



ISTA[®] STANDARDS COUNCIL

Operating Guide

Policies Governing the Development and Maintenance of ISTA[®] Protocols

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Preface

This administrative operational guide defines the ISTA Standards Council, and all groups and people involved, and provides the Standards Council with a procedural resource on the process of developing new ISTA Test Protocols (Projects, Procedures or Standards) in addition to maintaining current Protocols and the rules that ISTA must follow to be considered a consensus writing body. The policies set forth in this Operating Guide are developed and adopted by the ISTA Standards Council. All ISTA 1-Series, 2-Series, 3-Series, 6-Series and 7-Series Protocols shall be developed and maintained in accordance with this policy, but will only be submitted for approval as an American National Standards (ANS) at the discretion of the ISTA Global Board of Directors.

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OPERATIONAL GUIDE



Subject: Developing and Maintaining ISTA® Protocols

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Approved By: Standards Council

1. Scope

1.1. This operational guide pertains to the management of ISTA Protocols, it describes the policies and processes governing how ISTA Protocols are developed and maintained.

2. Introduction

2.1. The global administration of the ISTA Test Protocol program and content of this Operating Guide, are the responsibility of the Standards Council. Editorial changes to the Operating Guide may be made by approval of the ISTA Standards Council Chair and ISTA Staff. Rule changes to the Operating Guide shall be made by the Standards Council.

3. Definitions

3.1. The following definitions and acronyms are referenced in this Guide and describe individuals or groups working within the ISTA Standards Council:

- 3.1.1. **Global Board of Directors** – The individuals, as determined by ISTA Bylaws, who serve as the governing body of ISTA
- 3.1.2. **ISTA Staff** – The individual(s) tasked with operations of ISTA, as directed by the Global Board
- 3.1.3. **Standards Council** – A group of Representatives who complete the tasks established and directed by the Global Board of Directors relating to standards issues and standards development and maintenance
- 3.1.4. **Standards Council Chair** – The person, who chairs the Standards Council and serves on the Global Board representing the Standards Council activities of ISTA
- 3.1.5. **Test Series Group (TSG)** - The consensus body responsible for voting on proposed new ISTA Test Protocols, technical revisions to existing and reaffirmation of existing ISTA Protocols and addition/termination of TSG members.
- 3.1.6. **Representative** – A participating person, representing a Company Member or an Individual Member of ISTA, who is allowed to vote in their capacity as a member of a Test Series Group or Council.
- 3.1.7. **Party of Interest** – A person representing a non-member entity such as a company, an association, or government agency that has interest in a specific Action Item who may comment during the General Review or may request to be included in a Workgroup.
- 3.1.8. **Affiliate** – A person who is a non-member of ISTA that has relevant experience to a protocol being written and has been accepted as a member of a TSG.

3.1.9. **Standards Council Steering Committee** – A group consisting of ISTA staff, Standards Council Chair and appropriate other ISTA Council Chair, as needed, that resolve issues not requiring full Board or Council involvement (ex: editorial change to procedures)

3.1.10. **Workgroup (WG)** – A group of Representatives working on an Action Item as assigned by the Board or Council. Nonmembers of ISTA, with required technical knowledge, may request or be invited to participate with a workgroup.

3.2. The following definitions are referenced in this Guide:

3.2.1. **Draft Document** - A draft of a test protocol, either the full text or a specific portion that will be balloted

3.2.2. **Forms** - The following forms are used in the development and maintenance of ISTA protocols (see Appendix):

- New Test Protocol Request Form
- Request for Technical Change Form
- Ballot Comment or Negative Resolution Form

3.2.3. **ISTA Protocols** for the purpose of this document are methods used in the development or evaluation of packaged-product systems and package designs for transport packaging. These methods are written into various protocols, defined as:

3.2.3.1. **Performance Test** – Test protocols that challenge the capability of the package and product to withstand transport hazards and therefore are specific to a product and package system that are tested together.

3.2.3.2. **Procedure** - A testing protocol which meets the following qualifications:

3.2.3.2.1. The testing methods are applicable for a Pass/Fail evaluation of a packaged-product or comparison of one or more package systems.

