



**GS1 Global Standards Management
Process (GSMP)
Management Level Quarterly Review**
Summary of GSMP Activities:
Year-end 2012



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1. Publications

GSMP provides a comprehensive set of methods and rules allowing the GS1 Community and affected industry groups to submit their needs and lead in the creation of globally agreed standards and guidelines.

1.1. Key achievements this quarter

New Standards

- **Federated Object Name Service (FONS) Standard:** allows Member Organisations (MOs) to provide a service for users to find the pointer to databases for a class of products.
- **eCom Intelligent Packaging Standard:** enables packaging information communication between manufacturers and print/artwork vendors.
- **Trusted Source of Data (TSD) Standard:** defines the data and interfaces for Data Aggregators to provide product data to Internet Applications across the globe using the Trusted Source of Data (TSD) framework.

Updates to Standards

- **Data Accuracy Standard Updates:** additions to Package Measurement Rules for tools and Modified tolerances for very small and light weight non-consumer trade items.
- **eCom Standard updates (enhancements to product identification and order status):**
 - New Batch Number & Expiry date discrepancy codes
 - New code to identify Incoterms 2010
 - New qualifier for administrative reference code assigned by Customs for excise goods
 - Clarifications in the extended packaging Application Identifier (AI)
 - New code in the Order Response message for goods in transit
 - New codes for the use of Item Description in Receiving Advice
 - New codes for International Bank Account Number (IBAN)
- **General Specifications Change Notices (GSCN):**
 - Bring the Data Title in line with the other AIs in the General Specification
 - Aligned symbol height specifications between the GS1 General Specifications and ISO/IEC 15420 for EAN/UPC and other linear symbols
 - Specify that the Global Trade Item Number (GTIN) will change when the primary brand changes
 - Added capability to identify local region of origin for fresh foods
 - Update Global Coupon Number standard formatting to align with the GS1 General Specification
 - Correct an error in a previously-approved GSCN regarding bar codes approved for use at point-of-sale
- **Traceability and Event Sharing Standard Update:** incorporates the product recall process into the Global Traceability Standard.

Guidelines

- **Starting & Managing a GS1 Bar Code Verification Service Guideline:** provides guidance on how to establish/maintain a GS1 Bar Code Verification Service based upon MO experience
- **Verification Process Implementation Guideline:** procedures to help ensure GS1 BarCodes are verified consistently

1.2. Calendar year's key achievements previously reported

New Standards

Global Product Recall Standard: Serves as a common-sense blueprint enabling supply chain stakeholders to implement more effective product recall processes and notifications (Jun).

Updates to Standards

Global Data Synchronisation (GDS) Maintenance Release 5 Version 2: Updates to validation rules, common library, Fast Moving Consumer Goods (FMCG) extensions, price synchronisation, chemical ingredients, books, publications, food and beverage, hard lines, office supplies, regulatory compliance, HVAC and plumbing (Mar).

Global Product Classification (GPC) January 2012 Publication: New bricks to expand classification in digital media, cereal, wine and beer, fresh foods, automotive lights, bulk containers, foot care, and personal intimacy (Feb).

Global Product Classification (GPC) June 2012 Publication: New bricks expand classification in vegetables, vegetable juice, citrus fruits, caulking guns, cleaning products, vitamins/minerals, baby/infant specialized foods, bread, beauty, personal care, hygiene, plumbing,/HVAC, and tyre rim sizes (Sep).

GS1 General Specification New Version: A large number of changes to broaden the GS1 standards to support the fresh foods sector, B2C extended packaging, electricity supply market, and the finance industry (Feb).

General Specifications Change Notices (GSCN):

- **2D Symbol Verification:** Enables 2D verification and provides a template for industry usage. This guidance will lead to better implementations, while at the same time it will provide a single interface for users to understand and improve 2D symbols (Sep).
- **AI Data Titles:** Suggested manual use case practice for the identification of dates and date types including the use of current ISO date expression structure and short form representations of the date types based on current industry practices (Jun).
- **Alignment of the General Specifications with the ISO/IEC technology standard for the EAN/UPC symbology:** Enables verification solution providers to refer to the General Specifications for additional grading criteria (Sep).
- **Allowable Character Set:** Updates what characters are allowed for encoding in GS1 BarCodes (Jun).
- **Application Identifiers (AIs) that start with '7' changes:** Corrects potentially misleading text to ensure that there are no restrictions for AIs that start with a '7' (Sep).
- **Databar - Symbol Specification Tables for use of GS1 DataBar in General Distribution updates:** Updates to the Symbol Specification Tables to provide clarity around the use of GS1 DataBar in General Distribution supporting the GS1 DataBar 2014 message "open for all trade items" (Jun).

