadian Standards Strategy.

Officially launched in March 2000, the strategy is a national action plan developed to deal with critical national and international standards issues facing

Canadians. It's intended to strengthen the National Standards System, ensure that the views of all standards stakeholders are represented, and focus and improve Canada's influence in regional and international standards forums.

## Changing cargo

A changing course has sometimes meant changes in cargo as well.

For example, one of the Standards Council's chief preoccupations during its first decade was the ongoing effort to convert Canada from imperial measurements to the SI (metric) system. The Council's task was to coordinate the conversion of thousands of existing Canadian standards to metric units. The project took about 12 years to complete, and ran its course just as the federal government began to back away from the drive to convert.

That monumental effort is commemorated, however, in the fact that most Canadian standards incorporate metric units, enabling Canada to trade with countries whose primary measurement system is metric. It's also reflected in the criteria for National Standards of Canada, which allow standards developers to use either system but indicate that metric is preferred.

## Sailing the globe

A major ongoing element of the Standards Council's cargo has been its role as coordinator of Canada's participation in ISO and IEC.

Despite being a longtime member of both bodies, Canada was not seen as a major contributor to either during the 1960s, as the chair of the Canadian National Committee on ISO admitted in a speech to the Twelfth British Standards Conference in 1966:

I have to report, with regret and with understandable embarrassment, that Canadian participation in ISO work has not been in keeping with Canada's position as one of the leading trading nations of the world. In some technical fields, Canada has been able to make, I believe, useful contributions. ... But the overall situation is in need of great and immediate improvement.

The establishment of the Standards Council made a significant difference to Canada's profile within ISO. Within two years, Canada was appointed to a three-year term on ISO Council. A few years later, Canada was again appointed to Council and this time held the position for several successive terms.

Individual Canadians also took on leadership roles in ISO and IEC for the first time. In 1973, John Kean was appointed to ISO's certification policy committee. In later years, Canadians would serve as vice-presidents of both ISO and IEC. Finally, in 1988, the title of ISO President went to Canadian Roy Phillips.

The number of technical committees and subcommittees in which Canada participated, and the number of Canadians taking part in international standardization, also increased steadily following the Standards Council's creation.

Canada held a leadership role in this technical work as well. The number of international subcommittee and working group secretariats held by Canada nearly tripled in the first two years of the Standards Council's involvement, growing from 6 to 17. It wasn't long before Canada took up the secretariat and the chair of a newly created technical committee (ISO/TC 155, Nickel and Nickel Alloys) as well.

Another indication of Canada's growing influence was the international adoption of its national standards. A



1983 ISO standard on the performance of chain saw brakes, for example, was largely based on a Canadian standard. Canadian expertise and Canadian standards for humane animal traps played an important role in the work of an ISO committee on animal traps established in 1985.

Canada hosted its first meeting of an ISO technical group in 1973, beginning a regular schedule of meetings that continues to this day. The most prominent of these were the ISO general assembly that took place in Toronto in 1982 and the IEC annual general meeting in Montreal in 1985.

## Sailing close to home

Like a traveller bringing home new goods and exotic foods, the Standards Council has sought to link its activities abroad with its work at home.

One example is the long-standing effort to unite standards-development work taking place at the national and international levels. This helps to ensure a steady flow of ideas, brings about compatible standards, and ensures that expertise is deployed where it is needed most.

Attempts to harmonize national and international standards development committees began in 1973 with a survey to identify technical committees working at both levels. Procedures were also developed for harmonization. By 1980, about 25 per cent of the international standards effort under way in Canada had been harmonized with national work.

The harmonization effort appeared to lose steam in the 1980s, but was renewed in the early 1990s when CSA began encouraging its own technical committees and Canadian IEC committees to work more closely together. Cooperation became more formalized in 1997 with the development of a plan to combine CSA and IEC work so that a single committee worked at both levels.

The Standards Council also sought to encourage the adoption of international standards in Canada. In fact, the very first National Standard of Canada — the SI (metric) system — can be regarded as an adopted standard. It took a little longer for Canadian SDOs to begin adopting international standards on a regular basis. Today, however, the majority of new National Standards of Canada are based on ISO or IEC standards, and adopted international standards account for nearly a quarter of all national standards.

