



FORTY-FIRST MEETING OF THE ISO COMMITTEE ON DEVELOPING COUNTRY MATTERS (DEVCO)

17 September - 18 September (morning) 2007, Geneva, Switzerland

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**ITEM 3 TABLING OF THE MINUTES OF THE 40TH MEETING HELD IN
OTTAWA, CANADA, 11-12 SEPTEMBER 2006**

The draft minutes of the 40th DEVCO meeting held in Ottawa, Canada, were made available on the ISO/DOC server on 9 January 2007.

No amendments to the minutes were submitted.

DEVCO ACTION

It is proposed to table the minutes of the 40th DEVCO meeting as presented

ITEM 4 MATTERS ARISING FROM THE MINUTES OF THE PREVIOUS MEETING

The decisions taken by DEVCO at its 40th meeting were reviewed by the DEVCO Chair's Advisory Group (CAG) in September 2006. Any action taken by the secretariat is indicated under the text of each resolution.

DEVCO RESOLUTION 1/2006 - Matters arising from the previous meeting

DEVCO,

adopts the report of the secretariat on follow-up actions taken on matters arising from the minutes of the previous meeting, as contained in document DEVCO 03/2006.

DEVCO RESOLUTION 2/2006 - Improve awareness of the role of standards

DEVCO,

taking note of the awareness seminars and workshops held under the ISO Action Plan for developing countries 2005-2010 since the last DEVCO meeting,

thanks the following ISO members in developed and developing countries for hosting these events:

BIS (India)	KAZMEMST (Kazakhstan)
BPS (Philippines)	KEBS (Kenya)
DSM (Malaysia)	NC (Cuba)
EOS (Egypt)	NSIQO (Namibia)
ESMA (United Arab Emirates)	ON (Austria)
FASONORM (Burkina Faso)	SABS (South Africa)
HZN (Croatia)	SCC (Canada)
IBNORCA (Bolivia)	SNIMA (Morocco)
ICONTEC (Colombia)	TISI (Thailand)
INDECOPI (Peru)	
INNORPI (Tunisia)	
IPQ (Portugal)	
IRAM (Argentina)	
JISM (Jordan)	

reiterates its request that the DEVCO secretariat continue to provide awareness raising seminars and workshops in response to needs articulated by ISO members in developing countries.

Activities carried out under the ISO Action Plan for developing countries to improve the awareness of the role of standards will be reported on by the DEVCO Secretary under agenda item 6.

DEVCO RESOLUTION 3/2006 - Improve awareness of the role of standards

DEVCO,

taking note of the new publications made available to DEVCO and the ISO membership as a whole as reported in DEVCO working document 04/2006,

thanks the ITC (International Trade Centre) for the collaboration in the production of the joint publication on *ISO 22000 – Food safety management systems*,

encourages the DEVCO CAG to work on the priorities for the production of further written materials needed in developing countries.

Under agenda item 6 the DEVCO Secretary will give an update on the production of publications and training materials of interest to developing countries.

DEVCO RESOLUTION 4/2006 - Improve awareness of the role of standards

DEVCO,

taking account of the report by the Secretary on the results of the ISO Helmut Reihlen 2006 Award,

warmly thanks the members of the jury Mrs. Ziva Patir, Dr. Torsten Bahke and Mr. Haroldo Mattos de Lemos for their contribution,

also thanks the DEVCO CAG for identifying the theme for the ISO Helmut Reihlen 2006 Award,

expresses appreciation to DIN (Germany) for financing the Award through the DIN/ISO Endowment,

warmly congratulates this year's winner, Mr. Cannald Madungwe from SAZ, Zimbabwe,

congratulates Mr. Sumit Sengar from BIS, India, for coming in second place,

and congratulates Mr. Francis Nyikayaramba from SAZ, Zimbabwe, for coming in third place.

It is recalled that the ISO Helmut Reihlen Award is organized every two years. The 5th edition of the contest will take place in 2008.

DEVCO RESOLUTION 5/2006 - Develop capacity

DEVCO,

taking note of the regional training course on *Enhanced Participation in International Standardization* piloted in New Delhi, Buenos Aires and Cairo,

welcomes the organization of the course on *Enhanced Participation in International Standardization* for ISO members in developing countries in all regions,

takes note that the course will be further developed and made into a training of trainers module,

thanks DIN (Germany) for funding this activity through the ISO DIN Endowment Fund,

expresses gratitude to Sida (Swedish International Development Cooperation Agency) for funding capacity building activities related to increasing developing country participation in international standardization on Social Responsibility,

and thanks SCC (Canada) for hosting an officer from SLBS (Saint Lucia) and for providing her training on Standardization and Quality Management under the ISO Robert Oteng Fellowship scheme.

Activities carried out under the ISO Action Plan for developing countries to develop capacity will be reported on by the DEVCO Secretary under agenda item 6.

DEVCO RESOLUTION 6/2006 - Increase regional cooperation

congratulates JISM (Jordan) for hosting a successful CASCO/DEVCO regional workshop on Conformity Assessment for Sustainable Development and Trade, in Amman, Jordan, 9-10 April 2006,

expresses appreciation to UNIDO (United Nations Industrial Development Organization) for sponsoring participants to attend CASCO/DEVCO regional workshop on Conformity Assessment for Sustainable Development and Trade, Amman, Jordan, 9-10 April 2006.

Activities carried out under the ISO Action Plan for developing countries to increase regional cooperation will be reported on by the DEVCO Secretary under agenda item 6.

DEVCO RESOLUTION 7/2006 - Develop electronic communications and expertise in IT tools

DEVCO,

thanks DIN (Germany) for financing through the ISO/DIN Endowment fund the ICT Programme for BBN (Burundi) and RBS (Rwanda),

thanks the ITC (International Trade Centre) for financing the ICT Programme for TJKSTN (Tajikistan),

and thanks UNIDO (United Nations Industrial Development Organization) for financing the ICT Programme for the eight countries members of the UEMOA (acronym in French for West African Economic and Monetary Union).

DEVCO RESOLUTION 8/2006 - Develop electronic communications and expertise in IT tools

DEVCO,

thanks the following ISO members in developed and developing countries for hosting a regional training course on the ISO Global Directory:

ANSI (USA)	GOST R (Russia)
BIS (India)	IRAM (Argentina)
DSM (Malaysia)	SA (Australia)
EOS (Egypt)	SAC (China)

encourages the organization of additional training sessions on IT tools for ISO members in developing countries.

Activities carried out under the ISO Action Plan for developing countries to develop electronic communications and expertise in IT tools will be reported on by the DEVCO Secretary under agenda item 6.

DEVCO RESOLUTION 9/2006 - Increase participation in the technical work of ISO

DEVCO,

expresses appreciation for the contributions by the Austrian Development Agency (ADA), the Finnish government, the Japanese Industrial Standards Committee (JISC), the Norwegian Agency for Development Co-operation (NORAD), the Swedish International Development Cooperation Agency (Sida) and the Swiss State Secretariat for Economic Affairs (seco) for enhancing developing country participation in ISO technical work.

Activities carried out under the ISO Action Plan for developing countries to increase participation in the technical work of ISO will be reported on by the DEVCO Secretary under agenda item 6.

DEVCO RESOLUTION 10/2006 - Funding of technical assistance

DEVCO,

expresses sincere thanks to the following ISO members having generously contributed to the Funds-in-Trust in 2006

AENOR (Spain)	JISC (Japan)
AFNOR (France)	NEN (Netherlands)
ANSI (USA)	NSAI (Ireland)
BSI (United Kingdom)	SCC (Canada)
CYS (Cyprus)	SFS (Finland)
ICONTEC (Colombia)	SN (Norway)
ISSM (Serbia and Montenegro)	YSMO (Yemen)

strongly encourages all members to make a contribution to the Funds-in-trust.

A circular letter by the Secretary-General was issued on 2007-05-16 inviting all members to contribute to the Funds-in-trust, recalling that the ISO Council has decided to reduce in 2008 by 3% the value of the subscription unit.

DEVCO RESOLUTION 11/2006 – ISO Policy Development Committee reports

DEVCO,

thanks Mrs. Jai Ok Kim, COPOLCO Chair and Mr. Mario Wittner, CASCO Chair, for their informative reports on activities of interest to developing countries,

appreciates the excellent collaboration between DEVCO and CASCO and DEVCO and COPOLCO,

encourages the increase of joint activities addressing developing country needs and requirements.

The DEVCO Secretary will report on joint DEVCO/CASCO and DEVCO/COPOLCO activities under agenda item 6.

Also, a report on CASCO activities is included in annexe 3 and a report on COPOLCO activities is included in annex 4 to the DEVCO working documents.

DEVCO RESOLUTION 12/2006 - report by the DEVCO Chair on the 4th and 5th meetings of the DEVCO CAG and the 29th meeting of the RLOs

DEVCO,

recognizing the role of the DEVCO CAG in monitoring the implementation of the *Action Plan for developing countries 2005 – 2010* and in the preparation of the annual DEVCO meetings,

thanks the DEVCO CAG for offering guidance and defining priorities for the increased effectiveness of the assistance provided under the *Action Plan for developing countries 2005 – 2010*,

appreciates the important role of the DEVCO Chair in representing developing country interests at different regional fora,

takes note of the DEVCO Chair's report on the 29th RLO meeting held on 10 September 2006, which highlighted interactions with regional and sub-regional organizations,

requests the ISO Council to develop a formal policy that takes into account sub-regional developments,

and thanks the RLOs for their contribution to identifying needs for standardization and related matters in developing countries and promoting ISO in their regions.

DEVCO RESOLUTION 13/2006 - Reports by International Organizations on activities of interest to developing countries

DEVCO,

thanks Mr. Shyam Gujadhur from the ITC, and Mr. Lalith Goonatilake from UNIDO for their informative reports on activities of interest to developing countries,

expresses sincere appreciation to the ITC and UNIDO for the collaboration in the delivery of technical assistance and the production of training materials in support of developing country integration in international standardization.

DEVCO RESOLUTION 14/2006 - Reporting from the discussion groups

DEVCO,

thanks the rapporteurs Mrs. Snježana Zima HZN (Croatia), Dr. Yaseen Khayyat JISM (Jordan), Mr. Carlos Amorim ABNT (Brazil), the facilitators, Mr. David Shortall SCC (Canada), Mr. Jesus Motoomull BPS (Philippines) and Mr. Bob Feghali ANSI (USA),

also thanks the speakers Mrs. Barbara Fliess OECD, Dr. Ana Maria Vallina, Government of Chile, Dr. Geoff Visser SABS (South Africa), Mrs. Maureen Mutasa SAZ (Zimbabwe), Mr. Ramón Naz AENOR (Spain), Mr. Pablo Benia UNIT (Uruguay), Mr. Lars Flink SIS (Sweden), Mr. Eduardo São Thiago ABNT (Brazil), Mr. Daniele Gerundino, ISO Central Secretariat and Mr. Nelson Al Assal ABNT (Brazil) for their excellent contribution,

requests the DEVCO Chair's Advisory Group to take note of the issues put forward within each of the discussion groups, in particular the creation of a task force on twinning and the publication of the TMB guidance document on twinning,

also requests that discussion groups be organized at the 41st DEVCO meeting to be held in Geneva, Switzerland, in September 2007.

The DEVCO agenda includes three discussion groups on topics of interest to developing countries agreed by the DEVCO CAG at its meeting held in March 2007.

DEVCO RESOLUTION 15/2006 - DEVCO/TMB panel discussion

DEVCO,

thanks the panellists Mrs. Ziva Patir, ISO/TMB Chair, Mr. Supachai Tepatanapong, TISI (Thailand), Mrs. Mariani Mohammad, DSM (Malaysia), Mr. Steven Cornish, ISO/TMB member and Mr. Graham Holloway, SABS (South Africa) for their presentations and Mrs. Maureen Mutasa, DEVCO Chair, for ably leading the panel discussion,

takes note of the recommendations put forward by the speakers as well as from the floor to improve developing country participation in ISO technical work,

requests the DEVCO CAG to follow up on these recommendations, in cooperation with the TMB,

also requests that a follow up report is submitted to DEVCO in time for its 41st meeting to be held in Geneva in September 2007.

Under agenda item 7, representatives of the DEVCO/TMB ad hoc task force will present an update on the actions carried out since September 2006.

SPECIAL DEVCO RESOLUTION 1

DEVCO,

thanks the Standards Council of Canada (SCC) for hosting the 40th meeting of DEVCO and for providing excellent facilities and organizational arrangements in support of DEVCO discussion groups,

expresses appreciation to AFNOR (France) and SCC (Canada) for facilitating the participation of French speaking ISO members in developing countries and providing simultaneous interpretation into French of the DEVCO meetings.

SPECIAL DEVCO RESOLUTION 2

DEVCO,

thanks and congratulates Mrs. Maureen Mutasa for serving the Committee during the term of office 2003-2006,

expresses gratitude for her valuable contribution to advancing the DEVCO agenda, her outstanding leadership skills and efforts to build consensus while increasing the effectiveness of the DEVCO meetings,

wishes her success and satisfaction in the future.



**ITEM 5 REPORT BY THE DEVCO CHAIR ON THE 6TH AND 7TH
MEETINGS OF THE CHAIR'S ADVISORY GROUP (CAG) AND
THE ANNUAL MEETING OF THE REGIONAL LIAISON
OFFICERS (RLOs)**

Sixth and seventh meetings of the Chair's Advisory Group (CAG)

The DEVCO Chair will report on the 6th and 7th meetings of the DEVCO Chair's Advisory Group (CAG) held in September 2006 and March 2007. The minutes of the meetings are included in **Annex 1** and **Annex 2**.

Annual meeting of the Regional Liaison Officers (RLOs)

The DEVCO Chair will provide a verbal report on the RLO meeting held on Sunday 16 September 2007 in Geneva, Switzerland.

DEVCO ACTION

DEVCO members are invited to note the above information

Minutes of the 6th DEVCO Chair's Advisory Group (CAG) meeting, 12 September 2006, Ottawa, Canada

Participants

Chair	Mrs. Maureen Mutasa	SAZ (Zimbabwe)
Members present	Mr. Carlos Amorim	ABNT (Brazil)
	Dr. Yaseen Khayyat	JISM (Jordan)
	Ms. Mariani Mohammad	DSM (Malaysia)
	Mr. Hirofumi Ono	JETRO/JISC (Japan)
	Mr. Supachai Tepatanapong	TISI (Thailand)
	Mrs. Leanne Wright	SCC (Canada)
	Mrs. Snježana Zima	HZN (Croatia)
Excused	Mr. Anders Skold	SIS (Sweden)
ISO/CS	Dr. Bernardo Calzadilla-Sarmiento	DEVCO Secretary
	Mrs. Sari Rajakoski	DEVCO Secretariat

Item 1 Welcome and introductions

Mrs. Maureen Mutasa opened the meeting, welcomed the participants and thanked Mrs. Leanne Wright, SCC (Canada) for hosting the lunch preceding the meeting. Mr. Anders Skold was excused for health reasons. She advised members that the purpose of the meeting was to:

- Review resolutions from the 40th DEVCO meeting and agree on actions to progress their implementation;
- Monitor the implementation of the ISO action plan for developing countries;
- Consider and approve the framework for the TA plan 2007;
- Consider and approve the work plan for publications of interest to developing countries; and
- Time permitting the meeting would also consider criteria for selecting e-learning participants.

Item 2 Adoption of the agenda

The agenda was adopted as proposed.

Item 3 Confirmation of the minutes of the 5th meeting of the DEVCO CAG, 14-15 March 2006

The minutes of the previous meeting were confirmed as tabled.

Item 4 Matters arising from the minutes of the previous DEVCO CAG meeting

Matters arising as listed in DEVCO CAG working document 14/2006 were reviewed. The following issues were noted:

Dr. Calzadilla commented that plans are to run in 2007 a new Test Drive programme for Industry Experts, possibly in relation to the work of ISO/TC 34 on Food products.

It was agreed to put the ISO Helmut Reihlen Award on the agenda for the 7th DEVCO CAG meeting to be held in March/April 2007 in order to review the contest rules and to find new ways of promoting the Award.

Mrs. Zima informed the CAG that the brochure on *Metrology, standardization and conformity assessment – Building an infrastructure for sustainable development* had been translated into Croatian. Mr. Amorim confirmed that the Portuguese version was underway. Mrs. Mutasa noted that SADC members Angola and Mozambique be interested in receiving the Portuguese translation. Dr. Khayyat proposed to explore the possibility of translating the document into Arabic under the umbrella of AIDMO.

Dr. Calzadilla took note of the need to inform JCDCMAS of these translations. In addition, he commented on the preparation of an article to appear soon in *ISO Focus* related to JCDCMAS activities as well as the organization of a joint JCDCMAS workshop in Lima, 23-25 October 2007, hosted by INDECOPI (Peru).

Mrs. Mutasa reported that the Secretary-General did not accept the DEVCO CAG proposal for members to take turns in hosting the March/April CAG meeting. It was agreed to ask him to further motivate his decision, as it was strongly felt that such an arrangement would be of benefit to the DEVCO CAG and developing countries in general.

Item 5 Review of the resolutions from the DEVCO meeting and actions derived

Members of the DEVCO CAG reviewed the list of resolutions included in the **Annex**.

It was agreed that resolutions 1, 2, 6, 7, 8, 9 and 13 were for noting and required no further action. The discussions and decisions related to resolutions 3, 4, 5, 11, 12, 14 and 15 are reported below.

In addition, the secretariat took note of the need to issue a circular letter requesting DEVCO members in developing countries to submit technical assistance requests for the 2007 work plan.

Resolution 3 – Improve awareness of the role of standards

Dr. Calzadilla informed the CAG that the ISO/ITC publication on ISO 22000 for which ITC is thanked in the resolution would only be published at the end of September 2006. The publication will not contain the text of the standard.

Resolution 4 – Helmut Reihlen Award

The secretariat took note of the CAG's interest to have additional information on previous years' winners and to find out whether they still work at their national standards institutes.

Resolution 5 – Develop capacity

Regarding the planned "training of trainers" events on Enhanced Participation in International Standardization, the CAG agreed that criteria for selecting participants would need to be developed.

Resolution 11 – ISO Policy Development Committee reports (COPOLCO and CASCO)

Dr. Calzadilla informed the CAG that the COPOLCO training group has started developing training materials on CD-ROM, funded by an ISO/SIDA (Sweden) project. The secretariat took note of the need to convey to COPOLCO DEVCO CAG's interest in contributing to this work. Ms. Mariani Mohammad and Mrs. Leanne Wright volunteered to participate in the COPOLCO training group on behalf of the CAG.

Dr. Calzadilla also noted that DEVCO and COPOLCO would run a workshop in April 2007 for Eastern Europe and Central Asia.

Mr. Amorim raised the question of how DEVCO relates to other ISO committees, such as the ITSIG. Mrs. Mutasa proposed that a member of the ITSIG be invited to the March/April 2007 CAG meeting for an information exchange session.

Dr. Calzadilla also confirmed that plans for next year include the holding of two regional DEVCO/CASCO workshops, one for Africa and another one for French speaking countries.

Resolution 12 – Report by the DEVCO Chair on the 4th and 5th meetings of the DEVCO CAG and the annual meeting of the RLOs

The inclusion in the text of the resolution requesting the ISO Council to develop a formal policy that takes into account sub-regional developments was discussed.

It was agreed that in view of the many technical assistance activities organised in cooperation with these organisations, it would be desirable for them to be officially in liaison with DEVCO.

Resolution 14 – Reporting from the discussion groups

The reports from each of the discussion groups were reviewed. Mrs. Mutasa congratulated the rapporteurs for their excellent work in capturing the essence of the discussions and for presenting the conclusions from each of the discussion groups in such a clear and concise way.

The secretariat took note of the need for the CAG to be given the opportunity to provide input to the TMB guide on Good Regulatory Practice. In particular, it was felt that examples of best practices from countries such as Chile and Mexico should be included.

The secretariat took note to enquire with the CASCO Secretary the status regarding the development of a guide on Market Surveillance.

Resolution 15 – DEVCO/TMB panel discussion

The DEVCO CAG welcomed the panel discussion noting that in the past DEVCO and TMB meetings had always been held at the same time. Generally there was active interaction and interest in chosen subjects. DEVCO CAG concluded that the objective of information exchange, exploring ideas in support of developing countries capacity development and awareness-raising and identifying projects for further collaboration/strengthening was met. It was however felt that this exchange should be on an ongoing basis, but that future discussions should be streamlined for deeper interaction and focused discussions.

Outcome of Panel Discussions

Generally DEVCO members see twinning as a noble concept to enhance developing countries' participation in ISO technical work. However, from the interactions during the breakout session and the panel discussion which focused at the policy level, the concept has not been adequately promoted and furthermore members are not clear on how the arrangements are initiated and work. Members also felt that the concept should be extended to also cover twinning between two developing countries and that hosting of technical committees also be considered in twinning arrangements.

Way Forward

In line with DEVCO resolutions 14/2006 and 15/2006 DEVCO CAG reaffirms the need to establish an ad hoc DEVCO/TMB Task Force to look into the recommendations arising from the panel discussion.

The following members of DEVCO CAG were nominated to represent DEVCO in the ad hoc Task Force:

- Mr Supachai Tepatanapong – TISI (Thailand)
- Mr Carlos Amorim – ABNT (Brazil)
- Mr Anders Sköld – SIS (Sweden)
- Dr. Bernardo Calzadilla-Sarmiento – DEVCO Secretary

The TMB is expected to nominate its representatives on the ad hoc Task Force. Since twinning is a TMB initiative, it was proposed that a TMB representative chair the ad hoc Task Force. The ad hoc Task Force will define the modalities of how they will work but shall submit a follow up report to DEVCO in time for its 41st meeting to be held in Geneva in September 2007.

Issues to be considered by the ad hoc Task Force were defined as being the following:

Promote the twinning concept amongst both developed and developing countries. Consider issuance of promotional materials.

