



GSMP User Handbook

Issue 1, April-2010



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1. GSMP: The Benefits of a Global Process

1.1. What is GSMP?

The Global Standards Management Process (GSMP) is the global forum for users to bring business needs that require standard based solutions to create a more efficient Supply Chain. Specifically, the GSMP provides a comprehensive set of methods and rules allowing both the GSMP and EPC communities and affected industry groups to submit their needs and lead in the creation of globally agreed standards and guidelines.

1.2. What are the GSMP Guiding Principles?

- GSMP is an open and transparent process.
- GSMP's scope is the improvement of global standards and the development of solutions responding to international and local companies' business requirements.

1.3. What are the GSMP Benefits?

GSMP continually improves and enhances the GS1 System to enable uniform, globally applicable standards. The critically important factors that benefit our customers are: quality, speed, openness, consensus standards, and total user involvement.

- **Quality:** GS1 represents a robust and stable set of business standards geared towards improving Supply Chain efficiency.
- **Speed:** Today's business leaders need to quickly react to customers demands. GSMP adheres to the same trends, guaranteeing minimum lead times between the submission of a request and the availability of the solution.
- **Open Consensus Environment:** GS1 produces global, open, freely implementable consensus standards that will bring about improvements in the supply chain. We strive to ensure that once a standard is adopted, it will not be claimed as intellectual property.
- **Total User Involvement:** Companies, which are members of GS1, have direct access to GSMP and are closely supported by their local GS1 Member Organisation (MO) as they participate in the development of the next standard.

1.4. Why should you and your company participate in the GSMP?

There are many compelling business reasons for you and your company to participate in the GSMP. Investing in GSMP membership will provide the following benefits:

- **Reduce Costs:** Implement leading-edge solutions that drive out costs and inefficiencies; while adding profits to your bottom line.
- **Go Global:** Improve global trading capabilities to enable you to reach new markets.
- **Solve Problems:** A global forum connecting your company to trading partners, solution providers, and industry colleagues to address industry issues.
- **Speed up Business Processes:** Enhance your company's supply chain performance and customer satisfaction with increased speed to market.
- **Sharpen Your Strategic Planning:** Stay on top of the latest global business issues, trends, and emerging technologies.
- **Leverage New Supply Chain Innovations:** Participate in pilot implementations of leading-edge solutions.

- **Common Solutions:** Uniform and global applicability of all business solutions.
- **Become Part of the "Industry Roadmap":** Gain first-hand knowledge of where the leading trading partners are heading.

2. What Standards are managed by GSMP?

GSMP is the global standards management process for six types of standards. They include:

- BarCodes & Identification
- Electronic Product Code (EPC)
- Global Data Synchronization Network (GDSN)
- eCOM (and EANCOM)
- Global Product Classification (GPC)
- Data Accuracy

3. GS1 Intellectual Property Policy

GS1 GSMP Working Groups specify business requirements, process, and specifications. Many patents either already exist or are being filed today in these areas. As the world's premier global organisation for neutral, open standards in the supply chain, it is GS1's role to protect its community of users and their efforts and investments, to the best of its ability. Our new IP Policy is a key part of that effort. All future GS1 standards will be developed in accordance with this Policy. In order to participate in standards development work groups under the new GSMP, companies will first be required to sign the new GS1 IP Policy.

The GS1 IP Policy will provide a variety of benefits to companies who participate in standards development. For example, it seeks to ensure that GS1 standards are developed royalty-free and it creates a level playing field for all companies in standards development. It provides signees with the ability to help shape and develop standards and gives them early access to these standards.

A GS1 IP Policy Resource Library has been created at <http://www.gs1.org/ip> with a wide range of information. On this site, you will find a wide range of information about what GS1 IP Policy means to you, how to opt-in to certain working groups only, how to opt-out from them in the future if you wish, and more.

4. GSMP Organisation

4.1. Governance Groups

Governance groups aid in the leadership and operation of GSMP. They provide advice to the Working Groups as well as ensure that the GSMP process is followed, work efforts are prioritized, and conflicts are resolved.

