



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

43rd meeting

Cape Town, South Africa
14 – 15 September (morning) 2009

Working documents



ITEM 1

OPENING OF THE MEETING



ITEM 2

ADOPTION OF THE AGENDA

**FORTY-THIRD MEETING OF THE ISO COMMITTEE ON DEVELOPING COUNTRY MATTERS (DEVCO)****14 September – 15 September (morning) 2009, Cape Town, South Africa**

DRAFT AGENDA – Day 1 (09:00-17:30)	Documents	Pages
1. Opening of the meeting		
2. Adoption of the agenda	01/2009	5
3. Tabling of the minutes of the 42nd meeting held in Dubai, United Arab Emirates, 12-13 October 2008	02/2009	9
4. Matters arising from the minutes of the previous meeting	03/2009	13
5. Report by the DEVCO Chair on the 10 th and 11 th meetings of the Chair's Advisory Group (CAG) and the annual meeting of the Regional Liaison Officers (RLOs)	04/2009	21
6. Update on new standards and ISO technical work underway of interest to developing countries	05/2009	37
7. Report by the DEVCO Secretary on the implementation of the ISO Action Plan for developing countries 2005-2010	06/2009	41
8. Update on CASCO matters of interest to DEVCO	07/2009	93
9. Update on COPOLCO matters of interest to DEVCO	08/2009	99
10. Roadmap to the Action Plan for developing countries 2011-2015	09/2009	105
11. Presentation of the themes and break-out into discussion groups	10/2009	109
Group 1: What can NSBs do to address the challenges of sustainability and growth?		
Group 2: How does the NSB ensure that its strategic objectives support those of the national economy? How to develop a national standardization strategy?		
Group 3: Lessons learned in implementing the ISO Action Plan for developing countries 2005-2010		
DRAFT AGENDA – Day 2 (09:00-12:30)		
12. Reporting from DEVCO discussion groups	11/2009	141
13. Panel discussion on standards-related strategies of selected international organizations for capacity building in developing countries	12/2009	145
14. Date and place of the next meeting	13/2009	149
15. Any other business		
16. Closure of the meeting		



ITEM 3

**TABLING OF THE MINUTES OF THE 42ND
MEETING HELD IN DUBAI, UNITED ARAB
EMIRATES, 12-13 OCTOBER 2008**



**ITEM 3 TABLING OF THE MINUTES OF THE 42ND MEETING HELD IN
DUBAI, UNITED ARAB EMIRATES, 12-13 OCTOBER 2008**

The draft minutes of the 42nd DEVCO meeting held in Dubai, United Arab Emirates, were made available on the ISO/DOC server on 5 February 2009.

No amendments to the minutes were submitted.

DEVCO ACTION

It is proposed to table the minutes of the 42nd DEVCO meeting as presented



ITEM 4

**MATTERS ARISING FROM THE MINUTES
OF THE PREVIOUS MEETING**

ITEM 4 MATTERS ARISING FROM THE MINUTES OF THE PREVIOUS MEETING

The decisions taken by DEVCO at its 42nd meeting were reviewed by the DEVCO Chair's Advisory Group (CAG) in October 2008. Any follow-up action taken by the Secretariat is noted under the text of each resolution.

DEVCO RESOLUTION 1/2008

Item 4 - Matters arising from the minutes of 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 03/2008.

DEVCO RESOLUTION 2/2008

Item 5 - Report by the DEVCO Chair on the 8th and 9th meetings of the DEVCO CAG and the annual 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*,

takes note of the DEVCO Chair's report on the 31st RLO meeting held on Saturday 11 October, and thanks the RLOs for their contribution to promoting ISO in their regions.

DEVCO RESOLUTION 3/2008

Item 6 – Update on new standards and ISO technical work underway of interest to developing countries

DEVCO,

thanks the ISO Secretary-General for his comprehensive and interesting presentation,

thanks the DEVCO CAG for including a technical update by ISO as part of the DEVCO agenda,

requests that an ISO technical update be scheduled at the 43rd DEVCO meeting to be held in September 2009.

A technical update by ISO is included on the agenda of the 43rd DEVCO meeting.

DEVCO RESOLUTION 4/2008

Item 7.1 – ISO Action Plan for developing countries

DEVCO,

taking note of the revised application form for submitting technical assistance and training requests for implementation under the Action Plan for developing countries,

thanks DEVCO members in developing countries having submitted their requests for assistance,

expresses confidence that these requests will be taken into account for the preparation of the 2009 work plan.

Requests for assistance submitted by DEVCO members will be covered as part of the Secretary's report under agenda item 7.

DEVCO RESOLUTION 5/2008

Item 7.1.1 - Improve awareness of the role of standards

DEVCO,

taking note of the training courses, seminars and workshops held during the period August 2007 to August 2008,

welcomes the increased cooperation with regional and sub regional organizations for the planning and execution of awareness raising events,

thanks the following ISO members for their contribution to the implementation of the *ISO Action Plan for developing countries 2005-2010* in hosting training courses, seminars and workshops:

ABNT (Brazil)	JISM (Jordan)
AFNOR (France)	IRAM (Argentina)
ANTT (Gabon)	KATS (Rep. of Korea)
AZSTAND (Azerbaijan)	KEBS (Kenya)
BAS (Bosnia and Herzegovina)	MSB (Mauritius)
BBN (Burundi)	NBN (Belgium)
BIS (India)	NSAI (Ireland)
BPS (Philippines)	ON (Austria)
BSN (Indonesia)	RBS (Rwanda)
DSSU (Ukraine)	SABS (South Africa)
FASONORM (Burkina Faso)	SARM (Armenia)
GSB (Ghana)	SASO (Saudi Arabia)
HZN (Croatia)	SAZ (Zimbabwe)
IBNORCA (Bolivia)	SLSI (Sri Lanka)
ICONTEC (Colombia)	SLBS (Saint Lucia)
INDECOPI (Peru)	SPRING (Singapore)
INN (Chile)	TCVN (Vietnam)
INNORPI (Tunisia)	TISI (Thailand)
INTECO (Costa Rica)	UNBS (Uganda)
ISIRI (Iran)	UZSTANDARD (Uzbekistan)
ISS (Serbia)	YSMO (Yemen)
	ZABS (Zambia)

DEVCO RESOLUTION 6/2008

Item 7.1.2 – Develop capacity

DEVCO,

taking note of the 'Train the trainer' course on *Enhanced Participation in International Standardization* organized in Bangkok (Thailand),

thanks DIN (Germany) for financing the development of the course module and training sixteen standards officers in East and South East Asia,

also thanks Sida (Swedish International Development Cooperation Agency) for its continued support to developing countries towards effective participation in the development of the future ISO standard on Social Responsibility.

An update on the support provided by Sida will be covered as part of the Secretary's report under agenda item 7.

DEVCO RESOLUTION 7/2008

Item 7.1.3 – Increase regional cooperation

taking note of the number of events held jointly with regional and sub regional organizations such as ACCSQ, COMESA, GSO, OAS and UEMOA,

welcomes and further encourages the increased collaboration with regional and sub regional organizations in the context of the activities planned for 2009,

thanks INNORPI (Tunisia) and DSSU (Ukraine) for hosting a CASCO/DEVCO workshop on Conformity Assessment, respectively for French-speaking African countries and Central and Eastern Europe.

DEVCO RESOLUTION 8/2008

Item 7.1.4 – Develop electronic communications and expertise in IT tools

DEVCO,

thanks DIN (Germany) for financing through the ISO/DIN Endowment fund the implementation of the ICT Programme for ANTT (Gabon) and CDNQ (Cameroon),

welcomes ISO's initiative to significantly increase the support to its members in developing countries through a new ICT Programme to be deployed as from 2009.

The progress made in the implementation of the new ICT Programme will be covered as part of the Secretary's report under agenda item 7.

DEVCO RESOLUTION 9/2008

Item 7.1.5 – Increase participation in technical work of ISO

DEVCO,

taking note of the sponsorships granted to experts in developing countries to attend ISO TC/SC and WG meetings,

expresses appreciation for the contributions by ISO members to the Funds-in-trust, the Finnish government and the Swedish International Development Cooperation Agency (Sida) for enhancing developing country participation in ISO technical work.

DEVCO RESOLUTION 10/2008

Item 7.2 – Funding of technical assistance

DEVCO,

expresses sincere thanks to the following ISO members having generously contributed to the Funds-in-Trust in 2007/2008:

SCC (Canada)
ICONTEC (Colombia)
CYS (Cyprus)
EOS (Egypt)
SFS (Finland)
AFNOR (France)
NSAI (Ireland)
JISC (Japan)

ISS (Serbia)
SABS (South Africa)
AENOR (Spain)
SNV (Switzerland)
BSI (United Kingdom)
ANSI (USA)
UNIT (Uruguay)

NEN (Netherlands)
SN (Norway)

strongly encourages all members to make a contribution to the Funds-in-trust as it constitutes the foundation for the implementation of the *ISO Action Plan for developing countries*,

also expresses sincere thanks to the Swedish International Development Cooperation Agency (Sida) for providing a significant increase in the resources made available to ISO towards supporting developing countries.

