

**SOURCE : GSC/RAST Users Working Group**

**TITLE : User Interest in Standardisation**

**AGENDA ITEM :10.3**

**(Final resolution text)**

<b>RESOLUTION GSC 7 (Sydney, Australia): User Interest in Standardization</b>
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**The Global Standards Collaboration 7 meeting**

Taking account of resolution GSC 6/9 (Sapporo, Japan) user interest in standardization

***recognizing***

- that appropriately resourced consumer input would strengthen global standards development making it more responsive to consumer needs;
- that there are considerable challenges and barriers facing consumers in the structure, culture and practices of the international technical standards setting community;
- that it is important to broaden the scope and scale of discussion of consumer related issues at the GSC;
- that new standards may lead to unanticipated problems or complexities for the general public;
- that before a standard for an end-user product/technology is finalised, trials with a broad spectrum of consumers in real life situations should be conducted;
- that consumer views should be sought in a context which ensures that standards, where possible, incorporate those views;
- that the standards making process should be subject to more active public scrutiny.

***resolves***

- 1) That the above concerns and interests of users should be communicated to and discussed in all PSO communities;
- 2) That the GSC consider creating a charter of consumer involvement in standards-making that describes the commitments, goals and action plans of PSOs;
- 3) To collaborate with other regional consumer consultation processes, involved in international technical standards setting;
- 4) To ask the ITU to expand its consumer/user consultation process;
- 5) That recognizing the differences between societies and cultures the user working group should consider initiating research on the legal and non-legal barriers to user empowerment in standards making;
- 6) That each PSO should report to the GSC on ways in which consumer needs can be built into the standards making process;
- 7) To encourage prototype field testing before releasing new products onto consumer markets;
- 8) To promote active end-user scrutiny of draft standards

- 9) To promote international collaboration between consumer and end user groups to contribute to international standardisation processes;
- 10) To encourage PSOs to work together with consumer organisations to develop a shared linguistic and technical understanding of standards.