3.2.3.2.2. The protocol is described in sufficient detail to enable trained technicians to perform the test in an identical manner between one test lab to another.

3.2.3.2.3. The protocol's methods and test levels have been verified through time and use by experienced packaging professionals.

3.2.3.3. **Standard** – A published document that establishes a common language and specifies precise criteria and requirements to be used consistently as a guidance or process.

3.2.3.4. **Project** - A testing protocol that meets all the requirements for a Procedure except for verification through time and use. A testing protocol shall remain a Project for minimum of one (1) year and maximum of four (4) years. Within the Project phase, the document must be reviewed annually, resulting in its remaining a Project for an additional year, advancing to a Procedure or being discontinued as a project.

3.2.3.5. **Development Tests** - Test protocols that are used for the development of the transport package and to compare relative performance of different designs or manufacturers.

3.2.3.6. **Discontinued Test Protocol** - A Procedure that is no longer published or supported by ISTA and should no longer be used; or a Project that was withdrawn from consideration at any time during its project phase. A Discontinued protocol may be reinstated at the request of the Standards Council.

3.2.3.7. **Test Series** - Categories of ISTA tests as defined in ISTA SOP: TD-002

3.3. The following definitions describe actions that may be taken in the management of Protocols:

3.3.1. **Action Item (AI) / AI Number** – An Action Item is any undertaking by the Standards Council. Each AI will have an AI Number assigned to identify the activity and any ballots associated with it. AI's are assigned by ISTA staff after approval of the AI by the Council. [AI Numbers shall have a consistent format: Council–Year–Procedure– Sequential Identifying Number. [Example (TC-2011-3A-001) is the first Action Item assigned to the Standards Council in 2011 for Procedure 3A]

3.3.2. **Vote** – Action by Representative, signifying agreement, objection or abstention with an AI or Ballot.

3.3.3. **Ballot** - Distribution of a proposed Action Item to the appropriate TSG with instructions for voting

3.3.3.1. **Valid Ballot:** For a ballot to be considered valid, two-thirds (2/3) of the voting consensus body must cast a vote (counting abstentions).

3.3.3.2. **Invalid Ballot:** A ballot that does not meet the requirements of a valid ballot. In this case, a new ballot is issued and sent.

3.3.3.3. **Passing Ballot:** For a valid ballot to be considered passing, there shall be no less than two-thirds of those voting to approve.

3.3.3.4. **Negative Votes:** Negative votes to be considered, must be accompanied by comments that shall include:

- Reference to the specific paragraph, sections, or parts to which the negative ballot pertains
- Specific substantive reason(s) for the objection
- Proposed wording or action to resolve the objection.

4. Test Series Group

4.1. A Test Series Group (TSG) is the consensus body responsible for voting on proposed new ISTA Test Protocols, technical revisions to existing and reaffirmation of existing ISTA Protocols and addition/termination of TSG members. The TSG must strictly observe rules regarding antitrust.