DEVCO RESOLUTION 11/2008

Item 7.5 Helmut Reihlen 2008 Award – ISO Contest for young standardizers

DEVCO,

taking account of the report by the Secretary on the results of the ISO Helmut Reihlen Award 2008,

congratulates the 2008 winner of the Contest, Mr. Ryan Biran Jr., TTBS (Trinidad & Tobago),

also congratulates Mr. Patrick Mosigisi, KEBS (Kenya) and Mr. John Oppong-Otoo, GSB (Ghana) for winning second prize ex-aequo,

thanks the members of the jury Dr. Torsten Bahke, Director DIN (Germany), Mr. Lalith Goonatilake, Director, UNIDO Trade Capacity-Building Branch and Mr. Jacob Holmblad, ISO Vice-President (technical management) for their contribution,

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

DEVCO RESOLUTION 12/2008

Item 7.6 – ISO Policy Development Committee reports

DEVCO,

thanks Mr. Olivier Peyrat, CASCO Chair, for his report on the latest developments in CASCO of interest to developing countries,

looks forward to the outcome of the CASCO workshop on Market Surveillance to be held in Geneva on 29 October 2008,

thanks Mrs. Jaiok Kim, COPOLCO Chair, for her informative report on activities of interest to developing countries,

welcomes the development of a distance learning module on 'Consumers and Standards' as well as the number of joint training activities conducted in collaboration with COPOLCO.

DEVCO RESOLUTION 13/2008

Item 8 – Strategy of ISO/ITSIG to assist developing countries with ICT

DEVCO,

thanks Mr. Elio Bianchi, ISO/ITSIG Chair for an informative presentation,

also thanks Mrs. Elisabeth Adetola, Director of Standards, GSB (Ghana), Mr. Daniele Gerundino, ISO/ITSIG Secretary and Mr. Beer Budoo, ISO/DEVCO Secretary for their contribution to the session,

expresses its confidence that the new ICT project announced will take much further the efforts carried out to date.

The progress made in the implementation of the new ICT programme will be covered as part of the Secretary's report under agenda item 7.

DEVCO RESOLUTION 14/2008

Item 10 – Reporting from the discussion groups

DEVCO,

thanks Mr. Hidekazu Takakura, JISC (Japan) for chairing and reporting on the discussion group on Standards for energy efficiency, water, climate change and their management,

thanks Ms. Mariani Mohammad SIRIM QAS International (Malaysia) for chairing and reporting on the discussion group on National standardization policies: stakeholder participation through mirror committees,

thanks Dr. Trine Tveter for chairing and reporting on the discussion group on International standards as a tool to enhance market access and exports,

thanks the panelists Mr. Daniele Gerundino (ISO), Mr. Robert Williams (UNIDO), Mr. Joseph Tretler Jr. ANSI (USA) and Ms. Chen Ying SAC (China) for their excellent contribution to the discussion group on Standards for energy efficiency, water, climate change and their management,

thanks the panelists Mr. Geoff Visser (South Africa), Mr. Ziad Ghulam (Saudi Arabia), Mr. Rakesh Verma BIS (India) and Mr. Lincoln de Assis Moura Jr. (Brazil) for their excellent contribution to the discussion group on National standardization policies: stakeholder participation through mirror committees,

thanks the panelists Mr. Rajinder Raj Sud (Malaysia), Mr. S. K. Gujadhur (ITC), Mr. Mario Wittner IRAM (Argentina), Dr. Mahmoud Eisa EOS (Egypt) and Dr. Kioko Mang'eli KEBS (Kenya) for their excellent contribution to the discussion group on international standards as a tool to enhance market access and exports,

requests the DEVCO Chair's Advisory Group to take note of the findings of the groups as put forward by the chairs as well as the contributions from members during the plenary session,

also requests that discussion groups be organized at the 43rd DEVCO meeting to be held in Cape Town, South Africa, in September 2009.

The DEVCO Chair's Advisory Group reviewed the feedback from the discussion groups at its meeting held on 13 October 2008. Three discussion groups are scheduled on Monday afternoon, 14 September 2009, as part of the DEVCO meeting agenda.

DEVCO RESOLUTION 15/2008

Item 11 – Panel discussion on standards related strategies for capacity building in developing countries

DEVCO,

thanks Mr. Lalith Goonatilake (UNIDO), Mr. S. K. Gujadhur (ITC) and Mr. Michel Streak (JCDCMAS) for their participation at the panel session on capacity building strategies in developing countries,

expresses sincere appreciation to UNIDO, ITC and JCDCMAS for their excellent collaboration in the implementation of the *ISO Action Plan for developing countries* and carrying out technical assistance and training activities in good partnership with ISO for the interest of developing countries.

SPECIAL DEVCO RESOLUTION

DEVCO,

thanks Mr. Iman Sudarwo for serving as DEVCO Chair during the term of office 2007-2008,

expresses gratitude for his commitment to DEVCO and his contribution to the implementation of the *ISO Action Plan for developing countries 2005-2010*,

wishes him a happy retirement.



ITEM 5

**REPORT BY THE DEVCO CHAIR ON THE
10th AND 11th MEETING OF THE CHAIR'S
ADVISORY GROUP (CAG) AND THE
ANNUAL MEETING OF THE REGIONAL
LIAISON OFFICERS (RLOS)**



**ITEM 5 REPORT BY THE DEVCO CHAIR ON THE 10th AND 11th
MEETING OF THE CHAIR'S ADVISORY GROUP (CAG) AND THE
ANNUAL MEETING OF THE REGIONAL LIAISON OFFICERS
(RLOs)**

Tenth and eleventh meeting of the Chair's Advisory Group (CAG)

The DEVCO Chair will report on the 10th and 11th meeting of the DEVCO Chair's Advisory Group (CAG) held respectively on 13 October 2008 and 24 to 25 March 2009. 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 32nd RLO meeting held on Sunday 13 September 2009 in Cape Town, South Africa.

DEVCO ACTION

DEVCO members are invited to note the above information



Minutes of the 10th DEVCO Chair's Advisory Group (CAG) meeting, 13 October 2008, Dubai, United Arab Emirates

Participants

Chair	Mr. Iman Sudarwo	BSN (Indonesia)
Present	Mr. Adu Gyamfi Darkwa	GSB (Ghana)
	Ms. Mariani Mohammad	SIRIM/DSM (Malaysia)
	Mr. Hidekazu Takakura	JISC (Japan)
	Dr. Trine Tveter	SN (Norway)
	Mrs. Snježana Zima	HZN (Croatia)
<i>Excused</i>	<i>Dr. Yaseen Khayyat</i>	<i>JISM (Jordan)</i>
	<i>Dr. L. N. Senaweera</i>	<i>SLSI (Sri Lanka)</i>
	<i>Mr. Sergio Toro</i>	<i>INN (Chile)</i>
	<i>Mrs. Leanne Wright</i>	<i>SCC (Canada)</i>
ISO/CS	Mr. Beer Budoo	DEVCO Secretary
	Mrs. Sari Rajakoski	DEVCO Secretariat

Item 1 Opening of the meeting

Mr. Sudarwo opened the meeting. He thanked the CAG members for their contribution to the success of the DEVCO plenary and recalled that the main objective for the CAG was to review the DEVCO resolutions and to consider any recommendations from the DEVCO discussion groups.

Item 2 Adoption of the agenda

The agenda was adopted as proposed.

Item 3 Confirmation of the minutes of the 9th meeting of the DEVCO CAG, 24-25 April 2008

The minutes of the previous meeting were tabled as presented.

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

Matters arising as listed in DEVCO CAG working document 15/2008 were reviewed. Actions 1, 2, 3, 4, 8, 9, 10 and 11 were closed. Actions 5, 6 and 7 would be discussed under the relevant agenda item.

Item 5 Review of resolutions from the 42nd DEVCO meeting and actions derived

The list of DEVCO resolutions included in **annex 1** was reviewed.

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

Resolution 3 – Update on new standards and ISO technical work

It was unanimously agreed that the session was well received by the DEVCO members. The secretariat took note to schedule a similar session at the 43rd DEVCO meeting to be held in Cape Town, South Africa, on 14-15 September 2009.

Resolution 4 – Technical assistance request for 2009 submitted by members

Noting the success of the new technical assistance request form and the high number of requests received, the CAG recognized the challenge to establish a balanced work plan for 2009 as not all member requests can be satisfied due to the limited funding and resources available.

Resolution 5 – Contribution by members for the implementation of the Action Plan

The Secretary confirmed that in addition to the thank you resolution passed at DEVCO, ISO members in developing countries hosting awareness raising events and training courses are formally recognized with a letter of appreciation that is sent to head of the organization.

Resolution 8 – New ICT programme

The Secretary noted that the funding allocated by the ISO Council to the new programme is to cover the salary of a dedicated project manager for three years (2009-2011). The cost of the implementation of the ICT programme will be funded by resources from donor agencies.

Resolution 10 – Funding of technical assistance

It was unanimously agreed that time should be invested in developing impact measurement tools as an important means to secure donor involvement in the future. It was also recognized that NSBs have an important role to play in this process. The Secretariat took note to keep the CAG members informed of any progress in this area.

Resolution 11 – Helmut Reihlen Award

The low level of participation in the Contest was noted once more. It was agreed that ways of promoting the Contest more efficiently should be investigated.

Resolution 12 – ISO Policy Development Committee reports - CASCO

The Secretary took note to keep the DEVCO CAG informed of any developments in the area of Market Surveillance and to share with the CAG any conclusions from the workshop held in Geneva on 29 October 2008.

Resolution 14 – Reporting from the discussion groups

It was noted that the Secretary's initiative to have an independent expert write a background paper for each of the discussion groups was an excellent one and that this should be repeated at the next DEVCO meeting to be held in Cape Town in 2009.

From discussion group 1 on *Standards for energy efficiency, water, climate change and their management*, the main feed back was that awareness raising on ISO 50001 should be initiated without delay and that developing country participation in the standardization process (TC 242 on Energy Management) should be strengthened.

It was reported that discussions within group 1 could have been more focused. It was felt that the topic was too broad and could have been better narrowed to encompass only energy efficiency. The secretariat took note of the feedback for the purpose of future planning.

A special word of thanks was addressed to Mr. Takakura for stepping in at the last minute, in replacement of Dr. Khayyat, chair of discussion group 1.

