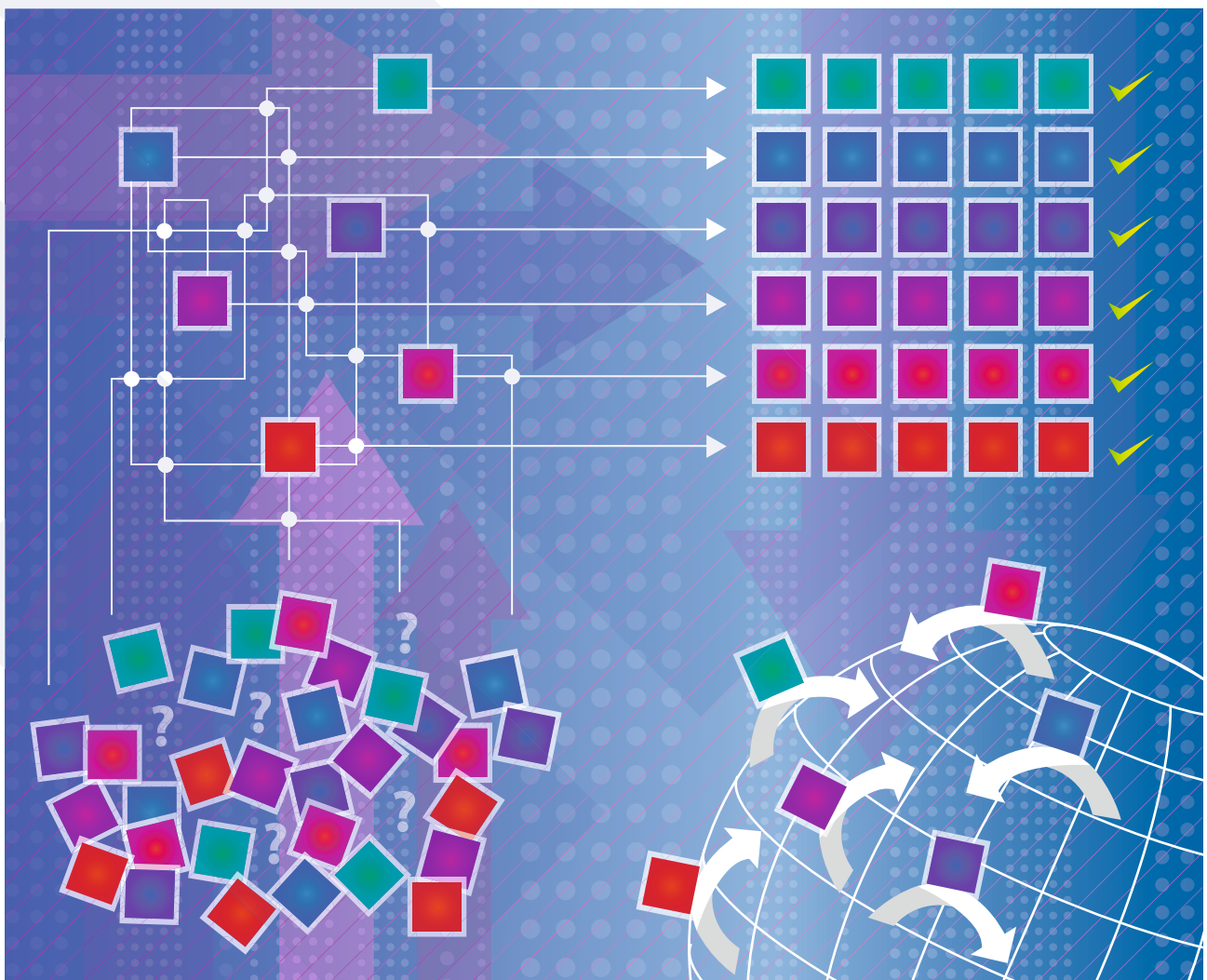


Managing Quality in State of Palestine

A directory of services for SMEs



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A DIRECTORY OF SERVICES FOR SMEs

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Companion guide and supplement to the publication, Export Quality Management: A guide for small and medium-sized enterprises, country adaptation for the State of Palestine. This publication provides an overview of the country's national quality infrastructure that includes food safety and animal and plant health; it also provides contacts of quality-related service providers in the State of Palestine.

