



UNITED NATIONS  
INDUSTRIAL DEVELOPMENT ORGANIZATION



# PROMOTING QUALITY AND STANDARDS

## PROMOTING QUALITY AND STANDARDS

Global trade is increasingly embedded within value chains and governed by multilateral trade rules, such as the World Trade Organization (WTO) agreements on Technical Barriers to Trade (TBT) and the Sanitary and Phytosanitary (SPS) measures. Furthermore, quality and compliance of products and services with market requirements and standards on consumer health and safety, environmental impact, labour conditions and/or sustainability, have become key elements of competitiveness in global business relations. A demand-driven quality culture, together with a quality infrastructure system and its conformity assessment services, support economic operators (in particular SMEs), to achieve and prove conformity with market requirements, compete on international markets and connect to global value chains. UNIDO's interventions in this respect span from policy and governance advice to the development of quality infrastructure institutions and conformity assessment services, including the support of the private sector in achieving compliance with international standards.

**In this respect, UNIDO's Department of Trade, Investment and Innovation (TII) offers services which aim to:**

- » Define quality-related policies and good governance strategies
- » Evaluate and modernize technical regulation regimes, including policy and legislation development, market surveillance and import inspection system development

- » Strengthen capacities of national and regional quality systems (i.e. metrology, standardization and accreditation)
- » Build conformity assessment capacities (testing, inspection, certification, calibration, etc.)
- » Support SMEs to take advantage of standards, be more competitive and thus participate in global value chains
- » Promote quality awareness with the public sector, economic operators and consumers

**UNIDO flagship programmes and tools include:**

- » Quality policy advice
- » Standards compliance observatory
- » Quality infrastructure systems (QIS) strengthening
- » Quality and standards compliance development for value chains
- » Laboratory diagnostic and knowledge tools
- » Quality promotion and award schemes
- » Sustainability and private standards capacity-building

Together with partners from the public and private sector, academia, national and international organizations in charge of standard-setting and global practices on standards and conformity assessment, TII promotes good practices, capacity-building and training, and fosters global cooperation in standard-setting, measurement and compliance development along value chains. UNIDO's partners in the field of quality and standards include the International Organization for Standardization (ISO), the International Electrotechnical Commission (IEC), the International Telecommunications Union (ITU), the International Bureau of Weights and Measures (BIPM), the International Organization of Legal Metrology (OIML), the International Accreditation Forum (IAF) and the International Laboratory Accreditation Cooperation (ILAC).





# DEVELOPMENT OF QUALITY INFRASTRUCTURE IN WEST AFRICA

Despite recent progress, participation of West African states in the global economy is still limited. Agricultural exports are much affected by technical barriers to trade which has a big impact on the Economic Community of West African States (ECOWAS) countries since the sector employs 62% of the total workforce. The development of regional quality infrastructure has been identified as one of the key measures to overcome these barriers, which in turn improves the competitiveness of local enterprises and increases consumer protection.

## MAIN APPROACH

The EU-funded West Africa Quality System Programme (WAQSP) is strengthening the quality policy, quality promotion and quality infrastructure system in 16 West African states. Since 2001, UNIDO has supported the region in designing, enhancing and establishing quality infrastructure at national and regional levels through several interventions referred to as “Quality Programmes”. The states were brought together through the project by pooling resources, harmonizing policies and practices to achieve economies of scale and raise the regional level. This technical system has rested on an institutional architecture which has allowed each state to play its specific role and benefit from the regional infrastructure.

## IMPACT AND RESULTS

After 11 years of support, the impact is tangible. “Quality awareness” has increased in the region, which can be measured through the demand of quality-related services (for instance, increasing demand for accreditation from testing laboratories, growing interest from enterprises to participate in the Quality Award competition). Today, all ECOWAS states have a National Quality Policy validated and aligned to the Regional Quality Policy (ECOQUAL). Through the enhancement of the Regional Quality Infrastructure, more jobs have been created and the overall competitiveness in the region has improved. Standardization, one of the main components of quality infrastructure, provides confidence in the regional products and ensures quality, safety and reliability. In line with the accreditation of conformity assessment services, it is being attested that products comply with international standards. As a transformative result, trade within the region has improved and goes along with the increasing economic cooperation of the states.