From group 2 on *National standardization policies: stakeholder participation through mirror committees*, it was recommended to conduct a survey on the status of national mirror committees (NMC) within NSBs. Also, the need to have additional guidance on how to establish and manage such committees was noted.

From group 3 on *International standards as a tool to enhance market access and exports*, the recommendation was to add two more core issues to the list of the twelve identified and for DEVCO CAG to evaluate which ones could be acted upon. Further discussions would be carried out at the next CAG meeting. The secretariat took note to add the item on the meeting agenda.

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

The DEVCO CAG reviewed the list of key performance indicators (KPIs) as presented in DEVCO CAG working document 17/2008.

Discussions took place around the issue of whether it would be useful to have a second look at the KPIs that had been considered at the 8th CAG meeting in September 2007 and to determine whether they should be included on the KPIs to be used for the monitoring of the ISO Action Plan. The KPIs discussed were the following:

1. Number of national standards adopted as a result of participation in regional awareness raising or training activities
2. Number of experts from developing countries participating in ISO technical committee and subcommittee meetings

The Secretary took action to enquire whether data would be easily available in support of the above new KPIs and to report back at the next DEVCO CAG meeting. He also took note to enquire whether data would be available in support of KPI no. 7 (number of ISO/TC meetings held in developing countries).

It was agreed to remove KPI no. 9 from the current list due to lack of data.

With regard to membership, the figures presented indicate that the number of ISO members in developing countries remains stable and that participation in DEVCO, CASCO and COPOLCO has increased only slightly.

Since last reporting to the DEVCO CAG in September 2007, the number of technical committee and subcommittee secretariats held by developing countries had increased from 52 to 64, including those held under twinning arrangements. This is mainly due to the increased involvement of the Standards Administration of China (SAC) in ISO technical work. The number of twinning arrangements has remained unchanged.

Item 7 Priorities for Technical Assistance in 2009

The Secretary presented the framework for technical assistance and training activities for the coming year. He discussed the priority areas as presented in annex to the DEVCO CAG working document 18/2008, as well as the topics identified on technical assistance requests form circulated to DEVCO members in August 2008.

He confirmed that the activity plan for 2009 would be established mainly in response to the requests received from members, also taking into account the feedback from the discussion groups (such as awareness raising on ISO 50001 and guidance on NMCs), as well as the annual reports submitted by the Regional Liaison Officers (RLOs).

Item 8 Preparation of the ISO Strategic Plan 2011-2015 and the next ISO Action Plan for developing countries

The Secretary gave an overview of the planning steps for the elaboration of the ISO Strategic Plan 2011-2015 as presented in the annex to DEVCO CAG working document 19/2008. He noted that the next Action Plan for developing countries would be prepared after the approval of the ISO Strategic Plan, in September 2010.

It was noted that the DEVCO Chair, as a member of the Council Standing Committee on Strategy (CSC/STRAT), would take part in this work.

The DEVCO CAG expressed the wish to be kept informed and to be included in the consultations carried out by ISO between March and September 2009.

The Secretary took note to include the preparation of the next Action Plan on the agenda of the next DEVCO CAG meeting.

Item 9 Date of next meeting

It was proposed to hold the 11th meeting of the DEVCO CAG on Tuesday 24 and Wednesday 25 March 2009, at the ISO Central Secretariat in Geneva.

Item 10 Any other business

Mr. Alan Bryden, ISO Secretary-General, joined the meeting for some closing remarks. Regarding the preparation of the next Action Plan for developing countries, he confirmed that it could only be developed once the overall ISO Strategic Plan is approved in September 2010.

He thanked Mr. Sudarwo for his good work and looked forward to Mr. Darkwa taking over the chairmanship of DEVCO and its Chair's Advisory Group.

The meeting was closed at 17:15.



Unconfirmed minutes of the 11th meeting of the DEVCO Chair's Advisory Group (CAG), 24-25 March 2009, Geneva, Switzerland

Participants

Chair	Mr. Adu Gyamfi Darkwa	GSB (Ghana)
Members	Mr. Charles Ekelege	TBS (Tanzania)
	Mr. Ivan Krstic	ISS (Serbia)
	Ms. Mariani Mohammad	DSM (Malaysia)
	Mr. Hidekazu Takakura	JISC (Japan)
	Dr. Trine Tveter	SN (Norway)
	Ms. Leanne Wright	SCC (Canada)
	<i>Excused</i>	<i>Mrs. Lena Dargham</i>
<i>Dr. L. N. Senaweera</i>		<i>SLSI (Sri Lanka)</i>
<i>Mr. Sergio Toro</i>		<i>INN (Chile)</i>
ISO Central Secretariat	Mr. Beer Budoo	DEVCO Secretary
	Mrs. Sari Rajakoski	DEVCO Secretariat
<i>Present part of the meeting</i>	<i>Mr. Rob Steele</i>	<i>Secretary-General</i>
	<i>Mrs. Béatrice Frey</i>	<i>Head, Bureau of the Secretary-General</i>
	<i>Mr. Reinhard Weissinger</i>	<i>Group Manager, Project Management and e-Services, Standards Department</i>
ITC	<i>Mr. Shyam K. Gujadhur</i>	<i>Senior Adviser on Standards and Quality Management, ITC</i>

Item 1 Welcome and introductions

Mr. Adu Darkwa, DEVCO Chair, opened the meeting. He thanked members of his Advisory Group for being present and addressed a special word of welcome to Mr. Charles Ekelege, Director, Tanzania Bureau of Standards and Mr. Ivan Krstic, acting Director, Institute for Standardization of Serbia, joining the DEVCO CAG for the term 2009-2010. Excuses were received from Mrs. Lena Dargham, acting Director General, LIBNOR (Lebanon), Dr. L. N. Senaweera, SLSI (Sri Lanka) and Mr. Sergio Toro, (INN) Chile.

After a short round of introductions, Mr. Darkwa gave the floor to Mr. Rob Steele, ISO Secretary-General for some opening remarks.

Item 2 Update by the ISO Secretary-General

Mr. Steele thanked the Chair for the opportunity given to him to take part in the meeting. He thanked the CAG members for their contribution to the implementation of the current ISO Action Plan for developing countries and looked forward to the discussions related to the preparation of the new Action Plan for the years 2011-2015.

Mr. Steele commented on how honored he was to take on the role of ISO Secretary-General as of 1st January and complimented his predecessor, Mr. Alan Bryden, for his excellent management of the organization, and in particular for ISO's good financial health, an important advantage in the current economic context. He looked forward to the challenge of shaping ISO's future with the work undertaken for the establishment of the Strategic Plan 2011-2015.

Mr. Steele reported on a number of initiatives discussed at the March 2009 Council meeting. CAG members were particularly interested in a study on the economic benefits of standards undertaken by Council. He confirmed that a progress report would be presented to members at the General Assembly in Cape Town in September 2009.

The decision by Council to split the African region into two separate entities¹, each headed by a Regional Liaison officer, was also well received by the CAG members.

Item 3 Adoption of the agenda

The agenda was adopted as presented.

Item 4 Confirmation of the minutes of the 10th meeting of the DEVCO CAG held on 13 October 2008

The minutes of the 10th meeting of the DEVCO CAG held in Dubai, United Arab Emirates, were confirmed.

Item 5 Matters arising from the minutes of the previous meeting

Mr. Beer Budoo, DEVCO Secretary, presented the matters arising from the minutes of the previous meeting held in Dubai, United Arab Emirates, on 13 October 2008. He noted that all the items from matters arising were listed in DEVCO CAG working document 05/2009 and would be discussed as part of the meeting agenda.

He referred members to the report by CASCO on the Market Surveillance workshop held on 20 October 2008 included in annex to the same document.

Item 5.1 Review of DEVCO survey questionnaire results

Mr. Budoo presented the survey results from the 42nd DEVCO meeting. He was pleased to note an important increase in the number of questionnaires returned (171 compared to 32 last year), thus giving more value to the feedback received from the members.

On the survey questionnaire for the next DEVCO meeting, it was agreed to delete question no. 11, as information on technical assistance provided by ISO is available from more reliable sources, and to add a new question to request members to provide a preferred discussion group theme to be considered for scheduling at the DEVCO meeting in 2010.

The DEVCO Secretary commented on the value of the feedback received through question no. 13, considering the fact that a separate survey on the same issue is conducted annually to capture developing country needs for technical assistance and training. It was agreed that the priorities identified by DEVCO members through question no. 13 did not provide a representative picture regarding their needs but it would be interesting to correlate these responses with the more formal survey. It was therefore agreed to maintain the question in the questionnaire.

¹ Central and Western Africa, Eastern and Southern Africa; for the list of countries, see Council Resolution 5/2009

The revised survey questionnaire to be circulated at the 43rd DEVCO meeting in Cape Town is included to the minutes in **annex 1**.

The Secretariat took note to communicate to the CASCO Secretariat that training and technical assistance in the field of conformity assessment is rated highest priority by DEVCO members.

Item 5.2 Feedback from the discussion groups

Mr. Hidekazu Takakura presented highlights from his report to DEVCO in Dubai on the discussion held within group 1 on *Standards for energy efficiency, water, climate change and their management*, included in the annex to DEVCO CAG working document 05/2009.

The Secretary noted that a number of actions had been taken as a result of the recommendations formulated by the group: a sponsorship programme to support developing country participation at the meetings of ISO/TC 242 on Energy Management was in place and work had been undertaken, jointly with UNIDO, to develop an awareness raising/training module on the future ISO 50001 standard.

Regarding the recommendation formulated by the discussion group on *National standardization policies* that Ms. Mariani Mohammad reported on, the Secretary confirmed that Dr. Geoff Visser from SABS (South Africa) had been given the mandate to prepare a training module on how to establish and manage national mirror committees. The Secretary also mentioned that the TMB is looking into the wider picture of stakeholder involvement in standardization.

