

ISO/IEC JTC 1 "Information technology"

Secretariat: ANSI

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SC 28 Business Plan 2025

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Description

This document is circulated for review and consideration at the November 2025 JTC 1 Plenary.

BUSINESS PLAN FOR JTC 1 /SC 28
Office Equipment
PERIOD COVERED: September 2024 – August 2025
SUBMITTED BY: SC 28 Chairman and Committee manager

1.0 Executive Summary

SC 28 was established in 1989 based on a Japanese proposal, which is one of the few products or hardware-oriented subcommittees in the JTC 1 community. Its scope of application includes office equipment, such as copiers, printers, and projectors. As such fundamental output of this group has been standards on product specification descriptors, measurement method for productivity of hardcopy devices, quality of hardcopy output and yield of consumables (ink and toner cartridges).

SC 28 has continued the expansion of measurement methods for consumables, productivity, and extended the image quality assessment to support print permanence and durability. WG 6, whose scope is “Sustainability Requirements” *1, was established in 2021 and continues to standardize areas such as security and corporate environmental initiatives.

*1 The word “Sustainability” used in SC 28 is deeply related with “Circular economy” which is an economic system that maximizes added value while promoting the efficient and cyclical use of resources SC 28 targets in this area is to establish manufacturing guidelines (1) to enable “products” to be used for a long period of time under secure and safe circumstance and (2) to aim to standardize environmental terminology used by each company based on their own understanding, and to contribute to the environment through the industry. The meaning of “Sustainability” we use here is different from SC 39’s scope (“Sustainability, IT and data center”) as the scope of SC 28 are for office-equipment oriented. SC 28 / WG 6 will continue to contribute our products to be good for environments and be secure and safe.

The Plenary meeting is usually held once a year, and the WGs meet once or twice a year. In 2025, the Plenary meeting, Advisory Group, and Working Group meetings were held in Sapporo, Hokkaido, Japan. Due to some reasons, Japan (JISC) is scheduled to host the meetings again in 2026, and we have received a wonderful offer from South Korea (KATS) to host the respective meetings in 2027.

2.0 Environment

As mentioned in the previous chapter, SC 28 has mainly standardized the measurement and description of the performance of office equipment. Products in this field, such as copiers, printers, and projectors, are said to be mature industries, and therefore the standardization of their measurement and description methods has been published for several years and has undergone systematic reviews two or three times. However, existing standards need to be revised because of the advances in technology and of the security issues when connecting externally via the Internet through the changes in input and output terminals, etc.

Opportunities to work outside the office, including at home, are increasing as the COVID-19 pandemic subsides, while at the same time, opportunities to work inside the office are still necessary for its security and

safe circumstance. Therefore, the safety of the Internet environment and the diversity of printing opportunities need to be continuously monitored as one of the sustainability requirements. Struggling with environmental issues is also an important one for office equipment manufacturers and consumers, and this issue needs to be aligned with the UNEP (United Nations Environment Programme) and SDGs (Sustainable Development Goals) environmental ideals and legal regulations of each country.

JTC 1's new suggestion to think about consumer's position in each SC provides SC 28 a good opportunity to reconfirm our open, fair and equal competition among manufacturers. As many competitors of office equipment manufacturers participate in SC 28, our standardization must be achieved with ensuring the compliance with "ISO Code of Ethics and Conduct", adopted on 2023-02-23 (ISO - ISO Code of Ethics and Conduct). Therefore, all participants at the last Plenary have started to read out these important guidelines (Please see "6.0 Factors affecting completion and adoption of the work program" for another action we have taken at the last plenary meeting)

3.0 Achievements and benefits

Two excellent awards were given out at the last plenary meeting as follows.,

Mr. Etsuo Morimoto : Project Leader for ISO/IEC 17823:2024, published on 2024-07-01

Mr. Osamu Ide : Project Leader of ISO/IEC 22592-3:2025, published on 2025-01-2

4.0 Participation and cooperation/collaboration

SC 28 consists of 10 P members and 21 O members. As the standards of SC28 were mainly related to the measurement and description of the performance of office equipment, the main participants of SC 28 are from office machines manufacturers who are deeply interested in our work. There is an uneven distribution of participants in the world because office equipment manufacturers are located only in certain nations. Therefore, it is still difficult to increase the number of P and O members in SC 28.

Liaison Committee from SC 28 is currently as follows.,

ISO/IEC JTC 1/SC 27	Information Security, cybersecurity and privacy protection.
ISO/TC 6	Paper, Board and pulps
ISO/TC 42	Photography
ISO/TC 130	Graphic technology
ISO/TC 171	Document management applications
ISO/IEC JTC 1/SC 41	Internet of things and digital twins
ISO/TC 46/SC 10	Requirement for document storage and conditions for preservation

The Liaison Officer submits a Liaison Report to the Advisory Group at yearly Advisory Group meeting, and the AG Convener reviews it and reports it at the SC 28 Plenary meeting. All liaison relationships are functioning appropriately now.

ISO/TC130 launched JWG14 (Print quality measurement methods) in collaboration with ISO/IEC JTC1/SC28/WG4 (Image Quality Assessment). JWG14 is responsible for standards related to image quality evaluation, so the stakeholders are diverse, and attendees come from many countries.

Regarding the security standards mentioned above, Dr. Kwangwoo Lee, an expert in ISO/IEC JTC 1/SC 27, participated in SC 28/WG 6 meeting and cooperated in the development and publication of ISO/IEC 7184. SC 28 hopes that the range of our targets will expand in the future along with the development of standards related to WG 6 work such as the security and the environment.