## FACTS & FIGURES

- » ECOQUAL, the ECOWAS Quality Policy, adopted
- » Creation of ECOWAQ, the ECOWAS Agency for Quality, ongoing
- » **16** national quality policies aligned with ECOQUAL validated or/and under adoption
- » Regional ECOWAS Quality Infrastructure Scheme (**1** Community Council with **4** community committees and a regional accreditation system) adopted
- » ECOSHAM Model with **42** regional standards adopted
- » **12** countries are ISO members
- » **2** accreditation bodies (Nigeria and UEMOA) established
- » Around **50** Conformity Assessment Bodies accredited in West Africa (half with the support of the Quality Programmes)
- » **173** Conformity Assessment Bodies strengthened (mainly laboratories)
- » **350** technicians trained in metrology
- » **16** National Quality Awards and **2** Regional Quality Awards
- » **14** experts certified in quality management
- » **140** internal quality auditors trained
- » **4,105** technicians trained in various quality fields
- » **26** companies certified with the support of the Quality Programmes
- » **490** consultants trained (including **105** under qualification as certified FSMS consultants)

The ability of countries like Mozambique to exploit commercial opportunities, to compete on global markets and to participate in international value chains is often challenged by their difficulties in demonstrating compliance with quality requirements and trade rules. Setting up a Quality Infrastructure System, to facilitate the implementation of international standards and demonstrate compliance, is one of the most positive and practical steps on the path forward to developing a thriving economy as a basis for prosperity, health and well-being.

#### MAIN APPROACH

The Private Sector and Quality Promotion Programme for Mozambique (“Competir com Qualidade”) is a comprehensive project that was funded jointly by the European Union (EU) and UNIDO, with additional funds from the Government of Austria. The project aimed at helping Mozambique’s economy to compete at a higher quality through strengthening related institutional and private sector capacities. The project covered essential aspects, such as policy, institutions, service providers, and the value-adding use of international standards and conformity assessment procedures for the private sector. Through the sustainable development of the private sector, the competitiveness of Mozambican products and their capacity to compete on international markets has been strengthened.

#### IMPACT AND RESULTS

To build a strong and sustainable national quality infrastructure which is systemic and demand-driven, the project rested on four pillars:

- » UNIDO helped Mozambique to formulate its National Quality Policy as a foundation for effective trade
- » The National Institute for Standardization and Quality (INNOQ) was strengthened and is now an internationally recognized provider of quality services
- » Technical support was provided to a number of testing laboratories, enabling them to assess the quality of products against international standards, thus ensuring that locally produced goods are of certain quality

- » Besides strengthening capacities of local laboratories, the project focuses on private sector enterprises, helping them to apply international standards, such as ISO 9001 for Quality Management

It is the combination of this support that contributes to increasing the quality of Mozambican products and services, which is of essential importance for local consumption and export.

#### FACTS AND FIGURES

- » INNOQ calibration laboratories accredited for mass, temperature and volume
- » **9** laboratories supported towards accreditation
- » **4,241** accredited tests in 2015
- » **16 %** of all services accredited (+ **12%**)
- » ISO 17025 Management System for Laboratories implemented
- » **19** auditors successfully certified (ISO 9001)
- » **19** enterprises supported towards ISO 9001 Quality Management System implementation
- » **87,5 %** of the companies perceived improvement in daily operations



**COMPETING  
WITH QUALITY IN  
MOZAMBIQUE**

# IMPROVED CONFORMITY ASSESSMENT INFRASTRUCTURE AND SERVICES IN PAKISTAN

Before the UNIDO programme, the responsibilities of the National Quality Infrastructure (NQI) institutions in Pakistan were not fully defined. There were known conflicts of interest, duplication of efforts, gaps, requisite legislation required revisions and international recognition was only in its early stages. Therefore, there was a need for restructuring the NQI in the light of rapidly changing practices at the international level.

## MAIN APPROACH

The programme worked on a number of sub-components including the development of the National Quality Policy (NQP), improvement and streamlining of standardization and technical regulations, traceable national metrology services, internationally recognized national accreditation services, support to testing laboratories, support to implement the developed business plans for the laboratories and develop customer relations mechanism and market strategies to improve laboratory services.

## IMPACT AND RESULTS

With the assistance of the programme, the NQP draft was submitted to the cabinet for approval. The capacity of the Pakistan National Accreditation Council was strengthened

to provide internationally recognized accreditation services (ISO 17025 and 17020). Furthermore, accreditation and testing (over 1,900 scopes) are now available for more than 80% of products exported, at 50% lesser cost along with improved turnaround time and consumer confidence. In addition to that, 30 laboratories have implemented business plans to bring about self-sustainability.

## FACTS AND FIGURES

- » National Quality Policy developed
- » Pakistan National Accreditation Council (PNAC) signed Mutual Recognition Agreement with IAF and ILAC
- » Pakistan National Accreditation Council (PNAC) empanelled more than **100** technical assessors
- » **84** testing and calibration labs accredited
- » **6** metrology labs accredited
- » **4** certification bodies accredited



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