

# U.S. - Vietnam Standards Training Program (VSTP)

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## A. Executive Summary

The U.S. Vietnam Standards Training Program (VSTP) has as its objective the improvement and strengthening of the operation of Vietnam's existing regulatory and standards regime, while considering U.S. private sector interests. The U.S. Trade and Development Agency awarded a contract to implement VSTP to the American National Standards Institute (ANSI) on September 13, 2007 as project number USTDA-2007-31005B.

The VSTP was designed to help the Government of Vietnam implement a transparent, open and consensus-based standards and regulatory system that incorporates international practices and that facilitates trade. The program comes at a significant point in the development of U.S. trade relations with Vietnam, given the country's considerable market-driven economic reforms and recent accession to the World Trade Organization. The Program focused on key topics such as the development and application of standards, conformity assessment (e.g. testing,



Greg Walters, USTDA Asia Region Director makes opening remarks at VSTP, March 10, 2008

certification, inspection, etc.), good regulatory practice, WTO compliance, and effective engagement in the Asia Pacific Economic Cooperation (APEC).

ANSI's International Policy (IP) Department led the development of this project. Key members of the IP team included the Vice President of International Policy, the Director of International Policy - Regional and Bilateral Programs, the ANSI Representative for China and India, and two Program Administrators for International Policy - Regional and Bilateral

Programs. The project was also supported by staff in ANSI's Communications, Information Technology, Data Management, and Accreditation Services departments.

In order to help the participants internalize the teaching material, and apply it in their ensuing job responsibilities, ANSI designed the Vietnam Standards Training Program as a *facilitated opportunity for participants to learn*, rather than a classroom in which teachers simply deliver their materials. The training program includes lectures, sector-specific case studies and practical exercises which combine policy-making, regulatory and business practices for each of the topics presented. In developing the curriculum, ANSI carefully considered the ultimate objectives of the program, namely to develop human capacity within the public and private structures of the Vietnamese economy so that people who receive this training will:

- develop, adopt and/or enforce technical regulations consistent with World Trade Organization (WTO) requirements
- develop and implement conformity assessment procedures and policies consistent with WTO and other international practices
- take a more active role in the Technical Barriers to Trade committee and other WTO committees as a result of the training
- participate in Asia Pacific Economic Cooperation (APEC) Sub-committee for Standards and Conformance (SCSC) and other regional and international fora for standards and conformance activities and
- become trainers, as a result of the "Train the Trainers" (T3) program, thereby producing second-generation trainees over the twelve months following the conclusion of the training program.

In addition, ANSI recognizes the importance of this training program on national developments in Vietnam in the areas of infrastructure, human capacity building, technology transfer and productivity improvement and/or market-oriented reform.

Training was conducted by U.S. experts in collaboration with the Vietnam Directorate for Standards and Quality (STAMEQ). Representatives from U.S. companies and organizations with an interest in the Vietnamese market also participated in the training as subject matter experts to share their experiences and perspectives with Vietnamese leaders.

Training was conducted in several phases: Virtual Sessions (VS), Intensive Sessions (IS), “Train the Trainer” (T3) Sessions and the follow-up sessions (ISFU and T3FU).

- VS were launched on January 15, 2008 as a series of three “virtual” sessions (VS) via digital video conference between Hanoi, Vietnam and Washington, D.C. These two-hour sessions provided a foundation of information on the current U.S. and Vietnamese approaches to standardization and highlighted the voluntary approach used in the United States.
- Seven day-long “intensive” sessions (IS) were conducted in Hanoi in classroom format during March 10 – 18, 2008 at facilities provided by STAMEQ. The subjects presented in the IS sessions included Standards Development, Conformity Assessment, Regulatory Principles, World Trade Organization/ Technical Barriers to Trade, Asia Pacific Economic Cooperation (APEC), Product-focused Environmental Policies,



Bryan Popp, Director Worldwide Standards and Codes, Dormont Manufacturing Company and other private sector volunteers participated in VSTP side-by-side with Vietnamese students.

and Industry Perspectives.

- T3 was conducted in Hanoi during April 8 – 10, 2008 and provided reinforcement of these subjects and pedagogical techniques for clearly presenting the subject material in local classroom settings. Participants in the T3 sessions were advised to conduct at least one training session on their own before joining the T3 follow-up.
- Follow-up sessions reinforced key teaching points and provided additional opportunities for the participants to ask questions after a period of reflection on and application of the course material. In total, more than 2200 person-hours of virtual sessions, classroom time and networking/discussion time was delivered. Both the IS and T3 sessions relied heavily on instructor/participant interactive discussion, Q&A, practical exercises and case studies.

Participants in the VSTP included more than 120 representatives of STAMEQ and other Vietnamese government agencies as well as the Vietnamese private sector. In addition, twenty members of the U.S. government and private sectors were present during various sessions of the program, including those of the Consumer Product Safety Council (CPSC), the National Institute for Standards and Technology (NIST) and International Trade Administration (ITA) under the U.S. Department of Commerce, Underwriters Laboratories (UL), IPC, Qualcomm, Cisco, Dormont Manufacturing, Merck, Caterpillar, Cargill, and AMI.

ANSI evaluated the effectiveness of VSTP through participants' questionnaires, a series of surveys and interviews, and by monitoring Vietnam's actions in international standards-setting and conformity assessment processes.

Under its contract with USTDA, in addition to developing and delivering standards training, ANSI was responsible for all administrative, scheduling, program management and



logistics functions required for implementing VSTP. ANSI immediately retained a specialized outside consulting firm, Milestone Management International LLC ([www.milestonemgmtintl.com](http://www.milestonemgmtintl.com)) to coordinate and/or perform these functions. This enabled ANSI to focus its attention on its core competencies, namely VSTP curriculum design, drafting of training materials and recruitment of top subject matter experts in the field of standards, conformity assessment and technical regulations (SCATR).

## B. Objectives of the Program

Establishing clear and meaningful key objectives for the program was important to USTDA and ANSI, and was first raised at the Kick-off meeting on September 24, 2007. Subsequent conference calls which included ANSI, the Commercial Officer's Technical Representative (COTR) and USTDA's Evaluations Department were held to discuss key objectives and explore how the outcome of VSTP might best be evaluated.

Ultimately, two sets of objectives were determined; the first is the set of outcomes which should ultimately describe Vietnam's actions in the global standards regime; the second is a set of session-specific teaching points which formed the teaching objectives of each session and which encouraged participants to consider the recommended approaches for standards development, conformity assessment, regulatory actions WTO/TBT participation and APEC participation.

### 1. *Desired Outcomes*

In November 2007, ANSI drafted specific desired outcomes for each session of the course which later proved useful in briefing instructors and drafting course materials.

"It will be a long road to change the standards system in Vietnam, but VSTP has given us an important understanding of why and how to change."  
**- Tran Ngoc Trung,  
Managing Director, CBI  
Ltd.**

These were subsequently discussed with USTDA and are described below in relationship to each Intensive Session.

### *Measures of Success*

The measures of success of VSTP were defined prior to implementation and derive directly from desired short term and longer term outcomes. In the short term, participants' responses to questionnaires and subsequent surveys (of participants, instructors, and Vietnamese and U.S. government and private sector representatives) provide early indications of the

comprehension and acceptance of the concepts presented. Longer term indicators provide the opportunity to observe whether learning has translated into action. In this respect, measures of the numbers of people who have been taught are less useful than the ongoing record of actions taken by the Vietnamese government and private sector in the international practice of standards-setting and conformity assessment. For this reason, the success of VSTP, as documented later in this Report, is largely determined by actions that the Vietnamese standards players take as they choose to apply the concepts presented in VSTP.

### Standards

Demonstrate the benefits of a bottom-up, market-driven standards system that embraces the core principles of international standards, openness, transparency, consensus and due process. This will help U.S. industry by ensuring that Vietnam considers and accepts all of the international standards used by U.S. industry (not just those developed by ISO and IEC), ensuring that the U.S. has a voice in the development of Vietnamese standards and standards policies, facilitating the end goal of harmonization:

- Harmonization of Vietnamese standards to globally relevant international standards wherever practicable. Develop Vietnamese-unique, “home-grown” standards only as a last resort.
- Official and/or legal recognition of “international standards” to include standards that meet the principles for international standards development outlined in Second Triennial Review (Annex 4) of the World Trade Organization (WTO)/ Technical Barriers to Trade Agreement.
- In some cases, Vietnamese industry may not be able to meet international standards, and may need to temporarily maintain Vietnamese-unique standards. In such cases, Vietnam

should have a plan to “phase in” international standards within a set time frame, and should accept international standards as equivalent to the corresponding national standards in the mean time.

- In cases where Vietnam-unique standards are developed, Vietnam should follow the ANSI essential requirements for standards development (openness, transparency, due process, balance, etc.).

### Conformity Assessment

Encourage a flexible, risk-based approach to conformity assessment in Vietnam (i.e. more rigid requirements for high-risk products and less rigid requirements for low-risk products) that relies on mutual acceptance of conformity assessment results through international agreements and on conformity assessment activities carried out by competent private sector bodies. This will help U.S. industry by eliminating duplicative testing and unnecessarily complex testing and certification requirements:

- Adapt conformity assessment requirements and procedures to the characteristics of individual industry sectors and the associated risks of specific products.
- Provide equal access to the Vietnamese market for all conformity assessment bodies, both foreign and domestic. Ensure that criteria for conformity assessment bodies are open, transparent and based on applicable international standards.
- Accept testing and certification completed by competent private-sector conformity assessment bodies both for regulatory functions and private sector conformity assessment needs.
- Consider accepting Suppliers’ Declaration of Conformity (SDoC) for appropriate product sectors.

- Join the IECEE/CB Scheme and other IEC conformity assessment schemes (accept IECEE test results in the mean time).

### Technical Regulations

Adopt and implement a U.S. – style Administrative Procedures Act in Vietnam that requires interagency coordination and transparency for regulatory activities. This will help U.S. industry by ensuring that industry understands and is able to influence Vietnamese technical regulations, and encouraging Vietnamese regulators to adhere to international practices for regulations:

- Adopt a consistent and accepted definition, based on the definition outlined by the WTO/TBT Agreement, for what constitutes a “technical regulation”.
- Develop and implement a comprehensive Vietnamese Code of Federal Regulations (CFR) and Federal Register (FR) mechanism.
- Develop and implement procedures to consider and address stakeholder input on proposed regulations.
- Implement cost/benefit analysis for all proposed technical regulations.
- Ensure effective enforcement for all technical regulations. Enforcement should be consistent for domestic and foreign companies.
- Develop and implement polices allowing Vietnamese regulators to use voluntary consensus standards as a foundation for their regulations, e.g. the National Technology Transfer and Advancement Act (NTTAA, U.S. Public Law 104-113).

### WTO/TBT Agreement

Facilitate Vietnamese policy makers’ understanding of and adherence to Vietnam’s WTO obligations. This will help U.S. industry by eliminating Vietnamese technical regulations that are more trade restrictive than necessary and by creating a key partner for the U.S. in the WTO:

- Consistently notify the WTO Secretariat for proposed Vietnamese technical regulations that would significantly affect trade.
- Develop and implement procedures to disseminate WTO notifications and other TBT-related information to Vietnamese stakeholders.
- Develop and implement procedures to collect broad Vietnamese stakeholder input to support the development of Vietnamese positions in the WTO/TBT Committee.
- Provide a clear understanding of WTO/TBT requirements among Vietnamese trade agencies, standards officials, regulators and industry.

#### Asia Pacific Economic Cooperation (APEC)

Maximize U.S. – Vietnam cooperation in APEC. This will help U.S. industry by solidifying a key partner in ensuring SCATR policies in APEC facilitate trade and advance industry’s interests in the region:

- Develop and implement procedures to coordinate broad Vietnamese industry input, support and participation in the APEC Sub-Committee on Standards and Conformance (SCSC), as well as the in the Pacific Area Standards Congress (PASC), a Specialist Regional Body (SRB) of APEC.
- Reinforce the bottom-up, decentralized approach embraced by APEC.
- Encourage Vietnam-U.S. cooperation on project proposals in the APEC-SCSC and other relevant APEC fora.

#### Product-focused Environmental Policies

Demonstrate the broad implications of environmental policies and ensure that Government of Vietnam (GVN) officials rely on private sector mechanisms to protect the environment (e.g. voluntary standards, non-regulatory programs, private sector conformity assessment) wherever

possible. This will help U.S. industry by encouraging Vietnamese policies that protect the environment without unnecessarily hindering U.S. access to the Vietnamese market:

- Understanding and consideration of potential supply-chain-wide impact of environmental regulations targeted at end-user (consumer/business) products on the part of Vietnamese policy makers.
- Understanding of how voluntary programs can support product-focused environmental policies; Vietnamese reliance on such programs in lieu of mandatory regulations wherever possible.
- Use of applicable international standards (e.g. IEC, ASTM International, IPC, etc.) as a foundation for voluntary and mandatory chemical management programs and the potential impact of regulating without the support of standards.
- Use and acceptance of private sector conformity assessment for voluntary and mandatory product-focused environmental management programs.

#### Industry Perspectives on SCATR

Amplify the voice and impact of U.S. industry in the GVN SCATR policy development. This will help U.S. companies by ensuring that U.S. access to the Vietnamese market is not unnecessarily impacted through policies that do not take into consideration industry perspectives:

- Help GVN officials understand the impact (positive or negative) of SCATR policies on trade and on U.S. industry.
- Help GVN officials to see U.S. industry as a cooperative partner that can help advance common objectives of facilitating trade and protecting the environment, health and safety (EHS).
- Highlight U.S. current or potential industry concerns in a neutral, cooperative forum.

- Establish linkages between U.S. industry panelists and GVN officials.
- Encourage GVN willingness to seek out and/or consider input from U.S. industry on current and proposed SCATR policies.

## 2. *Session-specific Teaching Points*

The Session-specific Teaching Points of VSTP were designed to encourage the above behaviors. These teaching points formed the baseline for the development of instructional material. Each Teaching Point is summarized below with reference to the principle session in which it was featured.

“I did not appreciate the breadth and scope of standards until I took the VSTP course.”  
**-VSTP Participant**

Standards vs. Technical Regulations: Standards are “voluntary” (i.e. not enforced by government) guidelines or characteristics for products, related processes and production methods. Technical regulations, on the other hand, are “mandatory” (i.e. enforced by government). (IS1)

Importance of Standards: Although standards are not enforced by governments, compliance with standards is often called for by global markets: retailers generally will not purchase products that do not meet minimum standards; compliance with standards is often required to acquire insurance; non-compliance with standards can leave companies vulnerable to lawsuits and other legal recourse; etc. (IS1)

Market-Driven Standardization: Societal and economic benefits can be gained from a market-driven standards system based on voluntary consensus in which the government and private sector work in an equal partnership to achieve shared objectives. (IS1)

International Standards: Use of international standards facilitates international trade and is encouraged by the WTO, APEC and many other international and regional organizations. International standards can be developed by national participation organizations that function by



“one country, one vote” (e.g. ISO, IEC, etc.) or by direct participation organizations in which technical experts participate without a national intermediary (e.g., ASTM International, ASME, SAE, IEEE etc.). (IS1)

Key Principles for Standards Development: Standards development should follow the key principles of openness, transparency, consensus and due process. These principles are echoed by the WTO/TBT agreement and by the ANSI Essential Requirements for standards development. (IS1)

National Standards: In some instances international standards may not be suitable for national use. In these instances, countries may develop national standards, but should concurrently get involved in the appropriate international standards committees to encourage the relevance and suitability of future versions of the standards, and should aim for eventual use of the relevant international standard. (IS1)

Vietnamese Involvement in International Standards

Development: Vietnam is encouraged to increase its involvement in international standards development activities.

ANSI can help Vietnamese technical experts wishing to learn more about standards development organizations and their activities in order to facilitate increased participation from Vietnam and other Southeast Asian economies. (IS1)



Dr. Nguyen Quang Duong, Director of Quality, Vietnam Airlines makes a point about the importance of internationally recognized standards.

Market Access versus Market Acceptance: The rules and regulations that govern access to the marketplace do not guarantee market acceptance. Additional steps may be necessary to establish confidence in the marketplace. (IS2)

Conformity Assessment Mechanisms: Conformity Assessment provides confidence to stakeholders (consumers, retailers, “Authorities Having Jurisdiction”, and regulators) that a product or system meets specific safety, quality, or technical requirements. The selected conformity assessment mechanism should reflect the product-specific characteristics, the level of risk reduction sought, and the resources available for conformity assessment. (IS2)

U.S. Product Safety System: The U.S. product safety system is highly decentralized, reflecting a mix of private sector (market-based) policies and government regulations, and includes elements of market *access* and market *acceptance* needs which vary by sector. (IS2)

Product Certification Schemes: Certain functions and elements need to be considered regardless of who carries out conformity assessment. These include testing, evaluation, documentation, and certification - authorization to use and apply product marking; factory inspection; and market surveillance and corrective action to validate compliance of products in the marketplace. (IS2)

Suppliers’ Declaration of Conformity (SDoC): A supplier’s declaration of conformity may be appropriate when the risks associated with non-conformity are low-to-moderate and market and/or regulatory mechanisms are capable of adequately addressing non-conformities. (IS2)

Third-Party Product Certification Programs: Product Certification programs involve evaluation and testing of the product construction, initial assessment of the production process or quality system, evaluation of the test and assessment reports, a certification decision, license to

use product marking, ongoing surveillance of the production process or quality system, and product surveillance by testing or inspection of samples from the factory or the open market. (IS2)

Assessing Testing and Certification Bodies: In the U.S., ISO/IEC standards and guides define the internationally accepted criteria used to assess the capabilities of Testing and Certification Bodies. Accreditation bodies are relied upon to assess and ensure that conformity assessment agencies meet the technical and management competency requirements in testing and certification. (IS2)

Market Surveillance: There are two broad categories of market surveillance: pre-market and post-market. Pre-market surveillance places responsibility on the private sector to find problems with a product before it reaches the consumer, however regulators may require some form of pre-market surveillance for particular product sectors. Post-market surveillance involves the evaluation of conformity of products once they are placed on the market. Post-market surveillance is increasingly conducted by private sector conformity assessment bodies for both private sector and regulatory needs. Regardless of the type of conformity assessment system adopted, governments often have some level of responsibility in dealing with non-compliant products in the marketplace. (IS2)

Data-Acceptance Methods: The IECEE CB Scheme is a method of mutual recognition of test reports that simplifies certification at the national level by eliminating duplication of testing to IEC based standards. The Scheme facilitates access to the private and/or national marks of participating organizations, promotes harmonization and use of IEC standards, and places reliance on accreditation procedures for building confidence and assuring acceptance by legal and regulatory authorities as well as by private sector conformity assessment bodies. (IS2)

Use of Standards in Regulations: The U.S. National Technology Transfer and Advancement Act (NTTAA, U.S. Public Law 104-113) and related policies such as OMB Circular A-119 are examples of policies that encourage regulators to incorporate existing standards into regulations, in lieu of developing government-unique technical requirements. This practice facilitates trade and advances regulatory objectives. (IS3)

