ISO 37109:2023-01 (E)

Sustainable cities and communities - Recommendations and requirements for project developers - Meeting ISO 37101 framework principles

Contents

Page

Foreword v

Introduction vi

1 Scope 1

2 Normative references 1

3 Termsanddefinitions 1

4 Context of the project 3
4.1 General 3
4.2 Requirements for a project inception 3
4.2.1 General 3
4.2.2 Project rationale (initial definition of the project scope) 3
4.2.3 Situation (baseline review) 3
4.2.4 Definition of the project's operational management system within the region 4
4.3 Tools 4
4.3.1 General 4
4.3.2 Stakeholders mapping tool 4
4.3.3 Relevance tool 4

5 Leadership within the project context 4
5.1 General 4
5.2 Requirements for a project implementation 5
5.2.1 Leadership and engagement 5
5.2.2 Political leadership 5
5.2.3 Tools 5

6 Planning during the project's three life cycle stages 5
6.1 General 5
6.2 Requirements for project implementation 5
6.2.1 Involvement of interested parties and other projects 5
6.2.2 Definition of operational objectives 5
6.2.3 Risk mitigation 6
6.2.4 Action plans for regional transfer 6
6.3 Tools 6
6.3.1 Usual implementation tools 6
6.3.2 Complementary aligning tool functionalities 6

7 Support during the project stages 7
7.1 General 7
7.2 Requirements for a project implementation 7
7.2.1 Financial aspects and human resources 7
7.2.2 Other resources (Life cycle analysis/ Assessment) 7
7.2.3 Awareness raising and education 7
7.2.4 Communication 7
7.2.5 Documentation traceability 7
7.3 Tools 7

8 Operations (operational activities and transfer) 8

8.1 General 8
8.2 Requirements for project implementation 8
8.2.1 Involvement of interested parties and other projects 8
8.2.2 Overseeing the coherence of strategies, projects, plans, and services 8
8.2.3 Transfer to the community -- Support for transfer of ownership 8
8.3 Tools 8
8.3.1 General 8
8.3.2 Transfer tool key 8

9 Performance and evaluation 9
9.1 General 9
9.2 Requirements for project implementation 9
9.2.1 Monitoring, measurement, analysis and assessment 9
9.2.2 Internal audit 9
9.2.3 Management review 9
9.3 Tools 9

10 Improvement 9
10.1 General 9
10.2 Requirements for project implementation 10
10.2.1 Non-conformance and corrective action 10
10.2.2 Feedback 10
10.2.3 Continual improvement 10
10.3 Tools 10

Annex A (informative) Conceptual perspectives 11

Annex B (normative) Key tools 23

Bibliography 31