Guidance document on twinning:

- Extent twinning concept to cover twinning between two developing countries.
- Consider hosting of TC meeting in twinning arrangements.
- Include stepwise approach to twinning.
- Consider incorporating the “ingredients” for effective participation presented by Ms Mariani Mohammad – DSM (Malaysia) as a checklist in the twinning guidance document.
- Circulate draft to members for comment.
- Publish guidance document and publicize
- Develop a training module on twinning.
- Re-circulate request form on twinning interests to DEVCO members.
- Review and monitor current twinning arrangements. Identify root cause for lack of progress and also identify winners for use in promotional activities.
- Explore ways of getting developing countries to identify and justify New Work Items of interest to them.

Mrs Mutasa took note to write to Mrs. Patir, TMB Chair, so that the ad hoc Task Force can begin its work without delay.

Item 6 Monitoring of the ISO Action Plan for developing countries 2005-2010

The DEVCO CAG reviewed statistical data available in support of key performance indicators (KPIs) established at its meeting in April 2005, presented in DEVCO CAG working document 16/2006.

It was agreed to drop KPI no. 8 (list of NSBs signatories to the WTO Code of Good Practice). It was proposed to replace it with monitoring of technical committee meetings held in developing countries and monitoring of leadership positions held by developing countries. The secretariat took note of the need to find out whether any data is available to monitor these activities.

Members agreed to say that targets for each of the KPIs should be set in order to achieve long term objectives. Mrs. Mutasa noted the difficulty of setting targets for NSBs, the key players in the implementation of the *ISO Action Plan for developing countries 2005-2010*.

The DEVCO CAG will pursue the monitoring activity at its next meeting to be held in March/April 2007.

Item 7 Framework for the Technical Assistance Plan 2007

Dr. Calzadilla presented the framework for ISO actions in developing countries for 2007, as presented in DEVCO CAG working document 17/2006. He stressed the importance of regional cooperation in the implementation of the technical assistance projects and highlighted some of the activities carried out in collaboration with NSBs, confirming that this trend would continue in 2007.

Dr. Calzadilla confirmed the development of new training materials and put forward the development of courses on marketing and promotion of ISO publications as well as twinning.

Dr. Khayyat's suggestion to run a workshop on establishing standardization strategies for NSBs and another one focused on stakeholder communications were well received.

Mrs. Mutasa was pleased to note that the planned activities are well aligned with the needs and requirement for standardization and related activities in developing countries as reported by the RLOs.

Item 8 Work plan for publications 2007-2008

Dr. Calzadilla presented the proposed work plan for publications of interest to developing countries as presented in DEVCO CAG working document 18/2006.

Regarding the development of new publications the following was agreed:

1. Develop a manual on Conformity Assessment to reflect the completion of the CASCO "toolbox". Mrs. Leanne Wright and Mr. Carlos Amorim took action to put forward a written proposal in time for the next CAG meeting
2. Develop a manual on Communication, Marketing and Promotion of ISO Publications. It was felt that guidance to developing countries is needed on policies and procedures for copyright, copyright exploitation rights and sales of ISO publications

In addition, the secretariat took note of the need to contact IFAN to see whether a manual on how to establish a national standards users' society exists.

Item 9 Criteria for selecting e-learning participants

Due to lack of time, it was agreed to leave for the next meeting the discussion on the criteria for selecting participants from developing countries to the ISO e-learning programme.

Item 10 Date of the next meeting

It was proposed to hold the 7th meeting of the DEVCO CAG 19 and 20 April 2007.¹

Item 11 Any other business

Mrs. Zima made a short presentation on a quality infrastructure development project in her region and requested ISO to provide a speaker and support for organizing a seminar on ISO 22 000. The Secretary took note of her request and agreed to follow up on her request.

On behalf of all CAG members Mr. Supachai Tepatanapong expressed deep appreciation for Mrs. Maureen Mutasa's leadership and commitment to advancing the DEVCO agenda.

Mrs. Mutasa thanked all members of the CAG for their active support and excellent contribution.

The meeting closed at 18:40

¹ The 7th DEVCO CAG meeting has since been moved to 29 and 30 March 2007.

Unconfirmed Minutes of the 7th DEVCO Chair's Advisory Group (CAG) meeting, 29-30 March 2007, Geneva, Switzerland

Participants

Chair	Mr. Iman Sudarwo	BSN (Indonesia)
Members	Mr. Carlos Amorim	ABNT (Brazil)
	Mr. Adu Gyamfi Darkwa	GSB (Ghana)
	Dr. Yaseen Khayyat	JISM (Jordan)
	Ms. Mariani Mohammad	SIRIM/DSM (Malaysia)
	Mr. Hirofumi Ono	JETRO/JISC (Japan)
	Mr. Anders Sköld	SIS (Sweden)
	Mr. Supachai Tepatanapong	TISI (Thailand)
	Mrs. Leanne Wright	SCC (Canada)
	Mrs. Snježana Zima	HZN (Croatia)
ISO/CS	Dr. Bernardo Calzadilla-Sarmiento	DEVCO Secretary
	Mrs. Sari Rajakoski	DEVCO Secretariat
Invited	Mr. Alan Bryden	ISO Secretary-General
	Mrs. Françoise Rauser	IEC

Item 1 Welcome and update by the ISO Secretary-General

Mr. Alan Bryden opened the meeting, welcomed the participants and introduced Mr. Iman Sudarwo, DEVCO Chair, as of 1 January 2007, and chairing his first DEVCO CAG meeting.

Mr. Iman Sudarwo thanked the Secretary-General and stressed the honor that it is for him to take on the responsibility of DEVCO chair. He welcomed the CAG members and thanked them in advance for their support. After a round of introductions and a word of welcome to Mr. Adu Gyamfi Darkwa from Ghana, joining the DEVCO CAG for the 2007-2008 term, Mr. Sudarwo handed the floor to the Secretary-General for an update on ISO.

The Secretary-General gave an overview on recent developments at ISO. He commented on ISO's strong membership base, excellent performance in standards development and the good financial situation of the Organization that has made it possible to move the Central Secretariat to new premises and to decrease by 3% the value of the membership unit. He also highlighted new standardization initiatives in the fields of energy efficiencies, renewable resources, biotechnologies and the construction sector.

Mr. Bryden updated the CAG on developments at the governance level. He mentioned the discussions under way to review ISO's relations with regional and sub-regional organizations, with a Council decision expected in March 2008. He discussed some of the work within the TMB, such as the development of additional guidance on twinning, the creation of Project Committees to address new areas in standardization, the creation of two new TCs (fisheries and aquaculture,

educational services) and the future of management system standards. He also noted important progress in the development and revision of a number of CASCO standards and guides, as well as standardization opportunities being explored in COPOLCO in the areas of fair trade and fair trade labeling.

Mr. Bryden thanked the members of DEVCO CAG for their excellent contribution to the implementation of the *ISO Action Plan for developing countries* and wished all a successful meeting.

Item 2 Introductions and perspectives presented by the Chair

Mr. Sudarwo presented his perspective for the implementation of the *ISO Action Plan for developing countries*. He stressed the value of the ISO network in achieving the objectives set in the Action Plan. Mr. Sudarwo illustrated how national mirror committees can play a key role in stimulating developing country participation in International Standardization and highlighted the role of regional cooperation for the harmonization of standards.

CAG members welcomed Mr. Sudarwo's presentation and expressed support for his vision and the way forward for DEVCO.

Item 3 Adoption of the agenda

The agenda was adopted without modifications.

Item 4 Confirmation of the minutes of the 6th meeting of the DEVCO CAG held on 12 September 2006

The minutes of the 6th meeting of the DEVCO CAG held in Ottawa, Canada, were confirmed.

Item 5 Matters arising from the minutes of the previous meeting

Dr. Calzadilla-Sarmiento presented the actions taken on matters arising from the minutes of the previous meeting held in Ottawa, Canada, on 14 September 2006. The nineteen actions listed in annex 1 to working document DEVCO CAG 05/2007 were reviewed.

Regarding the action on DEVCO CAG to provide input to the 2007-2008 work plan for publications needed in developing countries, it was agreed to circulate the document for review at the meeting. Furthermore, the Secretariat took note of the need to add the subject on the agenda for the next DEVCO CAG meeting.

The issue of members wishing to take turns to host the spring CAG meeting was discussed. It was unanimously agreed to say that bringing DEVCO closer to developing countries was a matter of principle and that the Chair should take the matter up again with the Secretary-General.

[Immediately after the CAG meeting, the DEVCO Chair met with the Secretary-General to discuss the issue and it was agreed that DEVCO CAG March/ April meetings can be organized outside Geneva when the ISO General Assembly is held in Geneva]

The Secretariat took note of the need to update the CAG on any progress with the development of the TMB Guide on GRP and to convey to CASCO that the CAG would have an interest in a Guide on Market Surveillance.

It was agreed that DEVCO CAG would provide input to CASCO for the production of a reference publication on Conformity Assessment. In this context, Dr. Calzadilla-Sarmiento noted that the training courses on the "CASCO toolbox" planned for implementation under the ISO Action Plan could constitute the basis for such a publication.

Item 5.1 Review of DEVCO survey questionnaire results

Dr. Calzadilla-Sarmiento presented the evaluation survey results from the 40th DEVCO meeting. It was noted that the response from members to the question on the accuracy of resolutions, added by the CAG on the questionnaire last year, shows that resolutions are not a subject of concern to members.

Noting that only 36 delegates out of a total of 202 participants responded to the question on resolutions, the Secretariat took note of the need to find ways of increasing the number of questionnaires returned so that more reliable feedback can be obtained.

A number of CAG members continue to express support for the idea of creating an editing committee for drafting DEVCO minutes and resolutions in order to increase transparency and to build confidence with members.

Dr. Calzadilla-Sarmiento's presentation is included in annex 1.

Item 6 ISO Action Plan for developing countries 2005-2010

Item 6.1 Technical Assistance

Dr. Calzadilla-Sarmiento presented the process for the elaboration of the annual technical assistance plan derived from the *ISO Action Plan for developing countries*.

Item 6.1.1 Technical Assistance Work Plan 2007

The DEVCO CAG reviewed the activities on the technical assistance work plan for 2007 as presented in annex 1 to working document DEVCO CAG 06/2007.

Dr. Calzadilla-Sarmiento stressed that the implementation of many of the assistance projects are entirely dependent on the availability of donor funds. For instance, a number of seminars on ISO 22000 currently on the plan for the second quarter will have to be re-scheduled to later in the year, and will only be implemented if the go-ahead from the donor is received in time.

Item 6.1.2 ISO Helmut Reihlen Award

Referring to the information presented in annex 2 to working document DEVCO CAG 06/2007, Dr. Calzadilla-Sarmiento presented the proposal to amend the contest rules by introducing a pre-selection stage and requesting the NSBs to submit only one contestant. The objective is to avoid one member potentially winning all three prizes.

The amendment to the rules was adopted and it was agreed that the number of papers that one NSB can submit is a maximum of three.

The Secretariat took note of the need to request members of the CAG to provide ideas for the theme of the next edition of the ISO Helmut Reihlen Award. A decision would need to be taken at the 8th meeting of the DEVCO CAG on 18 September 2007, in order to give sufficient time for the NSBs to organize the pre-selection phase.

It was noted that important communication efforts are needed to promote the ISO Helmut Reihlen Award and to increase the number of countries participating in the contest.

Item 6.1.3 Workshop on Establishing Standardization Strategies

The DEVCO CAG welcomed the proposal by Mr. Khayyat to develop a regional workshop on standardization strategies. It was agreed to add the event on the technical assistance plan for

2008 and note was taken that the first workshop would be hosted by the Jordan Institution for Standards and Metrology (JISM).

Item 6.2 Monitoring of implementation, review of selected KPIs

Dr. Calzadilla-Sarmiento referred CAG members to annex 3 of DEVCO CAG working document 06/2007 that lists the Key Performance Indicators (KPIs) used for the monitoring the *ISO Action Plan for developing countries*. The data presented for each of the nine KPIs was reviewed.

The KPIs show that participation of developing countries in ISO, its governance structures and technical work has remained stable since the last review. The number of twinning arrangements has not progressed significantly. Some CAG members expressed concerned that the poor results could be attributed to issues that are linked to the twinning concept itself.

The Secretariat took note of the need to see whether data could be captured on the number of TC meetings held in developing countries. It was felt that this is important data for the monitoring of progress of developing country involvement in ISO technical work.

In reviewing the financial data, the CAG noted with satisfaction the increase in the amount of funds mobilized and the volume of technical assistance provided, with CHF 952 000 spent in 2006, compared to CHF 575 000 in 2005.

The overall validity of the KPIs was questioned. It was felt that without targets it is difficult to measure performance and that the correlation between an activity and the KPI is not easy to determine. It was however agreed not to modify the current list of KPIs but to keep them as general indicators and to consider additional ones that could be linked more closely to the Action Plan objectives.

Item 7 Preparation of the 41st DEVCO meeting, 17-18 September 2007, Geneva, Switzerland

Item 7.1 Draft agenda

The proposed draft agenda for the 41st DEVCO meeting was amended. It was agreed to change the order of the reports, the DEVCO chair reporting first on the DEVCO CAG and RLO meetings and then the DEVCO Secretary on the implementation of the *ISO Action Plan for developing countries*.

It was also agreed that the report to DEVCO by the DEVCO/TMB ad hoc Task Force would constitute an agenda item on its own.

The agreed DEVCO agenda is included in annex 2.

Item 7.2 Selection of DEVCO discussion group themes

The DEVCO CAG examined the list of proposed discussion group themes. It was agreed to look at standardization issues at the national level (group 1), at the regional and sub-regional level (group 1), and to keep twinning on the agenda (group 3). The following three themes were selected¹:

Group 1: Effective stakeholder participation: the national perspective

Group 2: The role of regional organizations in International Standardization

Group 3: Twinning arrangements – The way forward

¹ The final wording of the discussion group themes was agreed by electronic mail.

Item 7.3 Identification of discussion group speakers and facilitators

It was agreed that members of the CAG would again take on the role of rapporteurs in view of the importance of capturing the information discussed within the groups. The rapporteurs were appointed as follows: Mr. Adu Gyamfi Darkwa, GBS (Ghana) for discussion group 1, Mr. Carlos Amorim, ABNT (Brazil) for discussion group 2 and Ms. Mariani Mohammad, SIRIM/DSM (Malaysia) for discussion group 3.

The DEVCO Secretary was requested to identify a facilitator and to solicit presentations for each of the discussion groups. A draft programme is included in annex 3².

It was agreed to hold a speaker/facilitator lunch before the start of the discussion groups. The lunch will be scheduled on Monday 17 September 2007 from 12:30 to 13:45 for speakers, facilitators and ISO staff to meet before the start of the programme.

Item 7.4 Reporting by the DEVCO/TMB ad hoc task group

It was agreed that the members of the DEVCO/TMB ad hoc task group, Mrs. Mariani Mohammad and Mr. Supachai Tepatanapong for DEVCO, Mr. Steven Cornish and Mr. Graham Holloway for TMB, would agreed on the reporting to DEVCO on the work of the task group.

In view of the fact that the DEVCO and TMB meetings are scheduled in parallel, the Secretary took note of the need to find a way for members of the TMB to get feedback from the discussion group on twinning.

Item 8 ISO e-learning: criteria for participation and evaluation of first results

Dr. Calzadilla-Sarmiento presented a background paper on *ISO e-learning: Criteria for Participation* included in annex 1 to working document DEVCO CAG 08/2007. The purpose of the paper is to define criteria for selecting delegates and experts from developing countries to participate in ISO's e-learning course on International Standardization. Dr. Calzadilla-Sarmiento's presentation is included in annex 4.

Members of the CAG offered the following comments:

- A strong commitment from the NSB to support and monitor the progress of the trainee is needed;
- To the extent possible, NSBs enrolling staff to the e-learning course should have some guarantee that the trainee will not leave the NSB in the immediate future after completing the course;
- Do not necessarily exclude senior level staff from taking the course;
- Concern was expressed for the length of the first module: 6 months is considered too much of an effort for a staff member having a full-time job;
- To facilitate their work and stimulate the interaction, trainees should be allowed to meet in person or by teleconference at the beginning of the 6-month training effort;
- If the participation is limited to one trainee per NSB the potential collaboration and mutual support between the trainees is lost.

It was agreed to allow two participants from developing countries and one for developed countries.

Dr. Calzadilla-Sarmiento thanked JISC for providing funding for the development of the course.

² The draft discussion group programme in annex 3 reflects the current state in the planning.

Item 9 IEC/ISO collaboration for developing countries

Mrs. Françoise Rauser presented the IEC Affiliate Country Programme, a programme that allows developing countries to get acquainted with the IEC, to access IEC standards and to participate in IEC's technical work. She explained the modalities for participation and noted that there are currently 75 developing countries participating in the Affiliate programme.

Mr. Sudarwo thanked Mrs. Rauser for an informative presentation. He was pleased to note that Mrs. Rauser would be attending the next meeting of DEVCO to be held in Geneva on 17-18 September 2007.

Mrs. Rauser's presentation was followed by a discussion (with the presence of CAG members only) on possible areas of collaboration between the two organizations. It was agreed that a joint awareness raising event would be of benefit to ISO members in developing countries.

Dr. Calzadilla-Sarmiento took note of the wish of the DEVCO CAG to invite a member of the ITSIG to make a presentation at the 9th DEVCO CAG meeting.

Item 10 Date of the next meeting

The next meeting of the DEVCO CAG will take place on 18 September 2007, in Geneva, Switzerland, from 14:30 to 17:00.

Item 11 Any other business

According to the DEVCO CAG terms of reference, its members are chosen in a personal capacity by the DEVCO Chair, in agreement with the Secretary-General, for a two-year term of office, renewable once. As the DEVCO CAG was established in 2004, a number of CAG members will step down at the end of the year.

Mr. Sudarwo took note of the need to discuss with the Secretary-General the replacement of DEVCO CAG members stepping down at the end of the year.

[Immediately after the CAG meeting, the DEVCO Chair met with the Secretary-General to discuss the issue. Referring back to the DEVCO CAG terms of reference, the Secretary-General confirmed that the existing rule of the two-year term, renewable once prevails]

The meeting was closed at 15:30.

ITEM 6 **REPORT BY THE DEVCO SECRETARY ON THE IMPLEMENTATION OF THE ISO ACTION PLAN FOR DEVELOPING COUNTRIES**

6.1 ISO Action Plan for developing countries 2005-2010

The *ISO Action Plan for developing countries 2005-2010*, the implementation for developing countries of the *ISO Strategic Plan 2005-2010*, is in its third year of implementation.

The Action Plan represents the implementation of those elements of the *ISO Strategic Plan 2005-2010* relating to developing countries and is built around the following five key objectives:

- 1 *Improve awareness of key stakeholders in developing countries of the role of standardization in economic growth, world trade and sustainable development;*
- 2 *Build capacity of ISO members and stakeholders involved in developing the standardization infrastructure and participating in international standardization work;*
- 3 *Increase national and regional cooperation to share experience, resources, training and information and communications technologies;*
- 4 *Develop electronic communication and expertise in IT tools to participate in international standardization work, reach out to stakeholders and make efficient use of ISO e-services;*
- 5 *Increase participation in governance and technical work of ISO to voice priorities, contribute and influence the technical content of ISO deliverables.*

The *Action Plan* is administered by the Technical Assistance and Training Services (DEVT) unit at the ISO Central Secretariat and monitored by DEVCO and its Chair's Advisory Group (CAG).

Further progress has been made in meeting the five objectives, with a significant expansion of the activities thanks to an increase in donor funding, leading to a considerable growth in the volume of technical assistance and training provided to members.

Information is given hereafter on the activities carried out under each of the five key objectives since reporting to DEVCO in September 2006. The overview in **Annex 1** lists assistance projects and training activities implemented between August 2006 and July 2007.

Process for submitting technical assistance requests

Members are reminded that the annual technical assistance plan is established based on requests received from developing countries. It is therefore essential to formulate your requests and send them to the DEVCO Secretariat using the Technical Assistance Request form available on the ISODOC server.

Currently still too few requests are received. In order to achieve a balanced work programme for the implementation of the *ISO Action Plan* it is essential that more countries express their needs and provide input on their requirements for technical assistance and training.

6.1.1 Improve awareness of the role of standards

During the period under review considerable effort has been made to disseminate and improve awareness of new standards, particularly in the fields of food safety, environmental management and climate change as well as on building technical infrastructure.

Food safety management systems

In response to requests received from DEVCO members for information and training on *ISO 22000 - Food safety management systems -- Requirements for any organization in the food chain*, a number of seminars and workshops were organized worldwide.

Seminars were held at the regional level in New Delhi, India, and Jakarta, Indonesia, in August 2006, attracting in total more than 300 participants. Well attended and successful seminars, also at the regional level, were held in Casablanca, Morocco, and Tunis, Tunisia, in September 2006. A seminar for Russian speaking countries in Central Asia was also organized in Astana, Kazakhstan, in May 2007.

National seminars on ISO 22000 were delivered in Arabic in Libya and Yemen, in collaboration with EOS (Egypt) and in Mozambique, in Portuguese, in collaboration with ABNT (Brazil). The translation of the training material into Russian, Portuguese, Arabic and Spanish was made possible through donor funding.

In addition, lectures on food safety management systems were delivered at the 2nd International Forum on Conformity Assessment in Lima, Peru in October 2006, at the United Nations Industrial Development Organization (UNIDO) Conference on Food Quality and Safety Requirements for Export, in Colombo, Sri Lanka, in December 2006 as well as part of the ISO Workshop on Conformity Assessment for Sustainable Development and Trade held in Johannesburg, South Africa, in April 2007.

A new publication entitled *ISO 22000, Food safety management systems - An easy-to-use checklist for small business - Are you ready?* was published in collaboration with the International Trade Centre (ITC). It is meant for small businesses to assess their readiness to implement the standard. The publication is currently available in English, French and Spanish.

Environmental management systems

Awareness-raising on environmental management systems and the ISO 14000 series of standards represents a strong component of the technical assistance plan as demonstrated by the number of seminars and workshops delivered in developing countries during the period under review.