Private-Sector Delivery of Conformity Assessment Procedures: Increasingly, U.S. regulators administer their accreditation and/or certification and testing responsibilities by using qualified and approved private-sector conformity assessment organizations. This allows regulators to accommodate the growing volume of products and services on the market while also encouraging compliance and efficiency for manufacturers. (IS3)

Public-Private Communication: U.S. regulators maintain regular communication with the private sector and have processes in place to encourage continuous reporting and information exchange. As a result of this practice, problems can be detected and addressed early, reducing threats to public safety and the need for excessive punishment for manufacturers that proactively work with regulators to address issues. (IS3)

Transparency: U.S. regulators are required to follow an open and transparent process; The Code of Federal Regulations (CFR) and the Federal Register (FR) are used to ensure that relevant information is consistently available to all stakeholders in a central data source. (IS3)

Stakeholder Input: The U.S. system provides regulators with a clear process to gather, review and address comments submitted by U.S. industry and other stakeholders. Once a regulation is adopted, companies are given reasonable notice and ample time to incorporate any new requirements into their manufacturing and business processes and to address any concerns or obstacles associated with compliance, before regulations go into effect. (IS3)

Cost/Benefit Analysis: The use of cost/benefit analysis ensures that proposed regulations are introduced only when voluntary mechanisms alone will not address EHS concerns and when it has been demonstrated that the proposed regulations will effectively meet their purpose. This practice encourages the use of regulations that can be enforced evenly on domestic and foreign industry. (IS3)

Interagency Coordination: Regular communication and coordination efforts between regulatory bodies (i.e., government agencies) help to avoid overlap or duplication in regulations, and ensure that critical areas related to EHS are not overlooked. (IS3)

Core Objectives: The WTO Technical Barriers to Trade Agreement (TBT) ensures that technical regulations and conformity assessment procedures are not prepared, adopted, or applied with the effect of creating unnecessary obstacles to trade. (IS4)

Legitimate Regulatory Objectives: Legitimate objectives for technical regulations are recognized, including national security requirements, prevention of deceptive practices (such as misleading labeling), and the protection of human health/safety, animal or plant life/health, and the environment. (IS4)

Non-Discrimination: Discriminatory regulatory practices designed to protect domestic industry, or to treat the industry of one nation differently than the industry of another nation are discouraged. (IS4)

International Standards: Harmonization of technical regulations is encouraged by calling on WTO members to use international standards “as a basis” of technical regulations unless they are “ineffective or inappropriate.” (IS4)

Performance vs. Design: Wherever possible, performance-based approaches are encouraged. Design-based approaches are discouraged. (IS4)

Conformity Assessment Procedures: Conformity assessment procedures should be nondiscriminatory, and should not create unnecessary obstacles to trade. (IS4)

Transparency: WTO members establish and maintain national enquiry points, notify and provide copies of draft regulations and conformity assessment procedures, allow for a comment period and take written comments into account in their final regulations. (IS4)

Bottom-up Approach: APEC has adopted a bottom-up approach to standards, conformity assessment and technical regulations, aiming for the development of a single (and open) global market, rather than a single regional internal market. The APEC approach facilitates trade within (and to and from) the region, supports innovation, and allows each economy to converge toward common standards (1:1:1) at a pace appropriate for their level of economic development as well as for their industries, consumers, governments and other stakeholders. (IS5)

APEC SCSC: The APEC Sub-Committee on Standards and Conformance (SCSC) supports APEC's trade and investment liberalization and facilitation agenda by reducing the negative effects that differing standards and conformity assessment arrangements in the region can have on trade and investment flows. (IS5)

Cooperation in SCSC: The SCSC supports several areas of cooperation including trade facilitation work, good regulatory practice (GRP) initiatives and a standardization education project. (IS5)

Proposed Interaction with Business Initiative: Vietnam has proposed (and the U.S. has co-sponsored) a workshop on improved interaction between the business, standards, and conformity assessment communities to be held in 2009-2010. (IS5)

Future Opportunities: The U.S. and Vietnam should continue to consider how the APEC structure can be further leveraged to increase bilateral cooperation and to support international

trade. For example, can any of the APEC work also be tied into work Vietnam undertakes as part of its membership in the Association for Southeast Asian Nations (ASEAN), particularly given the U.S.-ASEAN Enhanced Partnership? (IS5)

Environmental regulation impact on product lifecycle: There are many different types of product-targeted environmental regulation. Each regulation type impacts a product differently and must be reviewed as to both how and when during the lifecycle compliance can be achieved, as part of a holistic approach to improved environmental performance. (IS6)

Supply Chain Impact: Most products, and therefore their supply chains, were not designed using environmental performance as a key set of metrics. Companies which try to overlay inappropriate metrics for environmental performance on current supply chains often find that the results are not satisfactory while being very costly. (IS6)

Compliance Process: Companies must take a coherent, budgeted approach to compliance, and this can take time. Regulators must understand that in many cases, environmental regulation is in fact trying to change fundamental characteristics of how companies operate. Therefore, the actual regulation must allow for the necessary timeframes to change how businesses and industries operate in order to achieve the results desired. If they do not, and if they do not work closely with industry during the development of regulations, the costs of compliance can be very high and the results achieved can be suboptimal. (IS6)

Harmonized Regulations, Harmonized Standards: Many industries, including electronics, tend to make products that are easily configurable for sale throughout the world. This requires internationally harmonized standards and regulations that maximize commonality and minimize costs, facilitating trade and market access for the U.S. and other countries. (IS6)

Successful Environmental Standards: Characteristics of successful environmental standards include bottom-up development, strong and credible management, inclusion of a broad constituency, evidence of need, the prospect of a real and meaningful impact, and a real market. (IS6)

Closer partnership between industry, standards organizations, NGOs, and government: With big opportunities come big challenges. Having all stakeholders working together on setting the goals and working on what can be achieved through regulation and voluntary standards will help produce the desired change. (IS6)



## **C. Implementation of the VSTP**

VSTP was implemented in three phases: Preparation, Instruction and Evaluation. During the Preparatory phase, ANSI and USTDA reached agreement on the Program’s key objectives, scheduling, course curriculum, lead instructors, course layout, training materials, anticipated participants, logistics and other items. The Preparation phase was marked by strong program management and the hiring of a Local Coordinator in Hanoi to work closely with STAMEQ. The Instructional Phase consisted of Introductory Training (three two-hour virtual sessions, or “VS”), seven classroom days of Intensive Sessions (“IS”), a one day IS follow-up session (“ISFU”), three days of Train the Trainer (“T3”) classroom sessions and a T3 follow-up virtual session (“T3FU”). The Evaluation phase overlapped with the other two phases and consisted of designing and implementing surveys and questionnaires, interviewing key U.S. and Vietnamese staff who were associated with VSTP, and preparing the Intermediate and Final Reports.

### ***1. Preparation Phase***

The determination of course curriculum, schedule, layout, instructors and the overall approach to training materials were heavily interdependent, and required an iterative approach.

#### **a. Curriculum**

An indicative curriculum was included in ANSI’s original proposal to USTDA and was refined through iterative discussion between ANSI and the COTR. The final curriculum is shown in Table 1: VSTP Curriculum.

Table 1: VSTP Curriculum

Session	Subject
VS1	U.S. Standards Approach
VS2	Vietnam Standards Approach
IS1	Standards Development
IS2	Conformity Assessment
IS3	Regulatory Principles
IS4	WTO/TBT
IS5	APEC
IS6	Product-Focused Environmental Policies
IS7	U.S. Industry Perspectives
T3	Train the Trainer

**b. Schedule**

The instructional schedule was established in consideration of the desire to implement training at an early date, the availability of instructors, the time needed to prepare training materials, and the need to avoid conflict with national holidays and other standards-related events. The schedule is presented below in Table 2: VSTP Schedule.

Table 2: VSTP Schedule

Session	Subject	Washington	Hanoi
VS1A	U.S. Standards Approach	15 Mar 2008	16 Jan 2008
VS1B	Vietnamese Standards Approach	16 Mar 2008	17 Jan 2008
VS2	Vietnam Standards Approach	17 Mar 2008	18 Jan 2008
IS1	Standards Development	n/a	10 Mar 2008
IS2	Conformity Assessment	n/a	11 Mar 2008
IS3	Regulatory	n/a	12 Mar 2008
IS4	WTO/TBT	n/a	13 Mar 2008
IS5	APEC	n/a	14 Mar 2008
IS6	Product Focused Environmental Policies	n/a	17 Mar 2008
IS7	Industry Perspectives	n/a	18 Mar 2008
IS Follow-up 1	1. ANSI Essential Requirements for American National Standards (ANS) 2. U.S. Resources 3. A Public Private Partnership Case study: ANSI-TIA Toy Safety Coordination Initiative	n/a	7 Apr 2008
T3	Train the Trainer	n/a	8 -10 Apr 2008
Interviews		n/a	11, 14 Apr 2008
T3 Follow-up		n/a	October 2008

### c. Session Layout

The general layout of the full-day Intensive Session is shown in Table 3: Session Layout.

Table 3: Session Layout

Time Slot	Instruction Type
9:00 - 9:45	Lecture
9:45 - 10:15	Q&A
10:15 - 10:30	Instructor-led discussion
10:30 – 11:00	Break
11:00 – 12:30	Practical Exercise in 4 Groups: 10 minute introduction 40 minute breakout groups 40 minute group feedbacks
12:30 - 14:00	Lunch
14:00 - 15:00	2nd Lecture on 1 or 2 key problematic or confused areas, with Q&A and 5 question quiz
15:00 - 15:30	Break
15:30 – 16:45	Case Study
16:45 - 17:00	Closing remarks

A detailed layout by day is provided at Appendix 3: Course Layout.

**d. Instructors**

ANSI solicited candidate instructors from industry associations and individual companies based on their personal knowledge and experience with the subject; final selections were made based on subject matter expertise, teaching or presentation experience and availability. The instructional team is listed in Table 4: VSTP Instructors; biographies are provided at Appendix 4: Instructors.

Table 4: VSTP Instructors

<b>Session</b>	<b>Instructors</b>
VS1: U.S. Approach to Standards	Steven Bipes, Elise Owen
VS2: Vietnam Approach to Standards	Tran Van Hoc, Nguyen Nam Hai, Vu Xuan Thuy
IS1: Standards Development	Steven Bipes, David Bergman (IPC)
IS2: Conformance Assessment	Bob Pollock (UL)
IS3: Regulatory Principles	Elise Owen, Jennifer Stradtman (DOC/ITA), Ajit Jilla (DOC/NIST), James How (Cargill)
IS4: WTO/TBT	Christine Brown (DOC/ITA), Ajit Jilla (DOC/NIST), Elise Owen
IS5: APEC	Elise Owen, Jennifer Stradtman (DOC/ITA)
IS6: Product-focused Environmental Policies	Michael Kirschner (Design Chain Associates)
U.S. Government Perspectives	Elise Owen, Jennifer Stradtman (DOC/ITA), Christine Brown (DOC/ITA), Ajit Jilla (DOC/NIST), Dao Le (DOC/ITA – US&FCS)
Private Sector Perspectives	Alfonso L. DeMatteis (Delta Construction Management), Brent Omdahl (DOC/ITA – US&FCS), Michael Erikson (Aviation Management Inc., LLC (AMI)), Alycia S. Draper (Merck Smith Domer), James Chia (CISCO)
T3: Train the Trainer	Elise Owen, Amy Michel, Bob Bellhouse (Milestone Management International LLC), Mrs. Le Huong Huong and Mr. Ngo Tat Thang (STAMEQ)

**e. Training materials**

Training materials were identified and developed to maximize the learning experience. Training materials were developed in English, reviewed and approved by USTDA and then translated into Vietnamese. Immediately after an item was translated by a Washington-based translator, both the English and Vietnamese versions were provided to STAMEQ so that any questions about the clarity of the translation could be resolved before printing the Handbook. Training materials are listed in Table 5: Training Materials.

Table 5: Training materials

VS	IS	T3
Instructor Biographies	Instructor Biographies	Instructor Biographies
Course Overview	Course Overview	Course Overview
Lecture PowerPoints	Lecture PowerPoints	Lecture PowerPoints
	Practical Exercise	
	Case Study	
	IS Follow-up:	
	ANSI Essential Requirements	
	U.S. Resources	
	Toy Safety Coordination Initiative	

## **2. Instructional Phase**

### **a. VSTP Participation**

ANSI encouraged STAMEQ to identify and invite 40 – 60 potential participants from the government sector with a basic knowledge of voluntary standards development and the WTO's TBT agreement, and who are responsible for the development and application of standards, technical regulations and conformity assessment policies at the technical and policy level in Vietnam, as well as private sector representatives.

#### **Intensive Sessions**

More than 120 Vietnamese individuals participated in VSTP. Participants attended sessions based on the relevance of the subject to their responsibilities, and their availability based on other commitments. The average Intensive Session daily attendance was rate thirty-five participants. Forty-eight Vietnamese government and private sector representatives attended the Intensive Session Follow-Up session. In all, more than 2200 student hours of training were delivered. A register of participants is provided in Appendix 6: List of Participants.

The Intensive Session Follow-up Session was comprised of three instructor-lead lecture/interactive discussions including:

- ANSI Essential Requirements for American National Standards (ANS)
- On-line resources for standards-related information in the U.S.
- Case study on the ANSI-TIA Toy Safety Coordination Initiative (TSCI) to demonstrate how a public-private partnership in SCATR can facilitate trade and improve safety

#### **Train the Trainers (T3)**

T3 was attended by fourteen future trainers carefully selected from VSTP participants representing various government and private sector organizations. A roster of T3 participants is

included in Appendix 6. A key element of T3 was the introduction of STAMEQ's direct involvement of STAMEQ in the classroom dialogue. This was designed into T3 in order to encourage and reinforce STAMEQ's responsibility to establish and nurture various forms of training which collectively address the need to inform, educate and train all sectors of the Vietnamese economy.

Topics covered in T3 included:

- Identifying the various audiences for training and communications (single industry, multiple industry, STAMEQ and its subordinate units)
- Setting long-term and near-term goals which will be fostered by effective training and communications on standards and conformity assessment
- Planning to teach (Customizing the message to the audience, contextual relevance, amount of information, time management, coherent messages)
- Training methods (Lecture, case study, practical exercise, panels, guest speakers, surveys)
- Scaling the message (1 minute, 1 hour, 1 day, 1 week) and
- Use of surveys and questionnaires

#### **b. Adjunct meetings and interviews**

Additional meetings and interviews were held with the following individuals:

- Ms. Diep Thi Lan, Deputy of Training Service, QUATEST3
- Ms. Le Thi Bich Thuy, Expert, VENET Co. Ltd.
- Mr. Nguyen Trinh Binh, Deputy QA Director, Vietnam Airlines
- Mr. Tran Ngoc Trung, Managing Director, CBI Ltd.
- Mr. Nguyen Van Quan, Deputy Director, Central Pharmaceutical Company No. 1



- Mr. Nguyen Van Tuoi, Deputy Director, Fire Protection Dept., Ministry of Public Security
- Dr. Nguyen Thi Yen, Ministry of Health, Vietnam Food Administration
- Ms. Nguyen Viet Hung, Deputy Director, Drug Administration
- Mr. Nguyen The Hung, Deputy director, Ministry of Construction Department for Science and Technology
- Mr. Adam Sitkoff, Executive Director, American Chamber of Commerce, Hanoi

### ***3. Evaluation Phase***

As described above, evaluation of the success of VSTP should be done in two steps. Short-term indicators can suggest the extent of participation, the degree of short term comprehension and the opinions expressed by participants, but only a longer term perspective will reveal whether or not future actions taken by the Vietnamese government are in alignment with the general principles and specificities presented during VSTP. Short-term indicators have been captured and are presented immediately below. A discussion of applying longer term indicators follows.

#### **a. Short-term indicators**

- More than 120 Vietnamese and 28 U.S. representatives participated in VSTP. While most Vietnamese participants attended many of the sessions, some attended only those that were most relevant to their job requirements, and as their schedule allowed. Twenty-one Vietnamese participants attended every IS session. An average of 35 Vietnamese participants attended each day of the Intensive Sessions; this number increased by 30% at the IS Follow-up Session, suggesting that the IS sessions were perceived as valuable to those who attended.

- Each IS participant was given a VSTP Handbook which contained training materials in English and Vietnamese. These materials included course overviews, PowerPoint presentations, practical exercises and case studies, and are provided in Appendix 7: Training Material Overview; Appendix 8: Course Overviews; and Appendix 9: Summary of IS PowerPoint presentations.
- There was keen interest on the part of many Vietnamese participants to receive further training on the U.S. approach to standards and conformity assessment.
- Approximately twenty Vietnamese participants expressed interest in becoming instructors. Fourteen participants actually completed the T3 sessions.
- A series of questionnaires was used to evaluate VSTP participants' basic understanding of standards, conformity assessment, WTO/TBT and other subjects. Approximately 90% of all responses received were correct; during remaining VSTP sessions, emphasis was then placed on areas which were not well understood.
- Interagency discussions were held between NIST, ANSI, ITA regarding how best to position the U.S. at forthcoming ASEAN standards meetings.
- VSTP attracted positive press coverage in Vietnam and in the South Asia region during the March 2008 sessions. This included an interview of Mr. Steven Bipes, ANSI's Director for International Policy – Regional and Bilateral Programs by the national newspaper Voice of Vietnam. The following links provide access to that coverage.
  - <http://www.amchamvietnam.com/?id=2000>
  - <http://www.us-asean.org/headlines.asp>
  - [http://dangcongsan.vn/english/economics/details.asp?topic=16&subtopic=52&leader\\_topic=125&id=BT1630860610](http://dangcongsan.vn/english/economics/details.asp?topic=16&subtopic=52&leader_topic=125&id=BT1630860610)

- In direct connection with VSTP, Michael J. Erikson, President of Aviation Management Inc., LLC arranged several meetings to pursue business opportunities related to the upgrading of aviation infrastructure in Vietnam and other similar opportunities. Meetings were scheduled with:
  - Deputy Director General Hoang Xuan Hue, Vietnam Air Traffic Management
  - Vice Director Nguyen Tuan Khanh, Vinh Phuc People’s Committee Investment and Industrial Zones Management Board
  - Chairman Nguyen Ngoc Phi, Vinh Phuc Province People’s Committee
  - Senior Official Hoang Huu Lich, Civil Aviation Administration of Vietnam
  - Director Dr. Tran Quang Chau, Vietnam Airlines Corporation
- Also in direct connection with VSTP, through interviews scheduled between a U.S. pharmaceutical SDO, U.S. Pharmacopeia (USP), and Vietnamese pharmaceutical stakeholders such as the Drug Administration of Vietnam, Vietnam Pharmacopeia and the National Institute of Drug Quality Control, USP has expressed interest in increasing its activity in Vietnam and could be a potential partner in future sector-specific initiatives.
- VSTP solidified the link between the U.S. standards and conformance community and STAMEQ and other interested Vietnamese stakeholders. Dialogue with participants in VSTP identified a number of items for future collaboration, including a series of industry-specific, one-day standards and conformity assessment workshops that would be co-sponsored by STAMEQ.
- Underwriters Laboratories (UL) used the occasion of VSTP to convene a number of local clients and STAMEQ representatives for presentations about UL’s capabilities and plans for doing business in Vietnam, followed by dinner.