The standards that were most crucial to the Canadian economy didn't always come from ISO or IEC — many of them came from the United States. Even in the 1960s and 1970s, many Canadian standards, particularly in the automotive industry, were adopted or adapted from the U.S. The Canada-U.S. Free Trade Agreement (later expanded to include Mexico and renamed the North American Free Trade Agreement or NAFTA) increased the need for harmony between the two country's standards. In 1983, CSA and the U.S.-based American National Standards Institute (ANSI) jointly published the first Canada-U.S. standard. Other binational and eventually trinational standards followed.

## Care and feeding

Passengers on a long voyage need care and attention. The expert volunteers who make up standards development committees, advisory committees, task groups and other essential parts of the NSS are no exception.

From the beginning, the Standards Council sought to ensure that its committees, and those of the SDOs, represented a careful balance of interests. Ensuring an adequate voice for consumers was a particular concern. In fact, one of the first advisory committees established by the new Council dealt with the interests of consumers.

Apart from looking out for consumer interests, however, no special effort appears to have been taken to recruit, train or acknowledge the work of committee participants during those early years. The prevailing notion appeared to be that committees would look after

themselves, as long as some support was provided for the expense of participation.

For most of its history, the Standards Council's chief means of recognizing exceptional contributions has been the Jean P. Carrière Award. Created in 1978, the award honors the memory of the President who oversaw the establishment of the Standards Council and the development of the National Standards System.

During the 1990s, concern began to grow that the makeup of the NSS didn't adequately reflect the needs of standards stakeholders. Small and medium-sized businesses for example, had come to be recognized as important elements in the national economy, but were often under-represented on standards development committees. Standardization was moving into new subject areas, including the environment and societal issues such as privacy. To produce effective standards, experts in these areas had to be brought into the fold. The standards development community was aging, and with funds in short supply, long-time volunteers were often not replaced when they retired. Issues such as these prompted the Standards Council to develop a recruitment, training and support program for standards development participants.

## Travellers' tales

One of the benefits of a long voyage is that you have plenty of stories to tell when you get back. For the Standards Council, however, sharing information has been not so much a pleasant pastime as a vital obligation. Right from the start, making Canadians more aware of standards and standardization was seen as one of its most important roles.

Looking back during the Standards Council's 20<sup>th</sup> anniversary, Albert A. Tunis, former Director of the

## **Executive Directors**

R. L. Hennessy

January 1971 - October 1982

John R. Woods

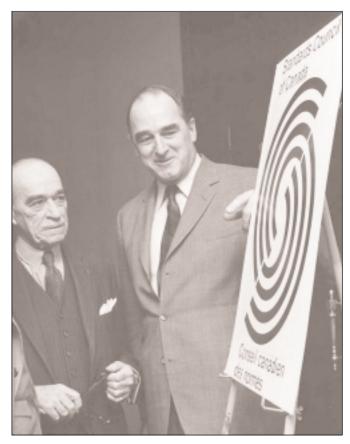
December 1982 - July 1992

Michael McSweeney

September 1992 - October 1998

**Peter Clark** 

April 1999 - present



Making a name for ourselves: In this 1973 photo, Executive Director Ralph Hennessy displays a newly designed Standards Council logo to President J. P. Carrière.

Education and Information Branch, described the situation in the 1970s this way:

The standards game, at that time, was a relatively private affair, with its own language, its own acronyms, significant only to a relatively small community of manufacturing companies and to a restricted group of government bureaucrats. There was precious little information available to the novice and the material that was available, most of it, was virtually incomprehensible to the uninitiated.

The Standards Council wanted to change that. Its information program geared up in 1973 with the publication of its first booklet, *What is standardization?*. In January 1974, it launched *CONSENSUS*, a newsmagazine intended to help people and organizations involved in standardization share information.

The silver screen followed, with the 1977 release of *Standards Are for Living*, a 14-minute 16-mm color film. A long series of short films, videotapes, and radio and television public service announcements followed — many

featuring Standards Council staff in starring roles – until the budget cuts of the 1990s brought audio-visual productions to an end.