- **DataBar Symbols updates:** When too much data is encoded in some GS1 DataBar Symbols, the resulting symbol may be bigger than what can be captured by some scanners. These changes record the constraints needed for printing sizes and permissible scan length/area enable all scanners to capture the encoded data (Sep).
- **Day of the Month:** Provides clear and consistent guidance on the interpretation of the day of the month when business needs do not require the identification of a specific day in the date field and zeros are used for the date field (Jun).
- **Digital Coupon Management Standard:** Provides business partners with a common basis for creating a secure and reliable process for managing digital coupons (Jun).
- **Conformance updates and appendix:** Clarifies language in the GS1 General Specification around bar code conformance, measurement tolerances for conformance and the conformance appendix (Jun).
- **Global Coupon Number (AI 255):** Approval of a new key for coupons which can be used globally and serialised (Jun).
- **Global Verification Template clarification:** Provides clarity to the GS1 BarCode Verification Template (Jun).
- **Global Returnable Asset Identifier (GRAI) for ordering – clarification of use:** Addresses and corrects misleading statements on the use of GRAI for ordering: a GTIN is required for ordering (Jun).
- **Managing Multiple Bar Codes (MMBC) Use Case 3 and 4:** Addresses the use case for managing multiple bar codes in general retail at point-of-sale and the use case for managing multiple bar codes in healthcare at point-of-sale and point-of-care (Jun).
- **National Healthcare Reimbursement Number (NHRN):** An increasing number of countries are now pursuing initiatives to improve patient safety, prevent counterfeits, implement track/trace, and build national registries for healthcare items. Product identification is a core requirement, foundational for these initiatives. In some countries, there are national numbering schemes for pharmaceutical product identification used to facilitate reimbursement processes and that are embedded within regional IT systems and business processes and legislation. These numbering schemes present challenges to move to global identification via GTIN use. To address global supply chain partner business needs for application of national numbers, a new GS1 Application Identifier for use with national numbers, the “National Healthcare Reimbursement Number” (NHRN) Application Identifier (AI) was created. This AI, makes it possible to associate the national number with the GTIN in a GS1 compliant way, allowing a GTIN and national number to be held in the same bar code symbol (Mar).
- **Packaging Components Identification (PCID):** Addresses the use case where a GTIN and GTIN attribute are used by consumer trade item brand owners to ensure the proper association of packaging components during production of a finished consumer trade item (Jun).
- **Patient and Caregiver Identification:** Provides a global standard for the identification of a patient (subject of care) and a caregiver (individual provider) using automatic identification and data capture (AIDC) at the delivery of care to assure patient safety (Jun).

GS1 XML Major Release Standard Version 3.0: Improvements include new Transport & Logistics Business Message Standards, new Product Recall Business Message Standards and enhancement of existing GS1 XML messages and simplified XML (Mar).

Guidelines

Bar code - Electronic Product Code (EPC) Interoperability Guideline: Explains how to achieve interoperability between data carriers, specifically bar codes and RFID tags. This includes reading, decoding, conveying data between bar codes and EPCs as well as the correlation of ERP or database records with GS1 keys stored in EPCIS (Sep).

Global Data Synchronisation Network (GDSN) Trade Item Implementation Guide, Issue 17: New implementation guidance for tax information; dates; regulatory compliance; and mergers, acquisitions, and divestitures (Mar).

Global Data Synchronisation Network (GDSN) Trade Item Implementation Guide, Issue 18: This document supports the GDSN 2.8 Maintenance Release and includes new implementation guidance for Repeatability of Extensions (Sep).

Deployment Support Deliverables

Functional User Guide GS1 XML eCom Major Release 3.0: Deployment Support Deliverables for GS1 eCom XML 3,0 (Sep).

Standard Business Document Header (SBDH) Technical Implementation User Guide: Deployment Support Deliverable for Standard Business Document Header (SBDH) (Sep).

Transport Management Implementation Guide: Deployment support deliverable for Transport Instruction & Response Message (LIM 1 phase) (Sep).