- While in Hanoi, ANSI, NIST and the CPSC conducted meetings and training for U.S. embassy staff on standards-related issues such as the importance of standards to U.S. trade interests, and standards related to product safety.
- In addition, NIST conducted an outreach session with the Vietnamese Ministry of Construction to advance plans for an upcoming “Standards in Trade” workshop that will focus on fire protection in construction.
- In conjunction with VSTP, ANSI and U.S. Department of Commerce staff jointly conducted a training session for U.S. embassy staff, U.S. Department of State staff including Health Science and Technology officers, and Foreign Commercial Service Officers in Hanoi and, via video conference, Ho Chi Minh City. Subjects included an overview of U.S. policies for SCATR, top SCATR-related business concerns internationally, how to recognize a SCATR-related trade barrier, and who Embassy staff should work with in Washington to address SCATR-related trade concerns.
- ANSI discussed with STAMEQ and U.S. embassy staff the possibility of a 2009 regional tour by Mr. Joe Bhatia, president and Chief Executive Officer of ANSI.
- ANSI discussed with STAMEQ the possibility of an internship at ANSI’s headquarters in Washington, DC for a STAMEQ staff member with exceptional potential.
- ANSI discussed with STAMEQ the need for a continuing series of steps to be taken to demonstrate the advancement of standards and conformity assessment policy in Vietnam.
- ANSI discussed with STAMEQ the possibility of developing Vietnamese content for Standards Portal ([www.standardsportal.org](http://www.standardsportal.org)).

- Immediately following the Intensive Session, email correspondence began between participants and instructional staff, with specific questions about standards implementation and practices in the U.S.

#### **b. Participant comprehension of key teaching points**

VSTP developers (ANSI) wanted a means of evaluating participants' understanding of the basic principles to be taught each day in order to guide that day's presentation and discussion. Each morning, participants were asked to fill out a brief questionnaire, generally consisting of "True or False" questions on the day's topic to be taught. Within an hour, the aggregated responses were projected onto a screen for participants to examine, and subsequent instruction reinforced any teaching point which received less than 85% in correct responses. These questionnaires revealed a strong level of understanding for more than 90% of the questions posed, with only a few areas of common misunderstanding at the basic level. For example, before the WTO/TBT session, ANSI asked the question, "The WTO Technical Barriers to Trade Agreement encourages the use and adoption of ISO standards exclusively, true or false?" 59% of respondents answered the question incorrectly. A re-test after the WTO/TBT session indicated that only 10% again got the answer wrong. Detailed results are provided in Table 6: Pre- and Post-VSTP Understanding.

Table 6: Pre- and Post-VSTP Understanding

Question	Correct Answer	Pre-Test % Correct	Post-Test % Correct	Change
1. ISO participation allows each country numerous votes, based on its population and Gross Domestic Product (GDP).	FALSE	54%	100%	46%
2. The WTO technical Barriers to Trade Agreement encourages the use and adoption of ISO standards exclusively.	FALSE	41%	90%	49%
3. Conformity Assessment undermines consumer confidence.	FALSE	74%	86%	12%
4. Third-party certification programs should include surveillance of the production process.	TRUE	74%	100%	26%
5. Which of these requires that a problem occur before government takes action?	Post Market Surveillance	78%	42%	-36%
6. In the United States, laws encourage regulators to incorporate existing standards into regulations, rather than creating new and unique technical requirements.	TRUE	82%	95%	13%
7. In the United States, most regulators use qualified and approved private-sector organizations to implement their conformity assessment responsibilities.	TRUE	87%	100%	13%
8. Which of these is encouraged by the WT/TBT Agreement.	Performance-based approaches	72%	76%	4%

In addition to these broad areas, participants asked many detailed and probing questions during VSTP sessions. Many of these were addressed immediately, others required additional research. Questions and answers were documented and are provided at Appendix 10: Participant Interaction.

On the final day of the Intensive Sessions, the questionnaire consisted of those previously asked questions with low percentages of incorrect responses. In all but two cases, the percent of correct responses increased significantly to above 85%. In one case, dealing with performance-based versus design-based approaches, no significant improvement occurred; approximately 75% of respondents provided the correct answer. In the second case, the percentage of correct responses actually decreased from 78% to 42%, however a number of participants commented

that the Vietnamese translation of the question on the post-VSTP questionnaire was unclear. This is supported by the fact that only 60% of respondents attempted to answer the question. Detailed results are provided in Appendix 1: Questionnaire Data.

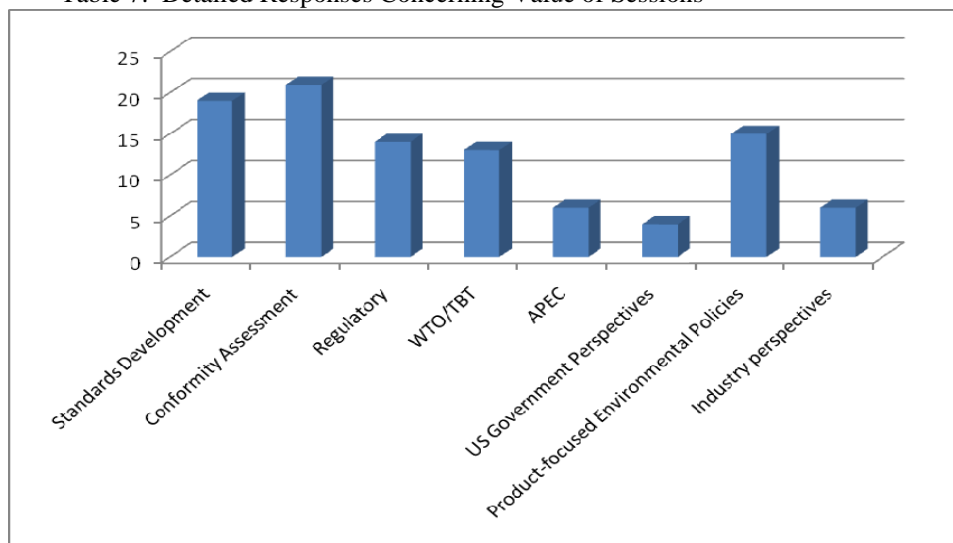
**c. Participant Interaction**

There was an extensive amount of participant interaction throughout the Intensive Sessions. Observers estimated that more than two hours of discussion and questions and answer periods occurred each day. Much of that dialogue was captured and is provided at Appendix 10: Participant Interaction.

**d. Post-VSTP Participant Evaluation**

Immediate on-site feedback from VSTP participants was extremely positive. Participants who intend to become trainers cited Standards Development, Conformity Assessment, Regulatory Principles and WTO/TBT and Product-focused Environmental Policies as the most useful sessions. Table 7: Detailed Responses Concerning Value of Sessions, provides details of the responses.

Table 7: Detailed Responses Concerning Value of Sessions



## **e. Stakeholder Perspectives**

The following statements are indicative of comments made by VSTP participants:

“You have changed our pre-disposition toward standards; we now realize the importance of developing consensus around the standards we use.”

“Learning from your examples, we plan to increase the way we listen to the private sector during the standards development process.”

Participants cited the following concepts as important and useful learning experiences:

- Application of standards throughout the life cycle of energy-using products (“e-waste”)
- Conformity of Production (COP)
- Decentralized, bottom-up, consensus-based standards development
- IECEE Conformity Assessment Schemes (e.g. IECEE, IECQ, IECEX)
- Important role of standards in assuring product safety
- Market-based standards approach
- One standard, one test, one acceptance
- Opportunities for E-government approach to standards and conformity assessment processes
- Performance-based vs. designed-based approaches
- Product-focused environmental policies
- Technical Barriers to Trade (TBT) Agreement
- The difference between voluntary standards and technical regulations
- The importance of private sector participation in standards development



- The principles of good standards-setting processes: transparency, openness, consensus, relevance, effectiveness
- The U.S. Consumer Product Safety Commission (CPSC) approach to ensuring product safety
- Successes and failures of EU environmental policies, directives and regulations (e.g. RoHS, WEEE, EuP, REACH, etc.)
- The U.S. model for standardization in which government participates in developing standards, but everything is determined by the market
- The concept that “third-class companies make products; second class companies develop technology; first class companies develop standards”

The following statements are indicative of those made by instructors:

“The students were very engaged in the training. They asked numerous questions and probed deeper into a subject if they did not understand or agree with what was being taught.”

“The questions asked were good and insightful, and came from a governmental perspective.”

“A 90 minute exercise which asked participants to think like engineering managers in a product company resulted in extensive agreement among the participants, and fortunately in the right direction.”

#### **f. Longer Term Indicators**

The effectiveness of the VSTP will become increasingly apparent over time as STAMEQ and other government agencies consider the knowledge extended via VSTP, and determine how and to what extent those concepts should be put in practice in Vietnam.

ANSI has identified a number of specific indicators that can be monitored over time to help determine the extent and rate of Vietnam's adoption of the basic principles of standards development, conformity assessment and WTO/TBT participation. Upon USTDA's approval, these indicators will be forwarded to STAMEQ with an explanation of how they will be viewed by USTDA as a measure of the effectiveness of VSTP, and therefore consideration for future standards-related programs in Vietnam.

The proposed indicators are:

- Provide 2008 examples of STAMEQ/GVN implementing a Conformity Assessment regime that effectively meets its legitimate objectives without unnecessarily impacting trade; e.g., such as:
  - Allowing competition among foreign qualified bodies
  - Designating foreign qualified bodies for testing against accepted criteria
  - Accepting test results from qualified private sector bodies (e.g. UL, Intertek, SGS, BV, etc.) for regulatory compliance so that duplicative conformity assessment requirements can be reduced.
- Demonstrate process produced an outcome, not just regulations on paper, e.g.,
  - Demonstrate open and transparent procedures are in effect by evidencing stakeholder involvement, including evidence of stakeholders being made aware of proposed standards/conformity assessment actions, stakeholders' participation in meeting and written dialogue, and that stakeholders comments are answered in writing.
  - Demonstrate that whenever a technical regulation is proposed, it is openly and equally promulgated to all potential stakeholders, including other government

ministries, the Vietnamese private sector and the WTO Enquiry Point, via a standard distribution list.

- Demonstrate that, prior to attempting to implement a technical regulation, the practical aspects of implementation and the potential impact of that plan on trade and on the stated objective, and potentially on corruption were considered.
- Demonstrate that technical regulations produced a useful and tangible outcome that is in alignment with the legitimate objective driving its development (e.g. protecting environment, health, safety or national security).
- Demonstrate that Vietnam regularly attends and participates in the WTO Technical Barriers to Trade Committee (WTO/TBT), APEC Subcommittee on Standards and Conformance (APEC/SCSC) and other international meetings and that it supports U.S. proposals and initiatives.
- Beginning with the June 2008 TBT Committee meeting, demonstrate that Vietnam more actively and increasingly participates in discussions and comments on the proposed technical regulations of other WTO members.

While any standards or conformity assessment action by the Government of Vietnam and other Vietnamese stakeholders could be relevant to monitoring the progress of developing an open, transparent standards regime, emphasis might be placed on those sectors of Vietnam's economy that provide export opportunities for U.S. businesses. According to the U.S. Department of Commerce, the best opportunities for U.S. export to Vietnam are in the following sectors:

- Telecommunications Equipment & Services
- Safety & Security Equipment

- Power Generation, Transmission & Distribution
- Oil & Gas Field Machinery
- Medical Equipment & Supplies
- Franchising
- Environmental & Pollution Control Equipment
- Education & Training Services
- Computer Hardware & Software
- Aviation
- Air Traffic Management Equipment

## **D. ANSI's evaluation on whether USTDA and USG's objectives were achieved**

ANSI believes that the stated objectives of VSTP are being exceeded. As described in Section C.3, Evaluation Phase, short term indicators which demonstrate this include:

- 120 total participants, far exceeding the goal of 40 – 60 representatives from the government and private sectors. Without question, VSTP attracted participation from Vietnamese government and private sector representatives who are positioned to influence the direction of standards development in Vietnam. These participants had a fundamental knowledge of standards, were highly motivated to learn and were consistently engaged in the learning experience. However a substantial percentage, perhaps as high as 30% of participants were non-managerial staff who, while benefitting from exposure to the principles of market-driven standards development and conformity assessment, are not yet in positions where they can exert influence. Efforts to sustain the contacts made with these individuals, and develop relationships with them may pay dividends in the future. ANSI plans to sustain contact with all VSTP participants through ongoing email contact and, where possible, through engagement in international and regional fora such as ISO, IEC, APEC, PASC, etc.
- Approximately 30 participants who received this training have job responsibilities to develop, adopt and/or enforce technical regulations consistent with WTO requirements.
- Fourteen of these participants went on to become trainers of this course material. They have been given the full set of training materials in the Vietnamese and English languages, including pedagogical references, as well as bibliographic resources and on-line links to U.S. standards and conformity assessment sites. Relationships with these trainers will be sustained through a planned series of communiqués.

- Over 200 second-generation trainees are expected by the end of 2008.
- Technical assistance channels between STAMEQ and the U.S. standards community have been established.
- STAMEQ has demonstrated a willingness to support increased U.S. access to and engagement in ASEAN activities, including advocating having U.S. presentations at ASEAN Consultative Committee on Standards and Quality (ACCSQ) working group meetings. STAMEQ, which holds the ACCSQ lead on standardization, has become a stronger regional voice for ASEAN policies which support a global and U.S. approach underpinning open markets and free trade. The ACCSQ Secretariat has been reluctant to allow U.S. participation in its meetings, in part because the U.S. supported system of standardization which prioritizes the use of internationally accepted standards and conformance measures is errantly seen as an obstacle to, and not facilitator of, local political aspirations for regional economic integration of Southeast Asia. VSTP has supported U.S., Vietnamese, and ASEAN interests in this regard.
- STAMEQ officials have committed to ensuring that before the end of 2008:
  - Vietnam will issue a WTO/TBT notification, and
  - Vietnam will consider comments on their WTO/TBT notification.

Over a longer term, because of the VSTP training, Vietnam is more likely to shift its policies and regulations regarding standards and conformity assessment.

- Barriers such as misunderstandings and misperceptions which have prevented Vietnam from joining the IECEE CB Scheme are being removed.
- Participants embraced concepts such as the WTO Code of Good Practice and the ANSI system for accrediting SDOs and designating American National Standards (ANS).

- Vietnam is more likely to cooperate with the U.S. on Trade and Investment Liberalization and Facilitation (TILF) projects, such as Enhanced Business Participation in Standardization, as well as future projects such as a workshop on toy safety.

Of equal importance is the fact that relationships have been established or enhanced between fifteen or more thought leaders (the T3 participants and key STAMEQ staff) in the Vietnamese standards community and their U.S. counterparts. These relationships are being fostered and developed by ongoing communications. In October 2008, ANSI will send a delegation to Vietnam to meet with key VSTP participants, those who participated in the adjunct interviews and others. These discussions will help sustain the commitment to ideas and calls to action that were an important part of the VSTP discussions.

On the other hand, it must be recognized that there are a number of factors which push against Vietnam's adoption of the U.S. approach to standards and conformity assessment, and which will not be changed by a stand-alone training regime. The stated goals of VSTP, and in fact the overall conceptual design of VSTP, did not address these realities, which should be dealt with in future USG programs.

- Vietnam is deeply entrenched in the government-centric development and enforcement of technical regulations, in which policy makers "regulate first and figure out how to enforce afterward". This allows technical regulations to be promulgated in a vacuum without public comment or consideration of business conditions, and causes U.S. businesses to struggle with unnecessarily burdensome or unclear measures to demonstrate compliance.
- There is a strong political commitment between the countries of Southeast Asia to engage in regional economic integration via ASEAN and therefore the ASEAN regional influence on Vietnam is significant. Vietnam appears to be more committed to ASEAN than to its

bilateral cooperation with the U.S. or its multilateral cooperation with APEC which reinforces the U.S. “bottom up” market-driven approach. Specifically, ASEAN is committed to regional regulation and to the development of an ASEAN certification program with a priority aim of highlighting and enforcing geographical political unity vs. ensuring a free flow of safe and compliant products certified by global private sector parties. These objectives appear to be politically driven, rather than focusing on the real situation of each country within the ASEAN region, and are likely to be implemented with technical regulations on paper and no capacity to implement effectively. Such a situation will lead to significant trade barriers for U.S. companies doing business in the region. In several instances, VSTP participants conceptually agreed with the points made in training sessions, but indicated that it would be impossible for Vietnam to implement the concept because it had already made conflicting commitments in ASEAN. Future programs in the SE Asia region should take the important and influential role of ASEAN (key members and Secretariat) into account. The lessons provided to Vietnamese participants through VSTP need to be communicated to other countries in the ASEAN region, and there should be consideration for increasing not only understanding of U.S. perspectives in these countries, but also increasing these countries’ ability to put forward the right messages in ASEAN.

- To the extent that regulatory regimes and technical assistance can create spheres of influence in developing countries like Vietnam, the U.S. faces formidable competition from the European Union, individual EU member states, and others. The European Commission, for instance, has had a long-term, extensive and committed presence in Vietnam with an established aid office embedded in the STAMEQ headquarters in Hanoi, additionally conducting biweekly trips of consultants between Brussels and Hanoi for the past two years.



EU-funded consultants are currently available on a daily basis to advise STAMEQ in its efforts to become ISO-9000 registered; to provide input into the development of standards, regulations, and conformity assessment programs, as well as related policies; and to achieve other STAMEQ objectives. This type of ongoing support builds tremendous goodwill, ensuring that EU perspectives are heard and reinforced, opening a channel to address specific trade concerns encountered by European companies.

Lack of further U.S. efforts of equivalent impact will likely allow the European approach to standardization to gain more validity in the eyes of Vietnamese public and private sector stakeholders. The U.S. can most effectively match or exceed the European impact not by sending consultants on long-term assignments, but by conducting ongoing, targeted engagements that have a coordinated message and that allow top experts and advocates of the U.S. approach to communicate its strategic benefits. In the space of standardization, such engagement will require dedicated coordination from ANSI, as coordinator of the U.S. private-public sector standards and conformance system, to ensure continual inclusion of information consistent with current policies and activities in U.S. standards and conformance. ANSI believes that the benefits of the U.S. system speak for themselves, but programs to ensure that they are visible and well understood are critical. While the VSTP created a tremendous amount of value for comparatively low investment, it must be viewed as a foundation for amplifying activity in Vietnam.