National seminars on 14001:2005 - *Environmental management systems* were held in Angola, Bangladesh and Nepal, and a regional seminar in Mali during the third quarter of 2006. A regional workshop on ISO 14040:1997 *Environmental management – Life-cycle assessment – Principles and framework*, was held in India in January 2007.

In response to issues related to climate change, ISO has responded with the development of standards such as ISO 14064 and ISO 14065 for Greenhouse Gas Quantification, Reporting and Verification. The first awareness-raising seminar on these standards was held in May 2007 in São Paulo, Brazil. Many requests to organise similar seminars in other developing countries have been received.

Building technical infrastructure

ISO continues to play an active role within the Joint Committee on Coordination of Assistance to Developing Countries in Metrology, Accreditation and Standardization (JCDCMAS). The brochure released in 2006 entitled *Metrology, standardization and conformity assessment - Building an infrastructure for sustainable development* is now available in Spanish, Arabic and Croatian.

Hosted by INDECOPI (Peru), the first JCDCMAS event was held in Lima 23-25 October 2006. The event was organised by UNIDO, currently in charge of the JCDCMAS secretariat. The workshop

was attended by politicians, academics and the business community who had the opportunity to listen to international experts including the secretary of ISO/CASCO.

A publication entitled *National Standards Bodies in the 21st Century*, based on (phased out) *Manual 1 – Establishment and management of a national standards body*, including relevant content from (phased out) *Manual 3 – Training of technical staff* is being finalized in collaboration with UNIDO.

A new course on *Good Standardization Practice* was recently developed. The course is an introduction to the Code of Good Practice for standardization. It discusses the importance of globalization and trade; the relevance of WTO Agreements on Technical Barriers to Trade and Sanitary and Phytosanitary Measures, the phases of international standardization, adoption and the use of international standards in technical regulation. It was organized on a pilot basis in Bahrain and Costa Rica in July 2007. In Bahrain it was held as a national seminar funded by the United Nations Development Programme (UNDP). The workshop in San José followed the regional approach and was aimed at ISO members in Central America (including experts from INTECO, Costa Rica) working in the field of standard development.

In the framework of the *ISO Action Plan for developing countries* special efforts have been undertaken to raise awareness by participation in high level meetings and workshops. Of strategic relevance was the 17th Conference of African Ministers of Industry (CAMI17), held in Cairo, Egypt. At the conference the Secretary General underlined ISO's reinforced cooperation with development agencies as well as the collaboration with the African Regional Standardization Organization (ARSO). As part of these efforts ISO regularly participates in the WTO workshops on the WTO/TBT agreement with the aim to exchange information on the challenges by developing countries in respect to implementation and operation of the WTO/TBT Agreement and to help a better understanding of the importance of international standards in global trade.

Finally, in terms of improving the awareness of the role of standards, a publication entitled *Guidelines for establishing a National Standards Users' Society* was issued by the International Federation of Standards Users (IFAN). The publication is designed to facilitate the establishment of national standards users' societies and to promote their creation in countries where such bodies do not exist. The document was distributed to DEVCO members in March 2007.

6.1.2 Develop capacity

Participating actively in standardization activities of direct importance to the national economy and accessing the relevant information requires an effective infrastructure, appropriate tools and qualified staff in the national and regional bodies in charge of standardization.

During the period under review training courses and e-learning programmes have been organized to train experts and ISO member staff in standards development. Also, a course on marketing and promotion of international standards was developed and efforts sustained to support the participation of developing countries in the development of ISO's future standard on Social Responsibility.

Enhanced Participation in International Standardization

The fifth in the series of regional training courses on *Enhanced Participation in International Standardization* was organized in November 2006, in Pretoria, South Africa. The course is aimed at ISO member staff and focuses on the international standardization process, the roles and responsibilities of the key players as well as the tools and web technologies that support the process. The next course is scheduled to take place 28-30 August 2007 in Vienna (Austria) and will be targeted at ISO members in Eastern Europe and Central Asia. The course will be delivered in English by international standardization experts with simultaneous translation into Russian.

It is recalled that the course on *Enhanced Participation in International Standardization* has been developed, piloted and implemented worldwide thanks to funding by DIN (Germany) through the ISO/DIN Endowment fund.

The publication associated with the training course entitled *Joining in - Participating in International Standardization* is now available in English and in French. A Spanish version is being prepared in collaboration with UNIT (Uruguay) and funded by the Swedish International Development Cooperation Agency (Sida).

E-learning programme

ISO's e-learning programme now comprises the following three modules:

- Module 1: Assessing of national priorities in standardization
- Module 2: Participating in international standardization
- Module 3: Implementing international standards

The e-learning modules follow a "learning-by-doing" approach. Advantage is taken of the opportunities that information technology, combined with careful instructional design, offer to create a virtual environment where the student is given the possibility to perform the "same" activities that s/he is supposed to undertake in real life.

To date, close to 40 staff of ISO members both in developed and developing countries have taken part in the e-learning programme.

Marketing and Promotion of International Standards

After a successful initial edition in Jakarta, organized in collaboration with ON (Austria) and hosted by BSN (Indonesia) in November 2006, a second training course on *Marketing and Promotion of International Standards* was held in San José, hosted by INTECO (Costa Rica).

The course is targeted at marketing, information and communication specialists and aims at providing knowledge, practical information and tools to help ISO members promote standardization and to give easy access to ISO standards to users and stakeholders in their countries. The course is delivered by international experts provided by ISO and BSI (United Kingdom).

The third edition of the course was held in Nairobi, Kenya, in July 2007. Hosted by KEBS (Kenya), 25 experts from the region took the opportunity to attend an intensive three-day training course to learn more about marketing and promotion of international standards.

Capacity building in Social Responsibility

Thanks to the support provided by Sida (Sweden) an extensive capacity-building programme is in place to increase the involvement of developing countries in the work of the ISO/TMB Working Group on Social Responsibility (SR).

During the period under review, some 150 sponsorships were granted to experts from developing countries to attend one of the eight regional and five national seminars that were organized under the *ISO Action Plan*. Also, leadership positions, for SR Working Group chairmen, secretaries and convenors to attend international meetings, were supported by Sida as well as the participation of several SR experts in ISO's e-learning programme on international standardization.

Sida also financed the publication of the brochure entitled *Participating in the future International Standard ISO 26000 on Social Responsibility* and its translation into Arabic, Chinese, French, Spanish, Russian and Portuguese.

Finally, the programme supported the development of the promotional material for the SR Trust Fund, specifically set up to finance the participation in the SR process of under-represented stakeholders. The Fund is managed by a committee comprising of ISO and SR Working Group representatives.

6.1.3 Increase regional cooperation

In line with the objectives set in the *ISO Action Plan for developing countries* greater emphasis has been placed on strengthening regional and sub regional cooperation and building partnerships to increase efficiency in the delivery of technical assistance and training programmes. Experience has shown that regional and sub regional cooperation is the most effective mechanism for sharing experience, organizing training and optimizing the participation of developing countries in international standardization.

It is recalled that in its resolution 7/2006, the General Assembly recognizes the increasing importance of the regional and sub regional dimension in relation to cooperation in the field of standards for trade facilitation and development. The review of ISO's relations with such regional and sub regional organizations is on the agenda for the ISO Council for March 2008.

DEVCO members interested in contributing to the discussion on regional cooperation are invited to join the discussion group on the *Role of Regional Organizations in International Standardization* scheduled on Monday 17 September at 14:00.

Joint regional events with CASCO and COPOLCO

The sixth in a series of regional DEVCO/CASCO workshops on *Conformity Assessment for Sustainable Development and Trade* was held in Johannesburg in April 2007 and hosted by SABS (South Africa).

The workshop provided information on the latest international standards and guides that set out the internationally agreed practices for conformity assessment activities. It was an opportunity to improve understanding of what is expected by the WTO agreement in relation to conformity assessment procedures. A strong emphasis was placed on the food safety sector and the role that the recently published ISO 22000 series of documents will play in acting as a basis for consolidation of the various food safety standards in the region.

The DEVCO/COPOLCO collaboration resulted in the holding of a joint workshop on consumer participation in international standardization in Gaborone, Botswana, in August 2006. The event was hosted by BOBS (Botswana) and brought together ISO members and consumer associations from French and English speaking Africa to explore ways of increasing consumer participation in international standardization.

A second joint workshop was held in Vienna, hosted by ON (Austria), in April 2007. The event was targeted at ISO members and consumers in Eastern Europe and Central Asia and aimed at reinforcing collaboration between these stakeholders groups.

6.1.4 Develop electronic communications and expertise in IT tools

Reaching out to stakeholders as well as accessing and participating in international standardization requires the ability to use and implement electronic communication and IT tools developed by ISO in support of the international standardization process.

ISO ICT Programme

Through the ICT Programme, ISO members in developing countries and economies in transition receive hardware and software to strengthen their computer infrastructure, as well as training in the effective use of the standards development tools and web technologies.

During the period under review the ISO ICT programme was carried out in collaboration with UNIT (Uruguay) in Cuba, Mozambique and Peru. Experts from ISO Central Secretariat carried out the mission in Bhutan and Nepal, Barbados and Saint Lucia.

A customized training mission on ISO e-services was carried out in Yemen in December 2006 and in Pakistan in July 2007, in collaboration with UNIDO.

Training in IT for Standards Development

Many ISO members in developing countries take advantage of the training courses offered at the ISO Central Secretariat by participating in the regular sessions organized in Geneva free of charge or by requesting ISO to organize a customized course on a cost recovery basis. As an example, such a course was designed and implemented in April 2007, Pretoria, South Africa for the South African Bureau of Standards.

Courses on ISO e-services are also organised at the regional level. In July 2007, JBS (Jamaica) hosted a training session for ISO members in the Caribbean and Central America on the tools that support the international standardization process.

The following training courses are proposed by the ISO Central Secretariat, on a regular basis and free of charge: *ISOTC Server and eballoting*; *Using the ISO STD Template: practical tips*; *ISO Global Directory* and *ISO project management*. The course descriptions can be found in the *Training in Standards Development* brochure available on ISO Online.

Global Directory training

The ISO Global Directory database allows ISO member bodies and correspondent members to register individuals as their representatives on ISO committees and/or in other functions.

A large-scale training programme was designed and has been in operation since 2005 to support the release and use of the ISO Global Directory. To date, 88 ISO member bodies and 22 correspondent members have been trained to use the ISO Global Directory.

Although sponsorships have been extended to developing countries to attend these training courses, there are still 16 ISO member bodies and 18 correspondent members that have yet to register on the Global Directory and to receive the training. These members are encouraged to contact ISO as soon as possible so that the training can be organized without delay. The training can also be followed using a web-based tool developed at the ISO Central Secretariat.

6.1.5 Increase participation in ISO technical work

The fifth objective of the *ISO Action Plan* is to encourage the involvement of developing countries in the technical work performed by ISO's technical committees, sub-committees and working groups. By participating at these three levels, developing countries ensure that their interests are taken into account and in doing this they contribute to strengthening ISO's global relevance.

In support of this objective, sponsorships to attend ISO technical committee meetings are granted to experts in developing countries and further guidance on twinning arrangements has been developed as a joint activity between DEVCO and the ISO Technical Management Board (TMB).

Sponsorships to ISO/TCs, SCs and WGs

Sponsorships were granted to delegates and experts from developing countries to participate in meetings of the following technical committees: ISO/TC 37, 71, 85, 197, 207, 224 and 228.

A workshop on Increasing the Impact of Developing Country Participation in International Standardization in Social Responsibility was held in Sydney, Australia, in January 2007. Some 30 experts from developing countries around the world were sponsored to attend, thanks to funding made available by Sida (Sweden).

DEVCO/TMB ad hoc Task Force and Twinning

As a result of the joint DEVCO/TMB panel held at the 40th DEVCO meeting in September 2006, in Ottawa, Canada, a DEVCO/TMB ad hoc Task Force was established. The Task Force undertook as a priority to produce a document to provide additional guidance to developing countries on how to establish a twinning arrangement.

It is recalled that the concept of twinning – learning by doing in co-operation with a more experienced partner – was introduced by the TMB in the ISO Supplement to the ISO/IEC Directives in March 2003. Twinning can be a valuable capacity-building tool and a powerful way to improve developing countries' access to ISO's technical work. However, experience shows that setting up a successful twinning arrangement can be a challenge for both partners.

In response, the DEVCO/TMB ad hoc Task Force has recently published a *Guidance on Twinning* document that was circulated to DEVCO members in July 2007.

The *Guidance on Twinning* document as well as an update on the work of the DEVCO/TMB ad hoc Task Force will be presented under agenda item 7.

DEVCO ACTION

DEVCO members are invited to note the above information

6.2 Funding of technical assistance

The volume of technical assistance provided to developing countries has considerably increased over the past three years. The amount spent on programmes under the *ISO Action Plan* has more than doubled, as shown on graph A in **Annex 2**.

In terms of participation some 2488 experts, delegates and ISO member staff participated in technical assistance and training activities during the period under review and close to 400 of them benefited from financial support under the *ISO Action Plan*.

The increase in assistance has been made possible mainly through the generous support from donor agencies and partner organizations. This is shown on graph B in **Annex 2** where the three sources of funding for the implementation of the *ISO Action Plan for developing countries* are shown.

Contributions from ISO members to the Funds-in-Trust

Contributions from ISO members to the Funds-in-Trust for 2007 have been received from SCC (Canada), SFS (Finland), AFNOR (France), BIS (India), NSAI (Ireland), JISC (Japan), NEN (Netherlands), SN (Norway), SABS (South Africa), AENOR (Spain), BSI (United Kingdom), UNIT (Uruguay) and YSMO (Yemen).

Additional contributions for specific projects have been received from SCC (Canada) and JISC (Japan).

It is recalled that the implementation of the *ISO Action Plan for developing countries* is dependent on ISO member contributions to the Funds-in-trust.

Contributions in kind

Many ISO members in developed and developing countries agree to host national and regional events organized under the *ISO Action Plan* and provide assistance, not only in coordinating on-site logistics and the participation of experts and international participants, but also collaborate in identifying speakers and regional expertise to add value to the conference, training seminar or workshop that they welcome in their country.

The ISO/DIN Endowment Fund

Educational activities such as the course on *Enhanced Participation in International Standardization* and the ISO ICT Programme for developing countries are financed by the ISO/DIN Endowment Fund. The capital of the Endowment consists of a donation of CHF 1 000 000 made by DIN, on the occasion of its 75th Anniversary in 1992.

6.3 Partnerships with development agencies and international organizations

Partnerships have been established with international organizations and development agencies at the multilateral and bilateral levels for the implementation of technical assistance projects under the *ISO Action plan for developing countries*. Financial support is achieved either through member contributions to the Funds-in-trust, the ISO/DIN Endowment or through funding agreements with national development agencies, such as NORAD (Norway), seco (Switzerland), SIDA (Sweden) and the Finnish government.

Active collaboration takes place with the International Trade Centre (ITC), the United Nations Industrial Development Organization (UNIDO) and the World Trade Organization (WTO). The cooperation takes various forms such as reciprocal participation in meetings and increasingly the joint implementation of technical cooperation projects.

Interaction with the International Electrotechnical Commission (IEC) has recently been strengthened and information exchanged on programmes to assist developing countries to participate more fully in international standardization. The organization of joint awareness raising events is being explored.

DEVCO ACTION

DEVCO members are invited to note the above information

6.4 Technical assistance dispensed by DEVCO members

Reports by DEVCO members on technical assistance activities in developing countries during the period under review are posted on the ISODOC server. Reports received after the meeting will be included in the DEVCO minutes.

DEVCO ACTION

DEVCO members are invited to note the above information.

6.5 ISO Policy Development Committee reports

Activities of CASCO of interest to developing countries

A report to DEVCO on the activities of CASCO that are of interest to developing countries is included in **Annex 3**.

Activities of COPOLCO of interest to developing countries

A report to DEVCO on the activities of COPOLCO that are of interest to developing countries is included in **Annex 4**.

DEVCO ACTION

DEVCO members are invited to note the information contained in the report.

Overview of technical assistance projects and training activities carried out between August 2006 and July 2007

Objective 1: Improve awareness of key stakeholders in developing countries of the role of standardization in economic growth, world trade and sustainable development					
Title	Venue/Host	Dates	Total participants	Sponsored participants	Beneficiary countries
Awareness-raising seminar on ISO 22000 Food safety management systems	New Delhi, India	10-11 August 2006	200	7	Afghanistan Bangladesh, Bhutan, India, Iran, Nepal, Pakistan and Sri Lanka
Awareness-raising seminar on ISO 22000 Food safety management systems	Jakarta, Indonesia	14-15 August 2006	130	8	Brunei Darussalam, Cambodia, Indonesia, Malaysia, Myanmar, Philippines, Singapore, Thailand and Vietnam
Séminaire régional sur les systèmes de management de la sécurité des denrées alimentaires selon l'ISO 22000	Casablanca, Morocco Tunis, Tunisia	4-6 September 2006 7-9 September 2006	85	0	Morocco and Tunisia
Awareness raising seminar on ISO 22000 - Food safety management system	Colombo, Sri Lanka	18-20 December 2006	101	0	Sri Lanka

Objective 1: Improve awareness of key stakeholders in developing countries of the role of standardization in economic growth, world trade and sustainable development						
Title	Venue/Host	Dates	Total participants	Sponsored participants	Beneficiary countries	
Awareness raising national seminar on ISO 22000 - Food safety management system	Tripoli, Libya	25-27 February 2007	45	0	Libya	
Awareness raising regional seminar on ISO 22000 - Food safety management system	Maputo, Mozambique	13-15 March 2007	68	0	Mozambique	
Awareness raising regional seminar on ISO 22000 - Food safety management system	Astana, Kazakhstan	29-31 May 2007	45	4	Azerbaijan (1), Kyrgyzstan (2) and Uzbekistan (1)	
Seminar on Environmental Management Systems and ISO 14001	Kathmandu, Nepal Dhaka, Bangladesh	15-18 September 2006 18-20 September 2006	103	0	Nepal and Bangladesh	

Objective 1: Improve awareness of key stakeholders in developing countries of the role of standardization in economic growth, world trade and sustainable development						
Title	Venue/Host	Dates	Total participants	Sponsored participants	Beneficiary countries	
National Awareness-raising Workshop on ISO 14001 - Environmental Management System	Luanda, Angola	17-19 October 2006	45	0	Angola	
Séminaire Sous-Regional ISO/MLIDNI sur les Systèmes de Management Environnemental et l'ISO 14001	Bamako, Mali	21-23 November 2006	35	4	Bénin, Côte d'Ivoire, Mali, Sénégal and Togo	
Regional workshop on Life Cycle Assessment and ISO 14040	New Delhi, India	10-12 January 2007	21	6	Afghanistan, Bangladesh, Bhutan, India, Iran, Pakistan and Sri Lanka	
Awareness-Raising Seminar on Greenhouse Gas Quantification, Reporting and Verification based on ISO 14064 and ISO 14065	Sao Paulo, Brazil	3-4 May 2007	85	0	Brazil	
Awareness raising seminar on ISO 10015 and Quality Management in Human Capital Formation	New Delhi, India	7-8 February 2007	72	2	India, Iran and Pakistan	

Objective 1: Improve awareness of key stakeholders in developing countries of the role of standardization in economic growth, world trade and sustainable development						
Title	Venue/Host	Dates	Total participants	Sponsored participants	Beneficiary countries	
Course on Good Standardization Practice	Manama, Bahrain	28 May – 1 June 2007	13	0	Bahrain	
Regional workshop on Good Standardization Practice	San José, Costa Rica	12-13 June 2007	20	6	Dominican Rep. (1), El Salvador (1), Guatemala (1), Honduras (1), Nicaragua (1), and Panama (1)	

Objective 2: Build capacity of ISO members and stakeholders involved in developing the standardization infrastructure and participating in international standardization work						
Title	Venue/Host	Dates	Total participants	Sponsored participants	Beneficiary countries	
Course on Marketing and Promotion of International Standards	Jakarta, Indonesia	14-16 November 2006	30	5	Indonesia, Kazakhstan, Malaysia, Philippines, Thailand and Vietnam	
Course on Marketing and Promotion of International Standards	San José, Costa Rica	6-8 March 2007	23	17	Antigua and Barbuda, Barbados, Bolivia, Costa Rica, Cuba, Dominican Republic, Ecuador, El Salvador, Guatemala, Jamaica, Nicaragua, Panama, Peru, Saint Lucia, Saint Vincent and The Grenadines, Trinidad and Tobago and Venezuela	
Course on Marketing and Promotion of International Standards	Nairobi, Kenya	24-26 July 2007	23	12	Botswana, Ethiopia, Ghana, Malawi, Mozambique, Nigeria, Rwanda, South Africa, Tanzania, Uganda, Zambia and Zimbabwe	
Awareness raising regional seminar for Central and South American Countries on standardization on social responsibility & national workshop	Montevideo, Uruguay	17 October 2006 ISO/UNIT 18-19 October 2006 ISO/COPANT/UNIT	246 20	0	COPANT Spanish speaking countries	
Awareness Raising Workshop on Social Responsibility	Bridgetown/St. Michael, Barbados	23-24 October 2006	16	12	Antigua and Barbuda, Barbados, Guyana, Jamaica, St. Lucia, Trinidad & Tobago and Saint Vincent and the Grenadines	

Objective 2: Build capacity of ISO members and stakeholders involved in developing the standardization infrastructure and participating in international standardization work						
Title	Venue/Host	Dates	Total participants	Sponsored participants	Beneficiary countries	
Awareness raising regional workshop on social standardization on social responsibility for Arab and Mediterranean Countries	Casablanca, Morocco	31 October – 1 November 2006	24	24	Algeria, Egypt, Iraq, Jordan, Lebanon, Libyan Arab, Morocco, Oman, Palestine, Qatar, Syrian Arab, Tunisia, United Arab Emirates and Yemen.	
Regional Workshop on Social Responsibility (ISO 26000)	Blantyre, Malawi	30 November – 1 December 2006	29	7	Botswana, Ethiopia, Ghana, Kenya, Malawi, Nigeria, Tanzania and Zimbabwe	
ISO/SIS workshop on Increasing the Impact of Developing Country Participation in International Standardization in SR	Sydney, Australia	27-28 January 2007	65	30	Argentina, Armenia, Barbados, Belarus, Bolivia, China, Colombia, Costa Rica, Côte d'Ivoire, Egypt, India, Indonesia, Kenya, Lebanon, Mongolia, Morocco, Peru, Romania, Saint Lucia, Singapore, Tanzania, Thailand, Venezuela, Vietnam and Zimbabwe	
National workshop on Increasing the Impact of Developing Country Participation on Social Responsibility	New Delhi, India	16-17 April 2007	150	2	Costa Rica and Kenya	
National workshop on Social Responsibility	La Paz, Bolivia	29-30 May 2007	77	0	Bolivia	