- 4.1.1. **Membership** – Members of the TSG will consist of shippers, suppliers, carriers, testing laboratories or other entities having a direct and material interest in the activities of the TSG. The addition or termination of members in the TSG is subject to approval by majority vote of the TSG after a membership application has been processed, or the membership reviewed.
- 4.1.2. **Application** - A request for membership in a TSG will be made via the “*TSG Membership Request Form*” and submitted to ISTA staff via email. The ““*TSG Membership Request Form*” form shall indicate the applicant's direct and material interest in the TSG’s work, and qualifications and willingness to participate actively. If the applicant is an organization, company, or government agency, it will identify a Delegate and a contact person within the organization as representatives of the applicant. The contact person can be the delegate.
- 4.1.3. **Recommendation** - In recommending appropriate action to the TSG on applications for membership, ISTA staff will consider the:
- 4.1.3.1. Need for active participation by an interest category in TSG activity;
 - 4.1.3.2. Potential for dominance or imbalance by a single interest category in TSG activity
 - 4.1.3.3. Extent of interest expressed by the applicant and the applicant's willingness to participate actively;
 - 4.1.3.4. Qualifications of representatives identified by the applicant organization, company, or government agency.
 - 4.1.3.5. Reasonable limits on TSG size
 - 4.1.2.6. When appropriate, ISTA staff may recommend that the applicant seek representation through an organization that is already a member and represents the same or similar interest.
- 4.1.4. **TSG Member Responsibilities** – The responsibility of each TSG member will be to:
- 4.1.4.1. Respond or comply with direction from ISTA staff and Standards Steering Committee;
 - 4.1.4.2. Consider and respond to issues, views, and objections resulting from ballots, requests for interpretation, Standards Action activity, and any other formal request for consideration.
 - 4.1.4.3. Assume an approach of compromise as opposed to confrontation;
 - 4.1.4.4. Support a policy of openness and encourage face-to-face, or otherwise direct handling of dissenting points of view;
 - 4.1.4.5. Become knowledgeable about the ISTA procedural steps that are going to impact the workgroup draft;
 - 4.1.4.6. Realize that you do not serve on a TSG in order to promote or inhibit the use of any one product;
 - 4.1.4.7. Apprise ISTA staff of any changes in personal contact information (address, phone, fax, email, etc.);
 - 4.1.4.8. Strictly observe rules regarding ISTA’s antitrust policy.

4.1.5. **Review of Membership Activity** - TSG members are expected to fulfill obligations of active participation. Where a member is found in habitual default of these obligations, ISTA staff shall direct the matter to the TSG for appropriate action, which may include termination of membership.

4.1.6. **Interest Categories** – ISTA staff shall maintain current and accurate TSG rosters. All appropriate interests that might be directly and materially affected by the activity of the TSG will have the opportunity for fair and equitable participation without dominance by any single interest. Each TSG member will select an interest category as appropriate and in accordance with the TSG’s established categories as defined below. In an effort to maintain an appropriate balance of interests, no interest category may compose a majority of the voting consensus body. If balance is not achieved, outreach efforts will be undertaken and documented.

- 4.1.6.1. **Shipper** – Any organization that enters goods into physical distribution (product manufacturer or brand owner).
- 4.1.6.2. **Supplier** – Any organization engaged in the supply of materials, goods or services relating to the physical distribution of goods.
- 4.1.6.3. **Carrier** - Any organization primarily engaged in the transportation or distribution of goods in commerce.
- 4.1.6.4. **Testing Laboratory** – Any independent laboratory engaged in pre-shipment testing of packaged-products in accordance with ISTA standards.
- 4.1.6.5. **General** – those who have interest other than the categories above, and which may include any of the following:
 - 4.1.6.5.1. Federal, state or local governmental bodies having regulatory power, influence or interest in the field in question;
 - 4.1.6.5.2. Specialists having expert knowledge in the committee’s work who are not otherwise covered by another category of interest;
 - 4.1.6.5.3. Researchers (academia);
 - 4.1.6.5.4. Other.

5. Developing and Maintaining ISTA Test Protocols

5.1. The ISTA Standards Council is tasked with managing the development of ISTA Test Protocols within their respective areas. This includes the proposal of new test protocols and the technical revision, reaffirmation or withdrawal, or termination of the development process as detailed in the ANSI essential requirements clause 4.2.1.3. Proposals for new projects or changes to existing protocols can come from the membership, the Standards Council, from a general industry need, or be Staff generated. For editorial changes to Protocols, see section 7.

5.1.1. The development or maintenance process begins with a proposal being submitted to ISTA staff. The request for a new test protocol must be accompanied by a “*New Test Protocol Request Form*” and the request for technical revision, reaffirmation or withdrawal to an existing ISTA Protocol must be accompanied with a “*Protocol Maintenance Request Form*”. ISTA staff is responsible for submitting the proposal to the Standards Council for review within

thirty (30) days of receipt. The Standards Council will then have thirty (30) days to review the proposal. A vote will be made by the Standards Council members where a simple majority approval is required to move forward with the proposal. The day the proposal is approved an Action Item (AI) Number is assigned.

5.1.2. A Project Initiation Notification System (PINS) form will be filed with ANSI for publication in *Standards Action* by ISTA staff at the direction of the Global Board of Directors for approval of a Protocol as an ANS. A PINS form may be submitted, but is not required for reaffirmation or withdraw of an ANS.