2. Work in progress

2.1. Work Request activity

Fifty-eight (58) new Work Requests have been entered this quarter. Work Requests are entered for new standards or modifications to existing standards. The number of Work Requests are reported in several ways:

of Work Request submitted for each GS1 Standard

Standard	2009	2010	2011	2012
Automatic Identification Data Capture (AIDC) *	25	31	25	45
Data Accuracy	5	5	0	3
eCom	63	46	50	64
EPCglobal	3	2	7	7
EPCglobal (former process)		21		
Global Data Synchronisation	75	119	95	144
Global Product Classification	15	33	62	53
Global Traceability Standard	4	2	1	2
Trusted Source of Data				1
Other	2	4	7	14
Total	192	263	247	333

* includes Bar codes, Identification

2012 Year-end summary:

Three hundred thirty-three (333) Work Requests were entered for the year 2012, a 34% increase over 2011. Standard areas that experienced a significant increase in submissions are:

- AIDC 84%
- eCom 28%
- Global Data Synchronisation 52%

of Work Requests categorized as maintenance or development

Category	2009	2010	2011	2012
Maintenance	158	220	220	298
Development	34	43	23	16
In Analysis	0	0	4	5
Other				14
Total	192	263	247	333

of requests entered by region

Regional Input	2009	2010	2011	2012
Americas	76	115	101	92
Asia Pacific	7	35	14	20
Middle East & Africa	0	1	0	0
Europe	109	112	132	221
Total	192	263	247	333

* Find the GS1 regional country list [here](#)

of requests entered by member type

Member Type Input	2009	2010	2011	2012
Member Organisation	123	164	155	211
User	15	26	22	29
Solution Provider/Data Pool	16	23	48	65
Other	38	50	22	28
Total	192	263	247	333

2.2. GSMP Working Groups

GSMP Working Groups are responsible for carrying out GS1 System development, developing GS1 Standards, GS1 Guidelines, and other deliverables that support their deployment. Consistent with the principles of openness and community development, all GSMP Working Groups are open to all GSMP members. There are two kinds of GSMP Working Groups:

Standards Maintenance Groups (SMG): SMGs have indefinite lifetime, are responsible for the ongoing maintenance and enhancement of one or more existing GS1 Standards or GS1 Guidelines.

Mission-specific Working Groups (MSWG): MSWGs are formed to do a specific piece of work as described in its Charter, and which disbands when the work is complete. Mission-Specific Working Groups are created for most work efforts of substantial scope.

2.2.1. GSMP Working Groups overview

Year-end Summary

- Six (6) Call to Actions for new MSWG's were issued this year, zero this quarter
- Fourteen (14) groups were closed this year, three this quarter

Working Group status at year-end 2012

- Five (5) Standards Maintenance Groups (SMGs) are active, 1 awaits participants, 1 awaits work requests
- Seven (7) Mission-specific Working Groups (MSWGs) are active*, 2 await participants, 1 is on hold

* Note: EPCIS 1.1 & Core Business Vocabulary MSWG was approved by the Process Oversight Committee to start work prior to reaching participation requirements. Participation requirements must be met before work progresses to the next step.

- No MSWG call-to-actions were issued this quarter
- Three (3) MSWGs were closed or cancelled this quarter
 - Discovery Service
 - Multiple Barcodes Guideline
 - Tag Data Standard (TDS) 1.7
- Two groups were reported closed last quarter and remain on the project overview below:
 - eCom Intelligent Packaging
 - Federated Object Naming Service (ONS)


Note: Trusted Source of Data MSWG has received additional work, the group will remain open