Objective 2: Build capacity of ISO members and stakeholders involved in developing the standardization infrastructure and participating in international standardization work						
Title	Venue/Host	Dates	Total participants	Sponsored participants	Beneficiary countries	
National workshop on Social Responsibility	Ulaanbaatar, Mongolia	21-22 June 2007	120	0	Mongolia	
National workshop on Social Responsibility	Dubai, UAE	9-10 July 2007	180	0	UAE	
E-Module 2 - Managing National Participation in International Standardization	e-learning	November 2006 – February 2007	10	0	Azerbaijan, Belarus, Brazil, Ghana, India, Jordan, Kenya, Nigeria, Romania and Zimbabwe	
E-Module 1 – Assessing National Priorities	e-learning	March – July 2007	14	0	Fiji (3), Croatia (2), Jamaica (2), Kazakhstan (1), Ethiopia (1), St. Lucia (2) and Thailand (2)	
E-Module 3 - Adopting and implementing International Standards	e-learning	April – July 2007	9	0	Argentina (2) and Malaysia (2)	

Objective 2: Build capacity of ISO members and stakeholders involved in developing the standardization infrastructure and participating in international standardization work						
Title	Venue/Host	Dates	Total participants	Sponsored participants	Beneficiary countries	
Course on Enhanced participation in international standardization	Hanoi, Vietnam	3-5 October 2006	25	14	Brunei Darusalam, Indonesia, Malaysia, Myanmar, Philippines, Singapore, Thailand and Vietnam	
Course on Enhanced participation in international standardization	Pretoria, South Africa	14-16 November 2006	22	17	Botswana, Burundi, Côte d'Ivoire, Ethiopia, Ghana, Kenya, Lesotho, Malawi, Mozambique, Nigeria, South Africa, Tanzania, Uganda, Zambia and Zimbabwe	
TC Secretariat training course	Pretoria, South Africa	16-24 April 2007	43	0	South Africa	

Objective 3: Increase national and regional cooperation to share experience, resources, training and information and communications technologies						
Title	Venue/Host	Dates	Total participants	Sponsored participants	Beneficiary countries	
COPOLCO/DEVCO workshop on Consumer Participation in Standardization	Gaborone, Botswana	31 August – 1 September 2006	57	49	Angola, Benin, Botswana, Burkina Faso, Burundi, Rep. Dem. Congo, Côte d'Ivoire, Ethiopia, Ghana Guinea, Kenya, Madagascar, Malawi, Mali, Mozambique, Namibia, Nigeria, Senegal, Seychelles, South Africa, Swaziland, Tanzania, Togo Uganda, Zambia and Zimbabwe	
COPOLCO/DEVCO workshop on Consumer Participation in Standardization	Vienna, Austria	3-4 April 2007	31	31	Albania (2), Armenia (2) Azerbaijan (1) Belarus (2), Bosnia & Herzegovina (2), Croatia (2), Georgia (2), FYR Macedonia (2) Kazakhstan (2) , Kyrgyzstan (2). Latvia (2), Lithuania (2), Romania (2) Serbia (2), Ukraine (2) and Uzbekistan (2)	
Regional workshop on Conformity Assessment for Sustainable Development and Trade	Johannesburg, South Africa	9-10 May 2007	90	11	Botswana, Democratic Republic of Congo, Côte d'Ivoire, Ethiopia, Ghana, Kenya, Malawi, Mozambique, Tanzania, Zambia and Zimbabwe	

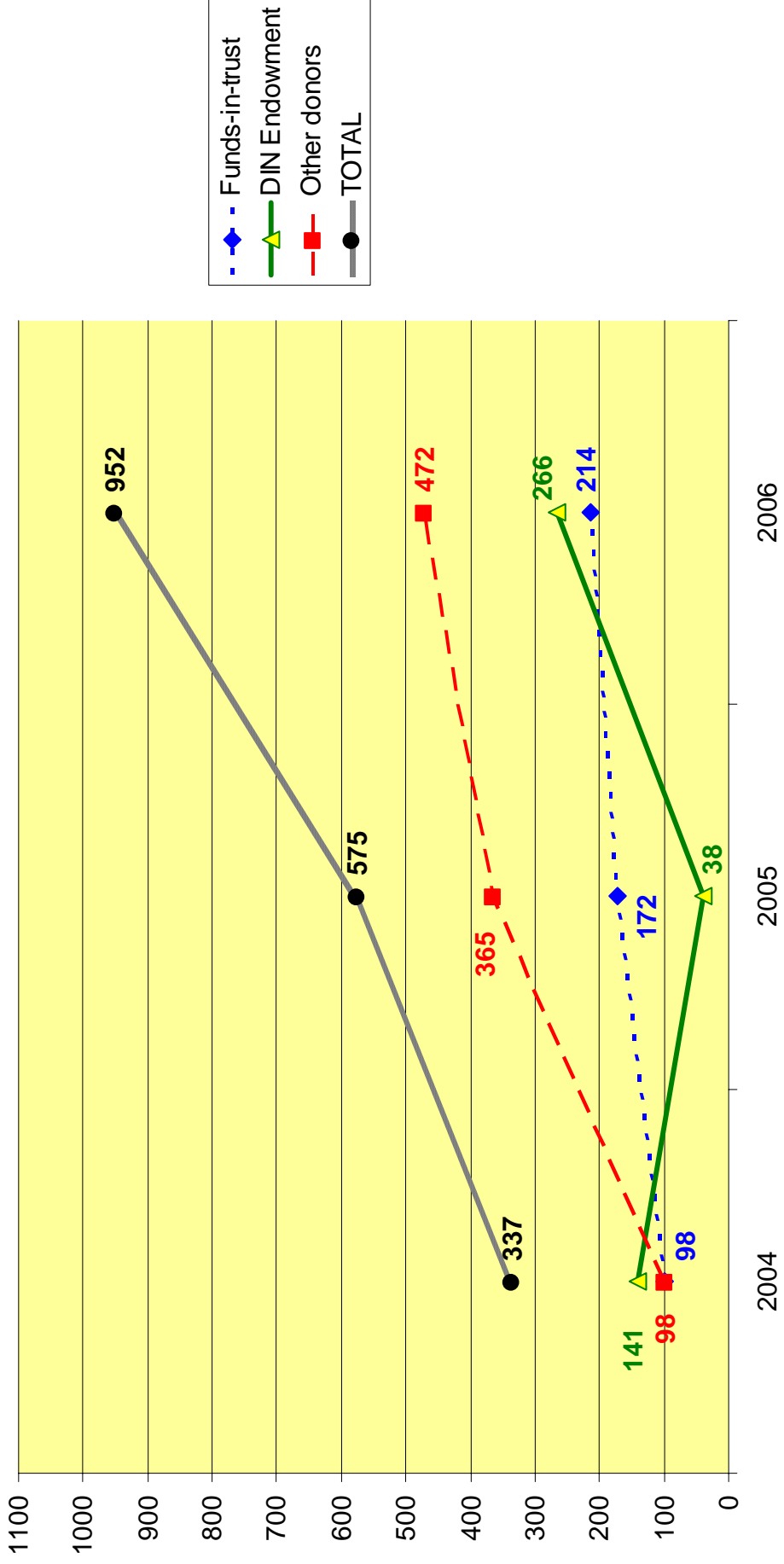
Objective 4: Develop electronic communication and expertise in IT tools to participate in international standardization work, reach out to stakeholders and make efficient use of ISO e-services						
Title	Venue/Host	Dates	Total participants	Sponsored participants	Beneficiary countries	
ICT support	Havanna, Cuba	28 September -2 October 2006	7	0	Cuba	
ICT support	Thimphu, Bhutan	6-7 November 2006	4	0	Bhutan	
ICT support	Kathmandu, Nepal	9-10 November 2006	10	0	Nepal	
ICT support	Sanaa, Yemen	14-17 November 2006	5	0	Yemen	
ICT support	Lima, Peru	4-6 December 2006	7	0	Peru	
ICT support	Castries, St. Lucia	31 May – 1 June 2007	13	0	St. Lucia	
ICT support	St. Michael, Barbados	4 - 5 June 2007	5	0	Barbados	
ICT support	Maputo, Mozambique	27-29 June 2007	12	0	Mozambique	
ICT support	Karachi, Pakistan	1-8 July 2007	10	0	Pakistan	
ISOTC Server and e-balloing	Geneva, Switzerland	23-24 October 2006	4	0	China (3) and Jamaica (1)	
Using the ISO STD Template: Practical Tips	Geneva, Switzerland	25-26 October 2006	2	0	China (1) and Jamaica (1)	
ISOTC Server and e-balloing course	Geneva, Switzerland	5-6 February 2007	9	0	China (3)	

Objective 4: Develop electronic communication and expertise in IT tools to participate in international standardization work, reach out to stakeholders and make efficient use of ISO e-services						
Title	Venue/Host	Dates	Total participants	Sponsored participants	Beneficiary countries	
Using the ISO STD Template: Practical Tips	Geneva, Switzerland	7-8 February 2007	8	0	China (3)	
Regional ISO e-services course	Kingston, Jamaica	30-31 July 2007	17	11	Antigua and Barbuda, Barbados, Costa Rica, Cuba, Dominican Republic, Dominican Republic, El Salvador, Guyana, Honduras, St. Vincent and the Grenadines, Saint Lucia.	
ISO Global Directory training course	Geneva, Switzerland	7-8 November 2006	1	0	Romania (1)	
ISO Global Directory regional training course	Paris, France	14-15 November 2006	12	12	Algeria (1), Bénin(1), Côte d'Ivoire (1), Guinée (1), Guinée-Bissau(1), Mali (1), Madagascar (1), Morocco (1), Niger (1) Senegal (1), Togo(1) and Tunisia (1)	
ISO Global Directory regional training course	Riyadh, Saudi Arabia	5-6 December 2006	8	8	Afghanistan (1), Bahrain (1), Korea DPR (1), Lebanon (1), Myanmar (1), Palestine (1), Syria (1) and United Arab Emirates(1)	
ISO Global Directory regional training course	Pretoria, South Africa	6-7 December 2006	16	16	Angola (1), Botswana (1), Congo (1), Ethiopia (1), Ghana (1), Malawi (1), Mauritius (1), Mozambique (1), Namibia (1), Nigeria (1), Rwanda(1), Sudan (1), Tanzania (1), Uganda (1), Zambia (1) and Zimbabwe (1)	

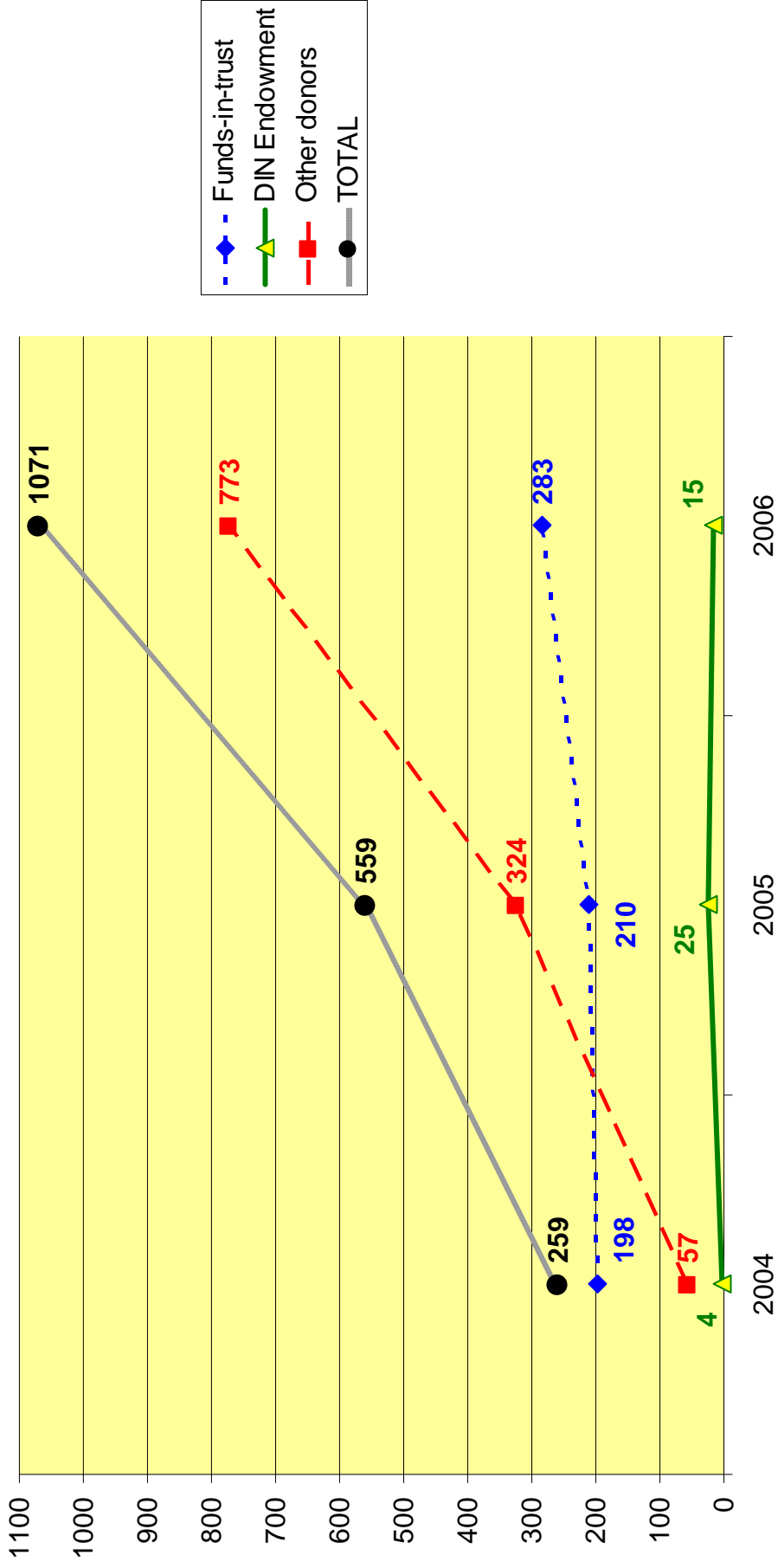
Objective 4: Develop electronic communication and expertise in IT tools to participate in international standardization work, reach out to stakeholders and make efficient use of ISO e-services					
Title	Venue/Host	Dates	Total participants	Sponsored participants	Beneficiary countries
ISO Global Directory training course	Geneva, Switzerland	20-21 June 2007	8	0	Egypt (1), Lithuania (1) and Pakistan (1).
ISO TC services and e-balloting course	Pretoria, South Africa	16-17 April 2007	15	0	South Africa

Objective 5: Increase participation in governance and technical work of ISO to voice priorities, contribute and influence the technical content of ISO deliverables						
Title	Venue/Host	Dates	Total participants	Sponsored participants	Beneficiary countries	
Sponsorship to TC 176	Busan, Rep. of Korea	13-18 November 2006	1	1	Tunisia	
Sponsorship to TC 224	Punta del Este, Uruguay	30 November – 5 December 2006	1	1	Nigeria	
Sponsorship to TC 223	Orlando, USA	8-11 May 2007	2	2	Côte d'Ivoire, and Thailand	
Sponsorship to TC 71	Salvador de Bahia, Brazil	29 May – 1 June 2007	5	5	Chile, Colombia, Libya, Mongolia and Pakistan	
Sponsorship to TC 34/SC4	Beijing	14-15 June 2007	1	1	Pakistan as part of the Test Drive programme	
Sponsorship to TC 207/WG 7	Beijing, China	22-29 June 2007	1	1	Colombia	
4th Meeting of Working Group on SR	Sydney, Australia	29 January – 2 February 2007	30	30	Argentina, Armenia, Barbados, Belarus, Bolivia, China, Colombia, Costa Rica, Côte d'Ivoire, Egypt, India, Indonesia, Kenya, Lebanon, Mongolia, Morocco, Peru, Romania, Saint Lucia, Singapore, Tanzania, Thailand, Venezuela, Vietnam and Zimbabwe	

External expenditure for Technical Assistance in kCHF



Funds received for Technical Assistance in kCHF





CASCO REPORT to DEVCO

CASCO is a policy committee of the ISO Central Secretariat covering the area of conformity assessment policy and practice. At present CASCO membership comprises 104 members, including 73 P-members and 31 O-members. CASCO maintains category A liaison with nine international organizations in addition to IEC¹: BIPM², IAF³, IFAN⁴, IFIA⁵, ILAC⁶, IQNET⁷, IPC⁸, OIML⁹ and UILI¹⁰.

1. 22nd CASCO plenary meeting and policy work

The 22nd plenary meeting of the ISO Committee on conformity assessment (ISO/CASCO) was held in Buenos Aires, hosted by IRAM¹¹ (Argentina), on 3-4 November 2006. It was attended by 100 delegates from 35 member bodies and 11 liaison bodies.

The plenary congratulated Mr. Mario Wittner for the successful completion of his term as Chair of CASCO from 2003 to 2006, and welcomed the future Chair, Mr. Olivier Peyrat.

The plenary:

- Agreed to revise ISO/IEC Guide 65:1996, *General Requirements for bodies operating product certification systems*, starting with a first phase intended to define more specifically the scope for the new standard given the latest developments in product certification.
- Confirmed the CASCO 2010 Road Map which sets out the sequencing of future systematic reviews and revisions of the CASCO documents for the next decade; the Road Map is to be reviewed every year at the CASCO plenary and modified if necessary.
- Acknowledged the publication of ISO/IEC 17021:2006 *Conformity assessment – Requirements for bodies providing audit and certification of management systems*.

Concerning the implementation of ISO/IEC 17021:2006, it was subsequently agreed with IAF that the accredited bodies, members of IAF, and their accredited certification bodies would have two years to migrate to this standard, i.e. before 15 September 2008.

2. Common elements

CASCO is endeavouring to harmonize a number of “common elements” in conformity assessment so that CASCO documents are internally consistent when considering the same concept.

¹ *International Electrotechnical Commission*

² *Bureau International des Poids et Mesures*

³ *International Accreditation Forum*

⁴ *International Federation of Standards Users*

⁵ *International Federation of Inspection Agencies*

⁶ *International Laboratory Accreditation Cooperation*

⁷ *The International Certification Network*

⁸ *International Personnel Certification Association*

⁹ *Organisation Internationale de Métrologie Légale*

¹⁰ *Union Internationale des Laboratoires Indépendants*

¹¹ *Instituto Argentino de Normalización y Certificación*

Two PAS (publicly available specifications) on common elements were published in 2004, two in 2005, and the remaining one is intended for publication in 2007 as ISO/PAS 17005, *Conformity assessment – Use of management systems in conformity assessment – Principles and requirements*.

3. Ongoing technical work

The CASCO technical projects are being progressed by their respective working groups. These projects include the development of the following documents and are in addition to those new projects agreed at the 22nd Plenary:

- ISO/IEC 17007, *Conformity Assessment – Guidelines for the drafting standards and specified requirements for conformity assessment*
- ISO/IEC 17021, Part 2, *Conformity Assessment – Requirements for third party auditing of management systems*
- ISO/IEC 17043, *Proficiency testing by interlaboratory comparisons – Part 1: Development and operation of proficiency testing schemes and Part 2: Selection and use of proficiency testing schemes by laboratory accreditation bodies*

CASCO has also continued to supply assistance to the ISO Technical Committees upon request, in particular when requirements for assessing compliance to Management System Standards (MSS) are involved.

4. Recently published documents

- ISO/TS 22003:2007, *Requirements for bodies providing audit and certification of food safety management systems*. (Joint CASCO-ISO/TC34 WG 11).
- ISO 14065:2007, *Greenhouse gases – Specification for bodies providing validation and verification assessments of greenhouse gas emissions*. (Joint CASCO-ISO/TC 207 WG 6.)
- One of CASCO working groups has also contributed to the chapter on Conformity assessment for the proposed ISO/IEC Guide on the use of standards as support or as an alternative to technical regulations.

5. Promotion of the CASCO 'tool box' and workshops in 2006-2007

Over the course of 2006-2007, the Chairman and Secretary of CASCO have participated in numerous events to promote the CASCO toolbox and highlight the importance of implementing recognised conformity assessment practices. This is essential for addressing technical barriers to trade, reducing the cost of conformity assessment procedures and ensuring greater confidence in the trade of goods and services.

Events attended included the GFSI¹² conference in Paris (France), the COPANT Assembly in La Paz (Bolivia), the JCDCMAS¹³ meeting in Lima (Peru), the IAF TC meeting in San Francisco (USA) and the CEN/CLC/TC plenary in Brussels (Belgium).

In addition, a DEVCO/CASCO regional workshop on conformity assessment for sustainable development and trade was organized in Johannesburg (South Africa) in May 2007, hosted by South African Bureau of Standards, the ISO member for South Africa. Another workshop is planned in Tunis in November 2007.

¹² *Global Food Safety Initiative*

¹³ *Joint Committee on Coordination of Assistance to Developing Countries in Metrology, Accreditation and Standardization*

6. External representations and liaisons

External relations with liaison members of CASCO are proceeding well. The following may be reported among others:

- The IAF/ILAC/ISO Joint Working Group, which was established as part of the IAF-ILAC-ISO Memorandum of Understanding that was signed in March 2004, met in April 2007, in Geneva.
- ISO was represented by the Secretary-General and the CASCO Secretary at the General Assemblies of the IAF and ILAC held in Mexico.
- The CASCO Secretary attended the IEC/CAB *Conformity Assessment Board* in Berlin.