The Standards Council tried a variety of other methods to raise public awareness of standards. Not all of these were effective. Public seminars organized in conjunction with Council meetings held outside Ottawa, for example, didn't attract a large audience. On the other hand, *A Standards Guide for Young Artists*, a children's coloring book first published in 1979, was in demand for years.

Exhibits, displays and trade-show booths also proved to be an effective method of getting the attention of selected audiences. Efforts began with a booth

# Recipients of the Jean P. Carrière Award



The Jean P. Carrière Award, named in honor of one of the Standards Council's earliest and most influential presidents, recognizes outstanding contributions to standardization in Canada and internationally.

1979	Dr. John Convey
1980	Dr. Neil B. Hutcheon
1982	Walter C. Kimball
1984	Carson F. Morrison
1986	Robert F. DeGrace
1988	Dr. Thomas J. Pashby
1989	Mary L. Kyles
1990	Carl B. Crawford
1991	Grant E. Davidson
1992	Ray Bartnikas
1994	George Lawrence
1995	Dr. Robert Olley
1998	R. Conrad Maheux
1999	John E. Kean
2000	Pierre F. Caillibot

purchased from ISO and continue today. The Standards Council's most high-profile exhibit was probably a display that appeared at Toronto's Canadian National Exhibition in 1978 and 1979.

In order to make the next generation of Canadian industry leaders aware of standards, the Standards Council reached out to colleges and universities. A variety of educational materials were developed in the 1980s

The Standards Council also sought to increase educators' awareness of standards with its University Research Contribution, a grant to support research that would advance knowledge of standardization. In 1984, the first grant was presented to a lecturer at Acadia University to develop a computer program supporting the use of standardized clothing sizes. While the program became a casualty of cutbacks some years later, it achieved its objective in at least one case — Linda Lusby, that first recipient, became a long-time participant in the work of the Standards Council, and in 1998 became its Chair.

## Information, please

In addition to promoting general awareness of standards, the Standards Council also wanted to ensure that people using standards could learn more about them. In 1977 it launched the Standards Information Service, now known as the Information and Research Service. Through its toll-free telephone number, Canadians could learn which standards applied to particular products or services, and find out where to obtain them.

Later that same year, the Standards Council published the first complete index of all Canadian standards. Two years later, the standards database that generated the directory became available online through the NRC. A similar directory of standards referenced in Canadian federal legislation was published in 1980. Today, this information is available on the Standards Council's Web site.

The Service also began to build up a reference library, starting with a complete collection of Canadian standards and adding major foreign and international standards. By the early 1980s, the collection consisted of over 300,000 documents, many in microfilm or microfiche format. Today, the Council's Technical Document Centre is Canada's most comprehensive standards collection, with much of its material now on CD-ROM and in online databases.

Many of the questions handled by the information service were about standards and regulations in foreign markets. That made the Standards Council the logical place for Canada's General Agreement on Tariffs and Trade (GATT) Enquiry Point, launched in 1980. In 1994, with the signing of NAFTA and GATT's transition into

the World Trade Organization (WTO), it became the WTO/NAFTA Enquiry Point. In 1998, the Enquiry Point developed *Export Alert!*, the world's first e-mail alert service for WTO/NAFTA notifications.

Another effective method of spreading information about standards was through the standards themselves. At first, the Standards Council was content to let CSA handle the Canadian distribution of foreign and international standards. In 1976, however, it took over the sales service.

By 1984, the Standards Council had conceived the notion of making its sales service – so far restricted to foreign and international standards - a one-stop service by selling Canadian standards as well. Only CGSB agreed to a reciprocal sales arrangement, however. The other SDOs didn't come on board until the effort was renewed in 1995. In 1998, the Standards Council signed an agreement that moved its sales service (and staff) to Global Info Centre Canada.

## Trade goods

It was clear from the very beginning of the Standards Council's voyage that international trade would be one of its major concerns. One of the main reasons for increasing Canada's role in ISO and IEC, for example, was to ensure that foreign markets using international standards would remain open to Canadian exporters.

