



ISO 19600 Compliance Management Systems Evaluation Survey

About this survey

This survey will help to

- develop an understanding of the use and usability of ISO 19600 (by current, past and potential users of the standard)
- inform [the committee responsible](#) for the standard whether a revision should take place and, if a revision is agreed, what form that revision should take.

It will take approximately 10-12 minutes to complete the survey.

The survey closes on Monday 16th April.

All responses to this survey will be confidential, and individual respondents will not be identified. You will not be contacted for sales or marketing activity. To view the ISO privacy policy, please [click here](#).

The scope of ISO 19600

The International Standard [ISO 19600:2014](#) *Compliance management systems – Guidelines* was published in 2014 as a Management System Standard. The standard does not specify requirements, but provides guidance on compliance management systems and recommended practices. The guidance is intended to be adaptable, and the use of this guidance can differ depending on the size and level of maturity of an organization's compliance management system and on the context, nature and complexity of the organizations activities, including its compliancy policy and objectives.

Note: ISO's [Online Browsing Platform](#) provides free access to the Introduction, Scope and Contents section of all ISO Standards, including ISO 19600:2014.

Instructions

In order to see as much of the survey text on a page, please maximize this browser window before continuing.

You can save your responses to the questionnaire and return at a later time, if necessary, but you must enable cookies in your web browser.



ISO 19600 Compliance Management Systems Evaluation Survey

You and compliance management systems

*** 1. Has your organization implemented any kind of compliance management system?**

Yes

No

*** 2. Were you aware of the existence of ISO 19600:2014 *Compliance management systems - Guidelines* before seeing this survey?**

Yes - Go to Q3

No - Go to Q 21



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You know about ISO 19600 to some extent

*** 3. What is your knowledge/responsibility in relation to ISO 19600?**

- I have no specific knowledge of ISO 19600 or am not aware of its detail Go to Q 21
- I am familiar with ISO 19600 but do not currently use it Go to Q 17
- I am responsible for implementing all or some elements as described in ISO 19600 in my organization Go to Q 4
- I am advising other organizations on interpreting or implementing ISO 19600 aspects Go to Q 4
- I confirmed/audited an organization's conformity to ISO 19600 Go to Q 4



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Your knowledge of ISO 19600

*** 4. Has your organization (or the organization you advise) used ISO 19600 to *(tick all that apply)***

- Develop a compliance management system
- Implement/establish a compliance management system
- Improve a compliance management system
- Only partly implement some compliance measures
- Confirm (through audits for example) the development, the existence or the operation of a compliance management system

*** 5. Is the organization's use (or that of the organization you advise) of ISO 19600 based on**

	Yes	No	Don't know
Legal or regulatory requirements on compliance management?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contractual requirements of organizations that you (or they) do business with?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use of other ISO Management systems requirements or guidance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Voluntary choice of the organization?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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Your experience of ISO 19600

*** 6. Did you understand the guidance given in ISO 19600?**

No, not at all

Yes, moderately

Yes, very well

Don't know / No opinion

Can you give examples of what works well or does not work well?

*** 7. Did you experience successful use or implementation of ISO 19600 in practice?**

No, not at all

Yes, moderately

Yes, very well

Don't know / No opinion

Can you give examples of successes or challenges?

*** 8. Overall, does the standard as currently written deliver value to the organization?**

No value at all

Minimal value

Moderate value

Good value

Great value

No opinion - Don't know

*** 9. To what extent does ISO 19600 help address**

	Not at all	Somewhat useful	Moderately useful	Very useful	Extremely useful	No opinion - Don't know
Clarity in compliance related definitions	<input type="radio"/>					
Compliance management oversight by top management	<input type="radio"/>					
Compliance management processes	<input type="radio"/>					
Compliance management roles and responsibilities	<input type="radio"/>					
Roles, responsibilities and qualifications of a compliance function	<input type="radio"/>					
Compliance culture and behaviour	<input type="radio"/>					
Expectations of a Market regulator	<input type="radio"/>					

*** 10. Is there anything that should be added to the standard as a result of your experience of the standard and relevant changes in compliance management practices or changes in regulatory frameworks**

If yes, can you give examples, identifying the driver(s)?

