

## Case study: Revolutionising standards review at BSI

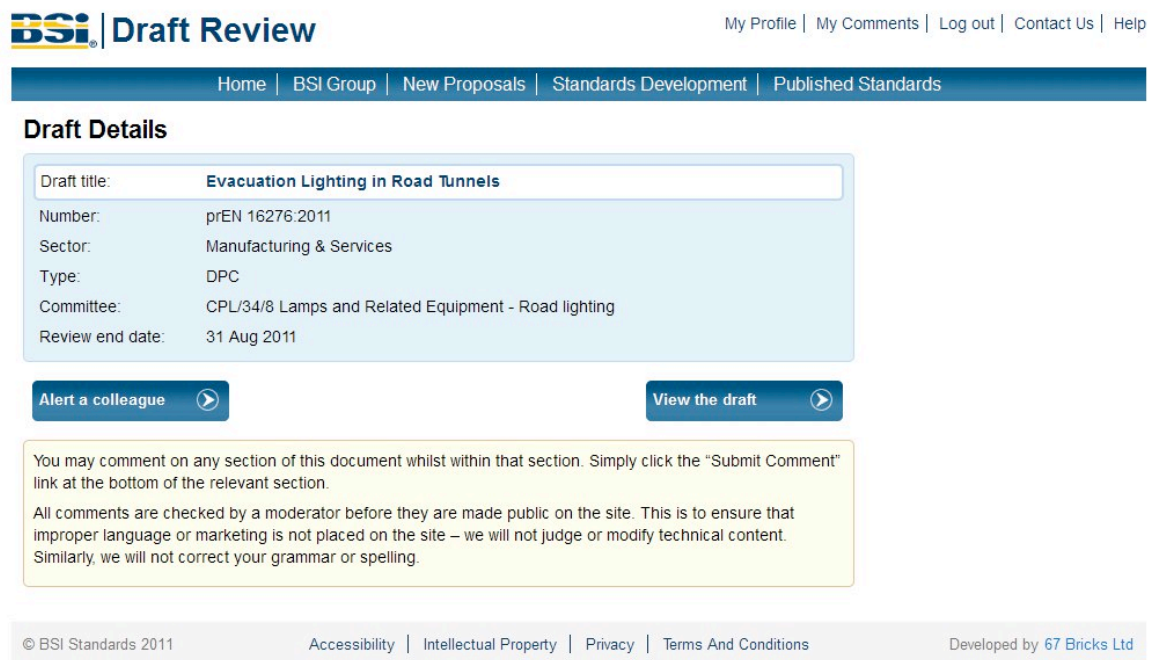
### **BSI**

BSI British Standards is the UK's National Standards Body. It represents UK economic and social interests through the development of business information solutions for British organizations.

### **Business challenge:**

BSI British Standards facilitates the production of British, European and international standards. When standards reach the 'draft for public comment' stage they are made available to the public for review. Previously members of the public would need to obtain a copy of the standard, make comments on an accompanying form and send them to BSI by email or post. These comments would then be collated manually; a time consuming process that did not make public contribution easy. The challenge was to increase public engagement in the draft review process, increase awareness of the availability of the drafts and improve handling efficiencies.

### **The solution:**



The screenshot shows the 'Draft Review' interface. At the top left is the BSI logo and the text 'Draft Review'. On the top right are links for 'My Profile', 'My Comments', 'Log out', 'Contact Us', and 'Help'. Below this is a navigation bar with links for 'Home', 'BSI Group', 'New Proposals', 'Standards Development', and 'Published Standards'. The main content area is titled 'Draft Details' and contains a table with the following information:

Draft title:	Evacuation Lighting in Road Tunnels
Number:	prEN 16276:2011
Sector:	Manufacturing & Services
Type:	DPC
Committee:	CPL/34/8 Lamps and Related Equipment - Road lighting
Review end date:	31 Aug 2011

Below the table are two buttons: 'Alert a colleague' and 'View the draft'. A yellow box contains the following text:

You may comment on any section of this document whilst within that section. Simply click the "Submit Comment" link at the bottom of the relevant section.

All comments are checked by a moderator before they are made public on the site. This is to ensure that improper language or marketing is not placed on the site – we will not judge or modify technical content. Similarly, we will not correct your grammar or spelling.

At the bottom of the page, there is a footer with copyright information: '© BSI Standards 2011', links for 'Accessibility', 'Intellectual Property', 'Privacy', and 'Terms And Conditions', and 'Developed by 67 Bricks Ltd'.

Revo enables BSI non-technical staff to upload draft standards document through an automated routine, using the existing document creation format(s). Members of the public can review proposed standards online and add comments in a simple and structured way to be fed into the review process. BSI staff can then download all comments for a draft standard into the same format document as previously used but saving significant time and labour of comment assembly.

### ***Business value:***

The system has significantly changed BSI's review process. Engagement with the public has increased substantially and the project achieved all of its success criteria within the first 6 months of operation.

Since May 2008, the system has supported the registration of 20,000 users who have made 17,000 comments on over 600 new draft standards.

*"As a result of the new system built by 67 Bricks, we have seen the number of comments on draft standards increase substantially. We aim to involve as wide and relevant audience as possible in the consultation process, so we are really pleased with the way the tool has been received. The project was very well managed from start to finish, delivered in line with the specification and has been an excellent and enjoyable project for our editorial teams. The engagement with new entrants to our comment process has been a greater success than we could have hoped for. We look forward to working with 67 Bricks in the future."*

Shirley Bailey-Wood, Operations Director, BSI British Standards.

*"67 Bricks' responsiveness to issues, problem solving capabilities, and professional approach made them very easy to work with. The project has been a big success, causing no disruption to regular business, and was delivered in just a few months."*

Eamonn Neylon, Data Architect, BSI British Standards.

### **Contact us to discuss how we can help you develop and deliver standards:**

- **Call Sam Herbert at 67 Bricks on +44 (0)7734 138274**
- **Email us at [contact@67bricks.com](mailto:contact@67bricks.com)**
- **Visit us at <http://www.67bricks.com/revo/>**