Even in the 1970s, it wasn't hard to see that regional and global trade

agreements were going to be the wave of the future. In 1973, the Standards Council and other standards bodies from the Pacific Rim established the Pacific Area Standards Congress. PASC was the first of many organizations in which standards bodies would come together to share information and build partnerships.

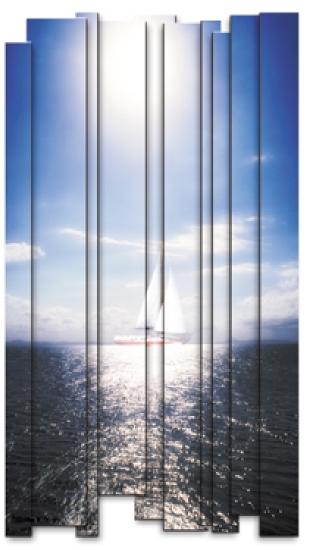
The focus on trade was intensified in the 1980s and 1990s with the development of trade agreements such as

GATT/WTO, NAFTA and the European Union. These agreements called on member nations to harmonize their standards, adopt international standards, and make their conformity assessment systems accessible to domestic and foreign traders alike.

Accreditation bodies such as the Standards Council set to work developing agreements that would ensure that conformity assessment procedures performed in one country would be acceptable to clients and regulators in another. The result was a veritable alphabet soup of

regional and international standards and conformity assessment organizations: COPANT, IAF, ILAC, PAC, APLAC, NAC, IATCA, IAAC, CANENA and many more. The federal government, meanwhile, began work on agreements of its own that required the expertise of the Standards Council.

The proliferation of organizations and agreements strained the Standards Council's limited resources, and the requirements of some agreements meant the organization had to undergo rigorous peer evaluations by a variety of would-be partners over the years. The work paid off, however: by the mid-1990s, an ever-increasing number of foreign regulators and accreditation bodies in a variety of fields had agreed to recognize the work of conformity assessment bodies accredited by the Standards Council, easing access to foreign markets for Canadian exporters.



#### New waters

While much of its voyage has been spent in familiar seas, the Standards Council has also guided the NSS into unfamiliar waters.

At the time the Council was established, most standards work focused on hard-edged technical matters — the composition of materials, the dimensions of components, the performance of assemblies. That was about to change.

In 1972, the IEC proposed setting up a quality assess-

ment scheme for electronic components. The system was intended to ensure quality — the ability to consistently perform as specified — and to establish a system of international recognition of approvals. Though nobody seemed to realize it at the time, it was an idea that would significantly change the world of standards.

The following year, CSA published a series of standards on quality assurance for nuclear power plants. By 1975, those standards had become the basis for the Z299 series — a set of generic standards on quality assurance, intended for adoption in any industry. A special Standards Council committee, meanwhile, had recommended that Canada adopt a series of quality assurance system standards.

The idea of standards for quality was also taking flight internationally. In 1979, ISO created TC 176, its technical committee on quality management and quality assurance. The secretariat was assigned to Canada. In recognition of its expertise in this area, the Standards Council handed management of the secretariat over to CSA. TC 176 published its first terminology standard in 1986, and the first round of quality management systems standards, designated the ISO 9000 series, in 1987.

The standards were an immediate hit. By 1990, businesses had already begun to register to the standards in an effort to convince their clients, domestic and foreign, of the reliability of their products. The standards achieved their greatest success in Europe, leading to concern about whether North American registrations would be accepted there. To ensure that they were, the Standards Council launched an accreditation program for quality management systems registrars.

The program's first three accreditations took place in 1993. Since then, the program has expanded as other industries have developed their own extensions to ISO 9000. The Standards Council was accepted as an accreditation body for the automobile industry's QS-9000 system in 1995, for example, and recently established an ISO 9000-based program for medical device manufacturers.

ISO 9000 set the stage for other forays by standards bodies into uncharted waters. Several years after beginning its work in the area of quality, ISO turned its attention to growing international concern about the state of the world's environment. The result was ISO 14000 – a series of standards for environmental management systems. Once again, the Standards Council was in the lead, taking on the committee secretariat and developing an accreditation program. Other new areas recently explored by national and international standards bodies include privacy and occupational health and safety.