5.1.2.1. At the initiation of a project to develop or revise an American National Standard, notification shall be transmitted to ANSI using the Project Initiation Notification System (PINS) form, or its equivalent, for announcement in *Standards Action*. Comments received in connection with a PINS announcement shall be handled in accordance with these procedures.

A statement shall be submitted and published as part of the PINS announcement that shall include:

- (a) an explanation of the need for the project, including, if it is the case, a statement of intent to submit the standard for consideration as an ISO, IEC or ISO/IEC JTC-1 standard; and
- (b) identification of the stakeholders (e.g., telecom, consumer, medical, environmental, etc.) likely to be directly impacted by the standard.

If the response to sub-section (b) changes substantively as the standard is developed, a revised PINS shall be submitted and published.

5.1.2.2. A PINS form may be submitted, but is not required, at the initiation of a project to reaffirm or withdraw an American National Standard. (Note: A PINS form is not required for revisions of an ANS that is maintained under continuous maintenance or with the decision to maintain an ANS under the stabilized maintenance option. ISTA currently follows the periodic maintenance for its ANS. Please see the Glossary Section for the definition of continuous, stabilized and periodic maintenance).

5.1.2.3. If ISTA receives written comments within 30 days from the publication date of a PINS announcement in *Standards Action*, and said comments assert that a proposed standard duplicates or conflicts with an existing ANS or a candidate ANS that has been announced previously (or concurrently) in *Standards Action*, a mandatory deliberation of representatives from the relevant stakeholder groups shall be held within 90 days from the comment deadline. Such a deliberation shall be organized by ISTA and the commenter and shall be concluded before ISTA may submit a proposed standard for public review. If the deliberation does not take place within the 90-day period and ISTA can demonstrate that it has made a good faith effort to schedule and otherwise organize it, then ISTA will be excused from compliance with this requirement. The purpose of the deliberation is to provide the relevant stakeholders with an opportunity to discuss whether there is a compelling need for the proposed standards project.

5.1.2.4. The outcome of a PINS deliberation shall be conveyed in writing (the "Deliberation Report") within 30 days after the conclusion of the deliberation by ISTA to the commenter and to ANSI. Upon submission of the Deliberation Report, ISTA may continue with the

submission of the proposed standard for public review. If additional deliberations take place, they should not delay the submission of the proposed standard for public review, and an updated Deliberation Report shall be conveyed within 30 days after each deliberation. Any actions agreed upon from the deliberations shall be carried out in a reasonably timely manner, but normally should not exceed 90 days following the deliberation. Subsequently, ISTA shall include all of the Deliberation Report(s) with the BSR-9 submittal to the ANSI Board of Standards Review (BSR) for consideration should the developer ultimately submit the subject standard to ANSI for approval. Stakeholders who were involved in the PINS deliberation process may also file separate Deliberation Report(s) with ANSI and ISTA within 30 days after conclusion of any deliberation for consideration by the BSR, if the standard is submitted to ANSI for approval. While the outcome is not binding, unless binding provisions are agreed to by the developer, participants are encouraged to develop a consensus on whether and how the standards development project should proceed.