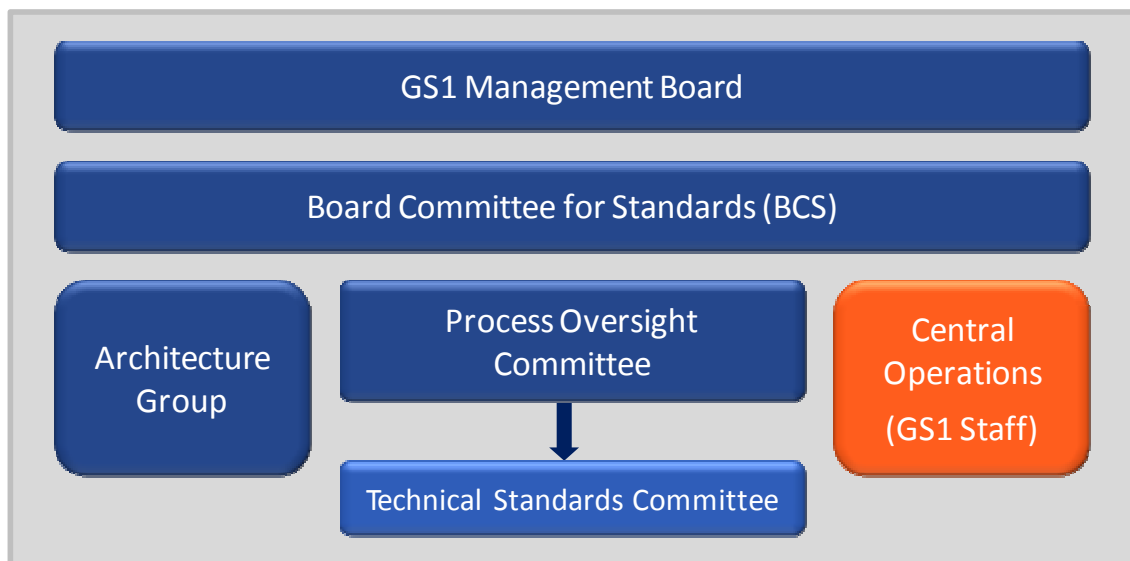
The Governance groups consist of the following committees:

- **GS1 Management Board:** Determines the global strategy for GS1, and ratifies changes to new or existing GS1 System standards
- **GS1 Board Committee for Standards (BCS):** Provides operational and strategic policy and guidance in support of the GSMP

The Governance Support groups consist of the following bodies:

- **Architecture Group:** Promotes and protects the technical integrity of the GS1 system by creating and maintaining the GS1 System architecture
- **Process Oversight Committee (POC):** Ensures that the GSMP is delivering standards that are critical to business needs with world-class efficiency
- **Technical Standards Committee (TSC):** A subcommittee of the POC, its mission is to ensure that GSMP is delivering technical standards that map to and address the requirements of the business community.
- **Central Operations:** Ensures day-to-day project management and resource allocation within the GSMP