#### On to new oceans

Thirty years is a long time — long enough for the NSS and the Standards Council to have made many more voyages together than can be adequately discussed in a few short pages. We haven't discussed the role of standards in regulatory reform, for example — an issue that the Standards Council has been bringing to the attention of regulators since 1975. There isn't room here to talk about the Standards Council's work to help developing countries create their own national standards systems, or about the changes ISO and IEC have undergone in their own extensive travels.

We hope, though, that we've been able to give you a taste of where the Standards Council has been over these past three decades, and where its voyages are likely to take it in the future.

Sail on, Standards Council!



IHS Canada is proud to be the official distributor of ISO and IEC publications for the Standards Council of Canada. We would like to take this opportunity to congratulate the Standards Council of Canada on its 30th Anniversary and wish it continued success!

Sincerely,

IHS Canada





Official distributor of ISO and IEC publications for the SCC, including the soon to be released ISO 9000: Year 2000 revisions.



#### from our friends and partners

### **Industry Canada**

Throughout its 30-year history, the Standards Council of Canada has proven time and again that a strategic and collaborative approach to standards is critical to this country's economic health and social well being. As an acknowledged leader in the development and promotion of national and international standards, the SCC also recognizes the need to respond to the competitive and all-encompassing world at our doorstep. With the Canadian Standards Strategy as a guide, the SCC has charted a bold course to capitalize on Canada's strengths in telecommunications, information technology, electronic commerce and natural resources - the hallmarks of the new global economy. The success of these endeavours is the key not only to ensuring the open access of our goods and services to markets around the world, but also to protecting the health, safety and environment of Canadians at home. We have a right to be proud of the SCC's accomplishments and its welldeserved reputation around the world as a model of exceptional value.

V. Peter Harder Deputy Minister

#### **Canadian General Standards Board**

The Canadian General Standards Board has witnessed a great deal of change since its founding over 65 years ago. Perhaps one of the most significant changes was the establishment of the Standards Council of Canada in 1970, with the goal of co-ordinating and promoting Canada's standardization activities.

Throughout the years the CGSB has always appreciated the relationship it has shared with the SCC, a co-operative relationship that has contributed to a better understanding and use of standards and conformity assessment both nationally and internationally. Today that relationship is stronger and healthier than ever. It is vital that we continue to nurture that relationship and work together to meet the challenges that confront Canada's National Standards System.

On the occasion of the Standards Council of Canada's 30th anniversary, the CGSB is pleased to congratulate you on your outstanding efforts to promote standardization and looks forward to working with you for many years of continued success.

Bill Cunningham Director

## International Electrotechnical Commission

The IEC has always valued very highly the contribution that Canada makes to its work. Through the Canadian National Committee of the IEC, the Standards Council of Canada has provided some of the best minds and contributed some of the most dedicated people to IEC work in both the technical arena and at the management level and the IEC is clearly that much better for it.

Since SCC's formation in 1970, we have enjoyed a harmonious and mutually beneficial relationship and the IEC looks forward to continuing with this in the years to come. The IEC congratulates SCC on its 30<sup>th</sup> Anniversary and is proud to be a partner with SCC in international electrotechnical standardization.

A. Amit General Secretary

### Canadian Association for Environmental Analytical Laboratories

As a proud partner in delivering a joint program for the accreditation of environmental labs, the Canadian Association for Environmental Analytical Laboratories (CAEAL) is pleased to extend its congratulations to the SCC on the occasion of its 30th anniversary. Our partnership during the past six years has been fruitful and rewarding and we look forward to its continuing success.

Denise LeBlanc President

#### **CSA** International

On behalf of everyone at CSA International, I would like to extend congratulations to all staff at the Standards Council of Canada as they celebrate their 30th anniversary. Over the years, our organizations have worked together diligently to promote the value and integrity of standardization activities in Canada. As a member of the National Standards System, we look forward to continuing to work collaboratively with the Standards Council to ensure the success of the Canadian Standards Strategy.