2.2.2. Development projects overview at year end

GSMP Strategic Projects (*OGSM)	Target	Step 1	Step 1B	Step 2	Step 3	Step 4
		Business Need Identified	Group Formed	Requirements Identified	Standard in Development	Deployment Materials
AIDC Healthcare Application Standard Updates	Sep '13	[Progress bar from Step 1 to Step 2]				
B2C Trusted Source of Data *	Dec '12	[Progress bar from Step 1 to Step 4]				
Components & Parts *	Nov '12	[Progress bar from Step 1 to Step 4]				
Discovery Services	Dec '11	[Progress bar from Step 1 to Step 4]				
eCom Intelligent Packaging	Sep '12	[Progress bar from Step 1 to Step 4]				
eCom Logistics Standards *	Jun '13	[Progress bar from Step 1 to Step 3]				
EPCIS Core Business Vocabulary *	Jun '13	[Progress bar from Step 1 to Step 2]				
EPCglobal Federated ONS *	Jun '12	[Progress bar from Step 1 to Step 4]				
EPC Tag Data 1.7 *	Jun '13	[Progress bar from Step 1 to Step 4]				
EPC UHF Air Interface 1&2 *	Jun '13	[Progress bar from Step 1 to Step 3]				
GDS GPP Sustainability *	Jun '13	[Progress bar from Step 1 to Step 3]				
GDS Major Release 3	Jun '13	[Progress bar from Step 1 to Step 3]				
GDS Key Validation	on-hold	[Progress bar from Step 1 to Step 1B]				
Level Below Each *	Jun '13	[Progress bar from Step 1 to Step 3]				
Multiple Barcodes Guideline	TBD	[Progress bar from Step 1 to Step 1B]				
Pedigree Security, Choreography and Checkina Service *	Jun '13	[Progress bar from Step 1 to Step 2]				

Legend:

- No known issues
- Minor Risk/ - 10% behind sched.
- Significant risk/ - 10% + behind sched.
- Project cancelled
- Project complete

 Development

2.2.2.1. Development projects risks and issues

- **AIDC Healthcare Application Standard Updates:** the status of US Unique Device Identification (UDI) rule may impact the team’s ability to define a solution. GS1 will continue to engage the US Federal Drug Administration (US FDA) representative to ensure alignment. Some work items are delayed; to accelerate work, sub-teams were formed.
- **Components & Parts:** in ratification by the GS1 Management Board.
- **Discovery Services:** this group was to create the solution for requirements created by a former EPC groups. The group did not meet participation requirements. The group has been closed. The requirements can be used in other groups developing standards solutions
- **EPCIS 1.1 & Core Business Vocabulary:** minimum participation has not been met and is required prior to Business Requirements Analysis Document (BRAD) community review.
- **EPC Tag Data & Translation Standard 1.7:** group has not reached minimum participation. The group will be cancelled and work will be redirected to another group.
- **EPC UHF Air Interface 1 & 2:** timeline may be impacted if prototype testing is necessary. Assumes intellectual property (IP) review results in no declarations and community comments do not impact SHALL (mandatory) statements.
- **GDS Sustainability Metrics Global Packaging:** pending IP contributions from The Consumer Goods Forum companies.
- **Multiple Barcodes Guideline:** group has not reached minimum participation, the work group is cancelled. The work request will be routed to the Identification SMG.
- **Pedigree Security, Choreography & Checking Service:** maintaining active and balanced participation and focused work direction (scope) is a challenge. Requirements were delayed due to IP clearance from prior work groups.

2.2.3. GSMP development Working Group scorecards

Project level scorecards are provided for each development working group in GSMP. They include project description, risks, milestones, accomplishments and status. Monthly updates are available by the 7th day of the month, on our GSMP InSight webpage at www.gs1.org/gsmg/scorecards.

2.2.4. Standards Maintenance Groups (SMGs) Operating

Group name	Call-to-action date	Group status
1. Bar Codes	15 Apr 2010	On hiatus (no WR)
2. Data Accuracy	15 Apr 2010	Working
3. eCom	15 Apr 2010	Working
4. Global Data Synchronisation (GDS)	15 Apr 2010	Working
5. Global Product Classification (GPC)	15 Apr 2010	Working
6. Identification	15 Apr 2010	Working
7. Traceability and Event Sharing	26 May 2011	Waiting for participants

2.2.5. Mission Specific Working Groups (MSWGs) Operating

Group name	Call-to-action date	Group status
1. AIDC Healthcare Application Standard Updates	23 Feb 2012	Working
2. B2C Trusted Source of Data (TSD)	2 Dec 2011	Working
3. eCom Logistics Standards	23 Jun 2011	Working
4. EPC Information Service (EPCIS) 1.1 and Core Business Vocabulary (CBV)	10 Jun 2012	Group formed but minimum participation must be met before work progresses
5. GDS Key Validation	23 Feb 2012	On hold
6. GDS-GPP Sustainability	10 Jun 2012	Waiting for IP contribution and participants
7. GDS Major Release 3	28 Jul 2011	Working
8. Level Below The Each (Unit Dose)	26 May 2011	Working
9. Pedigree Security, Choreography and Checking service	16 Aug 2012	Working
10. UHF Air Interface 1 and 2	Transitioned from EPC	Working