Figure 4-1 Governance and Governance Support Groups



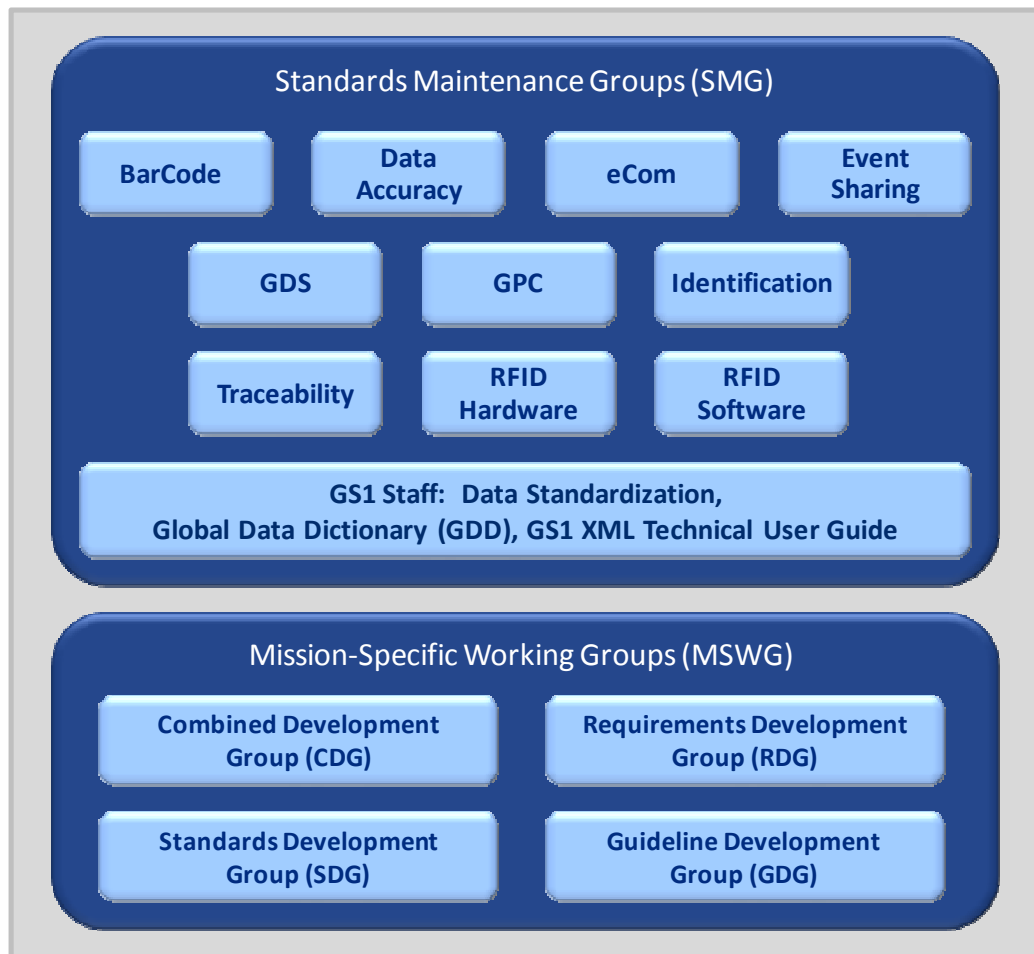
4.2. Working Groups

GSMP Working groups bring together users from all industries and from everywhere in the world to develop supply chain standards and implementation guidance.

Working Groups fall under one of the following types:

- **Standards Maintenance Groups (SMG):** Standing working groups composed of individuals with expertise specific to the business process and broad GS1 standards expertise
- **Mission-Specific Working Groups (MSWG):** Formed to work on Complex Change Requests or GSMP initiatives included in the GS1 Business Plan. These groups are closed upon completion of the solution. There are four types of Mission-Specific Working Groups:
 - **Combined Development Group (CDG):** Analyzes requirements and develops standards or guidelines
 - **Requirements Development Group (RDG):** Analyzes requirements
 - **Standards Development Group (SDG):** Develops standards
 - **Guideline Development Group (GDG):** Develops guidelines

Figure 4-2 Working Groups



4.3. Participation

The participants in GSMP are organisations (company or other recognised entity); each organisation is represented by one or more individual persons belonging to that organisation. There is no limit to the number of individuals from a single organisation that may participate. Each organisation, however, has only one vote, regardless of how many individuals representing that organisation participate in GSMP. Likewise, most GSMP process criteria pertaining to participation (for example, the minimum number of participants required for a Working Group to form) are measured by counting organisations, not individuals.

4.3.1. Participating Organization's Relationship to GS1

An organisation participating in GSMP falls into one of the following six categories, according to its relationship to the GS1 corporate structure:

- **GO** – The GS1 Global Office (GO)
- **MO** – A GS1 Member Organisation (MO)
- **MO Member** – A company or other organisation that is a member in good standing of one or more GS1 MOs. The criteria by which an organisation becomes an MO Member is determined by each individual MO.

- **GDSN Certified Data Pool** – A company that is certified as a GDSN Data Pool through the GDSN department of the GS1 Global Office. Though such companies may not be a member in good standing of any GS1 MO, they are accorded exactly the same rights of participation in GSMP as MO Members are.
- **MO Affiliate** – A company or other organisation that has a defined business relationship with an MO, but is not a member in good standing according to the MO’s criteria. MO Affiliates have limited ability to participate in GSMP. A typical example of an MO Affiliate is an industry group or trade association with which the MO maintains a liaison relationship.
- **GO Affiliate** – A company or other organisation that has a defined business relationship with the GS1 Global Office, but is not a member in good standing of any MO. GO Affiliates have limited ability to participate in GSMP. A typical example of a GO Affiliate is an international standards organisation or trade association with which GS1 maintains a liaison relationship.

4.3.2. Participating Organisation’s Elective Status in a Particular Working Group

An organisation becomes a member in good standing of an MO when it fulfils the membership criteria established by that MO. Likewise, an organisation becomes a GDSN Certified Data Pool when it fulfils the conditions established by the GS1 Global Office. Either of these actions by itself, however, does not confer on the organisation any right to participate in GSMP. To participate in GSMP, the organisation must make additional choices as described below.

Some GS1 MOs create “expert groups” to which the MO’s members may belong. If an MO Member belongs to an expert group, and does not join GSMP as defined below, the MO Member does not participate in GSMP.

Members of MO local expert or working groups may join GSMP through the Local Community Network Process (LCNP) if it is available in their country (or they can join GSMP directly). The purpose of the LCNP is to provide communication between local communities and the global community of GSMP. In particular, the Global Agenda of the LCNP provides a convenient way for organisations to link to comments and votes to the GSMP Working Groups without having to join and participate directly in the Working Group. An organisation may Opt-In to and join a specific Working Group, and also participate in the LCNP. In that case, the organisation has all of the rights (including voting) that come with being a GSMP and/or Working Group member. See Section [4.5](#) for a description of the LCNP Global Agenda process.