- 5.1.3. A Workgroup shall be initiated after the Standards Council's approval to move forward with a proposal. The ad hoc workgroup is tasked with the development of any draft documents required for a given proposal and, after completion of its assigned task, will automatically dissolve. A general notice announcing the proposal and formation of the Workgroup shall be sent to the current members of the appropriate TSG and posted on the ISTA webpage for public announcement to parties of interest.
- 5.1.4. The Workgroup shall submit a draft document to the Standards Council. The Standards Council will review it for the proper format, consistency with other protocols, clerical errors, technical errors, alignment with scope of originally approved proposal, etc. If the draft does not conform ISTA staff shall assist the Workgroup to make the necessary corrections to the draft before it is balloted.
- 5.1.5. ISTA staff shall administer an electronic ballot on the draft document and send a ballot email to the Standards Council members. A vote will be made by the Standards Council members where two-thirds (2/3) majority approval is required to move forward with the proposal.
- 5.1.6. ISTA staff shall administer an electronic ballot on the draft document and send a ballot email to the appropriate TSG members. TSG members have thirty (30) days from the opening of ballot to vote and comment. Voting positions are defined as follows:
 - 5.1.6.1. **Affirmative**
 - 5.1.6.2. **Affirmative; with comments**
 - 5.1.6.3. **Negative; with comments:** All negative votes on a ballot must be accompanied by comments meeting the criteria defined in **3.3.3.4** to be considered valid.
 - 5.1.6.4. **Abstention**
- 5.1.7. When the ballot is closed, comments and votes from the TSG, the membership or the general public will no longer be accepted and the ballots will be validated by ISTA staff.
- 5.1.8. **Resolution of Comments:** An effort to resolve all expressed objections in accordance with subsection **5.1.10.1** will be made, and each objector will be advised in writing of the disposition of the objection and the reasons therefore, and of their right to appeal such decisions. Each unresolved objection and attempt at resolution, and any substantive change made in a proposed protocol shall be reported to the consensus body in order to afford all members of the consensus body an opportunity to respond regardless if they voted on the initial ballot, reaffirm, or change their vote within fourteen (14) days.

5.1.8.1. It is the responsibility of the Standards Council Steering Committee and Standards Council to address negative votes or comments made on ballots by voting members of the TSG. All comments shall be considered and resolved in accordance with this subsection before a ballot is to be considered approved.

Comments received with...	Determined to be...	Shall be resolved by...
affirmative ballots	persuasive and editorial	the proposed editorial changes being incorporated into the document
	persuasive and technical	the proposed technical changes being re-balloted for approval by the TSG prior to incorporation into the document
	not technically persuasive	the objection being sent to the TSG offering them the opportunity to respond, revise or reaffirm their vote. Unless the TSG overturns its decision as a result of the comments in recirculation, the comments are not considered further
negative ballots	persuasive and technical	the proposed technical changes are incorporated and re-balloted for approval by the TSG.
	withdrawn by voter	the negative vote being changed by the voter to either an abstention or affirmative. If the negative vote is not changed by the voter it shall be considered as an unresolved negative and reported as such
	not technically persuasive	the objection being sent to the TSG offering them the opportunity to respond, revise or reaffirm their vote. Unless the TSG overturns its decision as a result of the comments in recirculation, the comments are not considered further. The final disposition of these comments shall be communicated to the voter. The voter has the right to appeal per section 6

5.1.9. Ballot results, along with documentation of the resolution of comments and negative votes, shall be reported by ISTA staff to the Council, TSG and ANSI as appropriate.

5.1.10. ISTA Staff is responsible for making the new protocol available to members and non-members, and for the promotion of the protocol.

5.1.11. The decision to pursue approval of a protocol as an American National Standard (ANS) will be made by the Global Board of Directors when a protocol is upgraded from a Project to a Procedure in accordance with subsection 8.1 of this document or any time thereafter.

The Global Board of Directors is also responsible for deciding to withdraw a current ANS as required. A vote will be made by the Global Board members where a three-quarters majority approval is required to move forward with approval or withdraw. Revisions to an existing ANS do not require approval from the Global Board of Directors.