*** 11. Have you identified common misinterpretations in implementing the standard?**

If yes, can you give examples?

*** 12. Do you currently use or have you previously used any other compliance management system?**

If so, please indicate which one(s)

*** 13. Are you aware of the high level structure that applies to all ISO management system standards (also known as 'Annex SL')?**

*** 14. Have you integrated the guidance in ISO 19600 with other ISO management system standards?**

Yes - Go to Q 15

No - Go to Q 29



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Your use of ISO 19600 with other ISO management system standards

*** 15. You have integrated ISO 19600 with other ISO MSS, please indicate which ones (tick all that apply)**

- ISO 9001 (quality)
- ISO 14001 (environment)
- ISO 22000 (food safety)
- ISO 22301 (business continuity)
- ISO 27001 (information security)
- ISO 31000 (risk)
- ISO 37001 (anti-bribery)
- ISO 55001 (asset management)

Other (please indicate)

*** 16. Please explain the main advantages you recognized - and/or identify the main problems - you had with integration**

Go to Q 29



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You are familiar with ISO 19600 but don't use it

From Q 3 bullet 2

You have responded that you are familiar with ISO 19600 but do not use it, so we would like to clarify why this is the case

*** 17. I do not use ISO 19600 because (tick all that apply)**

- The guidance given in ISO 19600 is not clear
- It is not translated into my local language
- It does not sufficiently cover relevant aspects of compliance management practices
- It does not sufficiently cover relevant aspects dealing with regulatory frameworks
- The standard does not fit my expectations or needs
- It is not recognised as useful by my stakeholders
- It is not required by one or more of my stakeholders

If you would like to, please provide more details

*** 18. To the best of your knowledge, how useful is ISO 19600 in providing?**

	Not at all	Somewhat useful	Moderately useful	Very useful	Extremely useful	No opinion - Don't know
Clarity in compliance related definitions	<input type="radio"/>					
Compliance management oversight by top management	<input type="radio"/>					
Compliance management processes	<input type="radio"/>					
Compliance management roles and responsibilities	<input type="radio"/>					
Roles, responsibilities and qualifications of a compliance function	<input type="radio"/>					
Compliance culture and behaviour	<input type="radio"/>					
Evidence of effective compliance management to regulators and other stakeholders	<input type="radio"/>					

*** 19. As a result of your experience what would you recommend be added to ISO 19600 so that it would provide (more) value to your organization?**

*** 20. How would you describe "Compliance" in a short/brief definition?**



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You don't know ISO 19600 - what would you want?

From Q 3

Even though you don't know ISO 19600 we would like to better understand what you would want from a compliance management system standard

*** 21. Does your organization (or the organization you advise) feel the need to *(tick all that apply)***

- Develop a compliance management system
- Implement/establish a compliance management system
- Improve a compliance management system
- Only partly implement some compliance measures
- Confirm (through audits for example) the development, the existence or the operation of a compliance management system

*** 22. Is your organization's need (or that of the organization you advise) for a compliance management system based on**

	Yes	No	Don't know
Legal or regulatory requirements on compliance management?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contractual requirements of organizations that you (or they) do business with?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use of other ISO Management systems requirements or guidance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Voluntary choice of the organization?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*** 23. How well is a compliance management system implemented in your organization (or the organization you advise)?**

Not at all	Moderately well	Very well	None implemented	Don't know / No opinion
<input type="radio"/>				

If you have implemented a CMS, which one(s)?