An MO, MO Member, or GDSN Certified Data Pool may choose to join GSMP. As a condition of joining GSMP, the MO, MO Member, or GDSN Certified Data Pool must sign the GS1 IP Policy. Joining GSMP gives the organisation rights to participate in community review stages of the GSMP process. It also gives the organisation the right to Opt-In and or join a Working group as described below.

An MO, MO Member, or GDSN Certified Data Pool that has joined GSMP may elect to “opt in” to a particular GSMP Working Group, as “opt in” is defined by the GS1 IP Policy. Opting-in to a Working Group grants certain rights to access the work in progress of the Working Group, as well as the right to join the Working Group, in exchange for certain obligations with respect to the organisation’s intellectual property that pertains to the output of the Working Group. Opting-in is a condition for joining a Working Group, so any organisation that has explicitly joined a particular Working Group has necessarily opted-in to that Working Group. It is also possible to Opt-In without becoming a member of the Working Group.

If an MO, MO Member, or GDSN Certified Data Pool has joined GSMP and opted-in to a specific Working Group, one or more individuals who represent that organisation may join the Working Group. When an individual joins the Working Group, the individual is added to the membership roster of the Working Group, is put on the Working Group community room e-mail list, and is expected to attend Working Group meetings. It also gives the right to the individual to cast a vote on behalf of his or her organisation during Working Group votes (if two more individuals from the same organisation join a Working Group, only one vote will be counted on behalf of that organisation).

It should be noted that the choice to participate in the LCNP, the choice to join GSMP and the choice to Opt-In to a Working Group are choices made by an *organisation*, while the choice to join a Working Group is a choice made by an *individual* representative of an organisation. As a matter of terminology, however, one can say that an organisation has joined a Working Group if it has one or more representatives who have joined.

The choices described above may be summarised by saying that an organisation falls into one of the following six categories with respect to a given GSMP Working Group:

- **GSMP WG Member** – An organisation having one or more individual representatives that have joined the Working Group. As a condition for joining, the organisation has also joined GSMP, signed the GS1 IP Policy, and opted-in to the Working Group.
- **Opted-In GSMP Member** – An organisation that has opted-in to the Working Group, but has not joined the Working Group. The organisation has joined GSMP, signed the GS1 IP Policy, and opted-in to the working group, but has not joined the working group (or previously joined and then withdrew).
- **Non-opted-in GSMP Member** – An organisation that has joined GSMP and therefore signed the GS1 IP Policy, but has not opted-in to the Working Group (or was previously opted-in and then opted out). The organisation has necessarily not joined the Working Group, since opting-in is a condition for joining any Working Group.
- **MO Expert Group Member, non-GSMP Member** – An organisation that has not joined GSMP, and therefore has not signed the IP Policy or opted-in or joined the Working Group, but is a member of an MO Expert Group.
- **LCNP Member** – A local organisation that has signed the IP Policy and participates in an MO-organised Local Community Network Process (LCNP). Note that an organisation falling into any of the GSMP Member categories above may also participate in the LCNP.
- **Other non-GSMP Member** – An MO Member, GDSN Certified Data Pool, MO Affiliate, or GO Affiliate that does not fall into one of the above five categories.

The description above applies to an MO, MO Member, and GDSN Certified Data Pool. Other types of participants as defined in Section [4.3.1](#) may also be put into the same categories, as follows:

- **Global Office (GO)** – By definition, the GS1 Global Office is considered to belong to GSMP and to be opted-in to every Working Group. The GS1 Global Office also provides a facilitator to every Working Group. Therefore, the GO falls into the “GSMP WG Member” for every Working Group. The other five categories do not apply to the GO.
- **MO Affiliate or GO Affiliate** – By definition, an MO Affiliate or GO Affiliate is not a member in- good standing of an MO and therefore has not joined GSMP. But it may be part of an MO Expert Group. Therefore, an MO Affiliate or GO Affiliate may only fall into one of the latter three categories (the non-GSMP Member categories).

4.3.3. Participating Organization’s Role in the Community

MO Members, MO Affiliates, and GO Affiliates may be further categorized according to the role they play within the overall community. Such categorizations include:

- **End Users** – Companies and other organizations that make use of components of the GS1 System (especially GS1 Standards) to conduct their business. End Users may be further categorized according to their business role, often according to their place within a supply chain. Examples of such further categorizations include:
 - Retailer
 - Distributor
 - Supplier

- Hospital
- Third Party Logistics Provider
- Public Institution

There may be other categories as well. Such categories may also be qualified by industry; for example, *Consumer Packaged Goods Retailer*, *Pharmaceutical Distributor*, and so on.