Reporting on the third discussion group on *International standards to access world markets and exports*, Dr. Trine Tveter stressed the excellent collaboration with Mr. Rajinder Raj, the expert responsible for preparing the background paper for her discussion group. She hoped to see the same process being put into place for the preparation of the discussion groups to be held at DEVCO in Cape Town next September.

Item 6 ISO Action Plan for developing countries 2005-2010

Item 6.1 DEVT work programme for 2009

Mr. Budoo gave a presentation on technical assistance and training activities carried out under the ISO Action Plan for developing countries 2005-2010. For the benefit of new CAG members, he also explained how the Development and Training Services unit (DEVT) at the ISO Central Secretariat is organized and the mechanisms that are in place for funding the activities. His presentation is included in **annex 2**.

Highlighting some of the key subject areas in which assistance and training was delivered in 2008, Mr. Budoo explained that in addition, new training modules were being developed on the following: *Role of standards in economic development and trade*, *Adopting and referencing international standards* and *Effective participation in international standardization through national mirror committees*.

He was also pleased to inform the CAG of the decision by the ISO Council to deploy an ICT programme covering up to 70 countries over the next 3 years (2009-2011). The project would be rolled out with the hiring of a dedicated project manager starting 15 April 2009. The objective of the ICT programme is to ensure that ISO *Member bodies* in developing countries are fully proficient using IT tools and e-services developed by ISO.

Some members of the CAG questioned to what extent the new ICT programme is in line with the objectives of the Action Plan as it does not seem to address needs of correspondent and subscriber members in developing countries. The Secretary informed members that the needs of developing countries also relate to their level of involvement in ISO work and that the focus of the

ICT Programme is to enable Member bodies to better participate and contribute to the formulation of the international standards. Both Member bodies and Correspondent members have been supported with ICT packages in the past.

Regarding funding issues, it was suggested to report to DEVCO on the usage of the Funds-in-trust, not publishing the actual figures but showing how the funds support the various objectives of the Action Plan. It was felt that this could prompt an increase in the contributions by members.

Members requested that on the annual activity report to DEVCO only projects implemented under the Action Plan be included on the table (see annex 1 to DEVCO/CAG 06/2009), leaving out the training activities held in developed countries as this information can be misleading.

Item 6.2 Impact measurement

The Secretary presented the documents for measuring the impact of technical assistance and training activities carried out under the ISO Action Plan for developing countries 2005-2010. He explained that once finalized, the Secretary-General would send the information out to the NSBs requesting their active participation in the effort.

The Chair requested that NSBs hosting events organized under the Action Plan commit in advance to assisting ISO in measuring the impact of the activities.

A copy of the Secretary-General's circular letter and related documents are included in **annex 3**.

Item 6.3 Monitoring the implementation of the Action Plan

The DEVCO CAG reviewed the Key Performance Indicators (KPIs) used for monitoring the implementation of the Action Plan as listed in annex 4 of DEVCO CAG working document 06/2009. It was agreed to put KPIs 7 and 9 on hold as information to compile these is not currently available. Their status would be reviewed in March 2010.

The poor voting performance on DIS and FDIS of some of the developing country members was once more noted. Possible actions to find out how to assist these members were discussed. It is hoped that the new ISO ICT programme will be of assistance to those in need of additional support and training.

Members commented on the fact that the overall increase in the number of TC/SC secretariats held by developing countries was largely due to the number of new secretariats allocated to SAC (China).

On the twinning arrangements listed in Attachment 4 to DEVCO CAG working document 06/2009, the Secretary, after consultation with the TMB secretariat, reported that the latter did not monitor how the twinning arrangements were performing. He also took note to enquire whether the guidance document on twinning produced by the joint DEVCO/TMB Task Group has helped clarify responsibilities and expectations.

Item 6.1 Results assessment on ISO Action Plan 2005-2010

Joining the meeting for agenda item 6.1, the Secretary-General expressed the wish to see DEVCO and the DEVCO CAG contribute their insight and experience to ISO's Strategic Plan 2011-2015 relating to developing countries as well as the next ISO Action Plan for developing countries.

More specifically, he expressed the wish for the DEVCO CAG to contribute the following:

- 1) At the level of the NSB, ensure that every effort is undertaken to provide ISO with a response to the survey questionnaire sent to members in view of ISO Strategic Plan 2011-2015;
- 2) Submit a paper to the Secretary-General formulating specific input and recommendations related to actions needed in developing countries in the coming five years and that could enhance the Strategic Plan;
- 3) Define the desired outcome for the five regional workshops to be carried out in view of assessing results of the ISO Action Plan 2005-2010.

The milestones for the next Action Plan for developing countries, and the timelines for the preparation of the ISO Strategic Plan 2011-2015 were presented as follows:

March to September 2009	Member consultations for the ISO Strategic Plan 2011-2015
September 2009	Discussion in Cape Town on <i>Lessons learned in implementing the Action Plan 2005-2010</i>
November 2009	1st regional workshop on <i>Lessons learned in implementing the Action Plan 2005-2010</i>
December 2009	First draft of the ISO Strategic Plan 2011-2015
January to March 2010	2nd and 3rd regional workshops on <i>Lessons learned in implementing the Action Plan 2005-2010</i>
March 2010	ISO Council meeting, DEVCO CAG meeting
April to June 2010	4th and 5th regional workshops on <i>Lessons learned in implementing the Action Plan 2005-2010</i>
July 2010	ISO Strategic Plan 2011-2015 submitted to members for approval
September 2010	Draft Action Plan for developing countries 2011-2015 to DEVCO for approval
September 2010	Approval by the General Assembly of the ISO Strategic Plan 2011-2015
December 2010	ISO Action Plan for developing countries 2011-2015 endorsed by Council

The Secretary reminded CAG members that the regional results assessment workshops would be financed by Sida (Sweden).

It was suggested that the process successfully used for the preparation of the current Action Plan be revisited as similar fact finding and needs evaluation workshops were conducted at the time. Also, members recommended that the services of a professional facilitator be retained to carry out the five regional workshops.

Item 7 Preparation of the 43rd DEVCO meeting, 14-15 September 2009, Cape Town, South Africa

Item 7.1 Draft agenda

The proposed draft agenda for the 43rd DEVCO meeting to be held on 14-15 September 2009, in Cape Town, South Africa, was discussed.

The following was agreed:

1. To add an agenda item on the Roadmap to the Action Plan for developing countries 2011-2015 for DEVCO members to provide input and comments on its elaboration;

2. To allocate separate agenda items for the CASCO and COPOLCO Chairs to report on their activities to DEVCO;
3. To invite on the panel of international organizations a representative from ITC, UNIDO and the WTO (TBT secretariat).

The agenda as agreed is included in **annex 4**.

Item 7.2 Selection of DEVCO discussion group themes

The DEVCO CAG examined the discussion group themes proposed in annex 2 to DEVCO/CAG working document 07/2009.

The following three themes were selected for the next DEVCO meeting to be held in Cape Town, South Africa:

1. What can NSBs do to address the challenges of sustainability and growth?
2. How does the NSB ensure that its strategic objectives support those of the national economy? How to develop a national standardization strategy?
3. Lessons learned in implementing the ISO Action Plan for developing countries 2005-2010.

Item 7.3 Identification of discussion group chairs and speakers

Mr. Darkwa requested CAG members to serve as session chairs for the discussion groups. Mr. Ekelege volunteered to chair Group 1 on NSB sustainability and Mr. Krstic agreed to chair Group 2 on National standardization strategies.

The Secretary took note to request Mrs. Dargham to chair Group 3 on Lessons learned in implementing the ISO Action Plan for developing countries 2005-2010.

Based on last year's excellent experience, it was agreed to recruit an expert to write a background paper each for discussion Groups 1 and 2 and several names were suggested. Ms. Leanne Wright took note to communicate to the Secretariat the contact details of a possible name for Group 2.

The DEVCO Secretary agreed to write the background paper for Group 3. Mrs. Wright offered to contribute to the effort.

The DEVCO CAG suggested that the following NSBs make presentations in Groups 1 and 2:

Group 1: St. Lucia, Ethiopia, Colombia (with Côte d'Ivoire as backup if any of the foregoing NSBs declines)

Group 2: Malaysia (Ms. Mariani to provide the name of the speaker), Jordan and Germany (a back-up speaker would be identified from ANSI, SCC or SN); Costa Rica was identified as an alternate for Malaysia or Jordan.

It was agreed that Group 3 would follow a different format and therefore not include presentations by NSBs. Input would be sought from all participants present. It was suggested that past DEVCO CAG members with excellent experience could contribute to facilitating the session. The Secretary took note to follow up.

As in previous years, a lunch will be organized for the chairs, experts and speakers to meet before the start of the discussion groups. The lunch will be scheduled in Cape Town on Monday 14 September 2009 between 12:30 and 13:45.

Item 8 DEVCO CAG guest session

Presentations were made by Mr. Shyam K. Gujadhur, Senior Adviser on Standards and Quality Management at the International Trade Center (ITC) on NSBs and Export Promotion Agencies, Mrs. Béatrice Frey, Head of the Bureau of the ISO Secretary-General, on the ISO Strategic Plan 2011-2015 and Mr. Reinhard Weissinger, Group Manager, ISO Project Management and e-Services, on the computer application developed at the ISO Central Secretariat for managing National Mirror Committees (NMCs).

The presentations by Mr. Gujadhur and Mr. Weissinger are included in **annex 5**.

Item 9 Date of the next meeting

The next meeting of the DEVCO CAG will take place on 15 September 2009, in Cape Town, South Africa, from 14:00 to 17:30.