2.2.6. Working Groups call-to-actions issued in 2012 (6)

Note: No call-to-actions were issued this quarter

Group name	Call-to-action date	Group status
1. AIDC Healthcare Application Standard Updates	23 Feb 2012	Working
2. EPC Information Service (EPCIS) 1.1 and Core Business Vocabulary (CBV)	10 Jun 2012	Group formed but minimum participation must be met before work progresses
3. GDS-GPP Sustainability	10 Jun 2012	Waiting for participants
4. GDS Key Validation	23-Feb-2012	On hold
5. Managing Multiple Bar Codes Guideline	31 May 2012	Waiting for participants
6. Pedigree Security, Choreography and Checking service	16 Aug 2012	Working

2.2.7. Groups closed or cancelled in 2012 (14)

Group name	Quarter Closed	End state
1. B2C Digital Coupon	Q2	Work complete
2. Barcode EPC Implementation Guideline MSWG	Q3	Work complete
3. Discovery Service	Q4	Group cancelled Participation
4. eCom Intelligent Packaging MSWG	Q3	Work complete
5. Federated Object Name Service (FONS) MSWG	Q3	Work complete
6. Managing Multiple Barcodes	Q1	Work complete former GSMP
7. Multiple Barcodes Guideline	Q4	Group cancelled Participation
8. National Healthcare Reimbursement Number	Q1	Work complete
9. Network Centric ePedigree (NCeP) Joint Requirements Group (former EPCglobal process)	Q1	Work complete in former GSMP
10. Patient & Care Giver Identification (former GSMP process)	Q1	Work complete in former GSMP
11. Product Recall (former GSMP process)	Q1	Work complete in former GSMP
12. RFID Software SMG	Q1	Group cancelled Participation
13. Tag Data Standard (TDS) 1.7	Q4	Group cancelled Participation
14. Traceability in Healthcare II (former GSMP process)	Q1	Work complete in former GSMP

2.2.8. Work Request aging report

One hundred-twenty (120) Work Requests are open as of 30 December 2012. Eleven (11) are process change notifications and are not reflected below

Days open	Under 100	100-200	200-500	Over 500
In Analysis	5	0	0	0
GSMP Maintenance	51	29	10	3
GSMP Development	1	2	7	8
Industry Engagement	2	2	2	0

2.3. Work Requests in Industry Engagement

Six (6) Work Requests are in Industry Engagement as of 30 December 2012

WR number	Topic	Status
12-349	Develop process and documents to support the Business to Government (B2G) use of GDSN and GS1 Standards	In industry approval
12-301	Revise SSCC definition to align with Turkey pharma traceability practices	In industry approval
12-252	Tag Data Standards to provide a solution for unparsed keys in RFID tags	In industry approval
12-192	Change the GTIN allocation rules to require a new GTIN to be assigned to a food trade item if any ingredient	In industry approval
12-126	Enable Network Pedigree	On- hold, dependent on GS1 US 2015 Pharmaceutical Pedigree Readiness pilot;
12-050	GLN Allocation rule definitions and use case examples update	In Statement of Business Need Development

3. Participation

Participants in GSMP are organisations (companies or other recognised entities); 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. Companies not a member of GS1 are non-voting.

3.1. Membership

3.1.1. GSMP member participation model:

- GSMP community member (non-voting)
 - ✓ Company has signed GS1 IP Policy
 - ✓ Member has joined the GSMP group in GS1 Community Room
- GSMP community member (voting)
 - ✓ All of the above
 - ✓ A member of GS1
- GSMP Group Member
 - ✓ Company has signed the GS1 IP Policy
 - ✓ Company has signed the group Opt-in Agreement
 - ✓ Member has joined the GSMP group in GS1 Community Room

GSMP has 802 individual members, a 48 % increase in individual membership over last year, 39 are non-voting. Four hundred ninety-four (494) users and 308 Member Organisations (MOs)

GSMP has 332 member companies, thirty-three (33) are non-voting, a 35% increase in member companies over last year.