- **Solution Providers** – Companies and other organizations that offer products and services to end users that help end users implement components of the GS1 System (especially GS1 Standards). Solution Providers may be further categorized according to the product or service they offer. Examples of such further categorizations include:
 - Hardware Vendor
 - Software Vendor
 - Systems Integrator
 - Consultant
 - Certified Data Pool

There may be other categories as well.

- Auto-ID Labs
- Other Standards Development Organization (SDO)

Unlike the categorisations defined in Sections [4.3.1](#) and [4.3.2](#), the above categories are not mutually exclusive. For example, there are several companies that are simultaneously Solution Providers (for example, they sell bar code scanners to End Users) and End Users (they also sell consumer products and thereby make use of Global Trade Identification Number (GTIN) and related GS1 Standards). Each company identifies itself with one of the categories above when it establishes its membership with its MO, but it cannot be assumed that they do not have interests aligned with other categories as well.

For this reason, a fundamental principle of GSMP is that an organisation's categorisation as a user company or solution provider *never* affects any aspect of the organisation's right to participate in GSMP. In particular, user companies and solution providers have equal rights to participate in Working Groups and to vote. The only way in which the categorisation of user companies and solution provider (and their sub-categorisations) manifest themselves in the GSMP process is in the definition of the minimum required participation in certain working groups and voting situations. These are designed to ensure that there is adequate minimum representation of different community viewpoints, but never act to exclude any organisation from any part of the process.

4.4. Voting

GS1 Standards, Guidelines, Solutions, and Services are intended to meet global needs and reflect a broad consensus of the GS1 community. All GSMP Working Groups are subject to minimum requirements for ongoing participation in work efforts as well as minimum participation in process stage votes, in order to ensure that a suitable cross-section of the community is involved in the output. Failure to meet minimum participation requirements results in remedial actions designed to restore participation, or else change course to reflect a change in community interest in and support for a work effort.

The participation and voting minimums for a specific GSMP Working Group are spelled out in the Working Group Charter.

Normally, the minimums take the following form:

- A minimum of 12 organisations must participate. Only organisations eligible to vote count toward the minimum requirement; that is, only MOs, MO Members, and GDSN Certified Data Pools count toward the 12 organisation minimum. Each organisation counts only once toward meeting the minimum, regardless of how many individual representatives of an organisation participate.
- In addition to the minimum number of organisations specified above, a minimum balance of different participant roles (Section [4.3.3](#)) must be achieved. This is informally referred to as the “2-2-2” rule. Among the participating organisations, the following must be present:
 - At least two MOs (For GDSN, Data Accuracy, and GPC standards, GDSN Certified Data Pools are counted towards the MO minimum)
 - At least two End Users from one side of the relevant trading relationship
 - At least two End Users from the other side of the relevant trading relationship
- The Charter for a specific working group may specify some number other than 12, provided that justification is given in the Charter and the Process Oversight Committee (POC) approves.

The Working Group Charter must specify what the “sides of the relevant trading relationship” are for that Working Group and for some work efforts there may not be two sides (deviations from the 2-2-2 12 rule, must be approved by the POC). For example, if a Working Group is Chartered to develop an eCom message expected to be exchanged between suppliers and customers, then the charter would specify a minimum of two supplier user company organisations and a minimum of two customer user company organisations.

- For a Mission-Specific Working Group, at least two organisations from each “related” SMG must participate.

The requirements above are *not* cumulative. That is, the same organisations that count toward the “2-2-2” rule also count toward the minimum 12 organisations, and the same organisations that count towards the “related SMG” rule may also count towards the other rules.

The “2-2-2” rule is intended to be flexible enough to accommodate different kinds of standards efforts provided that the overall goal of balance is still met. For example, if a given work effort affects user companies falling into *three* distinct trading roles, then the Charter for that Working Group should specify at least two End Users from each of the three roles (e.g., in the Pharmaceutical industry, this might be Manufacturer, Distributor, Pharmacy). In that example, the rule would be “2-2-2-2” rather than “2-2-2”.

In certain circumstances, there may be a clear need to identify Solution Providers as part of the balance rule. For example, a Working Group developing a technical standard such as an RFID air interface protocol might not distinguish user companies roles, but may distinguish solution provider roles; e.g., it may require just two user companies of any type, and additionally require two RFID tag vendors and two RFID reader vendors. The Charter should clearly specify what roles are required.