Item 10 Any other business

Item 10.1 Lessons learned in implementing the ISO Action Plan for developing countries 2005-2010

As suggested by the Secretary-General, the DEVCO CAG carried out a brief brainstorming session around lessons learned from the Action Plan 2005-2010. The discussion was articulated around the five key objectives of the current Action Plan.

1. Improve awareness of key stakeholders in developing countries of the role of standardization in economic growth, world trade and sustainable development

All CAG members agreed to say that raising awareness is an on-going challenge, and not only in developing countries. It was felt that much has been achieved since 2005, but more efforts are needed to position international standardization in developing countries, even more so in the current economic climate.

Questions were formulated along these lines: "To what extent stakeholders outside the community of standardizers have been reached through awareness raising activities carried out under the Action Plan?", "How many of the activities have addressed policy makers?", "Should the focus of the next Action Plan be more on decision makers?".

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

In order to contribute to the long term sustainability of the NSBs, it was felt that capacity building activities should include more opportunities for national experts to improve their training skills and therefore more "train the trainer" events should be included as part of the next Action Plan.

3. Increase national and regional cooperation to share experience, resources, training, information and communication technologies

It was recalled that the regional approach for the implementation of technical assistance and training activities had been adopted since 2005, and that the ISO policy for regional and sub-regional cooperation, revised in March 2008, further encourages cooperation at the regional and sub-regional levels.

It was, however, noted that promoting regional cooperation as such is probably not an objective at the same level as raising awareness, building capacity and enhancing participation of developing countries in international standardization.

It was agreed that the word “national” in the formulation of the objective was not relevant.

4. Develop expertise in IT and the use of e-services

It was unanimously agreed that objective 4 should remain a priority. More training and expertise is needed in the use of existing e-services and IT tools, and new solutions developed, possibly extended to benefit standardization activities at the national level. Also, innovative solutions such as web conferencing should be explored.

5. Increase participation in governance and technical work of ISO

It was recognized that the recent modifications in ISO’s governance structure had led to strengthening the participation of developing countries. However, at the technical level, the participation remains low.

In fact, increasing the participation of developing countries in the technical work of ISO is an important objective, if not the most important one. Therefore, at the time of the formulation of the next Action Plan, it should stand on its own right.

The Secretary took note of the need to prepare data for the evaluation the Action Plan for developing countries 2005-2010 and to circulate this information to the DEVCO CAG.

Item 10.2 Survey on national mirror committees

Members of the DEVCO CAG took note to provide feedback to the Secretariat on the survey questionnaire on national mirror committees (NMCs) prepared by Dr. Geoff Visser and circulated at the meeting. It was recalled that Dr. Visser is working on the development of a training module on *Effective participation in International Standardization through NMCs*.

The Secretary-General joined the meeting to thank the members for their participation. He stressed again the important role DEVCO and the DEVCO CAG have to play in the coming months with the preparation of the ISO Strategic Plan 2011-2015 and the new Action Plan for developing countries.

The Chair closed the meeting at 16:15.



ITEM 6

**UPDATE ON NEW STANDARDS AND ISO
TECHNICAL WORK UNDERWAY OF
INTEREST TO DEVELOPING COUNTRIES**



ITEM 6 UPDATE ON NEW STANDARDS AND ISO TECHNICAL WORK UNDERWAY OF INTEREST TO DEVELOPING COUNTRIES

Further to the success of the technical update provided by ISO at the 42nd DEVCO meeting held in Dubai, United Arab Emirates, and DEVCO resolution 3/2008 requesting that a technical update be included as part of the 43rd DEVCO meeting agenda, Mr. Rob Steele, Secretary-General, will give an overview of standardization work at ISO.

DEVCO ACTION

DEVCO members are invited to
note/comment the information
presented



ITEM 7

**REPORT BY THE DEVCO SECRETARY ON
THE IMPLEMENTATION OF THE ISO
ACTION PLAN FOR DEVELOPING
COUNTRIES 2005-2010**



ITEM 7 **REPORT BY THE DEVCO SECRETARY ON THE IMPLEMENTATION OF THE ISO ACTION PLAN FOR DEVELOPING COUNTRIES**

7.1 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 fifth 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 Development 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 and thanks to an increase in donor funding, there has been 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 October 2008. The overview in **Annex 1** lists assistance projects and training activities implemented between September 2008 and July 2009.

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 sent to all members on 19 June 2009 and available on the ISODOC server. Last year, the form had been redesigned in order to make it easier to complete, and as a result, the number of countries returning completed forms more than doubled as compared with the previous year (169 requests from 60 countries as compared with 89 requests from 24 countries in 2007).

This year, we have further improved the form, allowing members from developing countries to indicate the time frame for implementation more precisely. We have also included a new course for 2010 entitled "Management of a national standards body" which will be developed from the publication on sustainability of NSBs which is being drafted. Besides, one of the DEVCO discussion groups will be looking into the issue of resources for NSBs, and the outcome of the deliberations will serve as input to the publication.

We encourage all members from developing countries to submit their needs in order to achieve a balanced work programme for the implementation of the ISO Action Plan in 2010.

7.1.1 Improve awareness of the role of standards

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

Food safety management systems

ISO 22000 - Food safety management systems -- Requirements for any organization in the food chain continued to be one of the key areas of focus in light of requests made by members and thus a number of seminars and workshops were organized worldwide.

Seminars and workshops were held at the regional level in Caracas, Venezuela (October 2008), Hanoi, Vietnam (November 2008) and Santo Domingo, Dominican Republic (April 2009) for around 180 participants. The event in Venezuela was organized in collaboration with the Pan American Standards Commission (COPANT) with the participation of ten countries from the region. The seminar was held in Spanish.

Three national seminars on ISO 22000 were delivered in Dar es Salaam, Tanzania (December 2008), Philippines (Manila, Cebu, Davao) in September 2008 and in Luanda, Angola (June 2009). The event held in the Philippines was a combination of one train-the-trainer activity and three awareness-building seminars. This new configuration was designed to respond to the need of the ISO member to train a maximum number of experts. As a result, 15 experts were trained as trainers and 175 participants attended the awareness raising seminars. This methodology also gave the ISO member the possibility to replicate and sustain the awareness-building efforts on its own.

Many of the above events made use of the publication entitled *ISO 22000, Food safety management systems - An easy-to-use checklist for small business - Are you ready?* which was published in collaboration with the International Trade Centre (ITC) in 2007.

Environment

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*. A regional awareness raising seminar on these standards was held in April 2009 in San José (Costa Rica) in which 18 countries from South America, the Caribbean and Central America participated. The event was organized in cooperation with UNIDO and the American National Standards Institute (ANSI). Participants from UNIDO cleaner production centres attended the seminar.

A regional awareness raising seminar on *ISO 14001 – Environmental management systems* was held in Astana (Kazakhstan) in November 2008 in which four countries participated. 41 participants, a majority from industry, attended and appreciated the information on best practice for implementing the standard. A national seminar on the same topic was held in Kigali (Rwanda) in July 2009.

A regional awareness raising workshop on life cycle assessment and ISO 14040 was held in Bangkok (Thailand) in March 2009. Participants from 12 countries found that group work and hands-on application for performing LCA was most beneficial.

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) comprising the following organizations:

- Bureau International des Poids et Mesures (BIPM)
- International Accreditation Forum (IAF)
- International Electrotechnical Commission (IEC)
- International Laboratory Accreditation Co-operation (ILAC)
- International Organization for Standardization (ISO)
- International Trade Centre – UNCTAD/WTO (ITC)
- Telecommunication Standardization Bureau of ITU (ITU-T)
- International Organization of Legal Metrology (OIML)
- United Nations Industrial Development Organization (UNIDO)

Joint DEVCO/CASCO regional awareness raising workshops on conformity assessment have been implemented since 2004, and as at December 2007, all major regions had been covered under this first cycle of events. In 2008, the workshop content was further refined and they continue to be delivered both at regional and national levels. Thus, regional workshops were carried out in Windhoek, Namibia (November 2008), Tashkent, Uzbekistan (May 2009) and Manama, Bahrain (July 2009). National workshops were carried out in Kampala, Uganda (October 2008), Addis Ababa, Ethiopia (November 2008) and Accra, Ghana (July 2009).

A handbook entitled *Building trust – Conformity Assessment Toolbox* is due for publication in the fourth quarter of 2009 in collaboration with UNIDO. It is a comprehensive, user-friendly handbook that provides a complete understanding of conformity assessment and its role in international trade. It will be useful for business managers, regulators and consumer representatives. It is a result of the long-standing and successful partnership between ISO and UNIDO in their efforts to build up the standardization and quality infrastructures of developing countries.

The first regional workshop for French-speaking countries from the African and Arab regions on *ISO/IEC 27001 - Information technology — Security techniques — Information security management systems* was held in Tunis (Tunisia) in December 2008 and 13 countries participated. The event was organized in collaboration with AFNOR and the Réseau Normalisation et Francophonie (RNF). The implementation of the standard will reassure customers and suppliers that information security is taken seriously within the organizations they work with because they have in place state-of-the-art processes to deal with information security threats and issues.

The first course on ***Adopting and referencing international standards*** was held in Bucharest, Romania in June 2009. The aim of the course is to explain the benefits of adopting International Standards (IS) as regional or national standards, and to discuss national obligations under the WTO Agreement on Technical Barriers to Trade (WTO/TBT) with regard to the use of IS as a basis for technical regulations. The course also covers guidance on the policies and practices that National Standards Bodies may establish over the use, adoption and referencing of IS using as basis ***ISO/IEC Guide 21 - Regional or national adoption of International Standards and other International Deliverables*** as well as the ISO/IEC document entitled ***Using and referencing ISO and IEC standards for technical regulations***. The TBT Secretariat is aware of this course and the information will be circulated to WTO members in the minutes of the TBT Committee meeting held on 25-26 June 2009.