Membership Growth:

	31 Dec 11	31 Mar 12	30 Jun 12	30 Sep 12	31 Dec 12
Individuals	541	608	678	742	802
Companies	245	268	284	315	332

Individual Membership by Interest Category

Interest Category	# of Participants
GS1 Member Organisation	308
Manufacturer	177
Retailer/Hospital	87
Solution Provider	146
Distributor/Group Purchasing	13
Other	71
Total	802

Member Companies by Interest Category

Interest Category	# of Companies
GS1 Member Organisation	44
Manufacturer	92
Retailer/Hospital	44
Solution Provider	97
Distributor/Group Purchasing	8
Other	47
Total	332

Member Companies by Region

Region	# of Companies
Asia Pacific	28
Europe	159
Global (1WorldSync)	1
Middle East & Africa	6
The Americas	138
Total	332

3.2. Voting participation

Each company/organisation has one vote in GSMP, regardless of the number of participating individuals representing them. GSMP requirements and standards are approved by Community Eballots. Each eballot requires approximately 12 votes with additional minimum requirements of supply chain role votes (unless a variation exists for the work effort).

The average number of votes per ballot this quarter was 23, up from 22 last quarter


3.3. Event attendance

GS1 hosts two physical meetings every year for the GSMP community to collaborate face-to-face on industry needs and the development of GS1 Standards. This meeting is called the GS1 Standards Event. A summary of attendance is shown in the charts below. The March 2013 event will be held in Dallas, Texas USA

GS1 Standards Event Attendance

By individual	Mar '09 Los Angeles	Oct '09 Lille	Apr '10 Orlando	Sep '10 Amsterdam	Apr '11 Brooklyn	Sep '11 Cologne	Mar '12 Brooklyn	Oct '12 Dublin
Member Organisations	81	137	79	129	84	122	103	112
End Users	101	90	70	85	59	58	42	56
Solution Providers	65	46	23	48	39	39	25	31
Affiliates (Academia, Assoc., Gov.)	16	12	3	21	13	7	5	12
Global Office Staff	52	58	42	50	50	51	49	49
Totals	315	343	217	333	245	277	224	260

By organisation	Mar '09 Los Angeles	Oct '09 Lille	Apr '10 Orlando	Sep '10 Amsterdam	Apr '11 Brooklyn	Sep '11 Cologne	Mar '12 Brooklyn	Oct '12 Dublin
Member Organisations	52	33	18	30	24	30	26	28
End Users	41	51	35	61	39	43	27	43
Solution Providers	24	33	21	36	27	26	20	23
Affiliates (Academia, Assoc., Gov.)	8	7	2	13	10	6	5	9
Totals	125	124	76	140	100	105	78	103

 **Note:** Apr '10 membership was down due to travel restrictions caused by volcanic activity in Iceland

4. Quality

The GSMP defines quality as the entire process employed to ensure that all GS1 Standards are user driven, globally applicable, royalty free (to the best of our ability) and ultimately meet the needs and requirements defined by its members.

4.1. Due process and consensus

Due process:

All GSMP groups are expected to follow the processes and procedures specified in the GSMP Manual. A community solutions eBallot is used to confirm community consensus to progress a draft standard, or other GSMP deliverable.

Consensus:

Decision-making is achieved through consensus, which is defined as approval without sustained opposition.

Below are measures of due process and consensus in the GSMP:

- Zero (0) due process infractions
- Thirty-Eight (38) eballots were approved unanimously this quarter, 4 were approved with “no votes”
 - Ninety percent (90%) approved unanimously, down from 95% the previous quarter
- Nine hundred forty-three (943) yes votes were cast this quarter with 10 ‘no votes’
 - Ninety-nine percent (99%) of votes were affirmative, consistent with the previous quarter

4.2. Satisfaction

4.2.1. GSMP member satisfaction survey

GSMP issues an annual survey to all GSMP members to rate their satisfaction with the GSMP and staff. Survey results for the fiscal year 1 July 2011 – 30 June 2012 are summarised below.

Sixty-six (66) individual members responded to this survey, consistent with last year.

	Dissatisfied	Fairly satisfied	Neutral	Satisfied	Very satisfied
Staff	1	0	13	37	15
Staff %	2%	0%	20%	56%	23%
Efficiency	1	9	24	29	3
Efficiency %	2%	14%	36%	44%	5%

Summary:

Twenty percent (20%) of the respondents were neutral on the performance of GSMP staff, while 79% of respondents rated the level of service received from GSMP staff as satisfied to very satisfied.