4.5. Local Community Network Process (LCNP)

The Local Community Network Process (LCNP) is a family of programs that are organised by GS1 Member Organisations at the local level to offer services to their local community. This manual describes the LCNP Global Agenda Process.

The LCNP Global Agenda Process provides an opportunity for user companies who do not already participate in the Global Standards Management Process (GSMP) or trading partners who participate globally and in their local groups to become engaged in the GSMP supply chain practices by working within their GS1 Member Organisation (MO). The LCN offers participating MOs a chance to influence GSMP standards creation. Under this concept, geographic or country-specific groups within an MO

participate in community reviews and eBallots of the Standards Maintenance Groups (SMG) and Mission-Specific Working Groups (MSWG). The result is that the GSMP Standards are truly global and regionally accepted because time and language no longer impede global participation.

The goals of LCN are:

- Bring truly global participation, “real time” in the development process
- Facilitate the involvement of Subject Matter Experts (SME) and understand local implications and local issues
- Encourage participation from more business experts
- Eliminate the barriers of time and geography by functioning more effectively and efficiently
- Enhance the legitimacy of standards
- Improve the quality of the standards and hence the profitability of member companies
- Increase the usefulness of the standards for current and potential users by accelerating the implementation of the standard

GSMP Working Groups’ Interaction with the LCNP Global Agenda

GSMP provides access to Working Group community reviews and eBallots to LCNP. A GSMP Working Group may also solicit feedback from LCNP to aid in the resolution of comments received from the GSMP during requirements analysis (GSMP Step 2), during development of a GS1 Standard or GS1 Guideline (GSMP Step 3) and during creation of deployment support materials (GSMP Step 4) via an on-line survey.

IP Considerations for LCNP

Many organisations that participate in the LCNP Global Agenda process choose not to Opt-In to GSMP Working Groups. Such organisations must participate in LCNP via a framework that ensures the goals of the GS1 IP Framework are met.

After a GSMP Working Group prepares questions for the LCNP, they are reviewed by GS1 legal staff to ensure that the questions do not disclose information that may not be shared outside the GSMP Working Group membership. GS1 legal staff will provide guidelines to GSMP Working Groups to assist them in preparing LCNP questions that meet this criterion.

LCNP Global Agenda

The GSMP Staff provides the MO Staff with a consolidated list of LCNP GSMP work in progress, questions, community review links and eBallot links using the Global Agenda. The MO Staff works through the Global Agenda items with their members and facilitates their member’s participation. The GSMP Staff supports the LCNP with leadership, tools and LCNP Community Room access. The GSMP Staff organizes monthly Global Agenda meetings. The GSMP Staff aligns Global Agenda meetings with global group meetings to allow for LCNP survey responses to be provided in a timely, relevant manner.

Members who choose to Join GSMP and Participate in the LCNP Global Agenda Process

An organisation may choose to join GSMP and/or Opt-In to a GSMP Working Group *and* participate via the LCNP Global Agenda Process. In that case, the organisation has all of the rights according to its status as a GSMP member and/or opted-in Working Group member, *and* may provide feedback to LCNP Global Agenda questions.

5. The GSMP Process

Creating or enhancing a standard is similar to producing an automobile on the assembly line. Before the car ends up on the showroom floor, it goes through a number of steps in a thorough process. Delivering in an open, global, collaborative environment requires a methodology that guarantees a robust, stable and timely solution at the end of the “production chain”.

The GSMP provides a comprehensive set of methods and rules allowing the user community and affected industry groups to submit their needs and lead in the creation of globally agreed standards and guidelines.

The GSMP Process Consists of Four Key Steps:



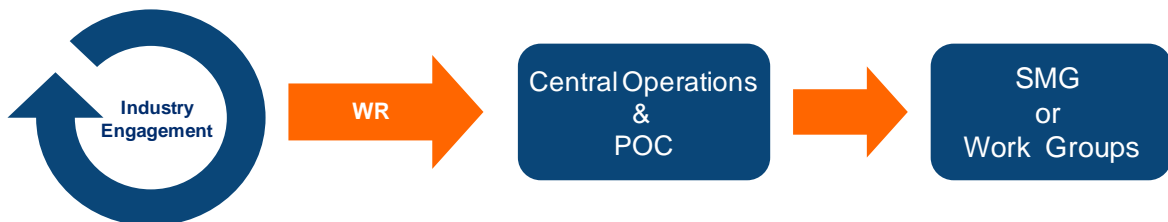
5.1. Step 1: Statement of Business Need

In conjunction with Industry Engagement, Step 1 assures correct priorities, a commitment to resource development and implementation, and a clear scope to provide swift resolution.