Role of standards in economic development and trade

A regional awareness raising workshop on the above topic was held for the first time in Yaoundé, Cameroon, in September 2008, for French-speaking countries from Africa. It was requested by the ISO member in Cameroon and the event was organized in collaboration with AFNOR and the Réseau Normalisation et Francophonie (RNF). The need to inform policy makers on standards issues was considered critical in order to ensure that adequate resources are devoted to NSBs. Thus, ISO also invited representatives from ministries responsible for allocating resources to NSBs among the regional participants. An English version of this workshop is planned in two other regions in the fourth quarter of 2009.

7.1.2 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. Efforts were sustained to support the participation of developing countries in the development of the future ISO 26000 on Social Responsibility. Also, a sponsorship programme was initiated enhance developing country participation in the work of ISO/TC 223 on Societal security.

E-learning programme

ISO's e-learning programme 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 she/he is supposed to undertake in real life.

One edition, each of module 1 (May to September 2009), module 2 (October 2008 to February 2009) and module 3 (March 2009 to May 2009) were run in the period under review.

As at July 2009, 102 staff from ISO members, both in developed and developing countries, had completed one or more of the three modules, including nine persons who have completed all three modules representing over a year of part-time study.

Marketing and Promotion of International Standards

A regional training course on *Marketing and Promotion of International Standards* was held in Doha (Qatar) in November 2008. The course will be offered for the first time in French, in Dakar (Senegal) in September 2009.

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.

Capacity building in Social Responsibility

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

The following workshops on Social Responsibility took place:

- Regional workshops in Cairo, Egypt (November 2008), Paris, France (for French-speaking countries from the African and Arab regions in February 2009, in collaboration with AFNOR and RNF) and Dar es Salaam, Tanzania (July 2009).

A pre-event workshop for developing countries was held at the 7th plenary meeting of the ISO/TMB Working Group on SR in Quebec City, Canada (May 2009). The developing country experts also attended the WG SR plenary meeting.

Following the creation of the Integrated Drafting Task Force (IDTF) during the Vienna meeting of the ISO/TMB Working Group on SR, sponsorships were provided to developing country experts and leaders to attend the two IDTF meetings in Germany (October 2008), and Japan (July 2009) respectively.

Societal security

A regional workshop on societal security was held in November 2008 in Bali, Indonesia, as a pre-event to the meeting of *ISO/TC 223 - Societal security*. 15 participants were sponsored at the workshop and also took part at the meeting of ISO/TC 223 which aims to develop International Standards that support and increase crisis management capabilities as well as business continuity management capabilities in the face of crises at a societal level. The workshop was organized to enable developing country members to participate fully and actively in the work of ISO/TC 223. Seven sponsorships were provided to developing countries to attend the meeting of ISO/TC 223 in Paris, France in May 2009. Another regional pre-event workshop is scheduled for the next meeting of the TC in South Africa in November 2009.

7.1.3 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.

Furthermore, at its meeting in March 2008, ISO Council approved that ISO should collaborate informally (without establishing formal agreements) in the field of technical assistance (training, awareness-raising, capacity building) with sub regional organizations involved in standardization or standard-related activities. These relations should focus on those sub regional organizations connected to regional economic agreements and having at least 50% of their members being ISO members.

In light of the Council decision and in order to strengthen collaboration between ISO and the relevant Regional Economic Communities (RECs), the ISO members in Africa have been re-distributed into two regions, namely Eastern and Southern Africa and Central and Western Africa. The re-distribution of ISO members follows closely the boundaries of their respective RECs.

A number of events were run jointly with regional/sub regional organizations, such as the ASEAN Consultative Committee on Standards and Quality (ACCSQ), the Pan American Standards Commission (COPANT), the CARICOM Regional Organization for Standards and Quality (CROSQ), and the Gulf Standardization Organization (GSO).

Joint regional events with COPOLCO

Following joint activities with COPOLCO that led to the successful design and delivery of the first train-the-trainer workshop on consumer participation in Accra (Ghana) in February 2008, regional follow-up workshops were carried out in Buenos Aires, Argentina (November 2008), St. Michael,

Barbados (December 2008) and Addis Ababa, Ethiopia (March 2009). National workshops were carried out in Nairobi, Kenya (September 2008) and Tripoli, Libyan Arab Jamahiriya (December 2008). The French-speaking version of the train-the-trainer workshop was carried out in collaboration with AFNOR and RNF in Paris, France (April 2009) in which 11 countries from the African and Arab regions participated. Similarly, national follow-up workshops will be carried out in two French-speaking countries in 2009.

It should also be noted that DEVCO/COPOLCO will support Consumers International in organizing a multi-stakeholder dialogue on ethical trade in October 2009. The specific objectives of the dialogue platform are to gather feedback on research findings from a wide ranging and diverse group of stakeholders, and to ensure that the research and consequent design of the fact-finding process adequately reflects the specific circumstances and concerns of stakeholders from the developing world.

7.1.4 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 Cameroon (September 2008), El Salvador (January 2009) and Guatemala (February 2009).

These activities were the last to be implemented in the existing format. From mid-2009 onwards, ICT projects will be delivered to ISO member bodies through the ISO Project entitled "*IT tools and related assistance for member bodies in developing countries (ICTDEV)*". The objective of this development and promotion project is to accelerate the deployment of four customized ICT packages (comprising equipment, software and assistance) and training, targeted at different groups of member bodies in developing countries.

A full-time project manager has been recruited in April 2009 to implement the project. The content of the packages as well as the target countries are being further refined through individual surveys. The packages will begin to be deployed in the second semester of 2009, and a number of member bodies should receive a package by the end of the year. All member bodies from developing countries would potentially benefit from this project if their needs for assistance are confirmed through the individual surveys.

Manual 11 "Standards work on the Net" was revised and published in early 2009 under the title "Standards work on the Web: the ISO solutions" and constitutes a key element in the ISO ICT Programme for ISO members in developing countries.

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. A course on secretariat training was carried for Standardization Administration of China (SAC) in May 2009.

Courses on ISO e-services are also organized at the regional level. Regional courses were organized in Montevideo, Uruguay (in collaboration with COPANT, November 2008), Abidjan, Côte d'Ivoire (March 2009) and Vienna, Austria (for developing countries from Central and Eastern Europe, May 2009).

The following training courses are proposed by the ISO Central Secretariat, on a regular basis and free of charge: *ISOTC Server and e-balloting*; *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.

There has been an identified need to provide dedicated training to ISO members hosting, or considering to host, secretariats of ISO/TCs and SCs, more specifically to their appointed secretaries and their support staff. Therefore, the majority of courses for 2009 have been organized as part of three dedicated *ISO Secretaries' Weeks*, each comprising three individual courses, in total spanning five days of training. Two such *Secretaries' Weeks* have been carried out in Geneva in February and June 2009 respectively.

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 GD course was held in Geneva in April 2009 in which three developing countries participated.

7.1.5 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.

Sponsorships continued to be provided to delegates from developing countries to participate in ISO technical committee meetings, such as ISO/TC 34, 37, 71, 138, 207, 223 and 228. Sponsorships are also being specifically provided to encourage developing country members to participate in the work of TC 242 – Energy Management.

DEVCO ACTION

DEVCO members are invited to note the above information

7.2 Funding of technical assistance

The volume of technical assistance provided to developing countries has nearly tripled from their 2005 level to reach 1'526'000 CHF in 2008.

In terms of participation some 3300 experts, delegates and ISO member staff participated in technical assistance and training activities during 2008 and close to 412 of them benefited from financial support under the ISO Action Plan.

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 or Government Ministries.

The increase in assistance has been made possible mainly through the generous support from donor agencies, such as Sida (Sweden), and the Finnish government. Both these partners have provided additional resources in 2009 to support the SR process until the ISO 26000 standard is published in 2010. **Annex 2** shows the three sources of funding for the implementation of the *ISO Action Plan for developing countries*.

Contributions from ISO members to the Funds-in-Trust

Since reporting to DEVCO in October 2008, contributions from ISO members to the Funds-in-Trust have been received from ICONTEC (Colombia), EOS (Egypt), SFS (Finland), NSAI (Ireland), JISC

(Japan), MBS (Malawi), SN (Norway), ISS (Serbia), SABS (South Africa), AENOR (Spain), SNV (Switzerland), UNIT (Uruguay), ANSI (USA) and YSMO (Yemen).

Additional contributions for specific projects have been received from SCC, Canada (ICT projects in Central America), and BSI, United Kingdom (consumer support).

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.

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. The Fund will be used up by the end of 2010.

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.

7.3 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*.

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.

A Memorandum of Understanding (MoU) was signed on 23 June 2009 in Vienna, Austria by the ISO Secretary-General, Rob Steele, and the UNIDO Director-General, Kandeh K. Yumkella.

This new agreement strengthens the long-standing strategic partnership between the two organizations in order to promote sustainable development and economic growth through standards development and implementation, capacity building and training, joint publications and related research

DEVCO ACTION

DEVCO members are invited to note the above information

7.4 Technical assistance dispensed by DEVCO Members

Reports by DEVCO members on technical assistance activities in developing countries during the period under review are in **Annex 3**. Reports received after the meeting will be included in the DEVCO minutes.

DEVCO ACTION

DEVCO members are invited to note the above information

7.5 DEVCO member satisfaction survey

At the end of each DEVCO meeting, a survey questionnaire is distributed to the members. The purpose of the questionnaire is to measure the satisfaction (or dissatisfaction) of members with the organization and content of the DEVCO meetings.

The questionnaires are analyzed by the DEVCO CAG and the feedback received contributes to the continuous improvement process and gives precious information for the DEVCO secretariat to perform its activities.

Last year, the response rate had increased considerably. For example, 171 out of the 285 members who attended the 42nd DEVCO meeting held in Dubai returned a completed survey questionnaire as compared with the figure of 32 questionnaires returned the previous year.