7. Next CASCO Plenary meeting

The next CASCO plenary and associated meetings will be held on 5-9 November 2007 in Geneva.

Olivier Peyrat
CASCO Chair

CONSUMER POLICY – COPOLCO REPORT TO DEVCO

As at end July 2007, COPOLCO counted 100 members, consisting of 59 P-members and 41 O-members. The newest, joining as a P member, is BDS (Bulgaria). Other recent memberships include SARM (Armenia), and CDNQ (Cameroon) joining COPOLCO as O members, and INDECOPI (Peru), PSQCA (Pakistan) and GSB (Ghana) joining as P members

The 29th meeting of COPOLCO took place in Salvador de Bahia, Brazil on 24-25 May 2007 at the invitation of the the Associação Brasileira de Normas Técnicas (ABNT). It was preceded by a workshop held on 23 May, *Can consumers rely on fair trade claims?*

During that week, ABNT also held a national seminar, *O Turismo e os Direitos do Consumidor* ("Tourism and consumers' rights").

1 COPOLCO Workshop, *Can consumers rely on fair trade claims?*

Approximately 115 participants representing business, government, consumer associations and standards bodies attended a workshop on 23 May. The major international organizations involved in fair trade also participated, in addition to the national delegates from 31 ISO members, Consumers International, and OECD.

Fair Trade aims, amongst other things, to protect producers of goods and services in developing countries, against commodity price fluctuations and to ensure that part of the sales proceeds of these products is allocated to community development projects. Fair Trade and other "values-based" schemes have enjoyed a particularly impressive growth rate in recent years. Examples of widely-traded goods are coffee, tea, fruit, cosmetics, handicrafts, and textiles, and increasingly services – such as ethical tourism.

The [workshop](#) addressed, from a consumer's perspective, the variety of ethical claims associated to products and services, the added value and growing success of fair trade schemes and labelling, and gaps in consumer information and awareness.

To carry the work further, a small fact-finding task force coordinated by [Consumers International](#) was formed and will report back to the next meeting of COPOLCO in May 2008. Participants will include the [International Fair Trade Association](#) (IFAT), [Fairtrade Labelling Organizations International](#) (FLO), [International Social and Environmental Accreditation and Labelling Alliance](#) (ISEAL), ABNT (Brazil), AFNOR (France), and other interested stakeholders.

The group's main goal will be to investigate the potential for problems associated with inaccurate or false claims regarding the ethical dimensions of trade in consumer products or services. It will also consider consumers' needs for information about these claims and potential solutions to address them.

2 Training and technical assistance in consumer representation

2.1 Final workshops on consumer representation in standardization

In September 2006 and April 2007, COPOLCO and DEVCO completed the last two of a series of seven basic training workshops entitled *Consumer participation in standardization*. They were held

within the framework of the ISO Technical Assistance and Training programme (ISO/DEVT), with support from the The Swedish International Development Cooperation Agency (SIDA).

These events, beginning in 2003 in Bangkok, aimed to help representatives of NSB's and consumer associations to work together more effectively in order to ensure that consumers' priorities were included in standards, and standardization programmes. Another aim was to raise consumer representatives' awareness of the value of standards and specific ways to become more involved in their development.

The events set out basic principles of standardization, and how consumers can help define basic criteria that standards for products and services should address from a consumer's point of view.

2.2 COPOLCO/DEVCO workshop, Vienna – April 2007

Hosted by the Austrian Standards Institute (ON), a DEVCO/COPOLCO training workshop for East European and Central Asian countries was held in April 2007 in Vienna, Austria. Some 30 participants from 15 countries representing consumer associations and national standards bodies (NSBs) attended the two-day training session. The DEVCO and COPOLCO Chairs also addressed the participants. Among other things, representatives of the NSBs and consumer organizations worked jointly to develop national action plans to map out their future cooperation on standards development. This was the last training workshop, which reinforced the cooperation between representatives of standards bodies and consumer groups within the ISO membership. They have contributed to promote more market-relevant standards – and therefore improved goods and services – for all.

2.3 COPOLCO/DEVCO workshop, Botswana – September 2006

COPOLCO and DEVCO also jointly organized a training seminar to enhance consumer participation in standards development in Gaborone, Botswana on 31 August and 1 September, at the kind invitation of the Botswana Bureau of Standards (BOBS). This event also brought together representatives of National Standard Bodies and consumer associations from ISO members in sub-Saharan Africa to explore ways to work more effectively. As for Vienna, an international roster of experts from COPOLCO and DEVCO, led by Mr. Folke Hermanson Snickars (Sweden), made presentations and facilitated discussion groups, using an interactive dialogue method. An article about this event appeared in the *ISO Focus* of December 2006.

2.4 Launch of a new COPOLCO/DEVCO initiative, "Train the trainers"

The next step is to equip some of those persons who have a particular interest in consumer participation issues to become trainers themselves, so that they can go back to their own countries and regions and spread the knowledge in a kind of "multiplier effect". With this aim a small group of COPOLCO experts have joined forces with DEVT to set up a "Train the trainer" programme. This effort also coincides with the second phase of the SIDA funding that will support, on the one hand, most of the costs of a pilot "Train the trainer" event, and, on the other, the development of a distance learning module and other types of training materials.

The "train-the-trainer" pilot event is planned for early 2008 in Ghana, at the gracious invitation of the Ghana Standards Board (GSB). It will be a five-day event, in English, that will include both the content given in the prior, basic sessions (Days 1 and 2) and an additional number of sessions on training delivery: training design, training evaluation, use of materials, and presentation skills (Days 3,4 and possibly 5). There will be two groups of participants: the future trainers ("trainees"), a maximum of 16 selected from various regions in the world according to pre-defined criteria, and attendees from the host country who will only participate in the content part of the programme (Days 1 and 2). Funding will be available for travel expenses of the international trainees.

After this pilot event, the trainees will be asked to run their own training programmes in their countries/regions of origin, in their national languages. The training that they have received will not be considered complete without the running of a national workshop.

Members of DEVCO will be contacted shortly with a correspondence item about this pilot event, and are strongly encouraged to nominate candidates for the "train the trainer" programme, according to pre-defined criteria.

The COPOLCO Chair will give a further update at the DEVCO meeting on this and other training issues.

3 COPOLCO developments of interest to DEVCO

3.1 Standardization of services

The future ISO/IEC Guide 76, *Development of service standards -- Recommendations for addressing consumer issues* went out for vote as a Draft Guide, for vote by 13 August 2007. It will provide general guidelines for Technical Committees when developing standards for all types of services.

3.2 Proposals for new work in ISO

At its May meeting, COPOLCO approved the submission of proposals for International Standards on e-commerce and compliance management. In accordance with the ISO Council's recent decision on the reporting procedure for new work item proposals, the ISO Secretary-General will coordinate additional research on some aspects of these proposals before the Technical Management Board decides on their treatment.

Management of consumer issues in e-commerce: this proposal describes a number of elements needed for efficient handling of business-to-consumer transactions. It is a framework to ensure customer satisfaction for all potential users of a company's Web site or other tools to support Internet-based transactions, building on the approach taken in ISO 10002, *Quality management -- Customer satisfaction -- Guidelines for complaints handling in organizations* and recommending best practice for, inter alia, provision of information, language, young audiences (children), privacy and protection of personal data, complaints handling and redress. The proposal includes a detailed outline with sample content in each clause.

International Standard on compliance management: this proposal attempts to address an apparent problem that many organizations have difficulty complying effectively with laws and regulations in force in their country. This is often due to lack of implementation of proper procedures and processes to ensure regulatory compliance, and monitor that the processes are effective. This International Standard aims to allow an organization of any type to establish and maintain an effective management system, to allowing it to comply consistently with the laws in its country. This standard would provide a "road map" allowing organizations to set up such a system, with clear division of responsibilities among management and compliance officers in charge of a compliance programme.

3.3 Progress on other COPOLCO-originated projects

At this writing, the ISO members had approved four new International Standard projects for development within "Project Committees", a new type of technical body within ISO. These were on **product recall, guidance for manufacturers on product safety, network services billing and second-hand goods**. However, the ISO Central Secretariat was still investigating potential nominations for persons to take leadership of these Project Committees.

Second hand goods: the Ad Hoc Group on Second-hand goods, renamed "ISO TMB TAG 14", is developing its third working draft of a Guide for Technical Committees to consider issues related with second hand goods in the standards development process. The second deliverable, an International Standard setting minimum criteria for second hand goods that are offered for sale, donated or exchanged in order to protect consumers' health and safety and the environment, is awaiting development within one of the new Project Committees, pending confirmation of a project leader.

An update will be given at the DEVCO meeting.

4 Membership of COPOLCO

As at end July 2007, COPOLCO counted 100 members: 59 P-members and 41 O-members. The newest, joining as a P-member, is BDS (Bulgaria). Other recent memberships include SARM (Armenia), and CDNQ (Cameroon) joining COPOLCO as O members, and INDECOPI (Peru), PSQCA (Pakistan) and GSB (Ghana) joining as P members

5 Next meeting

COPOLCO will hold its 30th meeting in Seoul, Republic of Korea, at the invitation of the Korean Agency for Technology and Standards either during the third or fourth week of May, 2008 (the date is still to be determined).

DEVCO ACTION

DEVCO is invited to note the above report.



ITEM 7 REPORT BY THE DEVCO/TMB AD HOC TASK FORCE

The DEVCO/TMB ad hoc Task Force was established as a result of the joint DEVCO/TMB panel held at the 40th DEVCO meeting, in September 2006, in Ottawa, Canada (DEVCO resolutions 14/2006 and 15/2006).

The ad hoc Task Force agreed to undertake as a priority to finalize the Guidance document on Twinning. The document was made available to DEVCO members on 16 July 2007 and is included in **Annex**.

The Guidance document aims to provide ISO committee leaders and participants with advice on cooperative twinning and partnering as a way of moving toward the goal of greater effectiveness in developing country participation and leadership in ISO committees.

The document will be presented at the DEVCO discussion group on *"Twinning Arrangements – The way forward"* scheduled on 17 September 2007 at 14:00.

Mr. Steven Cornish (TMB) and Mr. Supachai Tepatanapong (DEVCO) will report on other activities of the DEVCO/TMB ad hoc Task Force and discuss future plans.

DEVCO ACTION

DEVCO members are invited to note the information presented



2007-06-29

**DRAFT ISO/TMB & ISO/DEVCO GUIDANCE
PARTNERING AND TWINNING IN ISO STANDARDS DEVELOPMENT ACTIVITIES**

FOREWORD

It is important that developing countries have access to International Standards and increase their participation and leadership in international standardization and conformity assessment activities. By so doing, the international standards will reflect the national commercial needs of developing countries and their global relevance will be improved. In addition, developing countries will benefit from the transfer of technology that standards make possible, and their products and companies will realize greater competitiveness, growing market share and higher price of exports. They will also see improved resistance to undesirable low quality imports and increased competitiveness for attracting investment or procurement and stimulating economic activity. Finally, access to and participation in International Standards may facilitate the development and effectiveness of infrastructures, networks and investment.

1 INTRODUCTION

As of May 2007, developing countries represented 67% of ISO's full members capable of participating in ISO standards development committees. In addition, 95% of ISO correspondent members and 100% of ISO subscriber members are from developing countries. However, despite their overwhelming numbers among ISO's members, developing countries seldom attend ISO standards development committee meetings and only hold approximately a small percentage of the leadership roles for these committees.

This means ISO and its members need to develop actions to assist in improving the standardization infrastructures and capacities in developing countries and to enhance their participation in relation to international standardization and related conformity assessment activities. The ISO Strategic Plan for 2005-2010 includes as its Key Strategic Objective 3:

"Raising the awareness and capacity of developing countries"

In support of this objective, ISO members are encouraged to exchange experience and optimize use of resources through cooperation.

In September 2004, the ISO Council endorsed the ISO Action Plan for developing countries 2005-2010. In keeping with this call for cooperation among ISO members to increase the effectiveness of developing country participation and leadership, this Action Plan includes the following two goals:

"Build capacity of ISO members and stakeholders involved in developing the standardization infrastructure and participating in international standardization work"

"Increase participation in governance and technical work of ISO to voice priorities, contribute and influence the technical content of ISO deliverables"

These ISO/TMB guidelines have been drafted in conjunction with ISO/DEVCO to provide ISO committee leaders as well as participants (current and potential) with guidance on cooperative twinning and partnering as a way of moving toward the goal of greater effectiveness in developing country participation and leadership in ISO committees.

This document is intended to provide guidance and recommendations to ease and facilitate the establishment of twinning arrangements, and to allow flexibility to the countries entering into twinning arrangements. This document is also intended to convey expectations regarding twinning arrangements so that ISO/TMB and ISO DEVCO can monitor and ensure that such arrangements are really working toward their intended purpose, to build capability in the developing countries.

For the purposes of this document, it is necessary to differentiate between these two modes of cooperation:

- **Twinning** refers to a developed and a developing country or two developing countries working together cooperatively on officer positions (for example, secretariat, chair, vice-chair) in an ISO standards development committee.
- **Partnering** refers to a developed or developing country working cooperatively with another developing country to improve the latter's effectiveness. Partnership arrangements may be related or unrelated to ISO committee work and may take place at multiple levels [government to government, or NSB to NSB for purposes of developing standardization, conformity assessment and/or IT infrastructures (capacity building); assistance with regard to ISO policy-level matters and participation; assistance with regard to ISO technical-level matters and participation; hosting meetings; etc.]

For the purposes of this ISO guidance document, we are only providing guidance on partnering at the ISO technical participation level.

2 PARTNERING AND TWINNING IN ISO TO DATE

Annex A to this document provides a listing of documented partnering and twinning requests that have been implemented within ISO to date. As can be seen from this listing, despite partnering and twinning being pursued in ISO for a few years, at this point, the number of actual cases being implemented is low. There may be a number of reasons for this:

- Partnering and twinning are still relatively new concepts introduced in ISO over the last four to five years and many national standards bodies are still trying to understand the concept and its value to them.
- The listing in Annex A does not indicate that a number of additional cases have been suggested and are being negotiated, but have not yet reached a point where effective implementation can be reported.
- To date, some national standards bodies from developing countries have submitted multiple requests for partnering or twinning arrangements, but they have also indicated priorities to pursue specific requests before others, and not all requests at once.
- It is a fact of history that ISO's work program reflects the needs of the developed world that has had the resources to propose, participate in and lead standards development. There may be many ISO activities that are not directly relevant to the national commercial interests of developing countries. Therefore, requests for partnering and twinning in those activities would not be forthcoming.
- Many national standards bodies from developing countries will require substantial capacity building of their basic standardization infrastructures first before they can enter into partnering or twinning arrangements. In some countries, formally established standards bodies do not yet exist.
- Some national standards bodies seeking to follow-up on partnering or twinning requests have reported great difficulty in communicating with the national standards bodies in the developed countries that submitted the requests, and the argument is sometimes made that cooperation between countries from different regions of the world is less successful for logistical reasons than cooperation between countries from the same, or neighbouring, regions.
- As there have not been many cases to date, many national standards bodies and secretariats are asking: "How do I do it? How do I get it started?" However, there is no one model approach. Each case may have specific terms that need to be negotiated between the partners. There are few models to help folks find their way.
- Financial support for developing country NSBs will remain a challenge while they continue their capacity building, but it is not always a barrier to active participation. Some countries are able to financially support their participation, but need informational support and guidance to participate effectively. Financial support should not just be considered as a form of handout, but it must be associated with participation in ISO committees and working groups and must have defined deliverables.
- It is important that there be continuity of participation if the investment in capacity building is to pay off. Problems arise when the members and experts on mirror committees change from employer to employer as circumstances dictate. What remains is insecurity in terms of support by a new employer in the work of the standards effort.

It is our hope that the principles, guidance and other information that follow will provide greater assistance to national standards bodies seeking to establish effective partnering and twinning arrangements within the ISO system.

3 PRINCIPLES FOR PARTNERING AND TWINNING PROJECTS

The following principles should guide the development, revision and implementation of existing and new ISO cooperation projects to assist the effectiveness and participation of developing countries in international standardization.

- 3.1 Cooperation should be viewed as broadly as possible, with the potential of it taking place at multiple levels between national standards bodies, and with all partners committed to the primary objective to build capacity and improve participation and performance in a developing country partner.
- 3.2 Cooperation can also take place between developing countries at different levels of development in addition to between developed and developing countries. In this respect, intra-regional cooperation can be especially useful, subject to availability of the necessary resources.
- 3.3 Projects should be evaluated in relation to their potential to leverage existing ISO member initiatives, ISO programs and/or other international body initiatives.
- 3.4 Projects should embrace the continual improvement concept. There should be mechanisms, including indicators, to ensure that for each action there is a possibility for follow up, and if no satisfactory progress is made, to take corrective actions.
- 3.5 Projects should include mechanisms/indicators to measure/monitor progress regarding developing country participation and leadership in ISO, with progress reviewed on an annual basis.
- 3.6 Projects should support those priorities identified by developing countries and integrated into their national development plans/strategies.
- 3.7 National support from both NSBs for twinning or partnering arrangements should be sustained for the duration of the arrangement.
- 3.8 Partnering and twinning arrangements are to be entered into voluntarily and there is no expectation that one country will provide financial support to the other country to support the arrangement. Furthermore, partnering and twinning arrangements should have “no strings attached” in terms of national positions. One national standards body supporting the positions and views of the other partner should not be a perceived expectation within partnering or twinning arrangements. This would clearly defeat the objective of developing capacity and discourage independent thought.
- 3.9 Partnership arrangements should not jeopardize the principle of “one country, one vote” in ISO.
- 3.10 The objectives of a twinning arrangement is for the developing country seeking assistance and capacity building to learn by doing, by truly administering the relevant committee role. The partner providing the assistance, has the extremely important role of providing training, guidance and assistance to ensure the developing country partner does a good job with the work and builds capability. By mutual agreement of the two NSBs, the partner providing the assistance to the developing country may also assume other specific administrative tasks beyond providing training and guidance. At some stage, the individual staff of the developing country partner should be in a position to use the knowledge and experience gained to train others within the same national standards body; in this way twinning can and should be “geared” so as eventually to reduce or remove altogether the need for twinning for a recipient country.
- 3.11 ISO committees, national standards bodies and the ISO Technical Management Board may apply the existence of twinning arrangements as a criterion favouring specific offers in the assignment of ISO committee leadership roles, provided the terms of the arrangements comply with the spirit of the principles and guidance detailed in this document. The intent of twinning must always be understood to be building capacity in developing country national standards bodies.

- 3.12 Twinned secretariats should not be misunderstood as "co-secretariats" to be maintained over long periods of time. Therefore, twinned secretariats should have a finite time frame with a target date by which it is expected that the capability will be well-developed in the developing country member such that this country could assume the secretariat in its own right.
- 3.13 Twinning secretariat arrangements should not lead to an assumption that the developing country partner will automatically receive the secretariat at the end of the twinning arrangement. However, it is expected that the developing country partner will be capable of submitting a very credible offer to assume the secretariat during an open call for secretariat candidates for that committee or in fact even for other ISO committees.
- 3.14 Entering into a twinning arrangement does not impose any obligation on the NSB currently holding the secretariat to relinquish the Secretariat at any time.

4 GUIDANCE ON PARTNERING AND TWINNING

4.1 GETTING STARTED – SELF ASSESSMENT

Participation and leadership in ISO's technical work is a right of all ISO national standards bodies, but they also include a number of obligations. A developing country wishing to enter a partnering or twinning arrangement should therefore first carry out a self assessment of its capacity to participate or lead in international standardization work and therefore to fulfil the associated obligations.

The result of such an assessment may be that the national body considers itself able to participate directly in or lead international standardization work important for the economy of its country. If such is the case, it may apply directly to be registered as a participating (P) member of the committee(s) concerned and/or it may apply for leadership roles. In other cases, the national standards body may consider that it needs assistance from another national standards body before it can effectively participate or lead.

The national standards body should have a series of competencies in place in order to participate effectively. These include a certain amount of institutional infrastructure within the national standards body and the country itself as well as characteristics and competencies of staff and delegates. The economic, social and legal dynamics and framework of the country itself may also be necessary to take into consideration in the identification of these competencies..

4.1.1 Institutional competencies

The institutional competencies that may be required of a national standards body may include:

- Full membership in ISO;
- The ability to establish and manage a national mirror committee for the relevant ISO committee(s);
- A national infrastructure of associate representation so that all stakeholder interests can be considered in the national mirror committee;
- Relevant stakeholders in the country such that the country has the necessary industrial strength in the subject area to effectively participate;
- A legal/institutional framework to allow for the adoption of international standards as national standards;
- Infrastructure to make information available on national and international standards and to make such information available to interested members of the public;
- Resources and competencies necessary to manage the distribution of committee documentation to the members of the national mirror committee and to relevant ISO committee(s) with ISO Central Secretariat;
- The necessary financial resources to enable the nominated representative(s) to undertake the required travel to attend meetings;
- Due process procedures for the operations of the national mirror committee and the national adoption of the international standards.

4.1.2 Individual competencies

The member body will also need to develop its own representatives (leaders, delegates and experts) in that they may participate effectively. Important considerations in assessing individuals and their needs for development include:

- Support and approval by the organization employing the person selected to take on a participation or leadership role, followed by approval given by the national standards body concerned.
- Acknowledged expertise in the subject field and commitment to contribute actively to the ISO standards development activity.
- A working knowledge of ISO procedures and the various stages of the development of ISO standards, as well as the drafting rules for ISO standards.
- Knowledge of how to conduct and lead a meeting with ability to lead participants to consensus on points raised while allowing for full discussion of the various issues.
- Ability to maintain good relations and communications with any and all delegates and experts at meetings and via through email, telephone and teleconferencing in between meetings.
- Readiness/flexibility to resolve issues through side discussions without holding back the main discussion
- Ability to be goal-oriented and comply with agreed timelines and target dates.
- Strong understanding of national positions and concerns via effective engagement and communication with the national mirror committee.
- Time, support, and willingness to travel.
- Computer literacy.
- Regular evaluations and reports of progress with those supporting the individual's participation.
- Succession planning and the ability to build capacity in order to ensure ongoing effectiveness of participation from the national standards body.