- 5.1.12. Proposals for new American National Standards and proposals to revise, reaffirm, or withdraw approval of existing American National Standards shall be transmitted to ANSI using the BSR-8 form, or its equivalent, for listing in Standards Action in order to provide an opportunity for public comment. BSR-8 forms may be submitted online using the address www.psawebforms.ansi.org. The draft protocol is made available in electronic format, deliverable within one day of a request via email. The source by which it can be obtained by the public is provided to ANSI for announcement in *Standards Action*. Any objecting views received during the public comment period will be given prompt consideration and the objector will receive written disposition with reasons therefore. Any unresolved objections from public review, along with attempts at resolution and any substantive changes will be recirculated. Unresolved objectors from public review will be notified in writing the right to appeal. Any substantive changes made to the draft protocol as a result of the public comment will undergo a public review.
- 5.1.13. Upon completion of TSG, Board and public review, disposition of views and objections, and for appeals, the proposed standard may be submitted to ANSI for approval using ANSI's BSR-9 or equivalent form. The information to be supplied to ANSI shall include:
 - 5.1.13.1. Title and designation of the proposed American National Standard;
 - 5.1.13.2. Indication of the type of action requested (that is, approval of a new American National Standard or reaffirmation, revision, or withdrawal of an existing American National Standard);
 - 5.1.13.3. A declaration that applicable procedures were followed;
 - 5.1.13.4. A declaration that the proposed standard is within the scope of the previously registered standards activity;
 - 5.1.13.5. A declaration that conflicts with another American National Standard have been addressed in accordance with these procedures;
 - 5.1.13.6. A roster of the consensus body that indicates: the vote of each member including abstentions and unreturned ballots, if applicable; the interest category of each member; and a summary thereof;
 - 5.1.13.7. A declaration that all appeal actions related to approval of the proposed standard have been completed;
 - 5.1.13.8. A declaration that the criteria contained in the ANSI patent policy have been met, if applicable; and
 - 5.1.13.9. Identification of all unresolved negative views and objections, with names of the objector(s), and a report of attempts toward resolution.

6. Appeals

6.1. Persons who have directly and materially affected interests and who have been, or who presume they will be adversely affected by an ISTA protocol approval will have the right to appeal substantive or procedural actions (or in-actions) of the TSG or ISTA staff.

6.1.1. The appellant will file a written complaint with ISTA staff within thirty (30) days after the date of action or at any time with respect to inaction. The complaint will state the nature of the objection(s) including any adverse effects, the clause(s) of these procedures or the Protocol that are at issue, actions or in-actions that are at issue, and the specific remedial action(s) that would satisfy the appellant's concerns. Previous efforts to resolve the objection(s) and the outcome of each will be noted.

6.1.2. Within thirty (30) days after receipt of a complaint, ISTA staff will respond in writing to the appellant, specifically addressing each allegation of fact in the complaint to the extent of his/her knowledge.

6.1.3. If the appellant and the respondent are unable to resolve the written complaint informally in a manner consistent with these procedures, ISTA staff will schedule a hearing with an appeals panel on a date agreeable to all participants.

6.1.4. **Appeals Panel** - will consist of three individuals who have not been directly involved in the matter in dispute, and who will not be materially or directly affected by any decision made or to be made in the dispute.

6.1.4.1. The appeals panel will be selected by the Standards Council Steering Committee, using the Standards Council members as a primary source of potential panelists.

6.1.4.2. The Standards Council Steering Committee will reserve the right to provide other potential candidates outside of the Standards Council if deemed necessary (as in perhaps, the case of direct conflict with Standards Council members).

6.1.4.3. At least two members shall be acceptable to the appellant and at least two shall be acceptable to the respondent

6.1.5. The appellant has the burden of demonstrating adverse effects, improper actions or in-actions, and the efficacy of the requested remedial action. The respondent has the burden of demonstrating that all actions were taken in compliance with these procedures and that the requested remedial action would be ineffective or detrimental. Each party may adduce other pertinent arguments, and members of the appeals panel may address questions to individuals.

6.1.6. The appeals panel will render its decision in writing within thirty days, stating findings of fact and conclusions, with reasons therefore, based on a preponderance of the evidence.

Consideration may be given to the following positions, among others, in formulating the decision:

6.1.6.1. Finding for the appellant, remanding the action to the TSG with a specific statement of the issues and facts in regard to which fair and equitable action was not taken;

6.1.6.2. Finding for the respondent, with a specific statement of the facts that demonstrate fair and equitable treatment of the appellant and the appellant's objections;

6.1.6.3. Finding that new, substantive evidence has been introduced, and remanding the entire action to the TSG for appropriate reconsideration.

7. Editorial Changes of Protocols

7.1. If an editorial change is found to be required of an existing Protocol, it shall be made by ISTA Staff upon approval from the Standards Council Steering Committee. Editorial changes include errors in printing, format, spelling, and punctuation, as well as identified improvements in clarity of interpretation or to reduce or eliminate uncertainty, but may not include any changes that would, in any way, make a technical or substantive change in the Protocol causing re-testing to be necessary. The revised version shall be printed with a notation designating the year of the change and effective date of issue of the Protocol; however, it shall not change the version date or the scheduled review date of the Protocol from date of issue.