5.0 Objectives and strategies to achieve them

SC 28 provides consumers with an Apple-to-Apple comparison of the performance of office equipment. Although the specifications of office equipment vary from company to company, SC 28 has provided a fair and transparent measurement methods and product specification descriptors that is easy to understand for consumers and consistent with existing standards. To achieve this, SC 28 is committed to complying with competition law, encouraging the experts' participation from as many manufacturers in WGs' activities as possible, and holding every meeting with open, fair and free discussions without losing sight of the goal.

For example, at the plenary meeting two years ago (hosted in Korea), the decision was made to develop TS22983, and the NP vote subsequently passed. However, because the goal needed to be reconsidered by WG 6, the general meeting last year (hosted in the United States) agreed to return it to the Preliminary Work Item and reconfirm the objective. WG 6 reconsidered the objective and confirmed that they would first begin standardizing environmental terminology, which is used in various ways by various companies. This led to a consensus being reached, and at 2025 plenary meeting in Japan, it was decided to start a NP vote on this matter again. In this way, the process of reconfirming goals is being steadily implemented.

Another example is the standard development for the simplification of packaging markings by using QR codes. We have a rather long discussion at the PWI level to confirm the purpose and progress of the project among the relevant parties. In addition, in the case of the yield standard of the CISS (Continuous Ink Supply System), multiple data confirmations were decided to be conducted with the voluntary participation of multiple inkjet printer manufacturers for multiple times to maintain consistency with the previous yield standard for cartridge types. After several discussions, we have succeeded in reaching consensus to launch NP ballot on each proposal, which was reflected in the resolutions at the last plenary meeting this year.

6.0 Factors affecting completion and adoption of the work program

Before we started the plenary meeting, we have carefully read principles for the development of international standards by WTO, which we can find in "Foreword 0.1 Purpose of the ISO/IEC Directives, Part 1". Because the participants at the plenary meeting are competitors in the market, it was important for all attendees to review the fundamentals of WTO standardization development written at the beginning of the Directives: 1.

Transparency, 2. Openness, 3. Impartiality and consensus, 4. Effectiveness and relevance, 5. Coherence, 6. Development dimension.

7.0 Structure, current projects, and publications

SC 28 is consisted with the following Working groups, and Convenors follow.

Advisory group	/ Dr. Kwangwoo Lee
WG 2 Consumables	/ Ms. Michelle Pangborn
WG 3 Print Speed	/ Mr. Brian Mayer
WG 4 Print Quality	/ Dr. Osamu Ide
WG 5 Office Color	/ Mr. Fumio Nakaya
WG 6 Sustainability requirement	/ Mr. Masahiro Oizumi

Currently, following projects are under development, as of 2025-08-04.

Standards #	Title	Status/Stage
ISO/IEC PRF 17629	Information technology — Office equipment — Method for measuring first print out time for digital printing devices	Under development (50.00)
ISO/IEC PRF 19752	Information technology — Office equipment — Method for the determination of toner cartridge yield for monochromatic electrophotographic printers and multi-function devices that contain printer components	Under development (50.00)
ISO/IEC PRF 19798	Information technology — Office equipment — Method for the determination of toner cartridge yield for colour printers and multi-function devices that contain printer components	Under development (50.00)
ISO/IEC DIS 21117	Information technology — Office equipment — Information to be included in specification sheets and related test methods for copying machines and multi-function devices	Under development (40.00)
ISO/IEC 24712:2007/DAmD 1	Colour test pages for measurement of office equipment consumable yield — Amendment 1	Under development (40.00)
ISO/IEC WD 25397	Information technology — Office equipment — Method for creating printed test charts for testing colour reproduction of colour copying machines and multifunction devices with copying modes.	Under development (20.60)
ISO/IEC DIS 29183	Information technology — Office equipment — Method for measuring digital copying productivity for a single one-sided original	Under development (40.00)

In addition to the above, the following proposal is under NP ballot.

ISO/IEC NP TS 22983.2 : Information Technology — Office Equipment — Definitions to support Environmental Circularity

Appendix: SC 28 efforts to consider consumer interests in the work of our committee

SC28's benefits are to provide consumers with the methods that they can use to confidently compare product performance by "Apple to apple comparison". Our focus is on how to best do that for the consumer.

(1) SC 28 is one of the few products or hardware-oriented subcommittees in the JTC 1 community. As such fundamental output of this group has been standardized on product specification descriptors, methods for measuring productivity of hardcopy devices, quality of hardcopy output and yield of consumables (ink and toner cartridges).

(2) Traditionally, manufacturers of the office machine industry produce, sell, maintain the machines and supply good services and consumables to our customers. Therefore, all the information such as consumer requests or complaints are directly fed back to the manufacturers and R&D departments.

(3) The most of our experts in our subcommittee and WGs consist of R&D or sales departments of manufactures, therefore they know very well about consumers and exchange remarks and communicate with them. Our experts respond to customer complaints with higher priority and put consumer requests in our work for standardization.

(4) SC 28 usually develops standards with considering consumer requests. For example, the measurement methods of toner or ink yield of printers. What consumers think it important to be standardized becomes our major priority for our developing task. Although we are competitors in the market, maintaining transparency and coordination in standardization demonstrates our commitment to placing importance on consumers. As we have worked so far in this framework, we will also want to keep this system in future.