4.2 A STEPWISE APPROACH TO INCREASING DEVELOPING COUNTRY EFFECTIVENESS

Once a satisfactory self assessment and evidence of the necessary level of competency of the developing country have been demonstrated, it is recommended that following stepwise approach be considered. The developing country should enter this stepwise approach at the appropriate level based on its self assessment and level of competency.

1. The national standards body should seek Observer (O) membership in the ISO standards development committee for a period of time (perhaps 12 months) to familiarize itself with the operations of the committee and its work program. During this time period, the national standards body should take advantage of ISO DEVCO and other training programs to increase its effective participation.
2. After the initial period as an O member, the national standards body should request Participating (P) membership in the committee in partnership with a developed country. The partnership should be such as to enable the nominated representative(s) of the developing country to gain specific targeted experience related to the work of the committee.
3. After a period of time and when the developing country national standards body feels well prepared, it should terminate its partnering arrangement with a developed country and participate as an independent P member.
4. When the national standards body feels it possesses adequate experience in the committee and has the appropriate personnel, it may wish to request twinning arrangements with the national standards body holding the committee secretariat to serve as Chair, Vice Chair or co-secretariat (see section 6 below).
5. After a period of time as co-secretariat and when the developing country national standards body feels well prepared and has sustainable support, it may wish to pursue a transfer of the committee secretariat, subject to the agreement of the national standards body currently holding the secretariat.

4.3 PROCESSING PARTNERING AND TWINNING REQUESTS

On an annual basis, ISO Central Secretariat will contact national standards bodies to solicit their requests for partnering and twinning arrangements and make this information available to all ISO members and committee leaders. In addition, ISO committee secretariats should inform their committee members regarding the opportunities for twinning and partnering, and recommend that they submit requests to the ISO Central Secretariat. Committee secretariats can play a significant role in facilitating the establishment of partnering and twinning arrangements.

When a national standards body (a member body of ISO) believes it has the skills and capacity to allow it to participate in or lead ISO technical work under a partnering or twinning arrangement, it should send a request to the ISO Central Secretariat identifying the nature of its partnering or twinning request. The following information should be provided in the request made to ISO/CS:

- National standards body submitting the request;
- Specific ISO TC, SC or WG to which the request relates;
- Nature of the request (partnering on P membership participation or twinning on secretariat, chair, vice chair or convener roles);
- Text detailing the competencies and commitment of the NSB to support the partnering or twinning arrangement requested;
- A statement of the goals and outcomes expected to be achieved by the partnering or twinning arrangement;
- Timeframe or target dates for achievement of the goals and outcomes and possible termination of the partnering or twinning arrangement;
- In the case of twinning, the names, contact information and qualifications of individuals proposed for committee leadership roles;
- Name and contact information of an NSB representative for further processing/negotiation of the requested arrangement.

Annex B to this document provides a form that national standards bodies should use to submit their requests for twinning or partnering, providing the information suggested above. This form will be provided online and with the regular contacts that ISO/CS or committee secretariats will make to solicit such requests.

Upon receipt of the request and the information detailed above, ISO/CS may forward it:

- To the relevant TC/SC Secretary in the case of twinning on committee leadership roles;
- To the relevant national standards body, if so named in the request, in the case of a request for P member to P member partnering (If a developing country requests a partnering arrangement but does not name a specific country with which it wishes to partner, ISO/CS will refer the request to the relevant TC/SC Secretary who will solicit P members of the committee to see if any are interested) ; or
- Back to the requester for further information in order to further process the request.

4.4 NEGOTIATING PARTNERING AND TWINNING REQUESTS

Once communications are established between the NSBs to be engaged in a partnering or twinning arrangement, they are encouraged to determine the most effective way of implementing the arrangement. It is important to state again that all arrangements are voluntary, and they should take into account the following:

- Names of individuals, roles, tasks, responsibilities, goals, expected outcomes, performance metrics and accountability of each party to the arrangement;
- The relevant parts of the ISO Directives and of this document;
- Human resources;
- Financial support;
- Duration of the arrangement.

As soon as possible, the concerned national standards bodies should develop a document detailing the information listed above. This will help in identifying tasks and to whom they are allocated. Each party to the arrangement thereby agrees to be held accountable for identified tasks matching their available resources (human and financial) and skills. The format of this document may vary from arrangement to arrangement and therefore a template for capturing such information may not apply to all cases. However, what is important is that at minimum the fields of information listed above are documented.

This framework contract may also serve as a "business plan", which would facilitate a yearly review of the arrangement by the partners concerned, by checking the efficient functioning of the arrangement and allowing any adjustments if needed. It is possible that arrangements may evolve over time, thanks to training and the acquisition of skills by the partner requesting the arrangement.

Details of all arrangements should be made available to the ISO/CS and in the interests of openness and transparency will be publicly available on the ISO website. In addition, the details of any arrangements will be communicated to all P members of the relevant ISO TC, SC or WG to which the arrangement relates.

4.5 ADDITIONAL GUIDANCE ON P MEMBERSHIP PARTNERING

- A P member of a committee shall partner with only one other P member in any particular committee.
- Each P member in a partnering arrangement shall cast its own vote on all issues referred to the committee for vote by correspondence.

- Proxy votes of countries not able to attend may be carried at a meeting. A partner country cannot carry more than one proxy and the committee leadership must be informed prior to a meeting that a proxy is being carried. The partner not able to attend should submit its position in writing to the committee secretary prior to the meeting. At the meeting the partner country present is responsible to ensure that the positions of the partner country not present are presented and granted due consideration.

4.6 ADDITIONAL GUIDANCE ON SECRETARIAT TWINNING

- The twinning process is intended to impart knowledge and experience to personnel from NSBs in developing countries. It is therefore implicit that the developing country NSB should have in place a career path for, in particular, staff conducting secretariats. This will allow them to become internal mentors and pass on the knowledge they gain to others amongst their colleagues at their home NSB in order to reduce the need for twinning in the future.
- A new or relatively junior member of staff from the NSB requesting twinning should attend relevant courses, should be given an increasing workload within the TC or SC, and should eventually take over the greater share of the work at agreed points in time, always under the watchful eye of the identified representative from the NSB providing the assistance. This latter individual's role, in turn, should be seen and planned to decrease with time, as capacity is built in the developing country NSB.
- Developing country NSBs may wish to consider assigning senior people, with first hand and current experience of running a Secretariat, as internal mentors and quality check persons for others who are less experienced but who are now assuming Secretariats.
- The national standards body holding the secretariat will need to consider whether the requester shares a common interest and approach towards the sector concerned. The possibility of differing views is unavoidable, but these differences should not make cooperation impossible.

4.7 ADDITIONAL GUIDANCE ON VICE CHAIR TWINNING

- If a committee decides to establish a Vice Chair position for an individual from a developing country, this position should have legitimate tasks and functions and not be merely symbolic.
- When it is proposed to create a position of Vice Chair, the candidate will be nominated by the Chair and secretariat of the committee concerned from amongst the developing countries holding P-membership and will be formally appointed by the committee. The committee will also determine the length of the term of office.
- The delineation of responsibilities between the Chair and Vice Chair will be decided by mutual agreement, with the committee members being informed accordingly.
- In order to promote standardization in all developing countries, it is encouraged that meetings take place in developing countries. Thus, individuals from developing countries could be nominated by the TC/SC Chair and secretariat to the position of Vice Chair only for the duration of a particular meeting and would be entrusted with organizing the meetings with the help and financial commitment of the TC secretariat and ISO/CS.
- Some examples of responsibilities for Vice Chairs may include:
 - Responsibility for carrying out specific actions in developing countries related to the standardization activities of the TC/SC, for instance to organize regional forums in such countries in order to promote the standardization activities of the TC/SC;
 - Responsibility to monitor specific work items of the TC/SC;
 - Responsibility of preparing the draft Business Plan in cooperation with the TC/SC secretary;
 - Checking whether the ISO deliverables developed by the TC/SC properly take into account the needs of developing countries;
 - Additional liaison functions between the TC/SC and members/prospective members from developing countries.

4.8 GUIDANCE ON IMPLEMENTATION OF PARTNERING AND TWINNING ARRANGEMENTS

During the time frame of the arrangement, the parties involved should ensure that it is implemented consistently with the ISO Directives, the guidance in this document and the terms of the arrangement as documented under 4.4 above.

4.9 GUIDANCE ON REGULAR REVIEW AND TERMINATION OF TWINNING ARRANGEMENTS

As established above, twinning arrangements should have a finite time frame with a target date by which it is expected that the capability will be well-developed in the developing country member such that this country could assume the secretariat in its own right.

As the closure date for the twinning arrangement approaches, the parties to the arrangement should conduct an assessment of the success of the arrangement in achieving its goals and expected outcomes.

If the parties to the arrangement feel that the arrangement should be extended, they may petition to the ISO/TMB for such an extension, providing rationale for the extension. The ISO/TMB will ensure that all twinning arrangements are working toward the intended goal of building capacity in developing countries and are not institutionalizing “co-secretariats” that are not focused on the intent of twinning.

Partnering arrangements between P members may be extended by the parties involved without additional ISO/TMB approval.

Any termination or extension of partnering or twinning arrangements will be communicated to the P members of the concerned ISO committee.

Annex C to this document provides some case studies of ISO partnering and twinning arrangements that have been implemented to date. It is hoped that these will be helpful in illuminating the way forward for more partnering and twinning arrangements in ISO.

ANNEX A LISTING OF DOCUMENTED ISO PARTNERING AND TWINNING ARRANGEMENTS

TC/SC	NSB 1	NSB 2	LEVEL	INITIATED
TMB WG SR	SIS	ABNT	Chair and Secretariat	September 2004
8	DIN	SAC	Secretariat	April 2007
34	AFNOR	ABNT	Secretariat	May 2006
37	ON	SAC	Secretariat	August 2005
45	AFNOR	ABNT	P member	May 2006
45/3	AFNOR	ABNT	Secretariat	May 2006
45/2	AFNOR	ABNT	P member	May 2006
45/4	AFNOR	ABNT	P member	May 2006
59/16	AENOR	UNIT	Chair	
84	DS	SAZ	Co-Convener	
122	JISC	ISIRI	Secretariat	December 2006
176	SCC	SAC	Chair	2006
176	AFNOR	SNIMA	P member	July 2004
176/1	AFNOR	ABNT	Chair	February 2007
176/2	BSI	SAC	Secretariat	March 07
176/3	NEN	IRAM	Chair	March 07
207	SCC	ABNT	Chair	March 2004
207/1	BSI	BSN SABS	Chair Secretariat	
207/1 WG 3	BSI	TTBS	Co-Convener	
207/ 2	NEN	ABNT	Chair	September 2006
207/3	SA	ZAS	Chair	2005
207/4	ANSI	IRAM	Secretariat	
207/5	AFNOR	SPRING	Chair	
207	AFNOR	SNIMA	P member	July 2004
207/TCG	NSF	IRAM	Chair	
224	AFNOR	SNIMA	P member	July 04
228	AENOR	INNORPI	Secretariat	2006

ANNEX B ISO TWINNING/PARTNERING REQUEST FORM



Twinning/Partnering Request Form

On completion please email to: tmb@iso.org

Date of request:

ISO member body making the request:	Contact person:
Specific TC or SC or WG in which a twinning relationship is requested:	Type of twinning requested: Secretariat: <input type="checkbox"/> Vice: Chair: <input type="checkbox"/> P-Member: <input type="checkbox"/>
When requesting twinning at the level of the <u>Vice Chair</u>, please give the contact details and qualifications of the individual being proposed (attach as separate annex if necessary): Note: See guidance overleaf	
When requesting twinning at the level of <u>P-Member</u> please indicate the specific NSB with which you are seeking the partnership: Note: If no specific NSB has been identified the request will be forwarded to the relevant TC or SC for canvassing amongst the members.	
Statement by requesting NSB showing competencies and commitment (attach as separate annex if necessary): Note: See guidance overleaf	
Goals and expected outcomes of the twinning arrangements:	
Proposed timeframe of the twinning arrangement: Note: If no end date is yet planned, please state	

Competencies that may be required of a national standards body may include:

- Full membership in ISO;
- The ability to establish and manage a national mirror committee for the relevant ISO committee(s);
- A national infrastructure of associate representation so that all stakeholder interests can be considered in the national mirror committee;
- Relevant stakeholders in the country such that the country has the necessary industrial strength in the subject area to effectively participate;
- A legal/institutional framework to allow for the adoption of international standards as national standards;
- Infrastructure to make available information on national and international standards and to make these available to interested members of the public;
- Resources and competencies necessary to manage the distribution of committee documentation to the members of the national mirror committee and to relevant ISO committee(s) and with ISO CS;
- The necessary financial resources to enable the nominated representative(s) to undertake the required travel to attend meetings;
- Due process procedures for the operations of the national mirror committee and the national adoption of the international standards.

Competencies of individuals proposed for the twinning arrangement may include:

- Support and approval by the organization employing the person selected to take on a participation or leadership role, followed by approval given by the national standards body concerned.
- Acknowledged expertise in the subject field and commitment to contribute actively to the ISO standards development activity.
- A working knowledge of ISO procedures and the various stages of the development of ISO standards, as well as the drafting rules for ISO standards.
- Knowledge of how to conduct and lead a meeting with ability to lead participants to consensus on points raised while allowing for full discussion of the various issues.
- Ability to maintain good relations and communications with any and all delegates and experts at meetings and via through email, telephone and teleconferencing in between meetings.
- Readiness/flexibility to resolve issues through side discussions without holding back the main discussion
- Ability to be goal-oriented and comply with agreed timelines and target dates.
- Strong understanding of national positions and concerns via effective engagement and communication with the national mirror committee.
- Time, support and for a willingness to travel.
- Computer literacy.
- Regular evaluations of and reports of progress with those supporting the individual's participation.
- Succession planning and the ability to build capacity in order to ensure ongoing effectiveness of participation from the national standards body.

ANNEX C CASE STUDIES ON PARTNERING AND TWINNING

C.1 Case study on ISO secretariat twinning

ISO/TC 34 (Agricultural food products) - ABNT (Brazil) and AFNOR (France)

Upon the granting of the twinned secretariat to ABNT and AFNOR, representatives of the two countries met during a full week in October 2006 in order to discuss the allocation of work. It was agreed to allocate to ABNT or AFNOR specific tasks. ABNT would, for instance, develop the Terms of Reference for the Chairman's Advisory Group, and an Action Plan dedicated to the developing countries on the basis of DEVCO recommendations with MERCOSUR and COPANT inputs, while AFNOR would look for a Chairman and organize specific actions towards TC 34's liaison organizations.

Rationale related to AFNOR/ABNT's application to the secretariat of ISO/TC 34

Economical stakes

AFNOR and ABNT have applied to the secretariat of this TC in the frame of a twinning arrangement. The two countries together do complement each other, since, on one hand France is one of the world leader in food products, and on the other one Brazil is one of the world leaders in the agriculture sector. Indeed, like for France, the agriculture sector is one of the Brazil's key economic sectors. Brazil is a leading international producer of agri-food products, with 3.9% share of world agricultural exports. In Brazil, agriculture accounts for 5.0% of the country's GDP (30,24 billions of US\$), the agricultural share in merchandise exports reaches 32.0%. The average annual agricultural growth is 3.6%. Brazil plays an active role in international trade policy initiatives. Indeed, Brazil is a member of Mercosur, the Southern Cone Common Market which also includes Argentina, Paraguay, Uruguay and associate member Chile. Brazil is also a member of the Cairns Group, which is a gathering of agricultural net-exporters which lobby collectively for free and fair trade.

AFNOR and ABNT's current involvement in ISO TC 34 – Facts and figures

ABNT runs one SC out of the 13 existing SCs, AFNOR runs 3 SCs, is also in charge of one WG reporting to TC 34 and a very active and committed member of all the SCs in TC 34. Out of TC 34's 13 SCs, only 2 of them (SC 9 'Microbiology' and SC 12 'Sensory analysis') deal with horizontal topics related to the food sector and are under the responsibility of AFNOR.

AFNOR/ABNT's strategy

The standards currently at stake for ISO/TC 34 are those related to quality, traceability, food safety, since these topics are main requirements of the international trade. These topics are dealt with by WGs under direct accountability of ISO TC 34. There is an ongoing need to further deliver such standards, which help removing technical barriers to trade. In this framework, and considering the ISO Strategy, AFNOR and ABNT's main objectives for ISO/TC 34 are as follows:

Facilitate international trade in harmonizing

- analytical and test methods
- guidelines
- and specifications

in order to help the agriculture and food industry to perform food production and to meet more and more the continuously increasing requirements of the international market;

Regulation

In line with ISO KSO 5, develop more systematic and proactive relations with Intergovernmental Organizations such as WTO, OIML, WHO, UNIDO, and strengthen more especially relationship with Codex Alimentarius, in order to promote the use of voluntary standards as an alternative or a support to technical regulation.

Avoid duplication of efforts

In intensifying cooperation with other technical bodies and standards developing organizations, ensuring thus consistency.

·
Ensuring developing countries' involvement

More than 50% of ISO/TC 34 P members are developing countries, TC 34 secretariat will look for effective participation in TC and SC meetings; Since ISO TC 34 had not met as a plenary since a while, organizing a meeting shortly after its allocation to AFNOR/ABNT would be of value to all stakeholders, would increase transparency and would be an excellent opportunity for all of them to have a say and express needs.

C.2 Case study on ISO secretariat twinning

ISO/TC 37 (Terminology) - SAC (China) and ON (Austria)

Between

Infoterm (the International Information Centre for Terminology managing the ISO/TC 37 secretariat on behalf of the Austrian Standards Institute – ON)

represented by Dr. Christian GALINSKI

and

CNIS (the China National Institute of Standardization responsible for ISO/TC 37 matters on behalf of the Standardization Administration of China – SAC)

represented by Ms. Xinli YU

*This Arrangement is a continuation of the time-honoured cooperation between CNIS on the one hand and the ON as well as Infoterm on the other hand. It is also based on the respective stipulations in the ISO/IEC Directives concerning **twinning arrangements** and on document “Partnership and twinning arrangements” prepared by the Developing Country Task Force for ISO/TMB. It is confined to the technical work within the framework of ISO/TC 37, but can be extended on an ad-hoc basis also to standardization activities on behalf of the ISO/TC 37 Secretariat, or upon the request of ISO/TC 37. The twinning arrangement shall not imply any additional obligations in terms of funds and capacities for the ON formally hosting the secretariat of ISO/TC 37.*

1. CNIS nominates **Ms. Xinli YU** as Twinning Secretary of ISO/TC 37 “Terminology and other language and content resources”.
2. The regular tasks of the Twinning Secretary are:
 - a. to replace the Secretary in regional or national meetings;
 - b. to represent the Secretary in liaison meetings;
 - c. to assume other duties of the Secretary on an ad-hoc basis;
 if the Secretary is prevented to participate, or upon the request of the Secretariat.
3. Special tasks of the Twinning Secretary comprise:
 - a. the promotion of ISO/TC 37 in general and in the world region of the Twinning Secretary in particular;
 - b. assistance to the Secretary or to the ISO/TC 37 Secretariat in case of need;
 - c. organization of ISO/TC 37 related activities – in particular training opportunities – especially in the world region of the Twinning Secretary.
4. The Twinning Secretary shall identify the specific work items to be monitored by him/her and be involved also in drafting the ISO/TC 37 Business Plan.
5. The Twinning Secretary is fully included in the information flow of ISO/TC 37 at the level of the Secretariat.
6. The Twinning Secretary is nominated by CNIS and confirmed by ISO/TC 37 Secretariat in consultation with the ON for a period of 3 years, which can be extended for a maximum of one more period by mutual agreement. However, the role of Twinning Secretary ceases automatically in any case with the termination of the hosting of the ISO/TC 37 Secretariat by the ON.

C.3 Case study on Chairmanship and Secretariat twinning

TMB/WG SR Social Responsibility – SIS (Sweden) and ABNT (Brazil)

Note: The following is extracted from the report to made by the Co-Secretaries of the above group.

The resolution TMB 35/2004 - Social Responsibility (June 2004) states the following criteria regarding the further work for developing an ISO standard with Guidance on Social Responsibility:

- The work would be best conducted in a WG directly under the responsibility of the TMB.
- The work should be conducted under a twinned leadership between developed and developing countries.
- This work needs to be carried out in an innovative manner, but consistent with ISO's fundamental principles.
- Requests ISO members to submit candidates for twinned leadership and secretariat of the working group.

The way ABNT and SIS have chosen to twin in this leadership and secretariat is:

Chair – Brazil: Jorge Cajazeira, Suzano	Vice Chair – Sweden: Staffan Söderberg, Skanska
Secretary – Sweden: Kristina Sandberg, SIS	Co-secretary – Brazil: Eduardo Campos de São Thiago, ABNT

2. Why ABNT and SIS

A number of candidates submitted their nominations for a twinned leadership and secretariat to the TMB. Some of the reasons for TMB to choose ABNT and SIS as far as we understand, where that we could clearly show that we had very good support from both our businesses and our national governments and that we would have the economical resources to run a big secretariat like this.

We had also both been actively engaged in discussions of ISO on SR since the beginning. SIS had for instance arranged the ISO conference on SR in Stockholm in June 2004 and ABNT had developed a National Standard on SR. SIS further, had well documented experience in training and supporting people from developing countries in standards development. We could also show a long history of successful co-operation between Brazilian and Swedish enterprises, governments and people.

3. Twinning - Initial intentions and how these have been implemented

3.1 Twinning on sub group level?

According to the New Work Item Proposal:

The work should be conducted under twinned leadership both at WG level and where appropriate at subgroup level.

What have we done in WG SR?

