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**Information technology — Office  
equipment — Method for measuring  
digital copying productivity**

*Technologies de l'information — Équipements de bureau — Méthode  
de mesure de la productivité d'un photocopieur numérique*

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## Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see [www.iso.org/directives](http://www.iso.org/directives) or [www.iec.ch/members\\_experts/refdocs](http://www.iec.ch/members_experts/refdocs)).

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This document was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 28, *Office equipment*.

This third edition cancels and replaces the second edition (ISO/IEC 24735:2012), which has been technically revised.

The main changes compared to the previous edition are as follows:

- [Clause 3](#) has been modified to add new definitions and removed definitions of terms not used in the text;
- added “ready delay time” requirement to “test measurement” procedures;
- annex structure has been changed to be consistent with other productivity standards;
- added minimum declaration example to [Annex A](#);
- added [Annex D](#) for the procedure to determine the “ready delay time”.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at [www.iso.org/members.html](http://www.iso.org/members.html) and [www.iec.ch/national-committees](http://www.iec.ch/national-committees).

## Introduction

Many digital copying devices produce copied pages at a different rate than their nominal speed when running with different modes (simplex, duplex, copying quality modes), different substrate grammage and collating and/or finishing options. The degree to which a reduction in productivity is experienced depends significantly on other parameters of the job stream. The most dominant of the parameters of the job stream are: the number of original pages in a set to be printed, whether output pages are single-sided or double-sided, image quality modes selected, B&W and colour reproduction job stream, number of print sets to be produced, substrate size used, run length and finishing options.

This document provides a general method for measuring productivity when the above-mentioned job stream parameters for digital copying devices are taken into consideration. This document also includes instructions for the creation of test charts. It allows manufacturers and buyers of digital copying devices to describe the productivity of various digital copying devices with respect to representative office usage.

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