## E. Recommendations

While ANSI believes that the overall implementation and impact of the VSTP exceeded the expectations outlined in the RFP, as well as the expectations of the U.S. and Vietnamese participants, we have also outlined some areas of improvement for future programs:

- At each phase, program documentation should be vetted with key U.S. and Vietnamese stakeholders, to ensure continuity and consistency throughout the project life cycle from early conceptual discussions through desk studies, RFP, contract and implementation plan.
- Planners should anticipate the need for consecutive or simultaneous interpretation during all training sessions, in order to ensure complete understanding of all presented materials and discussions.
- Coordination between ANSI and USTDA, and between ANSI and STAMEQ was effective at identifying and resolving many problems before they happened. Coordination for future projects should include at least one face-to-face working session between all of the parties. Firm commitments should be carefully documented and signed off before implementation begins.
- ANSI recorded the questions and comments raised by VSTP participants, and the responses provided by U.S. experts. This documentation was subsequently vetted by those experts and USTDA. The vetted documentation was then shared with STAMEQ. This process could be improved if a standards-proficient “court reporter” was included in the project team.
- VSTP participants continuously asked for efficient ways to identify, locate, and download product-related U.S. standards. Specifically, they called for a searchable bilingual internet portal for this purpose. This presents an opportunity for further collaboration between USTDA, ANSI and STAMEQ.

- VSTP participants obtained a thorough understanding of the U.S. standards and conformity assessment systems, and developed insights into how the Vietnamese model could benefit from some aspects of the U.S. model, such as its performance-driven, bottom-up system and informational portals like ANSI's [www.standardsportal.org](http://www.standardsportal.org). This knowledge should be reinforced at the industry sector-level through a series of one-day workshops that each focus on one specific industry sector and explore objectives for exportation from both countries.
- VSTP participants frequently requested follow-up training, and these requests were underscored by STAMEQ. In order to sustain a reasonable balance between costs and benefits to U.S. interests, future training programs could be made contingent upon quid-pro-quo actions such as STAMEQ's proactive support for greater U.S. participation in ASEAN.

## **F. List and description of Appendices**

### ***Appendix 1: Monthly reports***

Monthly reports were provided to the Commercial Officer's Technical Representative (COTR) on the 10<sup>th</sup> of each month, commencing October 10, 2007. These were written by the independent Program Manager and provided an objective view of the state of the project at each step. Each report was accompanied by an updated Risk Management Register. The Register identified a range of possible events which could adversely affect the accomplishment of the Program's objectives. Each identified event was rated in terms of probability and the degree to which its occurrence would negatively impact the Program. Mitigating steps were identified and tracked. Copies of these reports are provided in Appendix 1: Monthly reports.

### ***Appendix 2: Virtual Sessions 1 and 2***

Virtual sessions 1 and 2 were conducted in January 2008 via digital videoconference between Washington and Hanoi, in order to give all VSTP participants a basic and common foundation of the U.S. standards approaches taken in the U.S. and in Vietnam. The agendas for these sessions are provided at Appendix 2: Virtual Sessions.

### ***Appendix 3: Intensive Session course layout***

The course layout document provides a "windowpane" view of the training conducted each day, and with other events such as breaks. This document can be found in Appendix 3: Intensive Session course layout.

### ***Appendix 4: Instructors***

A listing of instructors, along with their contact details, is provided in Appendix 4: Instructors and panelists.

### ***Appendix 5: Instructors' Biographies***

Instructors' biographies are provided in Appendix 5: Instructors' biographies.

### ***Appendix 6: List of Participants***

A list of U.S. and Vietnamese VSTP participants is provided in Appendix 6: List of Participants.

### ***Appendix 7: Training Materials Summary***

A listing of all VSTP training materials is provided in Appendix 7: Training Materials Summary, and includes the ANSI library folder (at [www.ansi.org](http://www.ansi.org)) in which these documents can be found.

Field Code Changed

### ***Appendix 8: IS course Overviews***

Course Overviews and Key teaching Points for each Intensive Session are provided in Appendix 8: IS Course Overviews.

### ***Appendix 9: Summary of IS PowerPoint Presentations***

The English version of PowerPoint presentations used during Intensive Session lectures are provided in Appendix 9: Lecture Presentations.

### ***Appendix 10: Questionnaire Data***

The questions posed each day to Intensive Session participants, along with a summation of responses are provided in Appendix 10: Questionnaire Data.

### ***Appendix 11: Private Sector Panel***

A list of questions posed to the private sector panel, as well as biographies of the panelists is provided in Appendix 11: Private Sector Panel.

### ***Appendix 12: Lessons Learned***

A compilation of “Lessons Learned” is provided in Appendix 12: Lessons Learned.

### ***Appendix 13: Unofficial glossary***

An unofficial glossary of terms used during VSTP is provided in Appendix 13: Unofficial Glossary.

### ***Appendix 14: Acronyms***

A listing of acronyms used during VSTP is provided in Appendix 14: Unofficial Glossary.

## Appendix 1: Monthly Reports

Monthly reports were provided to the Commercial Officer's Technical Representative (COTR) on the 10<sup>th</sup> of each month, commencing October 10, 2007. These were written by the independent Program Manager and provided an objective view of the state of the project. Each report was accompanied by an updated Risk Management Register. The Register identified a range of possible events which could adversely affect the accomplishment of the program objectives. Each identified event was rated in terms of probability and degree of possible impact. Mitigating steps were identified and tracked.

## Vietnam Standards Training Program (VSTP)

### Monthly Report<sup>1</sup>

10 Nov 2007

#### Actions Completed:

- A decision has been taken jointly by ANSI and STAMEQ to postpone Virtual Sessions 1 and 2. This will provide additional time to resolve participant lists. The confirmed dates for VS1 and VS2 are Jan 16-18, 2008.
- ANSI has reserved the World Bank Global Development Learning Network (GDLN) facilities in Washington and Hanoi for VS1 and 2. The Hanoi facility accommodates approximately 30 persons. We therefore expect to conduct two consecutive events for VS1. For planning purposes, we anticipate that training will be conducted at:
  - VS1A: 8PM Jan 15 EST = 8AM Jan 16 Hanoi
  - VS1B: 8PM Jan 16 EST = 8AM Jan 17 Hanoi
  - VS2: 8PM Jan 17 EST = 8AM Jan 18 Hanoi
- Elise Own has been identified as Lead Instructor for Virtual training sessions 1 and 2.
- ANSI has contacted Ms. Lan Dai with detailed requirements for translation services.
- Page counts have been established for training materials.
- ANSI submitted a white paper on Measures of Success to USTDA. Subsequently, a conference call was convened with USTDA Evaluation Department. Minutes of that call have been prepared; action points from the call are provided below.
- ANSI is investigating local Vietnamese coordinators to assist with program logistics. Potential sources include the U.S. Foreign Commercial Service and the World Bank Global Development Learning Network.
- ANSI has tentatively identified a candidate for lead instructor for both Conformity Assessment and the Conformity Assessment case study.

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<sup>1</sup> This report is submitted in accordance with contract USTDA-07-Q-31999, paragraph B4.



- ANSI has taken initial steps to secure a trainer for a construction/infrastructure training session.
- ANSI has dialogued with Mike Violette from Washington Labs regarding their recent and proposed training programs in Vietnam.
- ANSI has dialogued with Richard Fritz from Food and Agriculture Export Alliance (FAEA) regarding their interest in having food and agriculture a part of the VSTP curriculum.

Actions Pending<sup>2</sup>:

- From 24 Sep Kickoff meeting:
  - ANSI to recommend sectors favorable to US interests (In progress, targeted for 15 Oct 2007) (Complete)
  - ANSI to find funds for refreshments (Not started)
  - ANSI to nominate members of “Friends of” (In progress, targeted for 15 Oct 2007)
- From 4/5 Oct Kickoff Conference Call:
  - ANSI to coordinate and discuss with USTDA on STAMEQ’s request for a diverse participant list (vs. a core group).
- From 29 Oct Evaluations Conference call:
  - ANSI to draw up a wish list of 10-20 items to send back to Diana Rossiter for review, with copy to David Denny and Jamie Merriman.
  - USTDA to forward the “Aviation Cooperation Guidelines” document to ANSI.
  - ANSI to provide USTDA a draft of the questions it will ask trainees to answer at the outset of the VSTP.
- Other:
  - Training materials will be submitted to USTDA for review and approval and to Ms. Lan Dai for translation in December.
  - ANSI to engage local coordinator.

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<sup>2</sup> Pending action points are consolidated whenever they are reported in more than one source. E.g., ANSI’s responsibility to find or provide funding for refreshments was identified in both the 24 Sep and 4/5 Oct discussions, but is only reported once in this report.

- ANSI to coordinate with USTDA regarding development of promotional materials. (In progress)
- A detailed program schedule will be produced following approval of the training schedule.
- ANSI is considering requesting a contract change regarding payment milestones for development of training materials and mobilization of trainers.
- ANSI to identify trainer for session 7.

Risk Assessment: See attached Risk Management Register

Program Manager's observations: The list of expected participants has not yet been resolved. Training materials must comply with specified page counts in order to stay within budget. Communications between USTDA and ANSI are excellent. STAMEQ has some views regarding training participation and in kind contributions that are different from the concept defined in the contract; these need prompt resolution. STAMEQ has not yet corresponded following the 4/5 Oct conference call; timeliness of STAMEQ's communications will be key to keeping the program on schedule.

Submitted by:

Bob Bellhouse

VSTP Program Manager

## Vietnam Standards Training Program (VSTP)

### Monthly Report<sup>3</sup>

10 Dec 2007

#### Actions Completed:

- Curriculum and Training Materials:
  - Final course schedule dates have been confirmed with STAMEQ and USTDA.
  - Revised course layout has been submitted to and approved by USTDA.
  - Training materials for VS1 and VS2 have been submitted to USTDA for approval.
  - The schedule for preparation of training materials has been refined.
- Subcontractors:
  - ANSI has confirmed Mr. Robert Pollock as lead instructor for Conformity Assessment and Mr. Michael Kirschner as Lead Instructor for the Chemicals Management.
  - ANSI is in discussions with ASTM for the lead instructor for construction/infrastructure. ANSI has suggested to USTDA that roads and paving be considered as the case study. This will complete the identification of Lead Instructors.
  - ANSI has selected Ms. Lan Dai Nguyen Rees as Translator and Consecutive Interpreter. Ms. Nguyen Rees will translate all training materials and will be present for VS, IS and T3 sessions, including follow-ups.
  - ANSI has selected Mr. Richard Lee of MarketLinks2Vietnam as Local Coordinator. Duties will include program outreach, program promotion, logistical and administrative support. Mr. Lee will coordinate closely with STAMEQ to encourage participation, and subsequently will assist ANSI in arranging local interviews.

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<sup>3</sup> This report is submitted in accordance with contract USTDA-07-Q-31999, paragraph B4.

- Digital Video Conference facilities:
  - ANSI has reserved the World Bank Global Development Learning Network (GDLN) facilities in Washington and Hanoi for IS and T3 follow up sessions. All facilities for remote sessions have now been reserved. Following a successful telephone interview, a detailed draft agreement has been provided to Mr. Lee. ANSI expects him to begin his assignment not later than 15 December 2007.
- Participants:
  - ANSI has forwarded a list of possible participants to STAMEQ analysis and recommendations.
- Promotion:
  - ANSI has obtained agreement from third party organizations to promote VSTP. These include:
    - International Trade Administration – Standards staff
    - National Institute of Standards and Technology – SE Asia Staff
    - US – Vietnam Trade Council
    - US – ASEAN Business Council
    - U.S. Chamber of Commerce – SE Asia Representatives
- Other:
  - ANSI has clarified with STAMEQ the profile of required participation, in accordance with discussions between ANSI and USTDA.
  - ANSI has begun the process of obtaining required Defense Base Act and Medical Evacuation insurance
  - ANSI and USTDA have continued constructive discussions regarding Measures of Success to USTDA

Actions Pending<sup>4</sup>:

- From 24 Sep Kickoff meeting:
  - ANSI to find funds for refreshments (Not started)

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<sup>4</sup> Pending action points are consolidated whenever they are reported in more than one source, and removed when they are completed.

- From 29 Oct Evaluations Conference call:
  - USTDA to forward the “Aviation Cooperation Guidelines” document to ANSI.
  - ANSI to provide USTDA with a draft of the questions it will ask trainees to answer at the outset of the VSTP.
  
- Other:
  - ANSI is considering requesting a contract change regarding payment milestones for development of training materials and mobilization of trainers.

Risk Assessment: See attached Risk Management Register

Program Manager’s observations: Although participants have not been explicitly invited or confirmed, a good working list of possible participants has been developed. The first tranche of training materials has been developed and submitted for USTDA approval. When approved (currently overdue from USTDA this will provide a working model for future training materials. Communications between USTDA and ANSI are excellent. ANSI’s staff involvement and management of the working budget have been excellent, providing assurances that the VSTP will be conducted as planned.

Submitted by:

Bob Bellhouse

VSTP Program Manager

## Vietnam Standards Training Program (VSTP)

### Monthly Report<sup>5</sup>

14 Jan 2008

#### Actions Completed:

- Curriculum and Training Materials:
  - All training materials have been approved, translated and printed for VS1 and VS2.
  - Other training materials are in progress.
- Subcontractors:
  - Dr. Sharon Goldsmith has committed to presenting Personnel Certification (with focus on food preparation) as IS7, in lieu of road construction and materials.
- Digital Videoconference Facilities:
  - In addition to the video conference link, ANSI has made arrangements for VS1 and VS2 to be available via webcast. The URL is <http://vcg01.worldbank.org/vc/>.
  - A backup plan has been prepared in the event of a communications interruption during VS1 or VS2.
- Participants:
  - ANSI has invited over 65 guests to attend VSTP VS 1 and VS2 in Washington. Approximately 45 participants have been invited by STAMEQ in Vietnam.
- Other:
  - Instructions for obtaining visas have been issued to all U.S. participants.
  - Detailed travel arrangements for the March trip to Hanoi are underway.
  - Hotel accommodations have been identified.

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<sup>5</sup> This report is submitted in accordance with contract USTDA-07-Q-31999, paragraph B4.

Actions Pending<sup>6</sup>:

- From 24 Sep Kickoff meeting:
  - ANSI to find funds for refreshments (Not started)
  
- From 29 Oct Evaluations Conference call:
  - ANSI to provide USTDA a draft of the questions it will ask trainees to answer at the outset of the VSTP.
  - ANSI will reformat Measures of Success to place increased focus on impact to U.S. business.
  
- Other:
  - ANSI has submitted a contract change regarding payment milestones for development of training materials and mobilization of trainers.

Risk Assessment: See attached Risk Management Register

Program Manager's observations: A great deal of progress has been made in identifying participants, with approximately 45 participants invited to date. Development of training materials for IS 1-7 still lags the schedule and is of continuing concern. The ANSI Local Coordinator is proving to be very effective in working with STAMEQ and in making local administrative and logistical arrangements.

Submitted by:

Bob Bellhouse

VSTP Program Manager

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<sup>6</sup> Pending action points are consolidated whenever they are reported in more than one source, and removed when they are completed.

## Vietnam Standards Training Program (VSTP)

### Monthly Report<sup>7</sup>

12 Feb 2008

#### Actions Completed:

- Curriculum and Training Materials:
  - All training materials for VS1, VS2 and VS6 are “binder-ready”. Vietnamese and English material will appear side by side on opposite pages
  - We await STAMEQ’s comments on translations of USTDA-approved materials. Comments received on or before 15 Feb will be incorporated.
  - Other training materials are in progress.
  - PDF files will be sent to STAMEQ for printing and binding on or about 21 Feb.
- IS7:
  - The subject and format of IS7 are being revised. The new approach will include:
    - a panel of approximately 4 U.S. private sector experts each discussing 5 questions about what their company does, why standards are important to their efforts in Vietnam, how Vietnamese standards policies help/hinder the companies’ efforts in Vietnam, what changes would be useful, and how does the company intends to engage with Vietnam on a going forward basis (~ 2 hours)
    - a recap of all VSTP key teaching points (~ 1 hour)
    - Question and answers (~ ½ hour)
    - Completion of a questionnaire by participants (~ ½ hour)
    - Closing remarks, graduation ceremony and presentation of certificates (~ 1 hour)
    - Open session for bilateral discussions between U.S. company representatives and Vietnamese participants (~ 1 hour)

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<sup>7</sup> This report is submitted in accordance with contract USTDA-07-Q-31999, paragraph B4.



- ANSI will consult with STAMEQ to assess the interest and feasibility of positioning IS7 as a prominent event that might draw the attention of additional senior Vietnamese representatives.
- Questionnaire and interviews:
  - Participant’s Questionnaire is being rewritten to incorporate USTDA suggestions
  - ANSI plans to conduct interviews with Vietnamese representatives during the week of 8 April in Hanoi
- Admin/logistics:
  - Information has been provided to ANSI for the issuance of visa authorization letters
  - The Intercontinental Hotel has been selected at advantageous rates
  - Sponsorships of cocktail reception, lunch, breaks are being solicited

Actions Pending<sup>8</sup>:

- Other:
  - ANSI has submitted a contract change regarding payment milestones for development of training materials and mobilization of trainers.

Risk Assessment: See attached Risk Management Register

Program Manager’s observations: Feedback and deliverables from Vietnam stalled during the Tet holiday and are slowly resuming. Integration of English and Vietnamese training materials for IS 1-7 is a major remaining task prior to the IS sessions in Hanoi.

Submitted by:

Bob Bellhouse

VSTP

Program

Manager

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<sup>8</sup> Pending action points are consolidated whenever they are reported in more than one source, and removed when they are completed.

## Appendix 2: Virtual Session 1 and 2 Video Conferences

### **VS1: Overview of the U.S. Standards and Conformity Assessment System**

<b><u>Time</u></b>		<b><u>Speaker</u></b>
8:00 – 8:20	Welcome and Opening Remarks	Steven Bipes – Director of International Policy, Regional and Bilateral Programs, ANSI  Henry Steingass – Regional Director, U.S. TDA  Ngo Tat Thang – Director of the International Cooperation Department, STAMEQ  Ngo Quy Viet – Director General, STAMEQ
8:20 – 9:20	Lecture	Elise Owen – Representative for China and India Affairs, ANSI
9:20 – 9:50	Questions and Answers	Elise Owen – Representative for China and India Affairs, ANSI
9:50 – 10:00	Closing Remarks	Ngo Tat Thang – Director of the International Cooperation Department, STAMEQ  Elise Owen – Representative for China and India Affairs, ANSI

## **VS2: Overview of the Vietnamese Standards and Conformity Assessment System**

<b><u>Time</u></b>		<b><u>Speaker</u></b>
8:00 – 8:20	Welcome and Opening Remarks	Steven Bipes – Director of International Policy, Regional and Bilateral Programs, ANSI  Tran Van Hoc – Director of the Standards Department, STAMEQ
8:20 – 9:20	Lecture	Tran Van Hoc – Director of the Standards Department, STAMEQ  Nguyen Nam Hai – Deputy Director of QUACERT, STAMEQ  Vu Xuan Thuy – Director of the Bureau of Accreditation, STAMEQ
9:20 – 9:50	Questions and Answers	Tran Van Hoc – Director of the Standards Department, STAMEQ  Nguyen Nam Hai – Deputy Director of QUACERT, STAMEQ  Vu Xuan Thuy – Director of the Bureau of Accreditation, STAMEQ
9:50 – 10:00	Closing Remarks	Ngo Tat Thang – Director of the International Cooperation Department, STAMEQ  Steven Bipes – Director of International Policy, Regional and Bilateral Programs, ANSI

## **Backup Communications and Restoration Plan** **VS1 and VS2**

The US Vietnam Standards Training Program (US-VSTP) will begin on {Tuesday January 15<sup>th</sup> EDT at 8PM} {Wednesday, January 16<sup>th</sup> Hanoi at 8AM}, with a live video conference session between Washington DC and Hanoi, Vietnam. Additional sessions will be held on the next two consecutive days at the same times.

