

# Contents

<i>List of illustrations</i>	x
<i>Foreword</i>	xi
<i>Acknowledgments</i>	xv
<i>List of abbreviations</i>	xvi
Introduction	1
1 Voluntary consensus standard setting: why it matters and how it arose	5
2 How ISO works	25
3 Infrastructure for a global market	46
4 From quality management to social regulation	68
5 Standards wars and the future of ISO	89
6 Conclusion	105
<i>Notes</i>	108
<i>Select bibliography</i>	128
<i>Index</i>	130