A revised questionnaire is attached in **Annex 4**.

DEVCO ACTION

DEVCO members are invited to complete the satisfaction survey questionnaire and to hand it to the DEVCO secretariat in Cape Town.

Overview of technical assistance projects and training activities carried out between September 2008 and July 2009

Activities carried out since reporting to DEVCO in October 2008 are highlighted in grey (September to December 2008)

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
Regional workshop on the role of standards in economic development and trade	Yaoundé, Cameroon	2008-09-08	2008-09-10	101	20	Benin (2), Burkina Faso (2), Burundi (2), Côte d'Ivoire (2), Gabon (2), Guinea (2), Morocco (2), Rwanda (1), Senegal (1), Seychelles (2), Tunisia (2)
Awareness raising national seminars on ISO 22000 - Food Safety Management Systems	Manila, Philippines	2008-09-15	2008-09-16	107	0	Philippines
National workshop training of trainers on ISO 22000 - Food Safety Management Systems	Manila, Philippines	2008-09-17	2008-10-19	15	0	Philippines
National workshop on consumer involvement in standardization	Nairobi, Kenya	2008-09-22	2008-09-23	46	1	ToT follow-up Trainee Trainers from Kenya (1) and Ethiopia (1)
Awareness raising national seminar on ISO 22000 - Food Safety Management Systems	Cebu, Philippines	2008-10-20	2008-10-21	34	0	Philippines

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 Systems	Davao, Philippines	2008-10-23	2008-10-24	34	0	Philippines
Awareness raising regional seminar on ISO 14001 - Environmental management systems	Astana, Kazakhstan	2008-11-11	2008-11-13	41	4	Azerbaijan, Kazakhstan, Kyrgyzstan, Tajikistan and Uzbekistan
Awareness raising regional seminar on ISO 22000 - Food safety management systems	Santo Domingo, Dominican Republic	2008-11-19	2008-11-21	43	12	Antigua & Barbuda, Barbados, Costa Rica, Cuba, Dominica, Dominican Rep., El Salvador, Honduras, Jamaica, St. Lucia, St. Vincent & Grenadines, Surinam, and Trinidad & Tobago
Regional awareness raising workshop on conformity assessment	Windhoek, Namibia	2008-11-27	2008-11-28	56	15	Botswana, Ethiopia, Ghana, Kenya, Malawi, Mauritius, Mozambique, Namibia, Nigeria, Rwanda, South Africa, Swaziland, Tanzania, Uganda, Zambia, Zimbabwe
Awareness raising national seminar on ISO 22000 - Food safety management systems	Dar-es-Salaam, Tanzania	2008-12-01	2008-12-03	30	0	Tanzania
Regional workshop on ISO 27001- Information security management systems	Tunis, Tunisia	2008-12-02	2008-12-04	61	17	Algeria (2), Burkina Faso (1), Cameroon (2), Congo DR (1), Cote d'Ivoire (2), Gabon (1), Guinea (1), Lebanon (2), Morocco (2), Mauritius (1), Rwanda (1), Senegal (1), Tunisia

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 workshop on consumer involvement in standardization	Tripoli, Libya	2008-12-03	2008-12-04	19	0	Libya
National Workshop on ISO 27001 - Information security management systems	Bogotá, Colombia	2008-12-10	2008-12-11	30	0	Colombia
Awareness raising national seminar on ISO 22000 - Food safety management systems	Yaoundé, Cameroon	2008-12-17	2008-12-19	60	0	Cameroon
2 0 0 9						
Regional awareness raising workshop on life cycle assessment and ISO 14040	Bangkok, Thailand	2009-03-10	2009-03-12	26	11	Brunei Darussalam, Cambodia, China, Fiji, Indonesia, Lao People's D. Rep, Malaysia, Mongolia, Myanmar, Papua New Guinea, Thailand and Vietnam
Sub-Regional workshop on consumer representation in international standardization	Addis Ababa, Ethiopia	2009-03-18	2009-03-19	21	9	Ethiopia, Kenya (2), Rwanda (2), Sudan (2), Tanzania (2) and Uganda (1)
Global workshop for developing countries on social responsibility & the 7th meeting of Working Group on SR	Quebec, Canada	2009-05-16	2009-05-22	62	28	Armenia, Barbados, Cameroon, Chile, Côte d'Ivoire, Croatia, Egypt, (2) India (2), Kenya (2), Lebanon, Morocco (2), Peru, Philippines, Romania, Serbia, Singapore, South Africa (2), Tanzania, Thailand, Ukraine, Uruguay, Venezuela, Vietnam

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 seminar on ISO 22000 - Food safety management systems	Luanda, Angola	2009-06-29	200-07-01	60	0	Angola
National awareness raising seminar on environmental management	Kigali, Rwanda	2009-07-06	2009-07-08	47	0	Rwanda
National seminar on ISO 14001 - Environmental management systems	Cotonou, Benin	2009-07-22	2009-07-24	52	0	Benin

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 conformity assessment	Kampala, Uganda	2008-10-20	2008-10-22	44	0	Uganda
E-Module 2 - Managing Participation in International Standards	e-learning	2008-10-27	2009-02-13	15	0	Croatia (2), Iran (2), Jamaica (2), Lebanon, Madagascar, Palestine (2) Peru, Rwanda, Thailand (2), Zambia
National workshop on social responsibility	Cairo, Egypt	2008-11-05	2008-11-06	78	14	Algeria, Bahrain, Egypt, Jordan, Kuwait, Lebanon (2), Morocco, Oman (2), Palestine (2), Qatar, Syrian Arab Rep. and Tunisia
Regional workshop on societal security for developing countries	Bali, Indonesia	2008-11-10	2008-11-14	40	15	Armenia, Bangladesh, Brunei Darussalam, Colombia, Cote d'Ivoire, Egypt, Ethiopia, Indonesia, Kazakhstan, Libya, Palestine, Peru, Serbia, Sri Lanka, Thailand, Uzbekistan
National workshop on conformity assessment	Addis Ababa, Ethiopia	2008-11-19	2008-11-21	58	0	Ethiopia
2 0 0 9						
E-Module 2 - Managing participation in international standardization	e-learning	2008-10-27	2009-02-13	15	0	Croatia (2), Iran(2), Jamaica(2), Lebanon, Madagascar, Palestine(2) Peru, Rwanda, Thailand (2), Zambia

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
Atelier régional sur le rôle des comités miroir dans l'élaboration de la norme ISO 26000 sur la responsabilité sociale	Paris, France	2009-02-11	2009-02-13	20	20	Algeria, Burkina Faso, Cameroon (3), Côte d'Ivoire (2), Lebanon (3), Madagascar, Morocco (3), Mauritius (2), Senegal, Tunisia (3).
E-Module 3 - Adopting and implementing international standards	e-learning	2009-03-02	2009-05-15	12	0	Bosnia & Herzegovina, Palestine (2), Peru, South Africa (2), Thailand (2), The FYR of Macedonia, Zambia
Regional workshop on training of trainers for consumer participation in international standardization	Paris, France	2009-04-20	2009-04-24	11	11	Benin, Burundi, Cameroon, Congo Rep., Côte d'Ivoire, Gabon, Guinea, Lebanon, Morocco, Seychelles, Tunisia
Regional awareness raising seminar and training of trainers on ISO 22000 - Food Safety Management Systems	Hanoi, Vietnam	2009-04-20	2009-04-24	89	12	Brunei Darussalam, Cambodia, China, Indonesia, Lao People's D. Rep., Malaysia, Mongolia, Myanmar, Papua New Guinea, Philippines, Singapore, Thailand and Vietnam
National workshop on conformity assessment infrastructure supporting trade	Tashkent, Uzbekistan	2009-05-26	2009-05-28	58	4	Azerbaijan (2), Kazakhstan (2) and Uzbekistan
National workshop on conformity assessment	Accra, Ghana	2009-07-07	2009-07-09	178	0	Ghana

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
Awareness raising regional seminar on ISO 22000 - Food safety management systems in collaboration with COPANT	Caracas, Venezuela	2008-10-15	2008-10-17	48	9	Argentina, Bolivia, Brazil, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Venezuela
Regional workshop on consumer participation in international standardization in collaboration with COPANT	Buenos Aires, Argentina	2008-11-05	2008-11-06	23	14	Argentina, Bolivia, Brazil, Chile, Costa Rica, Cuba, Dominican Republic, El Salvador, Ecuador, Guatemala, Honduras, Paraguay, Peru, Uruguay and Venezuela
Regional course on ISO eServices in collaboration with COPANT	Montevideo, Uruguay	2008-11-12	2008-11-14	14	10	Argentina, Bolivia, Barbados, Brazil, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Venezuela
ISO course on marketing and promotion of international standards in collaboration with GSO	Doha, Qatar	2008-11-23	2008-11-25	23	10	Algeria, Egypt, Iraq, Jordan, Lebanon, Libya, Morocco, Palestine, Qatar, Syria, Tunisia, Yemen
Regional workshop on consumer involvement in standardization in collaboration with CROSQ	St. Michael, Barbados	2008-12-08	2008-12-09	26	13	Antigua & Barbuda (2), Barbados, Dominica (2), Jamaica (2), Saint Lucia (2), St Vincent & The Grenadines. (2), Suriname and Trinidad & Tobago (2)