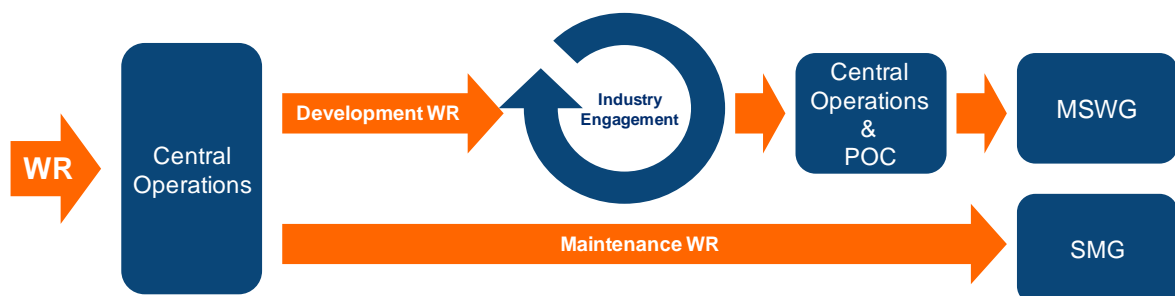
Work Requests (WR), the entry point into the GSMP process, are submitted by the community to request new standards or modify existing standards. **Maintenance** WRs are directly routed to SMGs, **Development** WRs are routed to Industry Engagement (IE) for review – then on to a Work Group.

There are two entry points into Step 1:

1. Work Requests created by Industry Engagement.



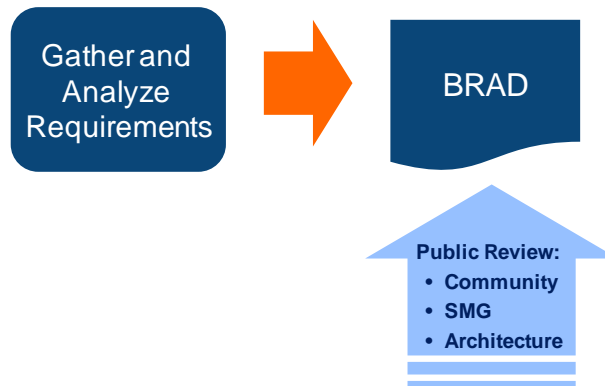
2. Work Requests created by other groups or individuals. Depending on the nature of the request, it may be routed back to Industry Engagement.



5.2. Step 2: Requirements Analysis

Step 2 is the most critical step of user engagement. It harmonizes requirements across all types of standards. A Business Requirements Analysis Document (BRAD) contains detailed industry “needs” to assure the solution addresses the industry problem

Figure 5-1 GSMP Step 2



5.3. Step 3: System Development

Step 3 is where the standard is developed with a methodology that guarantees a robust, stable and timely solution at the end of the production chain. In this step, an opportunity for prototyping (if necessary) exists as well.

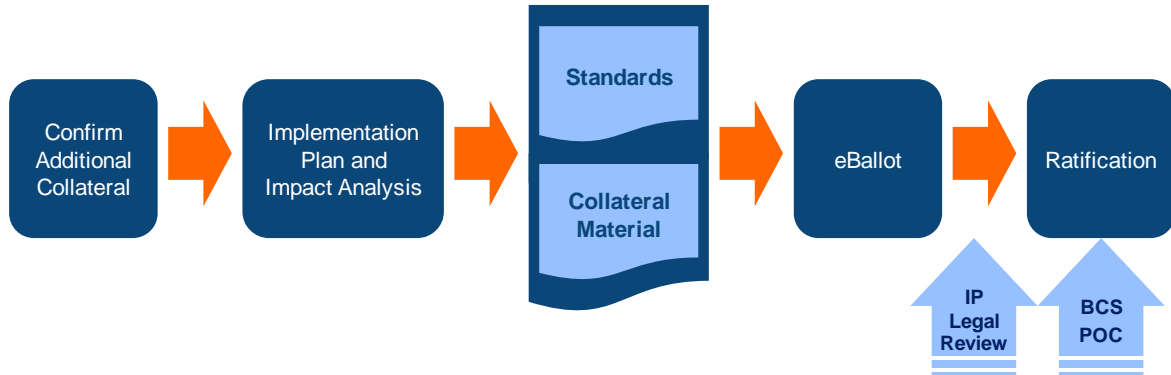
Figure 5-2 GSMP Step 3



Note: GDSN works with the community to develop adoption and implementation plans that are separate and distinct from the standards development process

5.4. Step 4: Deployment

Step 4 assures that user's needs are met, and that the standard is ready to go to market. Standards are part of a “full package” delivery to the community – which includes collateral material such as Implementation Guidance, Webinars, Training, Newsletters, or Bulletins. Ratification by the BCS and the POC assures adherence to GS1 operational and strategic procedures.



