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Collaborative business relationship management systems — Requirements and framework

*Systèmes de management collaboratif d'une relation d'affaire —
Exigences et cadre de travail*



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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

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For an explanation on the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see the following URL: www.iso.org/iso/foreword.html.

This document was prepared by Project Committee ISO/PC 286, *Collaborative business relationship management – Framework*.

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Introduction

The aim of this document is to establish the requirements of a strategic lifecycle framework to improve collaborative business relationships in and between organizations of all sizes. Collaborative business relationships in the context of this document can be multidimensional (see [Figure 1](#)). They can be one-to-one relationships or networked relationships involving multiple parties.

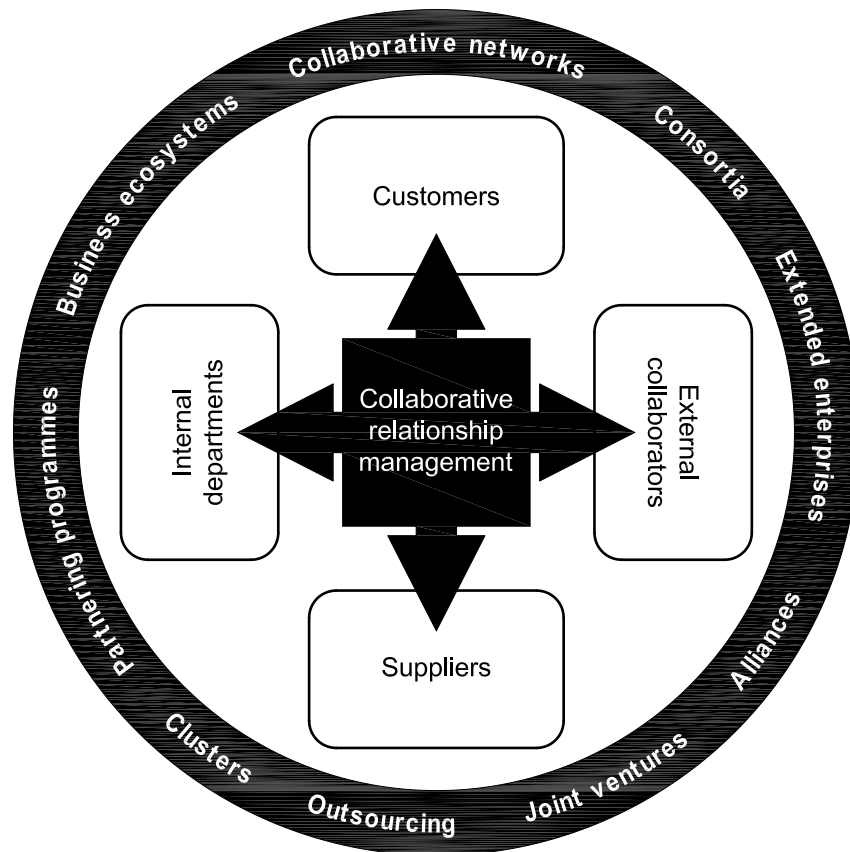


Figure 1 — Multidimensional relationships

While this document principally addresses the management system of an organization, it also recognizes that effective collaboration requires two or more organizations to engage together and that management systems need to accommodate the joint activities of the parties.

In addition to addressing the overall requirements to establish a management system, this document addresses operational process requirements for specific or individual organizational relationship engagement (see [Clause 8](#)). This document also contains a number of informative annexes to assist the user. [Annex A](#) provides a checklist to assist organizations to implement and meet the requirements of this document.

[Figure 2](#) illustrates the relationship between clauses of this document and the organization's systems and processes.

The framework addresses a number of themes that cascade from the high level management system and will vary within the context and maturity of a specific relationships lifecycle. These evolving themes impact the behaviour and organizational culture of collaborating organizations to ensure they are effective, optimized and deliver enhanced benefit to the stakeholders through collaborative approaches.

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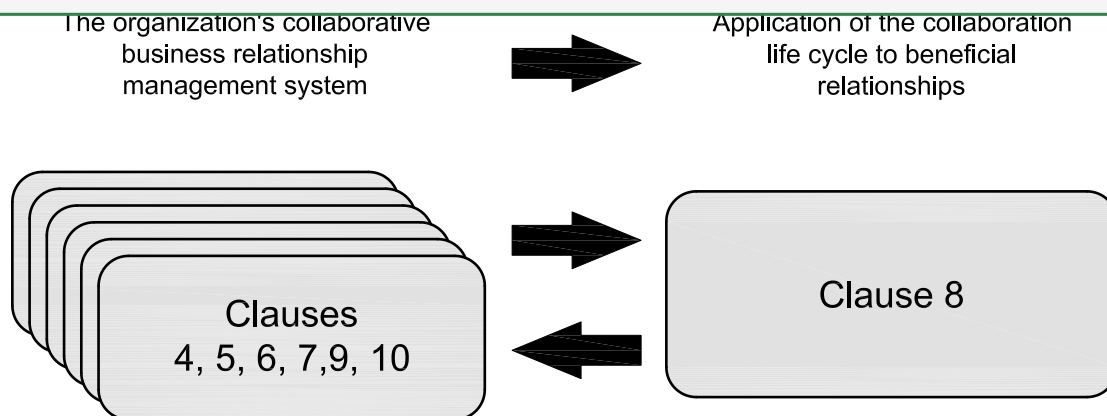


Figure 2 — Relationship between clauses of this document and the organization's systems and processes