ANSI has arranged for digital video conference links between Washington and Hanoi, using the World Bank's Global Development Learning Network (GDLN) state of the art and highly reliable facilities.

In the very unlikely event that GDLN audio or video capabilities are interrupted and respecting the people who will be participating in these sessions, ANSI and GDLN has developed this Backup Communications and Restoration plan.

1. Technical management and the overall quality of the GDLN signal and facilities during the VSTP sessions is the responsibility of GDLN staff.
  - a. GDLN contacts for technical in Washington is Lorenzo, 202 458 7549.
  - b. GDLN contacts for technical in Hanoi are:  
Ms. Nuong: +844-9346600 ext. 706. Cellular: +84982417435  
Mr. Chu Tuan Anh: +844-9346600 ext. 240 or ext. 250
2. The senior ANSI or STAMEQ person present in Washington or Hanoi will determine if audio and video is satisfactory. These individuals will be supported by VSTP local coordinators who will be able to communicate by cell phone.
  - a. The VSTP Local Coordinator in Washington is Amy Michel, mobile: 202-344-5228
  - b. The VSTP VS Training Coordinator in Hanoi is Tam Pham, cellular number: +84 98906747
3. In the event there is a problem, immediately notify on-site GDLN technical support.
4. In the event that only the video signal between the two GDLN sites fails, it may be possible to continue using only audio communications.
5. In the event that only the audio signal between the two GDLN sites fails, it may be possible to continue using telephone communications.
  - a. The conference phone number at the GDLN facility in Washington is 202 458 7549.
  - b. The conference phone number at the GDLN facility in Hanoi is +8449346600 ext 708
6. It may also be possible to continue the session using webcast access. The webcast URL for these sessions is <http://vcg01.worldbank.org/vc/>.
7. VSTP Local coordinators will work with GDLN during the dry run to determine the feasibility of these and other solutions to service disruption.

## Appendix 3: Intensive Sessions course layout

Time	Monday March 10 IS 1: Standards Development	Tuesday March 11 IS 2: Conformity Assessment	Wednesday March 12 IS 3: Regulatory Principles	Thursday March 13 IS 4: WTO	Friday March 14 IS 5: APEC	Monday March 17 IS 6: Product-focused Environmental Policies	Tuesday March 18 IS 7: Industry Perspectives
9:00 AM - 9:15 AM	Welcome and Opening Steven Eipes	Market Access vs Acceptance Bob Pollock	Welcome and Opening Eise Oen	Welcome and Opening Eise Oen	Welcome and Opening Eise Oen	Welcome and Opening Eise Oen	Welcome and Opening Donald Hay, Senior Commercial Officer, US Embassy and Dr. Dan, Deputy Director STAMEG
9:15 AM - 9:30 AM	Lecture 1: U.S. Standards System Steven Eipes	Lecture 1: Overview of Conformity Assessment Bob Pollock	Lecture 1: Overview of Technical Regulations Jennifer Stradman	Lecture 1: WTO Agreements on Technical Barriers to Trade and the Application of Sanitary and Phytosanitary Measures Christine Brown	Lecture 1: U.S. - Vietnam Cooperation Jennifer Stradman	Lecture 1: Regulation & Reaction Michael Kirschner	Brief remarks by U.S. Industry Experts, followed by moderated Panel Discussion Brent Omdahl, US Commercial Specialist, Moderator
9:30 AM - 9:45 AM							
9:45 AM - 10:00 AM							
10:00 AM - 10:15 AM	Instructor lead Q&A and discussion: Steven Eipes	Exercise Bob Pollock	Instructor lead Q&A and discussion: Jennifer Stradman	Instructor lead Q&A and discussion: Christine Brown	Instructor lead Q&A and discussion: Jennifer Stradman	Instructor lead Q&A and discussion: Michael Kirschner	
10:15 AM - 10:30 AM							
10:30 AM - 10:45 AM	Break	Break	Break	Break	Break	Break	Break
10:45 AM - 11:00 AM		Assessment of Testing and Certification Bodies: Bob Pollock					
11:00 AM - 11:15 AM	Practical Exercise and breakout U.S. Retail Industry Use of Standards Steven Eipes & Eise Oen	Product Certification: Bob Pollock	Practical Exercise and breakout Development of Bioterrorism Regulations in the U.S. Eise Oen & Jennifer Stradman	Practical Exercise and breakout WTO Scenarios: Eise Oen & Christine Brown	Practical Exercise and breakout Jennifer Stradman	Practical Exercise and breakout Michael Kirschner	Moderated panel responses to questions from participants and open discussion: Brent Omdahl/Moderator
11:15 AM - 11:30 AM							
11:30 AM - 11:45 AM							
11:45 AM - 12:00 PM							
12:00 PM - 12:15 PM							
12:15 PM - 12:30 PM	Exercise Bob Pollock						
12:30 PM - 12:45 PM	Lunch	Lunch	Lunch	Lunch	Lunch	Lunch	Lunch
12:45 PM - 1:00 PM							
1:00 PM - 1:15 PM							
1:15 PM - 1:30 PM							
1:30 PM - 1:45 PM							
1:45 PM - 2:00 PM							
2:00 PM - 2:15 PM							
2:15 PM - 2:30 PM	Lecture 2: Consumer Product Safety and the United States Who is Responsible? Richard O'Brien, CPSC	Enforcement Challenges: Bob Pollock	Lecture 2: National Technology Transfer and Advancement Act (NTTAA) Apt Jala	Lecture 2: NSCI and the U.S. TBT Enquiry Point Notification Authority Apt Jala	Moderated panel discussion including U.S. government representatives: Eise Oen/Moderator	Lecture 2: Standards for Improvement of Environmental Performance Michael Kirschner	Open Discussion: Eise Oen
2:30 PM - 2:45 PM		Exercise: Bob Pollock					
2:45 PM - 3:00 PM	Break	Wrap-up session: Bob Pollock	Break	Break	Break	Break	Participants complete questionnaires regarding VSTP and how they will use knowledge gained
3:00 PM - 3:15 PM							
3:15 PM - 3:30 PM	Case Study: Openness, Transparency, Consensus, and Due Process in the Standards Development Process David Bergman (IPC)	Break	Case Study: One Standard, One Test, One Acceptance James How, Cargill	Case Study: Complying with and taking advantage of the commitments in the WTO TBT Agreement Christine Brown	Moderated panel discussion including U.S. government representatives: Eise Oen/Moderator	Case Study: A Company's Compliance Process Michael Kirschner	Presentation of VSTP Certifications of Completion
3:30 PM - 3:45 PM		Case Study: IEC Conformity Assessment Schemes					
3:45 PM - 4:00 PM		Informal Bilateral Discussions with U.S. Industry Experts and VSTP Participants					
4:00 PM - 4:15 PM							
4:15 PM - 4:30 PM							
4:30 PM - 4:45 PM							
4:45 PM - 5:00 PM							

Appendix 4: Instructors Roster

Instructor/Expert	Title	Organization	Telephone	Email
Steven Bipes	Director, International Policy - Regional and Bilateral Programs	ANSI	202 331-3607	<a href="mailto:sbipes@ansi.org">sbipes@ansi.org</a>
Elise Owen	Representative to China	ANSI	(202) 331-3624	<a href="mailto:ewen@ansi.org">ewen@ansi.org</a>
Jennifer Stradtman	International Trade Specialist	Office of International Trade Administration (ITA)	202 482-0311	Jennifer.Stradtman@mail.doc.gov
Bob Pollock	Director, Market & Conformity Surveillance	Underwriters Laboratories, Inc.(UL)	(847) 664-3878	<a href="mailto:Robert.J.Pollock@us.ul.com">Robert.J.Pollock@us.ul.com</a>
Christine Brown	Office of Trade Agreements and Compliance	Department of Commerce	(202) 482-5089	<a href="mailto:Christine.Brown@mail.doc.gov">Christine.Brown@mail.doc.gov</a>
Richard O'Brien	Director of International Programs and Intergovernmental Affairs	US Consumer Product Safety Commission (CPSC)	(301) 504-7054	<a href="mailto:robrien@cpsc.gov">robrien@cpsc.gov</a>
Ajit Jilla, Ph.D.	Senior Standards Specialist, Global Standards and Information Group	National Institute of Standards and Technology (NIST)	(301) 975-5089	<a href="mailto:ajit.jilla@nist.gov">ajit.jilla@nist.gov</a>
Michael Kirshner	President	Design Chain Associates, LLC	(415) 904-8330	mike@designchainassociates.com
Amy Michel	Program Administrator	ANSI	(202) 331-3625	<a href="mailto:amichel@ansi.org">amichel@ansi.org</a>
Alfonso L. DeMatteis	General Director	Delta Construction Management Company	(84) 4-823-6600/6610	n/a
Michael J. Erickson	President	Aviation Management Inc., LLC	(81) 90-5317-0832	me98@yahoo.com
Bryan Popp	Director-Worldwide Codes and Standards	Dormont Manufacturing	724-387-3395	bpopp@dormont.com
James How	Asia Regional Director Food Safety & Regulatory	Cargill	(86-10) 84863191 ext. 3823	james_how@cargill.com
David Bergman	CAE Vice President, Standards, Technology and International Relations	IPC	847-597-2840	davidbergman@ipc.org

Appendix 5: Instructor Biographies  
Instructor Biography

**STEVEN J. BIPES**

Director of International Policy – Regional and Bilateral Programs  
American National Standards Institute

**Steven Bipes** is ANSI's Director of Regional and Bilateral Programs for the International Policy team and is responsible for coordinating U.S. policy and participation within several international and regional standardization bodies (e.g. COPANT, PASC, CEN, CENELEC, ETSI). Mr. Bipes leads ANSI's bilateral relationships with over 150 national standards bodies as well as its government relations, policy development, education and outreach efforts with U.S. and foreign government agencies dealing with international trade. Internationally, this includes the Asia Pacific Economic Cooperation (APEC), the European Commission (EC) and the networks of various Free Trade Agreements (FTAs) throughout the Americas.

Prior to joining ANSI in 2003, Mr. Bipes worked in the telecom, manufacturing, and software industries for 10 years. He served as a member of U.S. delegations to the NAFTA Consultative Committee for Telecommunications (CCT) and the Inter-American Telecommunication Commission (CITEL) under the Organization of American States (OAS) and was previously a member of the American Chamber of Commerce in Brazil (AMCHAM) in São Paulo. He participated in the Telecommunication Industry Association's (TIA) Regulatory Engineering Committees, coordinating with the U.S. Federal Communication Commission (FCC) in the deregulation of its various programs, and participated in the harmonization of Canadian and U.S. technical telecommunications and electrical safety requirements.

Mr. Bipes started his professional career working in the Quality Assurance Department for Siemens-Nixdorf in Paderborn - Germany. He has since worked with multinational organizations in the United States and Brazil. He holds a Bachelor's degree in electrical engineering from Purdue University.

## Instructor Biography

### **CHRISTINE BROWN**

International Trade Specialist

Department of Commerce – Office of Trade Agreements and Compliance

**Christine Brown** is an international trade specialist with the Department of Commerce's Office of Trade Agreements and Compliance, where she investigates foreign trade barriers faced by U.S. industry and represents the Department in trade negotiations. Ms. Brown specializes in issues related to the WTO Agreements focusing on technical barriers to trade, sanitary and phytosanitary measures, import licensing and information technology.

Prior to joining the Commerce Department, Ms. Brown previously served as Director of Congressional Affairs and Trade Policy at the Korea Economic Institute. She has also worked with C&M International, a trade and investment consulting firm in Washington, DC.

Ms. Brown holds a MA in International Relations and Economics from The Johns Hopkins School of Advanced International Studies (SAIS) and a BA in International Relations and German Area Studies from Tufts University.



## Instructor Biography

### **AJIT JILLAVENKATESA**

Senior Standards Specialist – Global Standards and Information Group  
National Institute of Standards and Technology

**Dr. Ajit Jillavenkatesa** is a Senior Standards Specialist with the Global Standards and Information Group (GSIG) at the National Institute of Standards and Technology (NIST).

In this role, he specializes in tracking and analyzing standards and conformity assessment related policy issues in South Asia, Asia-Pacific and the Mid-East Asia regions. His primary responsibilities include providing standards and conformity assessment related policy and technical expertise to customers at NIST, the U.S. Department of Commerce, other US Government agencies and the private sector. He thus interacts extensively with standards experts in addressing the role of standards and conformity assessment in enabling trade and commerce, and the manifestation of standards and conformity assessment procedures as technical barriers to trade.

Dr. Jillavenkatesa also participates in international standards development activities in emerging areas such as radio-frequency identification (RFID) and nanotechnology. Dr. Jillavenkatesa contributes documentary standards and conformity assessment expertise to intra- and inter-governmental groups, bridging the worlds of standards, international trade and regulatory policy.

Dr. Jillavenkatesa is a materials scientist by training, having come to NIST in 1997, with a Ph.D. in Ceramics from Alfred University in New York. He has authored and co-authored books and peer reviewed publications related to physical and chemical characterization of materials.

## Instructor Biography

### **MICHAEL G. KIRSCHNER**

PRESIDENT & MANAGING PARTNER  
Design Chain Associates, LLC

**Michael Kirschner** has been President and Managing Partner of Design Chain Associates, LLC since its inception in 2001 and is an internationally recognized expert in the analysis and impact of environmental regulation on electronic products. His primary duties include helping clients define and achieve their goals for environmental compliance as well as product development and supply chain efficiency. He has recently contributed two chapters to the "Governance, Risk, and Compliance Handbook", to be published by Wiley in 2008 and is featured in Mark Schapiro's new book "Exposed: The Toxic Chemistry of Everyday Products and What's at Stake for American Power".

Prior to founding DCA Mr. Kirshner held Engineering and Engineering Management positions at Compaq, Tandem, Intel, and Intergraph, as well as at several start-ups in Component Engineering, Reliability, Quality Assurance, Software Development, and Product Design roles. His focus has always been on improving product quality, reliability, and performance while reducing both short- and long-term costs and environmental impact.

Mr. Kirshner received his Bachelor of Science in Electrical Engineering (BSEE) from Worcester Polytechnic Institute in Worcester, MA.

## Instructor Biography

### **RICHARD W. O'BRIEN**

Director of International Programs and Intergovernmental Affairs

U.S. Consumer Product Safety Commission

**Mr. Richard O'Brien** is a career federal employee with over 23 years' service and draws from a diverse government and private-sector background. At the Consumer Product Safety Commission, he oversees the regulatory agency's international activities aimed at ensuring the safety of imported consumer products. He also coordinates efforts with other U.S. and foreign government agencies on international consumer product safety issues. Mr. O'Brien is a retired career U.S. Foreign Service Officer. Immediately prior to joining CPSC, he served as director for U.S. bilateral telecommunications policy at the Department of State for the countries of East Asia and the Pacific region. Before joining the Foreign Service, he worked in trade promotion at the Commerce Department's International Trade Administration and earlier, at the Agriculture Department's Foreign Agricultural Service, the department's export agency.

A background in multiple federal agencies has given Mr. O'Brien broad experience in international standards policy, product safety, foreign market access, and market development for a range of goods and services, including electronics, food, agricultural, and consumer products, as well as media, telecommunications, energy, financial, and professional services. Before entering federal service, he held a variety of positions in the public relations and marketing field, including agency account executive, consultant, and regional public relations director for The Salvation Army.

Mr. O'Brien holds a Master's Degree in International Affairs from George Washington University and a Bachelor's Degree in Mass Communications from Towson State University. A veteran of both the U.S. Air Force and the U.S. Coast Guard Reserve, he has lived and worked in the Netherlands, the United Kingdom, South Korea, Germany, and Switzerland. Mr. O'Brien serves on the Public Safety Committee of the City of Bowie, Maryland.

## Instructor Biography

### **ELISE M. OWEN**

Representative for China and India Affairs  
American National Standards Institute

**Elise Owen** serves as ANSI's Representative for China and India and is responsible for increasing ANSI's expansion into other priority markets in Asia. In this facility, Ms. Owen is actively working to communicate and promote U.S. positions for standardization and conformity assessment, to ensure that standards facilitate trade, and to promote the U.S. approach to standards and its benefits.

Previously, Ms. Owen worked for the U.S. Department of Commerce, International Trade Administration. As an International Trade Specialist, she worked to facilitate U.S. exports and to resolve individual and systemic bilateral concerns on foreign regulations and policies that hindered U.S. market access. In this capacity, Ms. Owen worked to ensure that U.S. industry perspectives and positions were represented in the World Trade Organization Technical Barriers to Trade Agreement, participating in the development of U.S. policy document for the TBT Committee and working to address TBT-related compliance and enforcement issues.

Ms. Owen is proficient in Mandarin Chinese and Japanese, graduating with honors and certified by the Defense Language Institute and Foreign Language Center, where she served in the United States Army. She holds an MBA from the University of Hawaii at Manoa and earned her undergraduate degree at Regent's College, graduating with honors from both.

## Instructor Biography

### **ROBERT J. POLLOCK**

Director of Market and Conformity Surveillance  
Underwriters Laboratories

**Robert (Bob) Pollock** is the Underwriters Laboratories (UL) Director of Market and Conformity Surveillance and has served in this position since 2003. In this role, Mr. Pollock develops and directs all strategic initiatives, plans and programs related to preserving the ongoing integrity of all UL's Certification Marks. In addition, he assures that corrective actions identified during the investigation of field incidents and markets surveillance activities are implemented corporate-wide.

UL is an architect of the U.S. safety system, having developed more than 1,000 safety standards, and participates actively in national and international standards development. UL tests more than 19,200 types of products, and 21 billion UL Marks appear in the marketplace each year. UL works closely with customers, regulators, insurers, retailers and consumers on research, technology and safety initiatives.

Mr. Pollock began his career at UL in 1977 in UL's Santa Clara, Calif., USA division. He was responsible for conducting product safety evaluations, developing test programs and determining compliance with UL Standards. From 1994 to 2001, Mr. Pollock was the manager of Regulatory Services, focusing on developing and implementing strategies for increasing global acceptance of UL Conformity Assessment Services by regulatory authorities. As director of Field Reports and Regulatory Services, a position he held from March 2001 to December 2002, Mr. Pollock strengthened policies for protection of UL Mark integrity through vigorous investigation and enforcement and improved UL's corrective action system to resolve incidents of non-compliance of UL Certified products. A reorganization in June 2004, returned responsibility for Regulatory Services to Bob.