- Twinning efforts throughout the WG:
 - WG SR: Brazil – Sweden
 - TG 1: Sweden – ISO/CS – Rep. of Korea
 - TG 2: Japan – Thailand – Argentina – Canada
 - TG 3: IISD (Canada) – ISO/CS – Colombia
 - TG 4: South Africa – Japan – Germany – Nigeria
 - TG 5: France – Morocco
 - TG 6: Austria – India – Costa Rica
- Stakeholder representatives in the Chairs Advisory Group (CAG) and other strategic groups from both developed and developing countries.

3.2 Funding?

According to the New Work Item Proposal:

Twinning arrangements may include funding support for the developing country partner.

What have we done in WG SR?

It has not been necessary on the WG level that SIS supports ABNT in economical terms. Both parties managed to raise funds in their own countries. On subgroup level this has been implemented in some cases.

3.3. Developing countries participation

Some actions taken by the WG SR leadership to facilitate developing countries' participation in the WG are:

- Establishment of Task Group 1 – Funding and stakeholder engagement, with ISO/DEVCO secretary as co-convenor;
- Financial support for developing countries experts to WG SR meeting;
- Establishment of ISO/SR trust fund for underfunded stakeholders;
- Arrangement of Regional Awareness raising Workshops, including financial support to experts;
- Workshops in conjunction with plenary meetings (arranged by ISO/DEVCO and funded by Donor organizations).

4. Important issues for success in twinning arrangements

4.1 Joint work, with tasks and responsibilities sharing

According to our experience it is extremely important to clearly define the different roles and to divide the work so that each one plays its own roles, but that we are thinking and acting as a team and that we mutually understand and respect our cultural differences.

Secretariats:

- Distinct roles and responsibilities specified to avoid gaps and/or overlapping
- Work as one team staffed from both ABNT and SIS;
- Secretary: Main responsibility for the overall work, livelink, public website, participation, media inquires, contact with TMB etc;
- Co-secretary: Support to the Secretariat; secretariat of the CAG; leadership representative to the Editing Committee etc.

Chairs:

- Chairman: Strategic and politic leadership;
- Vice-chair: Responsible for overall technical articulation.

The responsibility is shared in ways using best personal skills as a main criteria, and positions may change over time at given intervals.

4.2 Training for the leadership and secretariat

To improve our skills and our ability to work together we have conducted the following training and activities:

- Team building;
- Training in meeting techniques and methods;
- Conflict handling;
- Multi-stakeholder approach.

5. Twinning experiences

5.1 Cultural differences

There are many cultural differences between Brazil and Sweden. For instance, different priorities, different approaches and different ways of working. These differences may sometimes lead to misunderstandings among us, and different languages contribute for that as well. On the other hand, it also helps us to understand different cultures among our experts and hence makes us as a team better to become aware of problems due to cultural differences. It also helps us to improve the involvement by all regions (developing and developed).

5.2 Geographical distance

The geographical distance between us makes it more difficult to meet face to face. The time difference is an obstacle when we need to react or act quickly on a problem. But the positive sides of this is that it gives us a better possibility to “cover” and be present in different regions and when there for instance is summer vacation in one part of the world the other part is on duty.

5.3 Two secretariats and two chairs

Although there are different views among the participants in the leadership team sometimes it is also a big advantage to be able to share workload.

5.4 Some important conclusions:

- Always talk to solve the differences;
- Willingness to resolve problems;
- Effort to understand each other perspectives;
- Meet physically periodically between the plenary meetings.

C.4 Case study on P membership partnering

ISO/TC 224 (Service activities relating to drinking water supply systems and wastewater systems - Quality criteria of the service and performance indicators) - Twinning arrangement with SNIMA (Morocco) and AFNOR (France)

This arrangement relates to the access of a P-membership in ISO/TC 224 Service activities relating to drinking water supply systems and wastewater systems - Quality criteria of the service and performance indicators, and which was further extended to ISO TC 176 and ISO TC 207.

This arrangement was signed in July 2004 in Paris and is in line with the ISO Change Notification 1/2003 concerning the participation in the work of technical committees and sub-committees. It followed a first support, in July 2003, from the French Ministry Foreign Affairs, which covered travel expenses of three Moroccan delegates participating in the ISO/TC 224 meeting held in Ottawa, in September 2003. The Moroccan delegation was composed of three national partners : ONEP (Office National de l'Eau Potable – National Agency for drinking water), Direction for Hydraulics, Direction for Wastewater systems. SNIMA invited the 4th ISO TC 224 meeting.

Economical stakes

Water services play a crucial role today for different reasons. Water has indeed become a major worldwide challenge, in terms of sustainable management of available resources. Moreover, a large part of the world population, mainly in the developing countries, suffers from a lack of provision of access to drinking water (1,1 billion) and sanitation (2,6 billion). Thus the standards to be developed by ISO/TC 224 are meant to contribute to achievement of the Millennium Development Goals. Countries such as Morocco feel very much concerned and decided to invest in International Standardization activities.

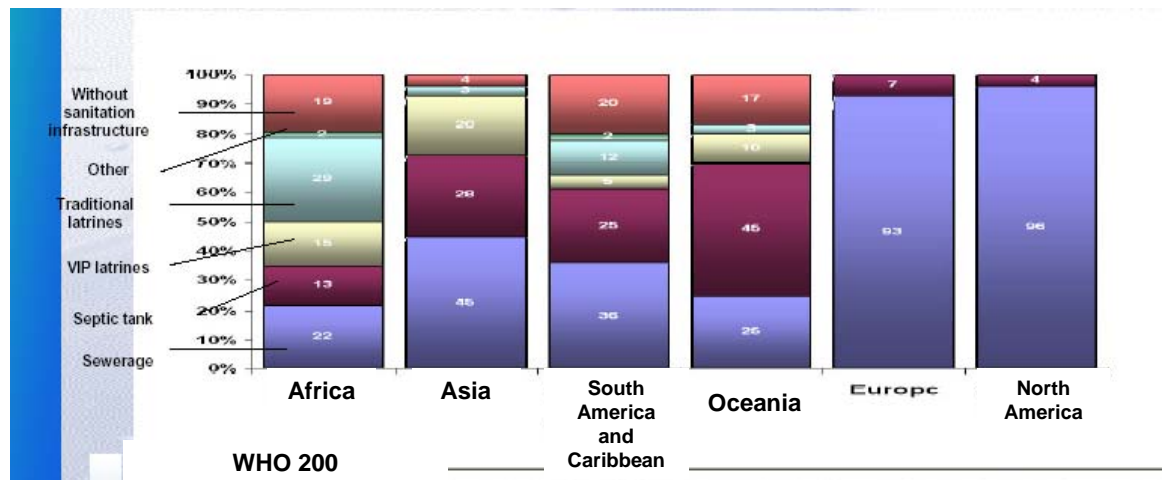
1.6 billion people will need to be provided with drinking water and 2.2 billion with sanitation services by 2015. The report from the World Panel showed that, in order to attain these objectives, all contributed funds would need to be at least doubled (public aid for development, private sector, consumers, etc.).

Population to be served throughout the world by 2015

Populations to be served (in millions of people)	Drinking water supply			Sanitation		
	Rural	Urban	Total	Rural	Urban	Total
World	580	1020	1 600	1100	1100	2 200
from Africa	190	210	400	200	210	410

Source: Joint Monitoring Programme on Water Supply and Sanitation (JMP)

Sanitation in the largest world cities urban : average percentage of each used typology as per region



In Morocco, it is rather difficult to supply potable water in the rural areas (only 15% have permanent access) than in the large cities (95%.) This is especially true in the northern provinces where the situation is aggravated by insufficient and irregular water production.

The small urban centres used to be supplied through rudimentary drinking water systems managed directly by the commune. In 1976 the public authorities put the *Office national de l'eau potable* (ONEP, national office for potable water) in charge of supplying potable water to small towns and villages. But the management programmes had to cope with technically unadapted, old worn out community water installations.

Since 1992, ONEP has received assistance five times from the French Development Agency which has granted loans for projects that involve urban investments in environmental protection, depollution of potable water resources and managerial support, and for equipment projects for piping in, treating and distributing water in small urban areas.

In the latest project, which was adopted in 1998, the grant is to be used for expanding and modernising potable water supply systems for 19 small rural towns (average pop. 15,000) located in 13 different provinces.

Small local public works companies will be responsible for:

- increasing the production capacity (creating or equipping boreholes);
- laying supply lines (65 km of pipelines) and building storage capacity for 9,200 m³;
- reconstructing the supply lines (155 km).

This project is expected to be a major contribution to the development of the northern provinces and will improve the quality and quantity of drinking water for some 330,000 inhabitants, including 66,000 who live in the villages.

Water quality control should lead to improved health, especially by cutting down on water-borne diseases that can be traced to poor quality water.

And the drudgery of carrying water, mainly the task of women and children, should also be eliminated, thus leading to higher school attendance.

SNIMA's investment in ISO TC 224

Between July 2003 and July 2004, SNIMA created its national mirror committee to ISO/TC 224, which comprises:

- *Ministries:*

Internal and domestic affairs, Environment, Health, Agriculture & rural Development , Equipment, Industry & Commerce

- *Suppliers of Drinking Water :*
Office National de l'Eau Potable ONEP
- *Water distribution services:*
LYDEC, RADEEL, RADEEF , RADEEMA, RADEM, RADEES, RADEEJ, REDAL, AMENDIS ,
- *OTHERS:*
FIRM , ATEPE , AMEPA , MACOBATE, OCP, ONA, CGEM

Aims of the Moroccan national mirror committee :

- Enabling the concerned Moroccan operators to contribute to the harmonization of international standardization in the water and wastewater sector.
- Submit to ISO/TC 224 proposals taking into account the needs expressed by local operators,
- Strengthen the position of developing countries in order to adapt International Standards to their specific needs and interests.

4th ISO/TC 224 PLENARY MEETING, Rabat 27-29 September 2004

The ISO/TC 224 meeting is the first ISO meeting ever organized in Morocco, in close cooperation with AFNOR and a valuable involvement of national partners (such as ONEP). An organization Committee was set up. Sponsorship were provided from various Moroccan partners, a.o.:

- ONEP,
- Moroccan Direction for Wastewater,
- Moroccan Ministry for Industry
- Moroccan Department for Hydraulics

During this 4th ISO/TC 224 meeting, An Ad Hoc Working Group developing countries was established and its convenorship allocated to Morocco. The main objectives of this group are:

- to ensure that ISO/TC 224 draft standards are applicable to developing countries,
- draft a practical guide for applications of these standards,
- propose adaptations of definitions and indicators, if needed, to the reality of developing countries,
- and test the draft standards in developing countries (this was carried out in Casablanca and Berrechid)

Means for success

- Support of an International partner
- Commitment of a local partner
- Involvement of local operators, as far as convenorship of work is concerned
- Availability of IT tools (Electronic mail, Internet, ...)



ITEM 8 REPORTS BY INTERNATIONAL ORGANIZATIONS ON ACTIVITIES OF INTEREST TO DEVELOPING COUNTRIES

IEC (International Electrotechnical Commission)

Mrs. Françoise Rauser, Coordinator, IEC Affiliate Country Programme, will discuss how the Programme supports the participation of developing countries in the technical work of the IEC.

ITC (International Trade Centre UNCTAD-WTO)

Mr. Shyam Kumar Gujadhur, Senior Adviser on Standards and Quality Management International Trade Centre (UNCTAD/WTO) will report on ITC activities of interest to developing countries.

OIML (International Organization of Legal Metrology)

Mr. Ian Dunmill, Assistant Director, OIML, will report on OIML activities of interest to developing countries.

UNIDO (United Nations Industrial Development Organization)

Mr. Gerardo Pataconi, Industrial Development Officer, Quality & Trade, United Nations Industrial Development Organization (UNIDO) will report on UNIDO activities of interest to developing countries.

DEVCO ACTION

DEVCO members are invited to
note/comment the information presented

ITEM 9 PRESENTATION OF THE THEMES AND BREAK-OUT INTO DISCUSSION GROUPS

For the fourth edition of the DEVCO discussion groups the DEVCO Chair's Advisory Group (CAG) has selected the following themes:

1. *Effective stakeholder participation: the national perspective*
2. *The role of regional organizations in International Standardization*
3. *Twinning arrangements – The way forward*

Since first organized at the 38th DEVCO meeting in September 2004, the discussion groups have contributed to fulfilling DEVCO's mission to provide a forum for the exchange of information and experience between developed and developing countries and they have been instrumental in the on-going task of identifying needs and requirements of developing countries in the fields of standardization and related activities. Also, issues raised within the discussion groups have provided valuable guidance for technical assistance and training activities organized under the *ISO Action Plan for developing countries*.

The DEVCO discussion group programme is included in **Annex**.

As customary, the appointed DEVCO CAG representatives report to DEVCO on Tuesday 18 September at 9:00 on each of the discussion groups held on the previous day.

DEVCO ACTION

DEVCO members are invited to participate in the discussion group of their choice

41ST MEETING OF DEVCO, 17-18 SEPTEMBER 2007, GENEVA, SWITZERLAND

CICG, Monday 17 September 2007

Time	ROOM 22 (ground level)	ROOM 3 (ground level)	ROOM 4 (with translation into French) (ground level)
14:00	Discussion Group 1 Effective stakeholder participation: the national perspective	Discussion Group 2 The role of regional organizations in International Standardization	Discussion Group 3 Twinning arrangements – The way forward
	Welcome and Opening Mr. Serguei Kouzmine, Secretary, Working Party 6, United Nations Economic Commission for Europe, facilitator <i>Mr. Adu Gyamfi Darkwa</i> DEVCO CAG, GSB (Ghana) Rapporteur	Welcome and Opening Mr. Gerardo Pataconi, Senior Industrial Development Officer, United Industrial Development Organization, UNIDO, facilitator <i>Mr. Carlos Amorim</i> DEVCO CAG, ABNT (Brazil) Rapporteur	Welcome and Opening Mr. Shyam Gujadhur, Senior Adviser on Standards and Quality Management, International Trade Centre (UNCTAD/WTO), facilitator <i>Ms. Mariani Mohammad</i> DEVCO CAG, SIRIM/DSM (Malaysia), Rapporteur
	Mr. Wilson Barbosa de Oliveira, PETROBRAS/Engineering on establishing a national mirror committee for ISO/TC 67 on <i>Materials, equipment and offshore structures for petroleum, petrochemical and natural gas industries</i> Mr. Pekka Järvinen, Managing Director SFS (Finland) on the establishment and running of national mirror committees in Finland Mr. Francis Farrugia, Chairman, Malta Standards Authority (MSA) on <i>Reinforcing Small State Participation in Standardization</i>	Mr. Gaston Michaud, Deputy Secretary General, CEN Mr. Prem Nandlal, Chairman of CROSQ and Executive Director Trinidad and Tobago Bureau of Standards (TTBS) Mrs. Maureen Mutasa, SADCSTAN Chair and Director General Standards Association of Zimbabwe (SAZ) Mr. Gary Kuschner, Chairman PASC SC and Vice President - International Policy, American National Standards Institute (ANSI)	Mr. Steven Cornish, ANSI (USA) and member of the ISO/TMB and Mr. Geoff Visser, Executive Standards Development, SABS (South Africa) on the <i>Guidance on Twinning</i> Ms. Kirstina Sandberg, SIS (Sweden) and Mr. Eduardo São Thiago, ABNT (Brazil) <i>Twinning experience in ISO/TMB WG on Social Responsibility</i> Mrs. Ghaïet-El-Mouna Annabi, Director General, INNORPI (Tunisia) and Mr. Javier Garcia, Head of ISO/CEN Unit, Standardization Division, AENOR (Spain) on twinning in ISO/TC 228 <i>Tourism and related services</i>
15:30	Coffee/Tea break	Coffee/Tea break	Coffee/Tea break
17:30	Closure	Closure	Closure

ITEM 10 REPORTING FROM THE DISCUSSION GROUPS

The discussion group rapporteurs, members of the DEVCO Chair's Advisory Group (CAG), Mr. Adu Gyamfi Darkwa, Mr. Carlos Amorim and Ms. Mariani Mohammad will present the outcome of the discussions held on the previous day.

The reports will be further discussed at the 8th DEVCO CAG meeting on 18 September 2007 and taken into account for the establishment of the Technical Assistance Plan for 2008.

DEVCO ACTION

DEVCO members are invited to note the above information



ITEM 11 DATE AND PLACE OF THE NEXT MEETING

The 42nd meeting of DEVCO will be held on Sunday 12 and Monday 13 October, in Dubai, United Arab Emirates (UAE), followed by the ISO General Assembly on 14-16 October 2008.

DEVCO ACTION

DEVCO members are invited to note the above information



**ISO Committee
on Developing Country Matters
(DEVCO)**

41st meeting

Geneva

17 September and 18 September (morning) 2007

Additional papers to the Working documents



ITEM 6.4 TRAINING IN STANDARDIZATION AND TECHNICAL ASSISTANCE DISPENSED BY DEVCO MEMBERS

The attached reports on Technical Assistance to developing countries have been received for the attention of DEVCO members.



ITEM 6.4 TECHNICAL ASSISTANCE TO DEVELOPING COUNTRIES PRESENTED BY AENOR (SPAIN)

Country	Title of the TA	Identification	Scope of the TA
MEXICO	Free trade Agreement Mexico-EU promotion - ALA/2004/6068	EuropeAid/120257/C/SV/IMX	Standardisation, consumer protection, intellectual property, sanitary and phytosanitary, competition.
BOLIVIA	Trade Development and Investment Promotion Program in Bolivia - BOLIVIA,	EUROPEAID/114913/C/SV/BO	Development of the national quality system in Bolivia (standardisation, metrology, accreditation, certification) + foreign trade
ECUADOR	Economical Cooperation with Ecuador EXPOECUADOR	ALA/2003/005-703	Development and promotion of quality, standardisation, homologation and certification. Awareness and training in technical regulation.
NICARAGUA	International TA for the support to the implementation of exports of Nicaraguan agro-foodstuffs to the EU Program (PAICEPAN)	EUROPEAID/122995/C/SER/NI	Development of activities to support exports of agro-foodstuff products.
TURKEY	Support to Standardisation Activities - Turkey	EuropeAid/117471/C/SV/TR	Support to TSE to align its practices with those of European Standards Bodies.
MOROCCO	Technical assistance to the Direction de la Normalisation et de la Promotion de la Qualite (DQN) at the Ministère de l'Industrie, du Commerce et de la Mise a Niveau in Rabat (Morocco)	EUROPEAID/120690/D/SV/MA	Study visit SNIMA - IT department

Country	Title of the TA	Identification	Scope of the TA
SERBIA	EU Directive 98/34 laying down a procedure for the provision of information in the field of technical standards and regulations		Activity organised by AECI, Spanish Agency for International Cooperation.
CHINA	DG SANCO - Provision of assistance for organising training activities in third countries in the field of animal health and food safety – LOT 3	SANCO/2006/E2/022	Seminar on the food alert network
MED (Mediterranean) countries	CEN - Euromed Quality	CEN/MEDA	Quality infrastructure in the Mediterranean area
VENEZUELA	Quality in the Tourism Sector		Activity organised by AECI, Spanish Agency for International Cooperation.
CHILE	DG SANCO - Provision of assistance for the organisation of workshops on EU food standards in third countries	SANCO/2006/E2/027	Seminar on EU foodstuffs regulation.



ITEM 6.4 TECHNICAL ASSISTANCE TO DEVELOPING COUNTRIES PRESENTED BY AFNOR (FRANCE)

1. Capability Statement

Helping transition or developing countries into European and international markets, and building effective infrastructure : this is the mission of *AFNOR International Technical Cooperation*. To achieve this aim, *AFNOR International Technical Cooperation* has for many years worked with the European Development Agency EuropeAid, the World Bank, national governments and agencies as well as the private sector.

Supported by the Group expertise, *AFNOR International Technical Cooperation* provides cooperation programmes to institutions or companies. Our mission is to encourage construction and development of national policies and infrastructure in matters of standardisation, certification, quality, testing and measurement.

AFNOR International Technical Cooperation assists companies and production subsidiaries in raising themselves to benchmark levels.

Some examples :

Advice on drafting national policies : developing institutions and harmonising legislation, implementation of quality policies at national and regional level, preparations for membership of the World Trade Organisation (WTO).

Industrial sectors and Consumer goods : enforcement of the EU Policy – Adhesion to WTO in the field of Standardization, Product and Service Certification, Metrology/Testing, Accreditation, Quality.

Agro-food sector - Food Safety (ISO 22000, HACCP,...) : enforcement of the EU Policy – Adhesion to WTO. Examples of services : establishing and controlling quality and food safety, assessment and monitoring of quality and food safety, promoting quality and awareness campaigns, supporting food safety agencies.

2. Selection of our most recent References – Projects 2006 and on-going

TURKEY : Support to standardisation activities in Turkey : aligning of legislation and training facilities (2005-2007)

Objectives : to contribute to the facilitation process of technical harmonisation in Turkey with the *Acquis Communautaire* and its implementation in the area of free movements of goods, and specifically helping the Turkish Standards Institute (TSE) to align its structure, rules and practices with those of the European Standards Institutes.

TURKEY : Seminars on New, Old and Global Approaches (2004-2007)

Objectives : to improve the mastering of smooth interpretation of the *Acquis Communautaire* in the area of New, Old and Global Approaches among public and private sectors, through relevant seminars and training sessions, leading to a successful implementation of the Directives in Turkey.

TURKEY: *International Symposium on Conformity Assessment and Technical Assistance to the Conformity Assessment Association (UDDER) Location Turkey (2006 – 2007)*

The objective of the project is to facilitate exchange of information and experience on conformity assessment at national and international level (by means of a symposium in Istanbul). AFNOR partner of Piri Group/Cents International Consulting.

TUNISIA : *Quality Approach within the structures of the Education and Vocational Training Ministry (2005-2006)*

Technical Assistance to the Ministry of Education and Vocational Training and the associated structures. Consolidation of the Quality approach for 120 training centres, the Ministry and its associated structures.