8. Upgrading a Project to a Procedure

8.1. A Test Protocol that is a Project may be upgraded to a Procedure by way of a passing ballot from the Standards Council. This upgrade is not considered a technical change. The request for upgrade shall be completed on the “*Technical Change Request Form*” (See Appendix) and should be sent to ISTA staff who will submit it to the Standards Council for approval to move forward. Proposals for upgrading a Project to a Procedure can come from the membership, within the Standards Council, from a general industry need, or be Staff generated. A ballot shall be sent to the Standards Council and shall include a full explanation showing how the Protocol has met all the requirements established by the Standards Council when it approved the Action Item.

9. Interpretations Policy

9.1. ISTA TSGs do not render interpretations of any standards, but will consider any comments or suggested changes. ANSI also does not provide interpretations and shall refer any inquiries to appropriate standards developers. All comments, requests and technical inquiries with regard to a standard should be submitted electronically to [ISTA Staff \(ista@ista.org\)](mailto:ista@ista.org).

10. Metric Policy

10.1. Two systems of weights and measures are presented in ISTA test procedures: English system (Inch-Pound) or SI (Metric). Inch-Pound units are shown first followed by the Metric units in parentheses; there may be exceptions in some tables (when shown separately).

11. Records Retention

11.1. Records shall be prepared and maintained to provide evidence of compliance with ANSI's Essential Requirements.

11.1.1. Records concerning new, revised or reaffirmed American National Standards shall be retained for one complete standards cycle, or until the standard is revised.

11.1.2. For any new, revised or reaffirmed American National Standards maintained under the continuous maintenance option, ISTA shall retain records for a minimum of five (5) years or until approval of the subsequent revision or reaffirmation of the complete standard.

11.1.3. Records concerning withdrawals of all American National Standards and discontinuation of projects shall be retained for at least five years from the date of withdrawal or for a duration consistent with the ANSI audit schedule.

12. Patent Policy

12.1. ISTA will adhere to the current version of the ANSI Patent Policy contained in clause 3.1 of the most current edition of the ANSI Essential Requirements.

13. Commercial Terms and Conditions

13.1. Provisions involving business relations between buyer and seller such as guarantees, warranties, and other commercial terms and conditions shall not be included in an American National Standard. The appearance that a standard endorses any particular products, services or companies must be avoided. Therefore, it generally is not acceptable to include manufacturer lists, service provider lists, or similar material in the text of a standard or in an annex (or the equivalent). Where a sole source exists for essential equipment, materials or services necessary to comply with or to determine compliance with the standard, it is permissible to supply the name and address of the source in a footnote or informative annex as long as the words "or the equivalent" are added to the reference. In connection with standards that relate to the determination of whether products or services conform to one or more standards, the process or criteria for determining conformity can be standardized as long as the description of the process or criteria is limited to technical and engineering concerns and does not include what would otherwise be a commercial term.

Change Summary

Change	Justification	Date
Format and Editorial – Took out Board Functions and moved them to a new separate SOP	Easier to follow the sequence of steps.	7/3/12
Format, Editorial and Technical - Major revisions	Changes made to align document with ANSI ER.	7/17/13
Editorial and Technical	Moved public notification from 5.1.11 to 5.1.2, updated PINS language to match current ANSI ER language, revised patent policy to refer to ANSI ERs 3.1, added verbiage to mention balance in accordance with ANSI Ers, removed Protocol Review section.	4/16/14
Editorial	Incorporated recommendations made by ANSI during the 2019 audit.	2/6/2020
Editorial and Technical	Organizational changes with ISTA volunteer groups – combining the Technical Division and Testing Council into a new group called the Standards Council. Process change from Testing Council initial review and Technical Division review after TSG approval to Standards Council now reviews incoming requests and approves workgroup draft documents prior to consensus body (TSG) submittal.	4/13/2020