Pat Keindel Vice President, Standards



#### from our friends and partners

## Underwriters' Laboratories of Canada

On behalf of all of the staff of Underwriters' Laboratories of Canada, I wish to extend my congratulations to the Standards Council of Canada on your 30<sup>th</sup> anniversary.

We have been an active participant in many facets of the Council's activities since the Council's inception, and are proud that the Standards Council of Canada is held in such high regard in the standards and conformity assessment community throughout the world. The National Standards System, created under the Council's leadership, is now often used as a model by nations forming their own National Standards System.

Please extend my personal best regards to all of the staff of the Standards Council of Canada on this momentous occasion.

John Roberts, P.Eng. President and CEO

## International Organization for Standardization

Canada is a founding member of ISO and has been playing a leading role in our organization at strategic, managerial and technical levels for 53 years. I am happy to convey the thanks and best wishes of ISO's worldwide membership of 137 countries. You deserve a great party!

Dr. Lawrence D. Eicher Secretary-General

#### American National Standards Institute

On the occasion of the 30<sup>th</sup> anniversary of the Standards Council of Canada, the American National Standards Institute wishes to congratulate the SCC for its excellent leadership in the area of standards and conformity assessment.

ANSI and SCC have enjoyed a long and positive relationship during the past 30 years, in regional standards organizations such as the Pan American Standards Commission and the Pacific Area Standards Congress, as well as in ISO and IEC. We look forward to continuing this relationship long into the future.

Again, congratulations on achieving this important milestone.

Dr. Mark W. Hurwitz President and CEO

### **National Quality Institute**

On behalf of the Board of Governors and the staff of the National Quality Institute, I bring congratulations to the Standards Council of Canada for 30 years of working to improve the quality of life for Canadians. By establishing a standards framework and with such initiatives as representing Canada through the ISO quality assurance system, the Standards Council of Canada has played a valuable role in positioning Canada as a leader in standards and assurance processes in the international marketplace.

We value our relationship with the Standards Council. Our vision at the National Quality Institute is "to inspire excellence". We take pride in the fact that Canada is viewed as a progressive country with regard to promoting organizational excellence in the workplace through a strategic approach to quality. We thank the Standards Council of Canada for a continuing commitment to organizational excellence through a national standards system.

All the best to the Board and the staff of the Standards Council of Canada.

Dan Corbett
President and Chief Executive Officer

#### Bureau de normalisation du Québec

The Bureau de normalisation du Québec (BNQ) is a longtime partner of the Standards Council of Canada (SCC). We are also a major user of its accreditation services and a participant in its various committees.

Like any old friend, SCC sometimes gets on our nerves, especially when it sends its auditors or accreditation invoices.

But fortunately, there are other times when, for example, negotiations conducted successfully at the international level help us in our daily work. There are also times when we appreciate the Council's open structure and the opportunity that it provides for expressing and discussing differing opinions.

With a thirty-year history, SCC now has the combination of maturity and youthfulness typical of rising stars. BNQ congratulates SCC for its accomplishments over the past thirty years and looks forward to continued collaboration with you in the pursuit of your mandate.

On behalf of the BNQ, HAPPY 30<sup>TH</sup>, SCC!

Jacques Girard Director

# APLAC, ILAC agreements open borders for labs, clients

C anadian laboratories and their clients should soon find it easier to market their goods and services to other countries, thanks to the Standards Council of Canada's participation in two mutual recognition agreements on laboratory accreditation.

The Standards Council is one of 37 laboratory accreditation bodies from 28 countries that recently signed an agreement developed by the International Laboratory Accreditation Cooperation (ILAC).

The ILAC agreement (or as ILAC describes it, "arrangement") was signed in Washington, DC, on November 2. Once the agreement comes into effect on January 31, 2001, member bodies will be required to accept the results of tests performed by foreign laboratories accredited by other member bodies. This is expected to help to reduce the need for exporters to re-test their products in order to meet the requirements of overseas markets.