Mr. Pollock earned a Bachelor of Science in Electrical Engineering/Engineering and Public Policy from Carnegie Mellon University in Pittsburgh, Pennsylvania and a Masters of Business Administration (MBA) from San Jose State University, San Jose, California. He is a Registered Professional Engineer (PE) and holds many professional memberships including the Institute of Electrical and Electronic Engineers (IEEE) and the National Fire Protection Association (NFPA). He has also received two UL Professional Engineering certifications.

Instructor Biography

**JENNIFER STRADTMAN**

International Trade Specialist – Office of International Trade Administration (ITA)

U.S. Department of Commerce

**Ms. Jennifer Stradtman** has been working on issues related to standards and technical regulations for the Department of Commerce for three years. She currently works for the ITA Standards Liaison on the Secretary's Standards Initiative. Ms. Stradtman has also served as the Department's lead specialist on the WTO Technical Barriers to Trade Committee. She has served on ISO and Codex committees and has worked on compliance issues related to the Sanitary and Phytosanitary Agreements. Prior to working for the Department, Ms. Stradtman worked as a section director for American Council of Independent Laboratories focusing on issues related to conformity assessment, regulations and accreditation.

Ms. Stradtman was also a state and local lobbyist for the Buffalo Niagara Partnership, a regional economic development organization. Ms. Stradtman earned her Master's degree in International Trade from the State University of New York, University at Buffalo and her Bachelor's degree in Political Science from State University of New York, College at Fredonia.

Appendix 6: List of Participants

U.S. experts:

Last name	First name	Title	Organization
Baker	Kent	Vice President IPR Policy & Compliance	Qualcomm
Bangaragiri	Nagendra	Manager, Conformity Assessment Services	UL
Bellhouse	Bob	Program Manager	Milestone Management International LLC
Bergman	David	CAE Vice President, Standards, Technology and International Relations	IPC
Bipes	Steven	Director, International Policy - Regional and Bilateral Programs	ANSI
Brown	Christine	International Trade Specialist	Department of Commerce – Office of Trade Agreements and Compliance
Chong	Alex	Consultant Standards & Regulations	Caterpillar
Dao	Le Minh	Commercial Specialist	US Embassy
DeMatteis	Alfonso	Technology & Solutions Division	Delta Construction
Donald	Nay	Senior Commercial Officer	U.S. Embassy
Erikson	Michael	President	AMI
Hopkins	Laurie	Program Analyst	U.S. Consumer Product Safety Commission
James	How	Asia Regional Director Food Safety & Regulatory Affairs	Cargill
Jilla	Ajit	Senior Standards Specialist – Global Standards and Information Group	NIST
Kirschner	Mike	President	Design Chain Associates
Lan Dai	Nguyen Rees	Interpreter	Contractor
Morelli	Steven	Director, Inspection & Field Services	UL
O'Brien	Richard	Director of International Programs and Intergovernmental Affairs	U.S. Consumer Product Safety Commission
Omdahl	Brent	Commercial Officer	US Embassy
Owen	Elise	Representative for China Affairs	ANSI
Pollock	Bob	Director of Market and Conformity Surveillance	UL
Popp	Bryan	Director-Worldwide Codes and Standards	Dormont Manufacturing Company
Rathburn	Dan	Director	STAR - Vietnam Program
Sekar	JC	General Manager, ASEAN	UL
Stradtman	Jennifer	International Trade Specialist	ITA
Trees	Tuyet	Major Projects/Finance Coordinator	US Embassy
Venkitachalan	RA	Vice President & Managing Director - UL Emerging Markets	UL
Walters	Greg	Asia Region Director	USTDA

Vietnamese participants:

The list below includes those participants that regularly attended the VSTP Intensive Sessions. Other individuals participated in only selected sessions and are not captured here.

First name	Last name	Title	Organization
Dang	Sinh		Market Link to VN
Dang Quang	Hung	Officier	Vietnam Productivity Center
Dao Xuan	Bai	Senior expert	Ministry of Natural Resources and Environment
Diep Thi	Lan	Deputy of Training Service	QUATEST3
Do Hong	Phuong	Expert	Vietnam Standards & Quality Center (VSQC)
Ho Minh	Tan	Head of Dep.	Civil Aviation Administration of VN
Ho Minh	Trang	Expert	Bureau of Accreditation (BoA)
Hoang Anh	Giang	Director	Institute of basic research and standardization
Hoang Minh	Hao	Deputy Director	Hai Phong Dept. of SMQ
Hoang Viet	Dung	Officier	QUATEST1
Huynh Thi Kim	Hoan	Head of Dep.	SMEDEC2 Ho Chi Minh City
Le	Hoa	.	Cargill
Le Hung	Son	Head of SMTQ Dept.	General Dept of Technology, Ministry of Public Security
Le Huong	Huong	Head of foreign Relations Dept.	STAMEQ
Le Thi Bich	Thuy	Expert	VENET Co. Ltd
Le Van	Doan	Expert	Ministry of Industry and Trade
Mai	Sinh	Expert	STAMEQ
Ngo Tat	Thang	Officier	STAMEQ
Nguyen	Vu	Deputy director of Dep.	QUATEST1
Nguyen Hoang	Anh	Officier	Ministry of Industry and Trade
Nguyen Hung	Cuong	Head I-E Products Unit	Dept. of Goods product Control
Nguyen Minh	Ha	Vice Director	Codex Bureau of Vietnam
Nguyen Ngoc	Ba	Director	Institute of Building Science and technology
Nguyen Quang	Duong	.	Vietnam Airlines
Nguyen Thanh	Van	Officier	STAMEQ
Nguyen The	Hung	Director	Science, Technology Dept., Ministry of Construction
Nguyen Thi	Nga	Engineer	Technical Unit, Chemical Corporation
Nguyen Thi	Yen	Senior Officer	Hai Duong Dept. of Standards, Metrology and Quality
Nguyen Thi Hai	Yen	Consultant	SMEDEC1 Hanoi
Nguyen Thi Mai	Huong	Senior Officer	Conformity Assessment Dept., STAMEQ
Nguyen Trinh	Binh	Deputy QA Director	Vietnam Airlines
Nguyen Trong	Hien	Head of Dep.	QUATEST1
Nguyen Van	Khuong	.	Environment Protection Dept.
Nguyen Van	Quan	Deputy Director	Central Pharmaceutical Company No. 1
Nguyen Van	Tuoi	Deputy Director	Fire Protection Dept., Ministry of Public Security
Nguyen Viet	Hung	Deputy Director	Drug Administration
Pham	Tam	.	ML2VN
Pham Hong	Anh	Officier	Civil Aviation Administration of VN
Pham Minh	Thanh	.	Ministry of Transport of Vietnam
Pham Ngoc	Son	DVT	Ministry of Natural Resources and Environment
Pham Thi	Nga	Engineer	Environment Protection Dept.
Pham Thi Kim	Yen	Deputy Director	STAMEQ
Pham Thi Thanh	Tam	Expert	YSQC
Pham Thu	Hoai	Senior Officer	STAMEQ
Phan Thi Trac	Van	Officier	Vietnam Electronics and Informatics Joint Stock Corporation
Thanh Hung	Sinh	Expert	Nhat Nuoc Co. Ltd.
Thanh Trung	Kien	Expert	Nhat Nuoc Co. Ltd.
Tong Thuy	Duong	Officier	SMEDEC1 Hanoi
Tran Kien	Dung	International Management Consultancy Ltd. (IMCC)	Senior Executive
Tran Ngoc	Trung	Managing director	CBI Ltd.
Tran Thi Tien	Thuy	Expert	QUACERT
Tran Thi Van	Anh	Expert	STAMEQ
Tran Viet	Anh	Consultant	SMEDEC 2
Truong Thi Hai	Yen	Expert	Civil Aviation Administration of VN
Vu Hong	Hanh	Officier	Standards Dept. STAMEQ
Vu Hong	Dan	Expert	Viet Nam Productivity Center
Vu Tu	Quyên	Officier	STAMEQ
Vu Van	Hong	Deputy director of Foreign Relations Dep.	STAMEQ
Vu Van	Son	.	Giang Vo Electronic Joint Stock Comp.

Appendix 7: VSTP Training Material Summary

All Training Materials are posted at <http://publicaa.ansi.org/>, keyword "VSTP".

Course	Document title	ANSI Library Folder name
IS1	Biography IS1 E.Owen (English)	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part I - Intro, IS1, IS2
	Biography IS1 E.Owen (Vietnamese)_STAMEQ	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part I - Intro, IS1, IS2
	Biography IS1 S. Bipes (English)	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part I - Intro, IS1, IS2
	Biography IS1 S. Bipes (Vietnamese)_STAMEQ	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part I - Intro, IS1, IS2
	Biography R. O'Brien (English)	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part I - Intro, IS1, IS2
	Biography R. O'Brien (Vietnamese)_STAMEQ	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part I - Intro, IS1, IS2
	Course Overview for IS1 FINAL (English)	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part I - Intro, IS1, IS2
	Course Overview for IS1 FINAL (Vietnamese)_STAMEQ	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part I - Intro, IS1, IS2
	IS1 Case Study - IPC (English)	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part I - Intro, IS1, IS2
	IS1 Case Study - IPC (Vietnamese)_STAMEQ	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part I - Intro, IS1, IS2
	IS1 Lecture 1 - General Overview (English)	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part I - Intro, IS1, IS2
	IS1 Lecture 1 - General Overview (Vietnamese)_STAMEQ	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part I - Intro, IS1, IS2
	IS1 Lecture 2 - CPSC (English)	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part I - Intro, IS1, IS2
	IS1 Lecture 2 - CPSC (Vietnamese)_STAMEQ	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part I - Intro, IS1, IS2
	IS1 Practical Exercise - Standards and Retail (English)	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part I - Intro, IS1, IS2
	IS1 Practical Exercise - Standards and Retail (Vietnamese)_STAMEQ	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part I - Intro, IS1, IS2
	Three key questions to be answered by IS1 (English)	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part I - Intro, IS1, IS2
	Three key questions to be answered by IS1 (Vietnamese)_STAMEQ	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part I - Intro, IS1, IS2
IS2	Biography B. Pollock (English)	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part I - Intro, IS1, IS2
	Biography B. Pollock (Vietnamese)_STAMEQ	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part I - Intro, IS1, IS2
	Biography IS2 S. Bipes (English)	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part I - Intro, IS1, IS2
	Biography IS2 S. Bipes (Vietnamese)_STAMEQ	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part I - Intro, IS1, IS2
	Course Overview for IS2 FINAL (English)	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part I - Intro, IS1, IS2
	Course Overview for IS2 FINAL (Vietnamese)_STAMEQ	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part I - Intro, IS1, IS2



	IS2 Case Study - IECCB Scheme (English)	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part I - Intro, IS1, IS2
	IS2 Case Study - IECCB Scheme (Vietnamese)	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part I - Intro, IS1, IS2
	IS2 Lecture - Conformity Assessment (English)	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part I - Intro, IS1, IS2
	IS2 Lecture - Conformity Assessment (Vietnamese)_STAMEQ	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part I - Intro, IS1, IS2
	Three key questions to be answered by IS2 (Vietnamese)_STAMEQ	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part I - Intro, IS1, IS2
	Three key questions to be answered by IS2 FINAL (translated)	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part I - Intro, IS1, IS2
IS3	Course Overview for IS3 - FINAL (English)	Training Materials Part II - IS3, IS4 VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part II - IS3, IS4
	Course Overview for IS3 - FINAL (Vietnamese)_STAMEQ	Training Materials Part II - IS3, IS4 VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part II - IS3, IS4
	IS3 Case Study - Cargill (English)	Training Materials Part II - IS3, IS4 VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part II - IS3, IS4
	IS3 Case Study - Cargill (Vietnamese)_STAMEQ	Training Materials Part II - IS3, IS4 VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part II - IS3, IS4
	IS3 Lecture 1 Overview of Technical Regulations (English)	Training Materials Part II - IS3, IS4 VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part II - IS3, IS4
	IS3 Lecture 1 Overview of Technical Regulations (Vietnamese)_STAMEQ	Training Materials Part II - IS3, IS4 VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part II - IS3, IS4
	IS3 Lecture 2 - NTTAA (English)	Training Materials Part II - IS3, IS4 VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part II - IS3, IS4
	IS3 Lecture 2 - NTTAA (Vietnamese)_STAMEQ	Training Materials Part II - IS3, IS4 VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part II - IS3, IS4
	IS3 Practical Exercise - Bioterrorism (English)	Training Materials Part II - IS3, IS4 VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part II - IS3, IS4
	IS3 Practical Exercise - Bioterrorism (Vietnamese)	Training Materials Part II - IS3, IS4 VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part II - IS3, IS4
	Three key questions to be answered by IS3 (English)	Training Materials Part II - IS3, IS4 VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part II - IS3, IS4
	Three key questions to be answered by IS3	Training Materials Part II - IS3, IS4

	(Vietnamese)	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part II - IS3, IS4
IS4	Biography - A. Jilla (English)	Training Materials Part II - IS3, IS4 VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part II - IS3, IS4
	Biography - A. Jilla (Vietnamese)_STAMEQ	Training Materials Part II - IS3, IS4 VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part II - IS3, IS4
	Biography - C. Brown (English)	Training Materials Part II - IS3, IS4 VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part II - IS3, IS4
	Biography - C. Brown (Vietnamese)_STAMEQ	Training Materials Part II - IS3, IS4 VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part II - IS3, IS4
	Biography - E. Owen (English)	Training Materials Part II - IS3, IS4 VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part II - IS3, IS4
	Biography - E. Owen (Vietnamese)_STAMEQ	Training Materials Part II - IS3, IS4 VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part II - IS3, IS4
	Biography - J. Stradtman (English)	Training Materials Part II - IS3, IS4 VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part II - IS3, IS4
	Biography - J. Stradtman (Vietnamese)_STAMEQ	Training Materials Part II - IS3, IS4 VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part II - IS3, IS4
	Course Overview and Key Teaching Points for IS 4 (Vietnamese)_STAMEQ	Training Materials Part II - IS3, IS4 VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part II - IS3, IS4
	Course Overview for IS4 (English)	Training Materials Part II - IS3, IS4 VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part II - IS3, IS4
	IS4 Case Study (English)	Training Materials Part II - IS3, IS4 VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part II - IS3, IS4
	IS4 Case Study (Vietnamese)	Training Materials Part II - IS3, IS4 VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part II - IS3, IS4
	IS4 Lecture 1 - (English)	Training Materials Part II - IS3, IS4 VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part II - IS3, IS4
	IS4 Lecture 1 - (Vietnamese)_STAMEQ	Training Materials Part II - IS3, IS4 VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part II - IS3, IS4
	IS4 Lecture 2 (English)	Training Materials Part II - IS3, IS4 VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part II - IS3, IS4
	IS4 Lecture 2 (Vietnamese)_STAMEQ	Training Materials Part II - IS3, IS4

		VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part II - IS3, IS4
	IS4 Practical Exercise - WTO Scenarios (English)	Training Materials Part II - IS3, IS4 VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part II - IS3, IS4
	IS4 Practical Exercise - WTO Scenarios (Vietnamese)_STAMEQ	Training Materials Part II - IS3, IS4 VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part II - IS3, IS4
	Three key questions to be answered by IS4 (English)	Training Materials Part II - IS3, IS4 VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part II - IS3, IS4
	Three key questions to be answered by IS4 (Vietnamese)_STAMEQ	Training Materials Part II - IS3, IS4 VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part II - IS3, IS4
IS5	Biography - E. Owen (English)	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part III - IS5, IS6, IS7
	Biography - E. Owen (Vietnamese)_STAMEQ	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part III - IS5, IS6, IS7
	Biography - J. Stadtman (English)	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part III - IS5, IS6, IS7
	Biography - J. Stadtman (Vietnamese)_STAMEQ	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part III - IS5, IS6, IS7
	Course Overview and Key Teaching Points for IS5 (English)	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part III - IS5, IS6, IS7
	Course Overview and Key Teaching Points for IS5 (Vietnamese)	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part III - IS5, IS6, IS7
	IS5 lecture 1 US - Vietnam Cooperation (English)	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part III - IS5, IS6, IS7
	IS5 lecture 1 US - Vietnam Cooperation (Vietnamese)_STAMEQ	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part III - IS5, IS6, IS7
	IS5 Practical Exercise (English)	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part III - IS5, IS6, IS7
	IS5 Practical Exercise (Vietnamese)	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part III - IS5, IS6, IS7
	Three Key questions to be answered by IS5 (English)	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part III - IS5, IS6, IS7
Three Key questions to be answered by IS5 (Vietnamese)	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part III - IS5, IS6, IS7	
IS6	90 Minute Exercise Description for IS6 (English)	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part III - IS5, IS6, IS7
	90 Minute Exercise Description for IS6 (Vietnamese)_STAMEQ	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part III - IS5, IS6, IS7
	Bibliography for IS6 (english)	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part III - IS5, IS6, IS7
	Biography - M. Kirshner (Vietnamese)_STAMEQ	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part III - IS5, IS6, IS7
	Biography - M. Kirshner FINAL (English)	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part III - IS5, IS6, IS7
	Case Study Description for IS6 (English)	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part III - IS5, IS6, IS7

	Case Study Description for IS6 (Vietnamese)_STAMEQ	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part III - IS5, IS6, IS7
	Course Overview and Key Teaching Points for IS6 (English)	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part III - IS5, IS6, IS7
	Course Overview and Key Teaching Points for IS6 (Vietnamese)_STAMEQ	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part III - IS5, IS6, IS7
	IS6 Case Study - Company Compliance Process (English)	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part III - IS5, IS6, IS7
	IS6 Case Study - Company Compliance Process (Vietnamese)_STAMEQ	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part III - IS5, IS6, IS7
	IS6 Lecture 1 - Regulation and reaction (English)	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part III - IS5, IS6, IS7
	IS6 Lecture 1 - Regulation and reaction (Vietnamese)_STAMEQ	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part III - IS5, IS6, IS7
	IS6 Lecture 2 - Standards for Improvement of Environmental Performance (English)	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part III - IS5, IS6, IS7
	IS6 Lecture 2 - Standards for Improvement of Environmental Performance (Vietnamese)_STAMEQ	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part III - IS5, IS6, IS7
	key questions to be answered by IS6 (English)	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part III - IS5, IS6, IS7
	Three Key questions to be answered by IS6 (Vietnamese)_STAMEQ	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part III - IS5, IS6, IS7
IS7	Biography M. Eirkson (English)	Biographies IS7 Panel VSTP Finalized Training Materials/Intensive sessions/Biographies - IS7 Panel
ISFU	ANSI Essential Requirements	IS Follow-up.zip VSTP Finalized Training Materials/IS Follow-up.zip
	Course Overview for IS Follow-up	IS Follow-up.zip
	Course Overview for IS Follow-up (English)	VSTP Finalized Training Materials/IS Follow-up.zip
	TSCI	IS Follow-up.zip VSTP Finalized Training Materials/IS Follow-up.zip
	U.S. Resources	IS Follow-up.zip VSTP Finalized Training Materials/IS Follow-up.zip
T3	Key Points of Training Administration (English)	T3 Training Material.zip VSTP Finalized Training Materials/Train the trainer
	Train the Trainers Course Overview and Key Teaching Points	T3 Training Material.zip VSTP Finalized Training Materials/Train the trainer (T3)
	Training Methods	T3 Training Material.zip VSTP Finalized Training Materials/Train the trainer (T3)
	VSTP Key Objectives	T3 Training Material.zip

		VSTP Finalized Training Materials/Train the trainer (T3)
	VSTP Key Teaching Points	T3 Training Material.zip VSTP Finalized Training Materials/Train the trainer (T3)
VS1	Biography - E. Owen FINAL (translated)	Virtual Sessions 1 and 2/VS1
	Course overview and key teaching Points for VS1 FINAL (translated)	Virtual Sessions 1 and 2/VS1
	NCAL Second edition	Virtual Sessions 1 and 2/VS1
	Three key questions to be answered by VS1 - Final (translated)	Virtual Sessions 1 and 2/VS1
	U.S. Standardization System - 07	Virtual Sessions 1 and 2/VS1
	USSS-2005 - FINAL	Virtual Sessions 1 and 2/VS1
	VS1 US Standards Approach - FINAL (translated)	Virtual Sessions 1 and 2/VS1
VSTP	Course layout	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part I - Intro, IS1, IS2
	Glossary	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part I - Intro, IS1, IS2
	Overview of ANSI	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part I - Intro, IS1, IS2
	Overview of USTDA	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part I - Intro, IS1, IS2
	TOC	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part I - Intro, IS1, IS2
	VSTP Flyer 11-07	Vietnam Standards Training Program Flyer
	VSTP Key Teaching Points 1	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part III - IS5, IS6, IS7
	Welcome Letter	VSTP Finalized Training Materials/Intensive Sessions/Training Materials Part I - Intro, IS1, IS2

## Appendix 8: Training Materials: Course Overviews and Key Teaching Points

### Intensive Session 1: Standards development

#### Course Overview and Key Teaching Points

##### Background and context for this seminar:

Around the world, *traditional barriers to trade* are being progressively eliminated, making the role of standards increasingly relevant as potential *technical barriers to international trade*.