ALGERIA : *Strengthening the national capabilities in the field of Quality, Standardisation, Certification and Accreditation (2004-2006)*

Consultancy for the French Ministry of Foreign Affairs and for the Project Manager regarding Technical Assistance to be provided for the benefit of the National Center for Accreditation (CAN), the National Standardisation Institute (IANOR), Algerian Centre for Quality (CACQE), Algerian National Laboratories (LNC, CNCC).

POLAND : *Strengthening Conformity Assessment – Reinforcement of the implementation of the Acquis Communautaire in welding, textile and electrical sectors (2005-2007)*

Objectives : to strengthen conformity assessment practices complying with EU regulations in Textile, Welding and Electricity sectors, contributing to the development of Industrial Policy facilitating SMEs business in the new opened economic environment.

CROATIA : *Development of accreditation systems and support to national testing and calibration laboratories (2005-2007)*

Objectives : to further align Croatian technical legislation to the European one in the fields of metrology and implement some relevant New Approach Directives, in particular NAWI and MID – to implement European practice of accreditation and of evaluation of conformity assessment bodies in view of their notification and expected scopes of accreditation – to prepare at least 4 conformity assessment bodies to apply European conformity assessment practice and get ready for notification (fields : LVD, EMC, CPD, ATEX).

BOSNIA and HERZEGOVINA : *Technical Assistance for the implementation of technical regulations (2006-2007)*

Objectives : harmonisation of technical regulations – standards and European directives within the so-called New and Old Approach Directives as one of the first steps necessary to foster the economic relations between Bosnia and Herzegovina and the EU and guarantee the link durably between the two entities to step forward for an ultimate full integration and adhesion of Bosnia and Herzegovina to EU.

VIETNAM : *European Technical Assistance Programme for Vietnam (ETV2) – Package 2 – Component 6 : Standards and Quality Control (2005-2008)*

Objectives : to improve Quality Control, Standardisation and Training of Food Technicians/Inspectors with focus on agricultural/fishery products at the Directorate for Standards and Quality (STAMEQ) and Ministry of Fishery.

PHILIPPINES : *Trade-related technical assistance programme (2005-2007)*

Objectives : to assist the Philippines authorities to enhance conditions for international trade and investment, and improve the access of Filipino export to the expanded EU market by increasing there compliance with Technical Barriers to Trade (TBT) and Phyto-Sanitary controls (SPS) requirements – AFNOR partner of ECA, Entidad Colaboradora de la Administracion, S.A.U.

3. Contacts

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ITEM 6.4 TECHNICAL ASSISTANCE TO DEVELOPING COUNTRIES PRESENTED BY ANSI (USA)

Course title	Number of foreign participants	Countries of origin of foreign participants
U.S. – China Symposium on Active Industry Participation in Standardization 30 May 2007	60	China
Mongolia Standards Development Orientation Visit 16 July 2007	20	Mongolia
Indonesia Biofuels Sector Orientation Visit 30 July 2007	20	Indonesia

Course title	Number of foreign participants	Countries of origin of foreign participants
NIST Standards in Trade Workshop on Oil and Gas for South America 26 – 30 March 2007	22	Argentina Brazil Bolivia Chile Colombia Ecuador Peru Venezuela
U.S. – China Standards in Trade Workshop for Intelligent Transportation Systems (ITS) 28 – 29 May 2007	125	China
NIST Standards in Trade Workshop in Support of the Asia Pacific Partnership (APP) on Harmonization of Test Procedures 27 – 31 August 2007	24	Australia China India Japan Republic of Korea



ITEM 6.4 TECHNICAL ASSISTANCE TO DEVELOPING COUNTRIES PRESENTED BY BIS (INDIA)

1. The third International Training Programme on Management Systems for Developing Countries was organized at NITS, NOIDA from 04 Sept-29 Sep 2006 which was attended by 22 participants from 17 countries. Programme was sponsored by Ministry of External Affairs, Govt. of India under its various technical cooperation schemes.
2. 39th International Training Programme on Standardization and Quality Assurance for Developing Countries was organized during 16 October – 8 December 2006. 43 participants from 27 countries participated in this programme. 6 sessions were delivered on the ISO's presentation for Standardization. Programme was sponsored by Ministry of External Affairs and Ministry of Finance, Govt. of India under their various technical cooperation schemes.
3. A Workshop on "Life Cycle Assessment as per ISO 14040 Standards" was conducted by ISO at NITS, Noida during 10-12 January 2007. Participants from 6 neighbouring countries and BIS attended the workshop.
4. An awareness raising seminar on IS/ISO 10015 and Quality Management in Human Capital Foundation was organized at NITS, Noida during 7-8 February 2007 by ISO. 44 participants from BIS and Indian Industry attended the seminar.
5. A Workshop on Social Responsibility and its implications for developing countries was organized during 16th and 17th April, 2007 at New Delhi by BIS and VOICE, (a consumer organization) with the support of Ministry of Consumer Affairs, Government of India. The workshop was attended by around 150 delegates representing different stakeholders category like govt., NGO, consumers, industry, labor, and academicians i.e. SSRO category. There was participation from both developed and developing countries namely, Morocco, Germany, USA, Austria, Venezuela, Malaysia, Egypt, Kenya, Pakistan, Costa Rica and Indonesia.
6. A lead auditor Course on FSMS as per ISO 22000 was organized by BIS for Mauritius at MSB, Mauritius during 6-10 August 2007



ITEM 6.4 TECHNICAL ASSISTANCE TO DEVELOPING COUNTRIES PRESENTED BY BSN (INDONESIA)

NO	Title	Venue / Host	ISO Sponsor	Total Audience	Objective of the project
1	ISO Training on marketing and promotion of International Standards	Jakarta, BSN Indonesia 14-15 November 2007	<ul style="list-style-type: none"> - Speakers - Sponsorship for invited foreign participants 	30 participants	<ul style="list-style-type: none"> - To increase distribution of ISO publication for stakeholders in the field of standardization - To extend and strengthen cooperation between ISO member in the standards network, especially international standard
2	Funding support for one Indonesian delegation to attend the Social Responsibility Asian Seminar and Workshop 2007	BPS – Philippine, 8-10 August 2007	Sponsorship for one Indonesian participant which cover : <ul style="list-style-type: none"> - flights - hotel - allowance 		



ITEM 6.4 TECHNICAL ASSISTANCE TO DEVELOPING COUNTRIES PRESENTED BY DIN (GERMANY)

DIN has been performing several large projects in the field of standardisation and related matters in several countries, be it such having recently joined the EU or such in transition, be it countries coming under the new neighbourhood policy of the EU. The recent projects have been performed either under own lead, or in consortia under the lead of other companies, some of them partner institutions for standardisation, such as AFNOR. Some of them have been ongoing during the reporting period, Furthermore some smaller assignments on a bilateral basis with the German government were carried out to investigate on larger projects expectedly to come.

A new form of programme DIN has been involved is the so called framework contract with the EU Commission, in which a limited number of consortia may tender for smaller projects with immediate action. This is a programme which might be very interesting for this DEVCO community, as in Lot 12 "Standardisation" there are possibilities for limited projects on relatively short notice. Interested parties in developing countries should refer to their local EC Delegation for information.

A wide and important issue are furthermore so called twinning projects launched by the EU commission. Having directed before only to candidate countries to become full members of the EU, in between twinning has been expanded to other regions like the Mediterranean region, for countries not expected to become EU members, but being associated with EU. A first twinning project for us in this region is that with Jordan, which is performed by three German institutions being linked in a consortium, one of these DIN. It came officially to an end by August this year, but has been expanded for 3 months.

In particular the following activities and results can be reported:

DIN-ISO-Endowment:

- 1) Regional training course on *Enhanced Participation in International Standardization*, Hanoi, Vietnam, 3-5 October 2006
- 2) Regional training course on *Enhanced Participation in International Standardization*, Pretoria, South Africa, 14 -18 November 2006
- 3) Information and Communication Technologies (ICT) Programme for Nepal and Bhutan, 03 -10 November 2006
- 4) Information and Communication Technologies (ICT) Programme for Peru, 04 - 06December 2006
- 5) ISO Helmut Reihlen Award, September 2006
- 6) Information and Communication Technologies (ICT) Programme for St. Lucia and Barbados, 31 May - 05 June 2007
- 7) Information and Communication Technologies (ICT) Programme for Mozambique, 27-29 June 2007

- Poland:** The fourth twinning project with Poland started in October 2005, again performed jointly with AFNOR under their lead. The overall objective is given as "Strengthening conformity assessment practices complying with EU regulations in Textile, Welding and Electricity sectors, contributing, to the development of Industrial Policy facilitating SMEs Business in the new opened economic environment". The DIN expertise is targeted at assistance to several Polish institutions for application of EU Directives. It came to an end by August this year.
- Lithuania:** A fourth twinning project with Lithuania, this time only for one year and expectedly the last, started in July 2006. Again DIN took the lead and had NEN as partner. The overall result of the project is given as *"LST is a well respected partner for the national standardisation and an active partner in the European standards organisations"*. Two prominent aspects are to elaborate a national standards strategy and to raise awareness for the inclusion of environmental aspects in the Lithuanian standardisation. It came to an end by July 2007.
- China:** Our permanent relation based on a co-operation agreement between SAC and DIN is ongoing for more than 25 years with great success. Apart of the cooperation agreement and with the rapidly developing economy in China several Chinese delegations come to DIN on own initiatives and expenses every year. On the average some 200 people can be counted as visitors to DIN annually.
- Korea (Rep. of):** The cooperation agreement with KATS is ongoing, but for the reporting period there was no exchange of experts so far.
- Romania:** Another prolongation phase of a national project for the development of ASRO was performed this year with five activities, related to legal aspects (EU guides 8 and 10), public enquiry, auditing of integrated managements systems (IMS), OHSAS 18001 (occupational health and safety management systems), and marks of conformity.
- Mongolia:** A mission of two DIN experts happened in November 2006 for advise related to insulation of buildings. It was embedded in a larger German project in the building sector. Follow-up missions are foreseen.
- Kyrgyzstan:** Fact finding mission for the establishment of a long term adviser to the national standards body NISM.
- Uzbekistan:** Fact finding mission for the possible support of Uzstandard through a German project.
- Turkey:** Under the lead of AFNOR, and together with AENOR and ON, DIN was engaged in a project for TSE in Turkey. It is mainly directed to assist TSE in becoming an active partner in the international and European standardisation. The project came to an end already in July 2006, with an additional participation of a DIN expert in a seminar in Izmir in April 2007.
- Jordan:** Under the lead of BAM, the Federal Institute for Materials Research and Testing, and with PTB, the Federal Institute for Physics and Technology, as another partner, DIN is performing a two years twinning project with JISM, the national standardisation body of Jordan. The project started in October 2005. It contains 5 components covering the whole quality infrastructure. DIN is responsible for the component for standardisation. A mid term expert of DIN has performed more than 120 days in Jordan for permanent advice and several short term experts are giving

particular advice and assistance. One element of special interest to JISM was the development of their information system. With the result of this JISM will be one of the leading standards body in the Arab region in terms of information and is now the first having all its data on Perinorm, the world wide standards information system.

Libanon: In a consortium under the lead of an Italian company DIN is involved in a project in Lebanon. Our participation is with a key expert for the set-up of a national society for quality, and with an expert in information on assisting LIBNOR in the development of their information system.

General: Furtheron the EU commission is the major patron of our projects. At present DIN is engaged in several different consortia for the acquisition of new projects, among others in Russia, Syria, Azerbeidjan, and Morocco.

2007-08-28

Thomas-Christian Kaiser

International Consultation Services of DIN



ITEM 6.4 TECHNICAL ASSISTANCE TO DEVELOPING COUNTRIES PRESENTED BY ICONTEC (COLOMBIA)

ICONTEC, the Colombian Standards and Certification Institute, has been actively working to help developing countries in a less developed stage. The following is the report for the September 2007 meeting of DEVCO to be held in Geneva:

1- Training Seminars.

The following chart shows the seminars that ICONTEC provided to some Latin American countries regarding quality and environmental management, and standardization.

International training programs by ICONTEC

PROGRAM	COUNTRY	NUMBER COURSES	OF NUMBER OF HOURS
QUALITY MANAGEMENT	PERU	9	112
	ECUADOR	46	676
	EL SALVADOR	20	296
	PANAMA	12	160
	GUATEMALA	4	68
	BOLIVIA	4	80
	CHILE	1	16
	NICARAGUA	9	120
	HONDURAS	2	32
	COSTA RICA	1	16
ENVIRONMENTAL MANAGEMENT	ECUADOR	3	48
	GUATEMALA	7	124
OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEMS	ECUADOR	3	40
	HONDURAS	3	48
	PERU	2	32
FOOD SAFETY MANAGEMENT SYSTEMS	PERU	1	16
INFORMATION SECURITY MANAGEMENT	GUATEMALA	2	40
TOTAL		129	1924

2- Training at ICONTEC

“On the Job Training” provided by our institute during this period includes:

Training in education and development activities to representatives of Universidad Privada de Santa Cruz de la Sierra - Bolivia.

Training to officers from the Ministry of Economy, Ministry of Agriculture, Ministry of Public Health, Industrialist Associations and other organizations in El Salvador

3 - Standardization

Participation in the standardization process at a regional level in COPANT as P members in the following subjects:

Conformity assessment, quality assurance, metrology, physical environment accessibility, environment, terminology, electrotechnology and energetic efficiency.

In the frame of UE-CAN Agreement, Icontec continues participating in the program: Improvement of National Quality Systems, specifically in the standardization subprogram for updating the Andean Standardization Regulations and for preparing Andean Standards.

On the other hand, the agreement between BID/FOMIN and ICONTEC, called "Program of Access to Markets and Andean Regional Integration through Technical Standardization", NOREXPORT, continues. Standards bodies from Bolivia, Perú, Colombia and CAN Secretariat work within this program. This Agreement covers information supply, standard preparation, guides for implementation of product standards, training, technical assistance to companies for implementation of standards, and implementation of a national and subregional standardization information system.

4- Certification

Branches have been created in Central America by ICONTEC, to develop the ability that these countries have in certification processes.

5 - Interchange of Standards

ICONTEC has been sending its standards, free of charge, to other Latin American countries for their internal use and as a model to adopt them as their national standards. This action has been more important with Bolivia, Perú, Venezuela, Ecuador, Guatemala y Costa Rica.

Finally, publications on standardization and management systems have been issued, and they are distributed at a national level and also sent to Icontec regional branches in other countries, where they can be consulted or purchased.

Fabio Tobón
Executive Director - ICONTEC



ITEM 6.4 TECHNICAL ASSISTANCE TO DEVELOPING COUNTRIES PRESENTED BY JISC (JAPAN)

FY2006 Participants to Japan's Technical Cooperation Program

AOTS Training Course

Course	Participants
Basic	Cambodia(2), Indonesia(2), Laos(1), Malaysia(2), Myanmar(2), Philippines(2), Thailand(2), Vietnam(2) [Total: 15]
Practical	Indonesia(3), Malaysia(2), Philippines(3), Thailand(5), Vietnam(3) [Total: 16]
Advanced (Spring)	China(3), India(1), Indonesia(3), Malaysia(2), Philippines(2), Thailand(2), Vietnam(2), Singapore(1), Korea(1) [Total: 17]
Advanced (Plain Bearings)	China(2), India(1), Indonesia(3), Korea(1), Malaysia(1), Philippines(2), Thailand(4), Vietnam(2) [Total: 16]
ISO 9001 audit	Indonesia(4), Philippines(3), Thailand(4), Vietnam(3) [Total: 14]
ISO14001 audit	Indonesia(4), Malaysia(3), Philippines(3), Thailand(6), Vietnam(2) [Total: 18]
TQM	Cambodia(2), Indonesia(2), Laos(1), Malaysia(2), Myanmar(2), Philippines(2), Thailand(2), Vietnam(2) [Total: 15]
TQM (in Malaysia)	Cambodia(3), Indonesia(2), Laos(3), Malaysia(3), Myanmar(2), Philippines(3), Thailand(4), Vietnam(3) [Total: 23]
Metrology Standard	China(4), Indonesia(4), Malaysia(4), Philippines(4), Thailand(4), Vietnam(4) [Total: 24]
Metrology Standard (Thailand)	Cambodia(3), Indonesia(3), Laos(3), Malaysia(3), Mongolia(2), Myanmar(3), Philippines(5), Thailand(3), Vietnam(3) [Total: 28]
Legal Metrology (Ear Thermometer)	Indonesia(3), Thailand(4), Malaysia(3), Philippines(4), Vietnam(4) [Total: 18]

JICA Training Course

Course	Participants
ASEAN International Standardization	Indonesia(1), Malaysia(1), Myanmar(1), Philippines(1), Thailand(1), Vietnam(1) [Total: 6]
ASEAN Product Certification (IEC/CB Scheme)	Indonesia(2), Myanmar(1), Philippines(1), Vietnam(2) [Total: 6]
Asia-Pacific Legal Metrology System	Cambodia(1), Indonesia(2), Thailand(2) [Total: 5]

AIST (National Institute of Advanced Industrial Science and Technology) Seminar on the JICA/NIMT Project in Thailand

Participants
Brunei(1), Cambodia(2), Indonesia(2), Laos(2), Malaysia(1), Myanmar(2), Philippines(2), Singapore(1), Vietnam(2) [Total: 15]

JISC/IEC/APSG Seminar in Singapore

Participants
China(2), India(2), Indonesia(2), Korea(2), Laos(1), Malaysia(2), Mongolia(1), Philippines(2), Papua New Guinea(1), Singapore(4), Vietnam(2), Thailand(2) [Total: 23]

Total: 289 participants



ITEM 6.4 TECHNICAL ASSISTANCE TO DEVELOPING COUNTRIES PRESENTED BY ON (AUSTRIA)

Title	Country	Year	Financed	Total budget	ON's share	Content's description
Additional Support in specific technical areas for the continued effective implementation and operation of the market surveillance	Malta	2006-2007	EC-Trans. Facility	180.000 EUR	100%	Re-organisation and approximation of the market surveillance system in Malta in the specific areas of lifts, recreational craft, medical devices, construction products, machinery, noise emission, personal protective equipment and radio-telecommunication equipment
Support to SMEs for the implementation of the New and Global Approach directives	PL	2006-2008	EC-Trans. Facility	1.500.000 EUR	80%	Assistance to the Polish Agency for Enterprise Development and the Polish Ministry for Economic Affairs in teaching and training of Polish SMEs on New and Global Approach directives as well as conformity assessment and their practical application
CARDS Quality Infrastructure	Albania, Bosnia and Herzegovina, Croatia, FYRO Macedonia, Serbia, Montenegro	2004/2006 and extension 2007-2008	EC-CARDS	3.000.000 EUR	7 short-term experts, 3 one-week seminars at ON	<p>The overall objective of the CARDS Quality Infrastructure project is to approximate the QI-system in Western Balkan with the European one, as well as to establish common local infrastructure and to support its common use.</p> <p>ON's input – seminars on:</p> <ul style="list-style-type: none"> Terminology database Achieving the full membership of CEN and CENELEC Safety of products Testing and certification of construction products Standards, quality management and certification in winter tourism Market surveillance PR and marketing for NSBs IT and standards databases for NSBs Technical regulations as legal framework for Standardization Information security at NSB ISO 9000 for NSB

Title	Country	Year	Financed	Total budget	ON's share	Content's description
Euromed Quality Project	Algeria, Morocco, Tunisia, Egypt, Israel, Palestine, Jordan, Lebanon, Syria, Turkey, Cyprus, Malta	2004-2006 and extension 2007	EC- MEDA	7.200.000 EUR	25 short term experts	<p>Raising awareness and train a growing number of people and experts of the MEDA countries in charge at the various stages of the practice of quality control, which include standardization, metrology, tests, certification and the accreditation.</p> <p>ON's input: 11 workshops for 2 representatives of each MEDA-country on:</p> <ul style="list-style-type: none"> ▪ Market Surveillance ▪ Market Surveillance – follow ups ▪ Hands-on-training on Market surveillance in Austria and Germany ▪ Training of Trainers of lecturers for Voluntary Standardization ▪ Personal Protective Equipment Directive ▪ Environmental Management System Lead Auditing ▪ Quality Management System at a National Standards Body ▪ Drafting of technical files ▪ Standardization for Tourism and Eco-tourism ▪ New Approach for MEDA-Info Centres
Market Surveillance Support on Construction Products	Cyprus	2006-2007	EC- Trans. Facility	230.000	100%	Contribution to the implementation of the EU acquis communautaire regarding the market surveillance in the scope of the construction products with a specific focus on improvement and refinement of the market surveillance activities for the construction products.



ITEM 6.4 TECHNICAL ASSISTANCE TO DEVELOPING COUNTRIES PRESENTED BY SABS (SOUTH AFRICA)

The following events were hosted by the South African Bureau of Standards and were sponsored by ISO Central Secretariat:

1) ISO Regional Workshop on Conformity Assessment

The CASCO workshop was held in Johannesburg, South Africa in May 2007. Twelve countries from the African region attended the workshop.

2) ISO Training Course on Enhanced Participation in International Standardization

The ISO enhanced participation workshop was held in November 2006 in Pretoria, South Africa. This workshop was well attended and was considered a huge success.

3) ISO Global Directory Training Course

The ISO Global Directory Training Course was held in December 2006 in Pretoria, South Africa. Thirteen countries from the SADC region attended the training.

**ITEM 6.4 TECHNICAL ASSISTANCE TO DEVELOPING COUNTRIES
PRESENTED BY SAZ (ZIMBABWE)**

**TRAINING UNDERTAKEN IN NEIGHBOURING COUNTRIES DURING THE PERIOD
JUNE 2006 - AUGUST 2007**

National Standards Body	Course Dates	Course Title	Number of Participants	Venue
Botswana Bureau of Standards (BOBS)	26-27 June 2006	Effective Customer Care & Guidelines to Complaints Handling	16	BOBS
BOBS	29-30 June 2006	ISO/IEC 17020 Inspection Bodies	21	BOBS
BOBS	28 June 2006	Product Mark Certification	21	BOBS