Last summer, the Standards Council was accepted into a similar agreement developed by the Asia Pacific Laboratory Accreditation Cooperation (APLAC).

APLAC and other regional bodies are an important element in the ILAC agreement. Regional bodies will

look after the peer evaluation process that ensures the equivalence of member bodies' laboratory accreditation programs, a condition of participating in the ILAC agreement.

The ILAC agreement was signed by laboratory accreditation bodies from Australia, Belgium, Brazil, Canada, China, the Czech Republic, Denmark, Finland, France, Germany, Hong Kong, India, Ireland, Italy, Japan, South Korea, the Netherlands, New Zealand, Norway, Singapore, South Africa, Spain, Sweden, Switzerland, Taiwan, the United Kingdom, the United States and Vietnam.

The Standards Council of Canada, which accredits calibration and testing laboratories through its Program for Accreditation of Laboratories – Canada (PALCAN) is the Canadian member body of both ILAC and APLAC.

More information about ILAC is available on its Web site at http://www.ilac.org. Information about APLAC is available at http://www.ianz.govt.nz/aplac/.

## Take notice

L ong-time *CONSENSUS* readers may notice that something's missing from this issue.

The public notices that used to appear in these pages are no longer being published on paper. Instead, we're making them available on our Web site. This change is intended to make this information more widely available, more timely and easier to use.

Accreditation and recognition notices describe changes in the status of calibration and testing laboratories, certification bodies, environmental management systems (EMS) registrars, quality management systems (QMS) registrars, and EMS and QMS auditor trainers and certifiers. These notices are available at

http://www.scc.ca/accreditation/news/index.html.

Public review notices give the public the opportunity to review and comment on proposed new, reviewed, amended or withdrawn Canadian standards before they're published. Standards developers can publish this information on our Web site at <a href="http://www.scc.ca/notices/public\_review/">http://www.scc.ca/notices/public\_review/</a>

pr\_notices.html, or make it available through their own information channels.

A listing of standards newly approved by the Standards Council as **National Standards of Canada** will soon be available on the Web site.

The Canadian OSI Registration Authority (COSIRA) plans to publish applications for **Open Systems Interconnection (OSI) identifiers** on its Web site at http://www.pwgsc.gc.ca/cosira.

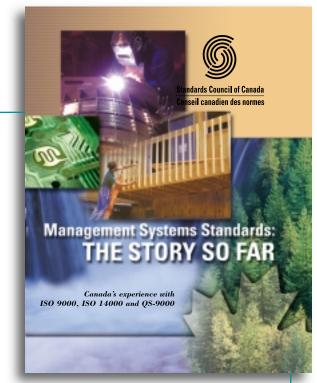
To be notified by e-mail when new features are added to the Standards Council's Web site, visit our sign-up page at http://www.scc.ca/consensu/registration/form.html.

For more standards news and features from Canada and around the world, visit the Standards Council's Web site at http://www.scc.ca.

## **Management Systems Standards:** THE STORY SO FAR

Canada's experience with ISO 9000, ISO 14000 and QS-9000

Management Systems Standards: The Story So Far is the first comprehensive survey on Canada's experience with these influential standards. The product of nearly 3,000 interviews with registered and unregistered private-sector firms, this survey answers key questions on ISO 9000 and its successors, including:



- Who's using the standards? Who isn't?
- How much do users know about the standards, and where do they get their information?
- Why do businesses use the standards, or decide not to use them?
- How well does the registration process serve the needs of the organizations that undertake it?
- What are the results of using the standards?
- How do users and non-users feel about the standards?

Whether you're already registered to ISO 9000, ISO 14000 or QS-9000, or simply considering registration, this survey will help you to learn from the experiences of hundreds of other businesses like yours.

Management Systems Standards: The Story So Far is available from the Standards Council of Canada for \$49.95 plus taxes and delivery. To order your copy of this one-of-a-kind report, contact:

> Standards Council of Canada Information and Research Service 200-270 Albert Street, Ottawa, ON K1P 6N7 Phone: (613) 238-3222 Fax: (613) 569-7808 e-mail: info@scc.ca

or download an order form from our Web site at http://www.scc.ca