Thirty-six percent (36%) of respondents were neutral on the efficiency of their business need moving through the GSMP, while 49% rated the level of efficiency as satisfied to very satisfied.

4.2.2. GSMP event attendee satisfaction survey

GS1 issues an event satisfaction survey after each GS1 Standards Event. A summary of survey results of the event held in Dublin, October 2012, is provided below.

1. How satisfied were you with the GS1 Standards Event in Dublin?				
Dissatisfied	Fairly dissatisfied	Neutral	Satisfied	Very satisfied
0%	3%	3%	64%	30%

2. How satisfied were you with the event facilities?				
Dissatisfied	Fairly dissatisfied	Neutral	Satisfied	Very satisfied
0%	2%	7%	50%	41%

3. Overall, how satisfied were you with the week's agenda?

Dissatisfied	Fairly dissatisfied	Neutral	Satisfied	Very satisfied
0%	1%	21%	64%	14%

4. How satisfied were you with the working groups you attended?

Dissatisfied	Fairly dissatisfied	Neutral	Satisfied	Very satisfied
1%	2%	9%	58%	30%

5. Was it clear which sessions required Intellectual Property (IP) agreements?

Yes	No	Other, provided suggestion
99%	1%	0%

6. How satisfied were you with the performance of your working group facilitator?


Dissatisfied	Fairly dissatisfied	Neutral	Satisfied	Very satisfied
0%	1%	6%	65%	28%

4.2.3. GS1 Member Organisation satisfaction survey

GS1 issues an annual survey to all GS1 Member Organisations (MOs) to rate their satisfaction with GSMP.

Below are the results for the fiscal year 1 July 2011 – 30 June 2012; 87 MOs responded to the survey:

Very dissatisfied	Fairly dissatisfied	Neutral	Fairly satisfied	Very satisfied
0%	5%	38%	36%	22%

 **Note:** GSMP favourable responses at 57% are up from 51% last year

4.3. Work-Order on-time performance

Work Requests are the entry point into the GSMP process to request new standards or modify existing standards. Work Requests follow the process and procedures laid out in the GSMP Manual for approval and development. The time it takes for GSMP projects to be processed are measured below.

4.3.1. Maintenance on-time performance

A Work Order is categorised as maintenance if it is a single or a group of small changes to an existing standard or guideline that can be handled by a standing committee. Examples: errata, new EDI code values, new symbol placement rules, GDSN Validation Rules. Maintenance Type 1 is considered on-time if it is completed in or under 180 days; Maintenance Type 2 is considered on-time if completed in or under 365 days. Maintenance on-time performance is measured from the submission date to the GSMP work complete date and ready for ratification (if applicable).

Eighty-eight percent (88%) of Maintenance Work Requests closed on-time as of 31 December 2012, consistent with last quarter. The on-time close rate by technology is detailed below:

SMG	Total closed	Closed on-time	Exceeded benchmark	% Closed on-time	Withdrawn or not approved	Remain open
AIDC	29	12	12	50%	5	28
Data Accuracy	2	2		100%		1
eCom	82	55	14	80%	13	11
EPC						2
GDS	153	139	1	99%	13	38
GPC	61	39	6	87%	16	13
Traceability & Event Sharing			1	0%	1	
Totals	329	247	24	88%	48	93

4.3.1.1. Year's summary of maintenance on-time performance year-end

Quarter	On-time close rate
Q1	n/a
Q2	85%
Q3	88%
Q4	88%

4.3.2. Development on-time performance

A Work Order is categorised as development if it involves creation of a new standard/guideline or significant change to existing standard/guideline. Examples: extension to GDSN, a new EPCglobal High Frequency (HF) Air Interface Standard, an enhancement to the EPCIS standard to include aggregation layers, a new bar code symbology, a new Business Message Standard. Development work is on-time if the work is completed in or under the estimated time to complete. The estimated completion date is defined in the project plan at the start of the development stage. New GSMP projects are reported below:

Summary of New GSMP development work

	Total closed	On-time	Delayed	Service level
Mission Specific Working Groups	7	5	2	71%