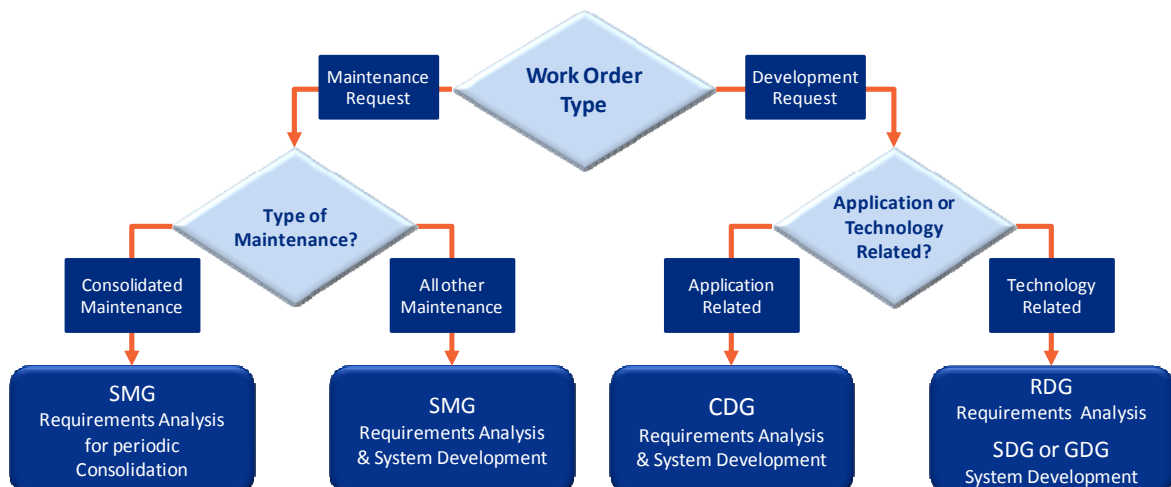
6. GSMP Work Requests and Work Orders

Work Requests (WR), the entry point into the GSMP process, are submitted by the community to request new standards or modify existing standards.

A Work Request becomes a Work Order (WO) when work is initiated in GSMP Step 1. As noted below, some Work Orders are also created prior to GSMP Step 3. A Work Order defines the scope of a specific work activity to be undertaken by a GSMP Working Group, and signifies that resources are committed to its completion.

Work Orders are categorized as one of the following:

- **Maintenance Request** - When a Work Order relates mainly to the maintenance of an existing standard or guideline, it is typically categorised as a Maintenance Request and assigned to a Standards Maintenance Group
- **Development Request** - When a Work Order relates mainly to the development of new capabilities as opposed to maintenance or extremely small enhancements, it is typically categorised as a Development Request.



7. Insights from the GS1 Community

"The changes outlined in the OE program are particularly important for our industry as they emphasize the importance of the close collaboration with the industry to further enhance our processes through the deployment of GS1 standards, services and solutions. These changes will also provide excellent opportunities to benefit from the collective knowledge and skills of the GS1 community while reducing the need for us to contribute through multiple work streams."

Dr. Gerd Wolfram,
Head of CIO-Office, METRO AG,
GS1 Board Committee for Standards Member
EPCglobal Board Member, GDSN Board Member

"GS1's efforts to streamline standards development through a new integrated organization are laudable. They have engaged all types of community members, from end users to solution providers, and through a collaborative process they are shaping a new GS1 that will better serve the community."

Steve Winkler
SAP

"The OE project is an essential evolution in progress and innovation for GS1. The Board Committee for Standards (BCS) is committed to the success of this project and to ensuring that it results in a truly integrated, robust standards development process encompassing all GS1 standards and technologies."

Maria Palazzolo,
CEO GS1 Australia
GS1 BCS Co-Chair

"Winston Churchill's quote "We shape the buildings and then they shape us" is very appropriate for the process that GS1 is going through today. The integration of the breakthrough thinking that generated the EPC Tag and EPCglobal Network Standards with the GS1 System GSMP will deliver a World Class Standards Engine that Global Users and Country Based Users will be proud of for years to come. The completion of the Standards Process Integration will mark the end of the beginning of a new chapter for GS1 System adoption throughout the world."

N. Arthur Smith,
President GS1 Canada
Board Committee for Standards Member