Properly structured and applied, *international standards* can help facilitate international trade and increase the competitiveness of a country's domestic market. On the other hand, the development and adoption of *country-unique standards* can stall a country's technological development, entrench its market in inferior technologies, and inhibit its long-term trade potential.

Countries using international standards are granted entry into markets that use international standards because their *specifications* for products, services, and systems are internationally recognized. This reduces costs, enables commerce and trade between countries via the interoperability of technologies, and promotes innovation and economic growth.

##### Seminar description:

This seminar, "Standards", seeks to provide VSTP participants with the information necessary to understand how international standards are globally relevant. In addition, since there are instances where national standards may be necessary, information is provided on how to implement national standards in a manner that is least disruptive to international trade.

Drawing from U.S. experiences and perspectives, this seminar will:

- Provide a detailed explanation of how standards can be developed, used and referenced by regulations in a *market-driven* and *voluntary consensus standards system*.
- Discuss the roles of government and the roles of the *private sector* in a market-driven standards system.

- Provide information on organizations that develop international standards and recommendations on how Vietnamese stakeholders (both public- and private- sector) can be more actively involved in international standards development activities.
- Include a detailed discussion of:
  - The difference between standards and *technical regulations*
  - How governments can incorporate voluntary standards into technical regulations and *procurement bids* and
  - How governments can use voluntary standards to support other programs and initiatives.
- Use the U.S. National Technology Transfer and Advancement Act (NTTAA) and related policies such as OMB Circular A-119 as examples.

Concerning the implementation of national standards, this seminar will also:

- Identify instances in which such standards may be necessary
- Outline the WTO “Code of Good Practice for Standards Development” and how it can be applied in national standards development processes and
- Identify mechanisms that can be used to phase-in international standards.

## Intensive Session 2: Conformity Assessment

### Course Overview and Key Teaching Points

#### Background and context for this seminar:

Significant media attention throughout the world regarding quality and safety issues in recent months has highlighted the necessity for globalized economies to establish an effective conformity assessment system.

Implementing a flexible conformity assessment system with a risk-based approach can increase competitiveness and facilitate trade. Ensuring that the level of rigor of conformity assessment requirements correlates directly to the level of risk of a given product ensures global confidence in product quality and safety. Participation in multilateral conformity assessment schemes encourages reciprocal flexibility in other globalized economies.

#### Seminar description:

The “Conformity Assessment” seminar is designed to provide participants with the critical information needed to implement an open and transparent Conformity Assessment system incorporating good regulatory practices and will:

- Explain the difference between Market Access and Market Acceptance
- Discuss the types of Conformity Assessment Mechanisms and Demand Drivers
- Identify ISO Guidelines that cover Conformity Assessment Systems and Certification Bodies
- Determine methods for assessing Testing and Certification Bodies
- Describe the types of product conformity assessment approaches, including Third-Party and SDoC
- Explain the key steps in a Third-Party Product Certification Program
- Choose appropriate Data Acceptance Methods
- Analyze the benefits and challenges with Pre- and Post- Market Surveillance Programs
- Identify means for controlling the misuse of Marks of Conformity and implementing appropriate Corrective Actions
- Distinguish between legal and market requirements



## Intensive Session 3: Regulatory

### Course Overview and Key Teaching Points

This course will outline a regulatory approach that effectively safeguards the environment as well as the health and safety (EHS) of consumers without unnecessarily impeding trade. Emphasis will be placed on one regulatory approach which encourages public-private partnerships where government, industry, consumers, NGOs and other stakeholders work together to achieve common objectives.

The course materials will use the World Trade Organization (WTO)/Technical Barriers to Trade (TBT) Agreement definition for “technical regulation” and the U.S. Administrative Procedures Act will be referenced to demonstrate the following key concepts:

- Stakeholder Input: The U.S. system provides regulators with a clear process to gather, review, and address comments submitted by U.S. industry and other stakeholders. Once a regulation is adopted, companies are given reasonable notice and ample time to incorporate any new requirements into their manufacturing and business processes and to address any concerns or obstacles associated with compliance, before regulations go into effect.
- Cost/Benefit Analysis: The use of cost/benefit analysis ensures that proposed regulations are introduced only when voluntary mechanisms alone will not address EHS concerns and when it has been demonstrated that the proposed regulation will effectively meet its purpose. This practice encourages the use of regulations that can be enforced evenly on domestic and foreign industry.
- Private-Sector Delivery of Conformity Assessment Procedures: Most U.S. regulators administer their accreditation and/or certification and testing responsibilities by using qualified and approved private-sector conformity assessment organizations. This allows regulators to accommodate the growing volume of products and services on the market while also encouraging compliance and efficiency for manufacturers.
- Interagency Coordination: Regular communication and coordination efforts between regulatory bodies (i.e. Government Agencies) helps to avoid overlap or duplication in regulations and ensures that critical areas related to EHS are not overlooked.

- Transparency: U.S. regulators are required to follow an open and transparency process; the Code of Federal Regulations (CFR) and a Federal Register (FR) are used to ensure that information is consistently available to all stakeholders in a central location.
- Public-Private Communication: U.S. regulators maintain regular communication with the private sector and have processes in place to encourage continuous reporting and information exchange. As a result of this practice, problems can be detected and addressed early, reducing threats to public safety and the need for excessive punishment for manufacturers that proactively work with regulators to address issues.

## Intensive Session 4: WTO/TBT

### Course Overview and Key Teaching Points

#### Background and context for this seminar:

As international trade expands, countries have to keep up by working to implement standards, conformity assessment and technical regulations (SCATR) approaches to ensure product safety and quality. In some cases, these approaches are not harmonized to international standards and instead they are burdensome or protectionist in nature. Commonly referred to as “technical barriers to trade”, these can harm both domestic and foreign industry’s ability to conduct business internationally. To ensure that countries avoid these situations the World Trade Organization Technical Barriers to Trade agreement (WTO/TBT) upholds the following principles for WTO members: (1) avoidance of unnecessary obstacles to trade, (2) non-discrimination and national treatment, (3) harmonization, (4) equivalence of technical regulations, (5) mutual recognition of conformity assessment procedures and (6) transparency. In addition to the TBT agreement, another fundamental WTO agreement addressing standards and technical regulations is the Sanitary and Phytosanitary Agreement (SPS), covering food safety and animal and plant health specifically.

#### Seminar description:

The WTO seminar will review the TBT and SPS agreements, include a discussion of their requirements, and recommend procedures that can be used to help countries meet their obligations. Specifically, this seminar will:

- Explain the WTO’s TBT agreement and SPS agreement obligations
- Identify the differences between SPS and TBT
- Recommend how procedures can be implemented to ensure compliance with WTO/TBT-related obligations including notifications and information

## Intensive Session 5 – Asia-Pacific Economic Cooperation

### Course Overview and Key Teaching Points

#### Background and context for this seminar:

Established in 1989, the Asia-Pacific Economic Cooperation (APEC) is the only inter-governmental organization operating on the basis of non-binding commitments. It offers the 21 member economies a forum to facilitate economic growth, cooperation, trade and investment. The member economies account for approximately 41% of the world's population, 56% of the world's GDP and 49% of world trade. APEC has worked to reduce tariffs and other trade barriers, creating efficient domestic markets and dramatically increasing exports. APEC also works to create an environment for the safe and efficient movement of goods, services and people across borders through policy alignment and economic and technical cooperation.

APEC has achieved these goals through a bottom-up approach to standards and conformity assessment (referred to as “conformance” in the APEC context), which helps member economies achieve the greatest benefit not only for trade, but also for protection of the environment health and safety. APEC established the Sub-Committee on Standards and Conformance (SCSC) to advise the APEC Committee on Trade and Investment on how to reduce the negative effects on trade caused by differing standards and conformance arrangements among Member Economies. The bottom-up approach used within the SCSC fosters industry innovation, supports market relevance and leverages the input of all stakeholders – public and private – for the benefit of all APEC members.

#### Seminar description:

In January 2007, Vietnam proposed enhanced interaction between the Vietnamese private sector and SCSC. Responding to this specific request, this training session will explain how the Vietnamese private sector can maximize its country's membership to:

- Effectively engage with the SCSC and other APEC member private-sector representatives
- Benefit from increased engagement with the APEC SCSC
- Leverage APEC Specialist Regional Bodies (SRBs), the SCSC, and the APEC Business Advisory Council (ABAC) to advance U.S. and Vietnamese economic and social objectives

- Effectively participate in APEC SCSC and ABAC activities, using this experience to enhance participation in other regional and international organizations and activities (e.g., ASEAN, WTO, etc.)

## Intensive Session 6: Product-focused Environmental Policies

### Course Overview and Key Teaching Points

The Environmental Performance of products, defined along three lines of substance hazard and risk, energy use throughout the lifecycle, and waste generation throughout the lifecycle, has become a hot topic in regulatory and, thus, in industrial circles. Regulators in the European Union, responding to growing environmental challenges and long term health cost issues, were the first to identify the environmental aspects of everyday products as a target for regulation as a method of forcibly improving their environmental performance. Industry, having never really considered environmental performance, was caught off-guard and has spent the better part of this decade reacting to regulation rather than participating in its development in a positive manner. Now these regulations are starting to appear in different countries around the world, while industry and some governments, such as the US government (EPA and NIST, specifically), are working on voluntary standards and approaches.

Lecture 1 will cover:

- The real and perceived issues of Environmental Performance of Products
  - What is the problem?
  - What were the regulatory solutions?
- A brief overview of where these regulations are around the world and why they've been implemented
  - RoHS, WEEE, EuP, REACH, CA SB20/50 and AB1109, etc.
- How the European Union's regulatory regimen forcibly drives perceived and actual environmental improvement
  - Industry Response and Challenges
  - Resulting Company activities, including supply chain, in-country, out-of-country impacts and costs
- Which comes first: standards or regulation?
  - Enforceability hampered by a lack of industry standards

Lecture 2 will cover:

- Voluntary approaches to environmental performance - what they are, when they work, and when they fail (standards, conformity assessment)
  - iNEMI/IPC 2-18 (IPC 1752)
  - IEC TC111
  - NEPSI
  - EPA Non-halogen flame retardants for printed circuit boards
  - EPEAT
  - EnergyStar
  - Lead in toys
  - IEC 62368 - open flame standard requiring BFRs
  - ASTM F40
  - Private Sector Conformity Assessment to ISO9001/14001, IECQ 080000, IPC Leadfree Process Certification
- What's needed for real environmental performance improvement - joint Government/Industry approaches
  - Problem identification and pareto
  
  - Tight coordination between Governments, Standards bodies, Industry, and NGOs/activists

Key Teaching Points:

Attendees will learn:

- How and why product-focused environmental regulations target manufacturing industries, chemical substances, and real/perceived problems
- How industry responds to product-focused environmental regulations, why it responds this way, and how it impacts supply chains both in- and out- of country; how industry responds to standards
- What works and what doesn't work in regulation and in voluntary standards
- Key challenges to industry in complying with these regulations, and the role standards will play

- How regulators, standards bodies, and industry can work together in order to address and solve these problems



## Appendix 9: Summary of IS PowerPoint Presentations

PowerPoint presentations were simultaneously projected in English and Vietnamese, and were provided in the VSTP handbook in both languages. The following PowerPoint presentations were used in the Intensive sessions of VSTP:

Intensive Session 1: Standards Development	Lecture 1: Overview of Standards	Lecture 2: Consumer Product Safety in the United States – Who is Responsible?
Intensive Session 2: Conformity Assessment	Lecture 1: Conformity Assessment	Lecture 2: N/A
Intensive session 3: Regulatory	Lecture 1: Overview of U.S. technical regulations	Lecture 2: National Technology Transfer and Advancement Act
Intensive Session 4: WTO/TBT	Lecture 1: WTO Agreements on Technical Barriers to Trade (TBT) and the Application of Sanitary and Phytosanitary Measures (SPS)	Lecture 2: National Center for Standards and Certification Information (NCSCI) and the U.S. TBT Enquiry Point/Notification Authority
Intensive Session 5: APEC	Lecture 1: US – Vietnam Cooperation	Lecture 2: N/A
Intensive Session 6: Product-focused Environmental Policies	Lecture 1: Regulation and Reaction	Lecture 2: Standards for Improvement of Environmental Performance

## Appendix 10: Questionnaire Data

Questionnaires were developed to capture individuals' understanding of the material presented in VSTP and how this relates to the Vietnamese standards regime. In order to benchmark the impact of the VSTP, questionnaires were implemented prior to and after the Intensive Sessions in Hanoi. Questions were based upon the key teaching points for each day.

IS1:

Question	Correct Answer	Pre-Test	
		Response	% Correct
			84%
1. Standards are "voluntary", technical regulations are "mandatory".	T	29	97%
2. Although standards are not enforced by governments, compliance with standards is often needed in order to enter and succeed in other markets around the world.	T	29	100%
3. Economic benefits cannot be achieved when government and private sector work together to develop standards.	F	29	90%
4. ISO participation allows each country numerous votes, based on its population and Gross Domestic Product (GDP).	F	28	54%
5. Vietnam has an opportunity to participate in international standards development activities.	T	29	100%
6. If, in some instances, international standards are not suitable for national use, countries may develop national standards.	T	27	100%
7. If, in some instances, international standards are not suitable for national use, there is no reason for those countries to be involved in the relevant international standards committees.	F	26	88%
8. The WTO Technical Barriers to Trade Agreement encourages the use and adoption of international standards.	T	26	88%
9. The WTO Technical Barriers to Trade Agreement encourages the use and adoption of ISO standards exclusively.	F	27	41%

IS2:

Question	Correct Answer	Pre-Test	
		Response	% Correct
			88%
1. Market acceptance can be improved with the proper application on internationally-recognized standards.	T	23	100%
2. Conformity Assessment undermines consumer confidence.	F	23	74%
3. The U. S. conformity assessment system is highly decentralized.	T	22	82%
4. The U.S. uses ISO guidelines to assess the capabilities of Testing and Certification bodies.	T	22	95%
5. Market surveillance and corrective actions should be part of Product Certification Schemes.	T	23	91%
6. A "Self-Declaration of Conformity" (SDoC) may be appropriate when risks of non-conformity are high.	F	23	83%
7. Third-party product certification programs should include surveillance of the production process.	T	23	74%
8. The IECEE CB Schemes is a method of mutual recognition of test reports that can simplify certification.	T	22	95%
9. Which of these places responsibility on the private sector to find problems before they reach consumers.	Pre	23	96%
10. Which of these requires that a problem occur before government takes action.	Post	23	78%

IS3:

Question	Correct Answer	Pre-Test	
		Response	% Correct
1. In the U.S., companies are given time to incorporate new regulatory requirements into their manufacturing and business processes.	T	38	97%
2. U.S. Law encourages the use of regulations that can be enforced evenly on domestic and foreign industry.	T	38	97%
3. In the United States, laws encourage regulators to incorporate existing standards into regulations, rather than creating new and unique technical requirements.	T	38	82%
4. In the U.S., most regulators use qualified and approved private-sector organizations to implement their conformity assessment responsibilities.	T	38	87%
5. Technical regulations can be developed and implemented by a single government agency; interagency coordination is not needed.	F	38	92%
6. Open and frequent communications between government agencies and the private sector can help detect problems earlier and more effectively reduce threats to public safety.	T	38	100%

IS4:

Question	Correct Answer	Pre-Test	
		Response	% Correct
1. The Technical Barriers to Trade Agreement (TBT) is intended to reduce unnecessary obstacles to trade.	T	63	95%
2. The use of international standards, as a basis for technical regulations, encourages global harmonization.	63	63	98%
3. Which of these is encouraged by the WTO/TBT Agreement:	T	63	95%
4. Conformity assessment procedures should not discriminate against imported products.	Performance-based	57	72%
5. The TBT Agreement calls WTO members to establish and maintain a National Enquiry Point, notify and provide copies of draft regulations, allow for a comment period, and take written comments from WTO members into	T	63	95%

IS5:

Question	Correct Answer	Pre-Test	
		Response	% Correct
1. APEC has developed a top-down approach to trade.	F	18	83%
2. The APEC approach facilitates trade within the APEC region.	T	18	94%
3. The APEC Subcommittee on Standards and Conformance (SCSC) helps to reduce negative effects on trade and investment flows caused by differing standards and conformance arrangement within the region.	T	18	100%
4. Vietnam has proposed (and the the U.S> has co-sponsored a workshop on interaction with business, to be held in 2009-2010.	T	18	100%

IS6:

Question	Correct Answer	Pre-Test	
		Response	% Correct
1. How many types of product-targeted environmental regulations exist?	Many	28	79%
2. Environmental regulations impact all products	Differently	28	82%
3. Regulatory Managers must consider how and when compliance can be achieved.	TRUE	28	86%
4. The supply chains of most products are designed using environmental performance as a key set of metrics.	FALSE	28	21%
5. Taking a budgeted and coherent approach to compliance	Can take quite a bit of time	28	82%
6. Environmental regulation usually requires little fundamental change in how companies operate.	FALSE	28	39%
7. Actual regulation must provide the timeframes needed for change in order to achieve the results desired.	TRUE	28	96%
8. If regulators do not work closely with industry during development of regulations, the costs of compliance can be very high and the results achieved can be suboptimal.	TRUE	28	96%
9. Many industries, including electronics, tend to make one product that is configured for sale throughout the world, thus requiring internationally harmonized standards and regulations in order to maximize commonality and minimize costs.	TRUE	28	89%
10. Characteristics of successful environmental standards include	Bottoms-up	21	76%

The circled points were re-tested at the conclusion of VSTP. In all but two cases, significant improvements were observed. In one case, dealing with performance-based versus design-based approaches, no significant improvement occurred; approximately 75% of respondents provided the correct answer. In the second case, the percentage of correct responses actually decreased from 78% to 42%, however a number of participants commented that the Vietnamese version of the question on the post-VSTP questionnaire was unclear. This is supported by the fact that only 60% of respondents attempted to answer the question. Detailed results are provided below.