Detail

Detail by Group Name	Original Completion Date	MB Ratified Date	Status
GSMP National Healthcare Reimbursement Number	31 Mar 12	1 Mar 12	On time
B2C Digital Coupon	30 Jun 12	2 Jun 12	On time
Barcode EPC Implementation Guideline	25 Nov 12	21 Sep 12	Ahead of time
Federated Object Name Service (FONS)	12 Jun 12	21 Dec 12	Increased scope to include prototype testing
eCom Intelligent Packaging	12 Nov 12	21 Dec 12	Minor delay due to ratification schedule change
Trusted Source of Data	31 Dec 12	21 Dec 12	On time
<i>Components & Parts ID MSWG</i>	<i>30 Nov 12</i>	<i>?</i>	<i>Tech work on time. BCS did not ratify. MB and GA to consider.</i>

Closed in 2012 in the former processes

Group name	Estimated completion date	Completion date	Closed	
			On-time	Delayed
Network Centric ePedigree (NCeP) Joint Requirements Group <i>(former EPCglobal process)</i>	31 Mar 12	31 Mar 12	Yes	
Product Recall <i>(former GSMP process)</i>	30 Jun 12	1 Mar 12	Yes	
Traceability in Healthcare II <i>(former GSMP process)</i>	31 Mar 12	31 Mar 12	Yes	
Patient & Caregiver Identification (former GSMP process)	31 Dec 12	11 Jan 12		✓ WG extended voting period
Multiple Barcodes	30 Jun 11	22 Jun 12		✓ Group launch was stalled waiting for participation

5. GSMP Governance Groups

5.1. Board Committee for Standards (BCS) Members

1. Volker Zeiner, B. Braun
2. Joe Spagnoletti, Campbell Soup Co.
3. Miguel Lopera, GS1
4. Maria Palazzolo, GS1 Australia – Chairperson
5. Art Smith, GS1 Canada
6. Pierre Georget, GS1 France
7. Elzbieta Halas, GS1 Poland
8. Bernie Hogan, GS1 US
9. Lori Bigler, J.M. Smucker Co.
10. Mike Rose, Johnson & Johnson
11. Antonius Kromwijk, Nestle
12. Juan Antonio Sanfeliu, Manufacturas Antonio Gassol
13. Gerd Wolfram, METRO AG

5.2. Process Oversight Committee (POC) Members

1. Pat Vessey, Best Buy
2. Ron Bone, McKesson
3. Hanjoerg Lerch, METRO AG - Co-Chair
4. Robin Kidd, Nestle
5. Steve Robba, 1 Worldsync
6. Ron Moser, Wal-Mart
7. Steven Pereira, GS1 Australia
8. Mike Sadiwnyk, GS1 Canada – Co-Chair
9. Natascha Rossner, GS1 France
10. Klaus Foerderer, GS1 Germany
11. Marco Belanos, GS1 Mexico
12. Loek Boortman, GS1 Netherlands
13. Fiona van der Linde, GS1 South Africa – **New member**
14. Mary Wilson, GS1 US

5.3. Technical Standards Committee (TSC) Members

1. Steve Halliday, High Tech Aid – Co-Chair
2. Chris Diorio, Impinj

5.4. Architecture Group Members

1. John Terwilliger, Abbott Laboratories
2. Mark Harrison, Auto-ID Labs Cambridge
3. Junyu Wang, Auto-ID Labs Fudan – **New member**
4. Josef Preishuber-Pflügl, CISC
5. Tony Zhang, FSE, Inc.
6. Ken Traub, Ken Traub Consulting
7. Jens Kungl, MGI Metro
8. Vera Feuerstein, Nestle - Co-Chair
9. Sue Schmid, GS1 Australia– Co-Chair
10. Eugen Sehorz, GS1 Austria
11. Kevin Dean, GS1 Canada
12. Xavier Barras, GS1 France
13. Andeas Fuessler, GS1 Germany
14. KK Suen, GS1 Hong Kong
15. Roberto Matsubayashi, GS1 Brasil
16. Hein Gorter de Vries, GS1 Netherlands
17. Kunle Oye-Igbemo, GS1 Nigeria
18. Pere Rosell, GS1 Spain
19. Staffan Olsson, GS1 Sweden
20. Andrew Osborne, GS1 UK
21. David Buckley, GS1
22. Henri Barthel, GS1 – Co-chair
23. Sean Lockhead, GS1

6. GSMP InSight documents and contact us

- Access this document and other GSMP InSight documents at this website: www.gs1.org/gsmpp/insight
- Please Eileen Harpell with your questions or suggestions: Eileen.Harpell@GS1.org