Descriptors: **State of Palestine, Quality Control, Quality Management, Standards, Conformity Assessment, Exports, Inspection, Testing and Analysis Services, Certification, Metrology, Accreditation SPS, TBT, Directories, SMEs, Services.**

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Foreword

Nowadays, export-oriented industries and products are a pillar to achieve a strong economy.

The international community has developed criteria to underpin these industries, including international standards and certificates to guarantee a seamless conformity of exported products and services with the requirements of the importing countries.

The State of Palestine has always sought mutual recognition of its conformity assessment procedures to reduce technical barriers to trade. Developing relevant policies and regulations, as well as facilitating trade, are a precondition to boost local production and increase export shares.

The State of Palestine has steadily achieved progress in this regard, by developing a National Export Strategy and by signing trade agreements and Memoranda of Understanding with national standards bodies in the region.

For Palestinian goods and services to be competitive, a comprehensive, internationally recognized quality infrastructure must be in place. The Ministry of National Economy has focused its efforts on raising awareness of the importance of obtaining international certificates for products and management systems, as a prerequisite to open new markets for Palestinian exporters.

This publication, *Managing Quality in the State of Palestine*, is part of these awareness-raising efforts. Combined with the ITC-PTB publication, *Export Quality Management: A Guide for Small and Medium-sized Exporters*, it provides Palestinian businesses with a reliable source of information to achieve a clearly defined level of quality for their products

The Ministry of National Economy is very thankful for the outstanding efforts exerted by the PTB, the German Metrology Institute, and ITC, in supporting our efforts to develop this targeted information. We are absolutely certain that it will trigger a new wave that will take us towards achieving a competitive and sustainable economy.



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Foreword by ITC and PTB

Today's competitive global trade environment demands that small and medium enterprises (SMEs) invest in productivity and quality. Having goods and services that can compete in international markets requires attention to standards and meeting the technical requirements behind these standards. For many SMEs, however, this can be a challenge – especially in view of the growing number of these standards, both public and private.

Governments impose a range of legitimate technical requirements to protect the health and safety of their citizens as well as to safeguard plant and animal life and the environment. Industry associations, multinationals and retailers also develop a range of “voluntary” private standards to meet the increasingly discerning demands of consumers. ITC research has shown that exporters and importers face many challenges related to non-tariff measures. Among the most significant are quality-related technical regulations, conformity assessment procedures, and sanitary and phytosanitary measures.

To ensure that enterprises can remain competitive and participate in value chains, they need up-to-date information about the applicable technical requirements in their target markets. These SMEs must adapt their products and processes to satisfy market requirements and demonstrate compliance with these regulations. They must check whether recognized conformity assessment services are available in their country, or whether they must turn to recognized but more costly foreign certification bodies. Gathering such information is costly and burdensome for small businesses, but necessary if they are to internationalize into regional and global markets.

Given this context, the International Trade Centre (ITC) and Physikalisch-Technische Bundesanstalt (PTB – the National Metrology Institute of Germany) are joining forces with partners in developing countries to help SMEs gain wider access to relevant quality management information. ITC and PTB are working with national partners to develop a series of customized national versions to accompany the ITC/PTB guide, Export Quality Management: A Guide for Small and Medium-sized Exporters.

National versions are tailored to the needs of each economy. They explain the quality infrastructure and Sanitary and Phytosanitary (SPS) system in the economy, outline local services related to standards, metrology, accreditation and conformity assessment; and point to further information sources on standards, technical regulations and SPS measures in target markets. The national publications also serve as directories, with contacts for quality-related institutions. These targeted documents are published in English and, wherever possible, in the national language of the economy. They are accompanied by a series of training programs for SMEs to raise awareness and knowledge of how to improve market access through compliance with standards, technical regulations and SPS measures.

We are confident that this guide will be a useful resource and practical tool for SMEs in the State of Palestine in their efforts to improve competitiveness and increase their participation in international trade.



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