Post VSTP:

Question	Correct Answer	Pre-Test	Post-Test	Change
		% Correct	% Correct	
1. ISO participation allows each country numerous votes, based on its population and Gross Domestic Product (GDP).	FALSE	54%	100%	46%
2. The WTO technical Barriers to Trade Agreement encourages the use and adoption of ISO standards exclusively.	FALSE	41%	90%	49%
3. Conformity Assessment undermines consumer confidence.	FALSE	74%	86%	12%
4. Third-party certification programs should include surveillance of the production process.	TRUE	74%	100%	26%
5. Which of these requires that a problem occur before government takes action?	Post Market Surveillance	78%	42%	-36%
6. In the United States, laws encourage regulators to incorporate existing standards into regulations, rather than creating new and unique technical requirements.	TRUE	82%	95%	13%
7. In the United States, most regulators use qualified and approved private-sector organizations to implement their conformity assessment responsibilities.	TRUE	87%	100%	13%
8. Which of these is encouraged by the WT)/TBT Agreement.	Performance-based approaches	72%	76%	4%

## Appendix 11: Private Sector Panel

ANSI recruited the representatives from large and small U.S. companies, asking them to provide introductory remarks on their experiences with standards, conformity assessment and technical regulations (SCATR) in Vietnam:

- Michael J. Erickson, Aviation Management, Inc. (AMI)
- Alycia S. Draper, Merck (MSD Vietnam)
- James Chia, Cisco
- Alfonso Leon DeMatteis, Delta Construction Management Company

The questions below were provided to panelists as a guide to help them craft their remarks. A list of questions asked by Vietnamese attendees of the Private Sector Panel is provided in Appendix 6.

### Sample Questions for U.S. Panelists

1. What is some initial information that Vietnamese stakeholders will need in order to work with your company?
2. In which standards development or conformity assessment fora does your company participate? How have they been able to participate in these fora?
3. Which standards and conformity assessment procedures does your company and/or industry sector use most often?
4. How does your company work cooperatively with U.S. regulatory agencies?
5. Which technical regulations apply to your company and/or industry sector?
6. Has your company faced difficulties with technical barriers to trade in foreign markets? How did your company address these issues?
7. What policies and practices does your company implement to leverage the trade benefits of the WTO/TBT and/or SPS agreements?
8. Has your company worked directly with APEC's Sub-Committee on Standards and Conformance or with the APEC Business Advisory Council? How can they assist private-sector companies?

9. What policies and practices does your company implement to address Environment, Health, and Safety (EHS) concerns?
10. In your opinion, what additional steps could your company (or is your company taking) take to improve its advancement of EHS?



## Panelist Biographies and Questions

### MICHAEL J. ERICKSON

Michael Erickson served 21-years as FAA & US Military Air Traffic Control Chief & Airport Operations Manager at more than 10 Airports around the USA and throughout Asia-Pacific. He worked for several years at Naval Air Systems Command in Washington, DC; then worked at Aeronautical Radio Inc (ARINC) in Maryland. At that time, he was in charge of the international Aeronautical Electrical Engineering Committee (AEEC), where he led efforts for the development & Standardization of Air-Ground, and Ground-Ground, aircraft avionics & telecommunications development. He was Secretariat of the AEEC Data Link Systems Subcommittee and ATN Working Groups. In 2001 he moved to Tokyo, Japan where he supported Japan Civil Aviation Bureau (JCAB) and the Japanese aviation industry. In 2003 Mr. Erickson created Aviation Management Inc. (AMI) and has been helping Asia-Pacific Civil Aviation Authorities (CAA) ever since. In September 2004, Mr. Erickson was here in Hanoi, when together with Vietnam CAA, Vietnam Aviation Institute (VAI), and Vietnam Airlines, he provided the nationwide government/industry CNS/ATM Technology Seminar. Mr. Erickson continues to lead Aviation Standardization and Infrastructure Support throughout Asia through his company AMI.

### ALYCIA S. DRAPER

Alycia Draper is Director, Policy and External Affairs at MSD Vietnam, part of a global research-driven pharmaceutical company dedicated to putting patients first. Alycia is responsible for representing MSD's interests before government organizations and in trade and industry associations, as well as advancing healthcare reform initiatives, corporate responsibility programs and communications. She is actively involved in

promoting a constructive dialogue on healthcare and pharmaceutical policies in government and non-governmental settings.

Alycia is a member of the research-based pharmaceutical associations in Vietnam and the US, the American Chamber of Commerce and the US-ASEAN Business Council.

In her previous role Alycia was Associate Director, HIV and Health Policy for MSD China, based in Beijing. She was responsible for the development and execution of HIV/AIDS initiatives and negotiated a \$30 million HIV/AIDS partnership with the Government of China.

Alycia joined Merck & Co., Inc. in 1999, working to establish the Public and Industrial Policy function in Asia Pacific. She was responsible government relations, regional health and trade policy initiatives, including health system reform; pricing and reimbursement policy; intellectual property protection; and access to medicines in the developing world.

Prior to joining Merck & Co., Inc., Alycia was Director of New Project Development for Intercon International, was responsible for developing market entry strategies for US companies in Russia and the former Soviet Union

Alycia holds a Masters of Business Administration from Georgetown University McDonough School of Business and received a Bachelor of Arts in International Relations from Johns Hopkins University.

## JAMES CHIA

James Chia is the leader of Cisco's business in Vietnam. His role is to develop Cisco's sales, partner relationships, government and public relations in Vietnam. James oversees

a business employing 50 staff, in one of the fastest growing operations in Asia Pacific for Cisco.

James has been in Cisco for more than nine years. He joined Cisco Systems in Singapore in 1998 as an Account Manager, and eventually headed the business as Managing Director for Cisco Singapore. James then took on the role as regional sales development manager for South Asia, responsible for the development of Advanced Technology and Commercial business for South Asia. He joined the Cisco Vietnam team in 2005.

Prior to Cisco, James spent seven years at IBM Singapore, primarily involved in a client management role in the Finance sector, managing the largest accounts for IBM Singapore. During his time in IBM, James won several top awards, including the prestigious Golden Circle award in 1994.

In his current role as Country Manager of Cisco Systems Vietnam, James is a prominent member within the Vietnam ICT community. He serves as a Founding Member of the Vietnam Forum for ICT Promotion (government-led body), Executive Committee member for the Singapore Business Association Vietnam, member of the ICT Club (private body), the CEO-CIO Club, and member of the American Chamber of Commerce. James is also highly sought after as a spokesman for Cisco by various television and press media.

James graduated from the National University of Singapore with a Bachelor's of Business Administration degree. He lives in Hanoi, Vietnam, and is married with no children. In his spare time, James enjoys reading, listening to music, wine-tasting, and an occasional round of golf.

ALFONSO LEON DEMATTEIS

Nationality: American

Birth Date: July 30,1935

Present Position: Chairman & General Director  
Delta Construction Management Company

Group Managing Director of DeMatteis International

Parent Company: DeMatteis International Group (USA)

Past Employment: Partner and General Superintendent of the DeMatteis Organizations, a major developer-builder in the New York City Metropolitan area.

General Director of DeMatteis Arabia Ltd which constructed a \$240 Million Military Complex in Saudi Arabia

Investment: Investor in the \$30 Million Nam Hai villa/ resort development in Quang Nam Province

Investor in the \$ 15 Million Bodhi Tree Resort & Spa in Ha Tay Province

Investor in the \$10 Million West Lake International Tower in Hanoi

Shareholder in several local enterprises.

Awards & Nominations:

Received Certificate of Commendation from the U.S. Navy for design-build of Homeport, New York

Nominated for Engineer of the Year by Engineering News Record Magazine

Recipient of Special Citation for U.S. Secretary of State's Award for Corporate Excellence

Recipient of a plaque from the U.S. Diplomatic Security Services as Honorary Special Agent

## Appendix 12: Lessons Learned

The intent of this section of the Intermediate Report is to document what was learned regarding the planning, preparation and delivery of VSTP, essentially answering the question, “what could be done better next time”.

Broaden the range of VSTP participants: For this project, STAMEQ was responsible for recruiting VSTP participants and, as a result, the majority of VSTP participants were STAMEQ staff. If a broader range of participants is desired in the future, projects should have the Contractor play a leading role in recruiting participants (working closely with the grantee/local partner).

Provide background on participants: VSTP participants were not pre-registered, and instructors had little insight into the composition and background of their audience. Pre-registration, a summary of participants’ biographies and table-top “tent cards” for each participant would be helpful. A short survey should be given to the class at the beginning of the first day to collect this information.

Align the curriculum to the desired outcome: As a deeper understanding of key objectives and measures of success evolved through collaborative discussion between USTDA and ANSI, much of the curriculum had already been determined and was heavily influenced by previous consultants’ reports. Verification of program objectives, with coordinated and balanced input the U.S. trade community, as well as from the U.S. standards and conformity assessment community would help ensure that the program drives toward desired behavior outcomes on the part of the participants. This is further addressed in the “Longer Term Indicators” section of this Report.

Vary the speaker throughout a single session: On two of the seven days (IS2 and IS6), a single speaker presented all materials. This proved to be tedious for the instructor and participants alike. There should be at least two active speakers each day, and no one speaker should be “on platform” for more than 90 consecutive minutes.

Classroom logistics should be evaluated with enough lead time to make appropriate adjustments: Classroom ventilation, types of microphone (handheld, not wireless lapel) and occasional amplifier feedback all distracted from the learning environment. Organizers should personally visit the intended venue to assess suitability, to make appropriate changes and if

necessary to choose a different venue. On this project, STAMEQ was responsible for arranging classroom logistics (including classroom, IT equipment, speakers and microphones, printing of materials, etc.). For future projects, it may be more efficient to have the Contractor arrange classroom logistics, with the grantee/local partner handling other areas, such as translation and interpretation.

Synchronize slide projectors: The two slide projectors were individually manually controlled; one by the instructor and the other by a STAMEQ staff person. Although this generally did not present a problem, a less risky approach would be to use a single remote control and two USB receivers.

## Appendix 13: Unofficial Glossary

- Accession: Becoming a member of the WTO, signing on to its agreements. New members have to negotiate terms bilaterally with individual WTO members and multilaterally, (1) to convert the results of the bilateral negotiations so that they apply to all WTO members, and (2) on required legislation and institutional reforms that are need to meet WTO obligations.
- APEC Business Advisory Council (ABAC): Council of business leaders that advise APEC on issues of concern to businesses.
- Accreditation: The procedure by which an authoritative body gives formal recognition that a body or person is competent to carry out specific tasks.
- Administrative Procedures Act: U.S. Legal requirements and procedures to ensure transparent and Open Rule Making.
- Audited Designator: An Audited Designator is an accredited standards developer who has been granted the authority to designate their standards as National Standards without such standards being reviewed and approved by the Board of Standards Review but such developer is subjected to additional audits.
- Commercial Inspection and Testing: Determines if products meet a customer's expectations when the confidence needs of purchaser require inspection in addition to quality management systems.
- Conformity assessment: Any procedure used, directly or indirectly, to determine that relevant requirements in technical regulations or standards are fulfilled (e.g., testing, certification).
- Continuous maintenance: Continuous maintenance is defined as the maintenance of a standard by consideration of recommended changes to any part of it according to a documented schedule for consideration and action by the consensus body.
- Consensus: Consensus means substantial agreement has been reached by directly and materially affected interests. This signifies the concurrence of more than a simple majority, but not necessarily unanimity. Consensus requires that all views and objections be considered, and that an effort be made toward their resolution.
- Consensus body: The group that approves the content of a standard and whose vote demonstrates evidence of consensus.
- Field Report: A report that a product does not comply with an applicable standard, or that



there is a safety problem with the product.

- First Party Conformity Assessment: Conformity Assessment performed by the supplier of a product.
- Harmonization: Process by which standards on the same subject (including requirements for conformity assessment) which are approved by different standardizing bodies establishes interchangeability of products, processes, and services, or mutual understanding of test results or information provided according to these standards.
- IECEE CB Scheme: International system for acceptance of test certificates dealing with the safety of electrical and electronic products.
- Informal Rulemaking Procedures: Provide an opportunity for interested persons to submit written data, views or arguments on a proposed standard.
- (Mandatory) technical regulation: Document with which compliance is mandatory which lays down product characteristics or their related processes and production methods, including the applicable administrative provisions.
- Market Access: Openness of a country's markets to foreign goods and services.
- Market Acceptance: Condition in which a good or service satisfies the needs of a sufficiently large number of customers to continue or increase its production or availability.
- Market Surveillance Programs: Programs designed by public authorities in order to verify that a product is in conformity with relevant technical regulations.
- Marks of Conformity: Marks identifying the products, processes and services that meet the requirements of a standard in effect.
- National Center for Standards and Certification Information (NCSCI) (US organization): Provides free, expert, custom standards information services, and maintains and makes available research collections in online repositories, databases, and print publications.
- National Technology Transfer Act (U.S. law): Directs federal agencies to use voluntary consensus standards, both domestic and international, in lieu of government-developed regulations, except when inconsistent with the law or otherwise impractical.
- Notice of proposed rulemaking: Informs the public of the proposal and requests public comment on it, and specifies a comment period.
- Periodic maintenance: Periodic maintenance is defined as the maintenance of a standard by

review of the entire document and action to revise or reaffirm it on a schedule (in the U.S., not to exceed five years from the date of its approval).

- Product Certification includes two basic components: investigation (includes testing, comparing to requirements, and determining compliance) and surveillance: (among other things, unannounced and frequent product inspections, witnessing of production).
- Proxy: A written and signed document by which a voting member of a consensus body authorizes another person to vote in the member's stead, if allowed by the developer's procedures.
- Quality System Registration: a review of a procedure, an on-site assessment of the implementation of the procedure, and audits to verify continued implementation and to identify areas that could be improved.
- Resolved: A negative vote cast by a member of the consensus body or a comment submitted as a result of public review where the negative voter agrees to change his/her vote or the negative commenter accepts the proposed resolution of his/her comment.
- Second Party Conformity Assessment: Conformity assessment activities performed by purchaser or user of product including retailers or consumers; and in cases involving technical regulations, government.
- Standards: According to the WTO, a standard is a document that provides, for common and repeated use, rules, guidelines or characteristics for products or related processes and production methods, with which compliance is not mandatory. It may also include or deal exclusively with terminology, symbols, packaging, marking or labeling requirements as they apply to a product, process or production method.
- Subcommittee on Standards and Conformance (SCSC): APEC subcommittee that works on reducing negative effects on trade and investment flows caused by differing standards and conformance arrangements in the region; and further developing open regionalism and market-driven economic interdependence.
- Substantive Change: A substantive change is one that directly and materially affects the use of the standard. Examples of substantive changes are: "shall" to "should" or "should" to "shall"; addition, deletion or revision of requirements, regardless of the number of changes; or addition of mandatory compliance with referenced standards.

- Suppliers' Declaration of Conformity (SDoC): Compliance is self-declared by supplier of the product.
- Tariffs: Customs duties on merchandise imports. Levied either on an ad valorem basis (percentage of value) or on a specific basis (e.g. \$7 per 100 kgs.). Tariffs give price advantage to similar locally-produced goods and raise revenues for the government.
- Third-Party Conformity Assessment: Processes used to demonstrate that a product (tangible) or a service or a management system or body meets specified requirements and that is performed by a third party (i.e. neither the provider nor the purchaser).
- Title IV of the Trade Agreements Act of 1979: Implements WTO Technical barriers to Trade Agreement.
- Transparency: Degree to which trade policies and practices, and the process by which they are established, are open and predictable.
- Third Party: An entity independent of the interests of First and Second parties, used when the risks associated with non-conformity are moderate to high.
- Waiver: Permission granted by WTO members allowing a WTO member not to comply with normal commitments. Waivers have time limits and extensions have to be justified.
- World Trade Organization: *(WTO) is the only international organization dealing with the global rules of trade between nations. Its main function is to ensure that trade flows as smoothly, predictably and freely as possible.*
- Technical Barriers to Trade Agreement: Agreement under the WTO which tries to ensure that regulations, standards, testing and certification procedures do not create unnecessary obstacles to trade.
- WTO TBT Enquiry Point: Point of enquiry ensured by Article 10 of the WTO's agreement on technical barriers to trade agreement that is able to answer all reasonable enquiries from other Members and interested parties in other Members as well as to provide relevant documents.

Additional information can be found at:

[http://www.wto.org/english/thewto\\_e/glossary\\_e/glossary\\_e.htm](http://www.wto.org/english/thewto_e/glossary_e/glossary_e.htm)

## Appendix 14: Acronyms

- ANS – American National Standards
- ANSI – American National Standards Institute
- APEC – Asia Pacific Economic Cooperation
- ASME – American Society of Mechanical Engineers
- ASTM – ASTM International (formerly American Society for Testing and Materials)
- CB – Certification Body
- CFR – Code of Federal Regulations
- COTR – Commercial Officer’s Technical Representative
- CPSC – Consumer Product Safety Council
- FR – Federal Register
- GVN – Government of Vietnam
- ICT – Information and Communications Technologies
- IEC – International Electrotechnical Commission
- IECEE – International Electrotechnical Commission’s worldwide system for conformity testing and certification of Electrotechnical Equipment and components
- IEEE – Institute of Electrical and Electronics Engineers
- IPC – Association Connecting Electronics Industries
- IS – Intensive Sessions
- ISFU – Intensive Session Follow-up
- ISO –International Standards Organization
- NIST – National Institute for Standards and Technology
- NTTAA – National Technology Transfer and Advancement Act
- Q&A – Question and Answer
- SAE – Society of Automotive Engineers
- SCATR – Standards, conformity assessment and technical regulations
- SCSC – Sub-Committee on Standards and Conformance
- SDoC – Suppliers’ Declaration of Conformity
- SRB – Specialist Regional Body of APEC
- STAMEQ – Directorate for Standards and Quality

- T3 – Train The Trainers
- TBT – Technical Barriers to Trade
- TCSI – Toy Safety Coordination Initiative
- TIA - Toy Industry Association
- UL – Underwriters Laboratories
- USTDA – United States Trade and Development Agency
- VS – Virtual Sessions
- VSTP – Vietnam Standards Training Program
- WTO – World Trade Organization