*** 24. How would you describe “Compliance” in a short/brief definition?**

*** 25. On a scale of 1-5, how important is it for a compliance management system to provide clarity on the following**

	1 (least important)	2	3	4	5 (most important)	No opinion - Don't know
Compliance related definitions	<input type="radio"/>					
Compliance management oversight by top management	<input type="radio"/>					
Compliance management processes	<input type="radio"/>					
Compliance management roles and responsibilities	<input type="radio"/>					
Roles, responsibilities and qualifications of a compliance function	<input type="radio"/>					
Compliance culture and behaviour	<input type="radio"/>					
Evidence of effective compliance management to regulators and other stakeholders	<input type="radio"/>					

*** 26. As a result of your experience what else should be incorporated as a minimum in a compliance management system?**

*** 27. Does your organization have experience with other ISO management system standards (tick all that apply)**

- ISO 9001 (quality)
- ISO 14001 (environment)
- ISO 19600 (compliance)
- ISO 22000 (food safety)
- ISO 22301 (business continuity)
- ISO 27001 (information security)
- ISO 31000 (risk)
- ISO 37001 (anti-bribery)
- ISO 55001 (asset management)
- No such experience

Other (please specify)

28. Please explain the main advantages you recognized - and/or identify the main problems you had - with integration

Go to Q 30



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The next steps

From Q 14 or Q 16

For those respondents who know ISO 19600, we would like to know what you think should happen next

*** 29. What would you recommend regarding the future of ISO 19600**

To Q 31



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The next steps

From Q 28

For those respondents who do not know ISO 19600, we would like to know what you think should happen next that would provide value to your organization

*** 30. How could an ISO management system standard provide value to your organization?**



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Demographics and Profile

To understand the background of respondents to the survey, we would be interested to know you and your context a little bit better

*** 31. In which country are you or is your organization located (i.e. where you use/would use the standard)?**

*** 32. What is the size of your organization?**

- 0-10 employees
- 11-50 employees
- 51-100 employees
- 101-250 employees
- 251-500 employees
- 501 or more employees

*** 33. What type of organization do you represent? (please tick one only)**

- Public sector - government, government-owned or public institution
- Public sector – regulator /supervisor
- Private sector - banking/financial
- Private sector - manufacturing/industrial
- Private sector - pharmaceuticals
- Private sector - retail
- Private sector - technology
- Private sector - other
- Non-governmental organization
- Academic/research (e.g. university, research institute)
- Consultancy (e.g. legal, accountancy, risk advisory)
- Certification/accreditation/standards body
- Other (please specify)

*** 34. Does your organization (or the organization that you advise) operate in a regulated market?**

*** 35. Does your organization (or the organization that you advise) operate nationally or internationally?**



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About you

*** 36. Which of the following best describes YOUR LEVEL in your organization (choose the best answer)**

- Top executive – responsible legally for compliance in the organisation
- Strategic level (an individual who contributes to the strategy of the organization)
- Supporting Staff level (an individual or department responsible for the development of company policies)
- Operational level – manager (responsible for implementing and supervising the application of company policies)
- Operational level – worker, responsible for applying the company policies and to act in conformance with them)
- Other (please specify)

*** 37. Which of the following best describes YOUR ROLE in your organization (choose the best answer)**

- Top executive – responsible legally for compliance in the organisation
- Compliance specific role – managerial level
- Compliance-specific role – team member, not managerial
- Internal consultant/auditor/advisor (other than compliance specific)
- External consultant/auditor/advisor
- Other (please specify)

38. If you have any additional comments about ISO 19600 or about compliance management systems generally, please add them here



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Information for verification purposes only

Please provide the following information for verification purposes only. Individual responses will remain confidential to the collector only and you will not be contacted.

*** 39. Name and company (company name is optional)**

*** 40. Email address**



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THANK YOU.

Thank you for your input!

All responses to this survey will be confidential, and individual respondents will not be identified. You will not be contacted for sales or marketing activity.

If you would like to find out what happens as a result of this survey, a decision is expected by the summer - please bookmark the [ISO/TC 309 website](https://committee.iso.org/home/tc309) (<https://committee.iso.org/home/tc309>).