2009

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
Regional seminar on greenhouse gas quantification, reporting and verification based on ISO 14064 and ISO 14065 in cooperation with UNIDO	San José, Costa Rica	2009-04-01	2009-04-03	65	17	Antigua & Barbuda, Argentina, Bolivia, Brazil, Colombia, Costa Rica, Cuba, Ecuador, El Salvador, Guatemala, Guyana, Honduras, Jamaica, Peru, Saint Lucia, Trinidad & Tobago, Uruguay, Venezuela
Regional workshop on conformity assessment in cooperation with GSO	Manama, Bahrain	2009-07-21	2009-07-23	31	9	Bahrain ISO Sponsored participants (9): Egypt, Jordan, Lebanon, Libya, Morocco, Palestine, Syria, Tunisia, Yemen GSO sponsored participants (10): Kuwait, Oman, Qatar, Saudi Arabia (4), United Arab Emirates, GSO staff (2)

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	Yaoundé, Cameroon	2008-09-22	2008-09-24	5	0	Cameroon
ISO course on enhanced participation in international standardization	Geneva, Switzerland	2008-10-06	2008-10-08	12	0	Indonesia, Ireland, ISOCS, Netherlands (7), Slovenia, Zambia
Regional course on Introduction to ISO eServices	Gaborone, Botswana	2008-10-20	2008-10-24	14	12	Botswana, Cameroon, Ethiopia, Ghana, Kenya, Malawi, Mauritius, Mozambique, Namibia, Nigeria, Tanzania, Uganda and Zambia.
Drafting standards and using the ISO STD template	Geneva, Switzerland	2008-10-20	2008-10-23	8	0	Kenya (2), Malaysia (2) and Republic of Korea (1)
2 0 0 9						
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 Central America	Salvador	2009-01-26	2009-01-30	7	0	Salvador
ICT support Central America	Guatemala	2009-02-02	2009-02-05	5	0	Guatemala

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
Regional course on introduction to ISO e-services	Abidjan, Côte d'Ivoire	2009-03-23	2009-03-28	14	10	Benin, Côte d'Ivoire (4), Congo Rep. Dem., Congo Rep., Gabon, Guinea, Madagascar, Mauritania, Rwanda, Senegal, Seychelles
ISO Global Directory	Geneva, Switzerland	2009-04-20	2009-04-21	6	0	Cyprus, Egypt, Estonia, Korea Rep. of, Saudi Arabia, Sudan
Course on introduction to ISO e-services	Geneva, Switzerland	2009-04-22	2009-04-23	11	0	Bulgaria (2), Cyprus, Estonia, Kazakhstan, Korea Rep. of, Saudi Arabia, Sudan, Sweden (2), Uzbekistan
Regional course on introduction to ISO e-services	Vienna, Austria	2009-05-26	2009-05-29	12	10	Albania, Armenia, Austria (2), Bosnia & Herzegovina, Croatia, Latvia, Lithuania, Moldova, Montenegro, Romania and Serbia
ISO project management course	Geneva, Switzerland	2009-06-15	2009-06-15	7	0	Australia, Germany, Japan, Portugal, Rep. of Korea (2), USA
ISOTC Server and e-ballooting	Geneva, Switzerland	2009-06-16	2009-06-17	6	0	Australia, Germany, Japan, Portugal, Rep. of Korea (2)
Drafting standards in accordance with the ISO/IEC Directives, Part 2, using the ISO STD template	Geneva, Switzerland	2009-06-18	2009-06-19	6	0	Australia, Japan, Netherlands, Portugal, Rep. of Korea (2)
Regional course on Adopting and Referencing International Standards	Bucharest, Romania	2009-06-30	2009-07-02	32	15	Albania, Armenia, Azerbaijan, Belarus, Bosnia & Herzegovina, Croatia, Georgia, Latvia, Lithuania, Moldova, Romania, Serbia, TFYR of Macedonia, Ukraine and Uzbekistan (2)
Regional Workshop on social responsibility	Dar-es-Salaam, Tanzania	2009-07-15	2009-07-17	43	19	Botswana (2), Dem. Rep. of Congo, Ethiopia (2), Ghana, Kenya (2), Malawi, Mozambique, Nigeria (2), Rwanda, South Africa, Sudan (2), Swaziland, Tanzania, Uganda and Zimbabwe

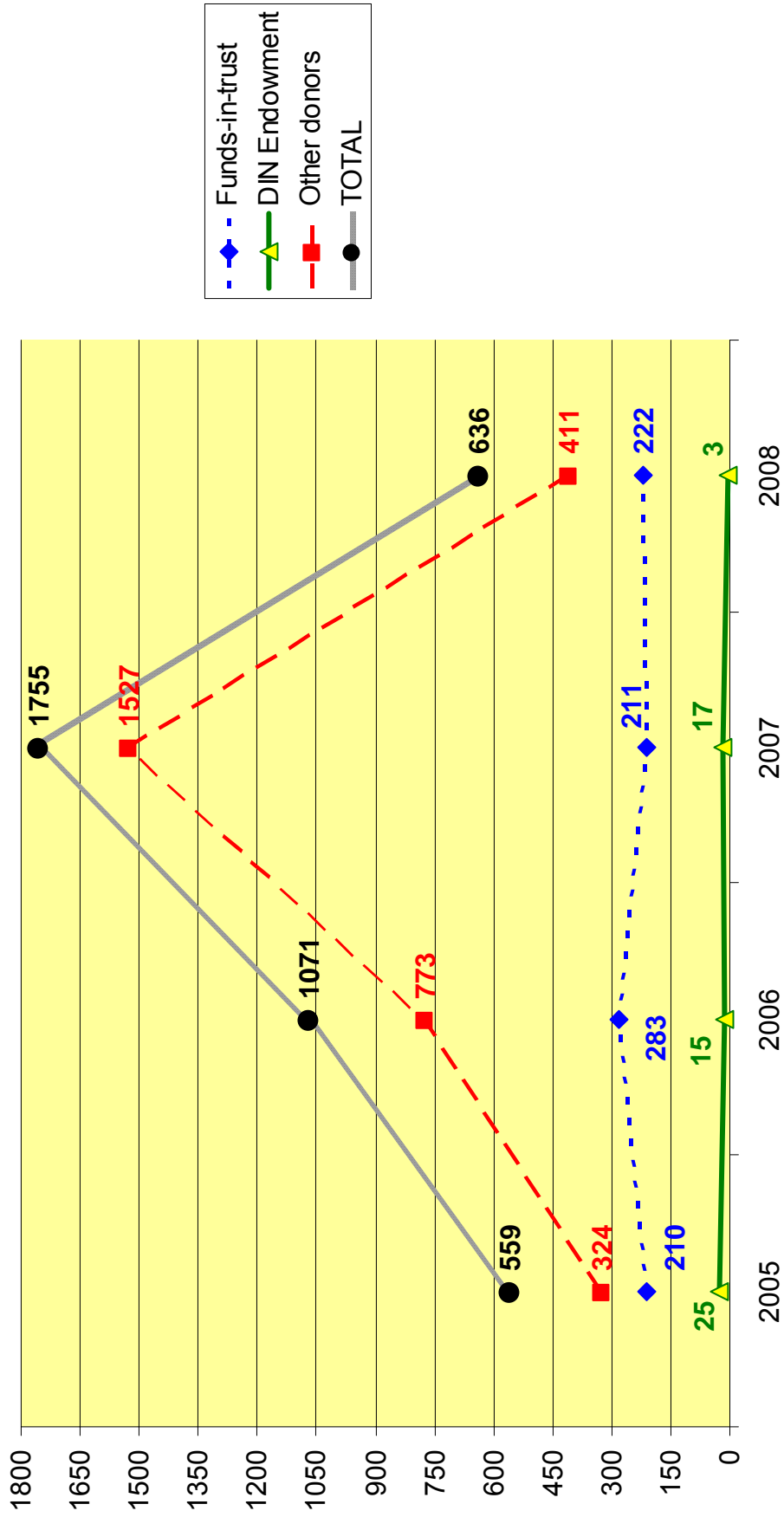
Objective 5: Increase participation in governance and technical work of ISO to voice priorities, contribute and influence the technical content of ISO deliverables						
Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
Meeting of ISO/PC 242 on Energy management	Washington, USA	2008-09-08	2008-09-10	2	2	Tunisia, Barbados
Meeting of ISO/TC 34 on Food products	Paris, France	2008-10-15	2008-10-18	7	7	Bolivia, Iran, Ghana, Pakistan, India, Morocco, Uruguay
Meeting of ISO/TC 138 on Plastics pipes, fittings and valves for the transport of fluids	Roma, Italy	2008-10-27	2008-10-30	1	1	Colombia
Meeting of the Integrated Drafting Task Force (IDTF) of ISO/TMB WG on social responsibility	Potsdam, Germany	2008-10-29	2008-10-31	25	2	Chile and Morocco
Meeting of ISO/TC 223 on societal security	Bali, Indonesia	2008-11-10	2008-11-14			See under Objective 2 Regional workshop on societal security for developing countries
Meeting of ISO/PC 242 on Energy management	Washington, USA	2008-09-08	2008-09-10	2	2	Barbados, Tunisia

2009

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
Meeting of ISO/TC 71 <i>Concrete, reinforced concrete and pre-stressed concrete</i>	Cairo, Egypt	2009-02-09	2009-02-12	3	3	Malaysia, Pakistan and Ukraine
Meeting of ISO/TC 242 <i>"Project Committee; Energy Management"</i>	Rio de Janeiro, Brazil	2009-03-09	2009-03-12	4	4	Chile, Kazakhstan, Saint Lucia and Singapore
Meeting of ISO/TC 228 <i>Tourism and related services</i>	Cappadocia, Turkey	2009-04-20	2009-04-21	1	1	Serbia
Meeting of ISO/TC 223 on <i>societal security</i>	Paris, France	2009-05-25	2009-05-29	7	7	Colombia, Côte d'Ivoire, Indonesia, Morocco, Serbia, South Africa and Sri Lanka
Meeting of ISO/TC 207 on <i>Environmental Management</i>	Cairo, Egypt	2009-06-21	2009-06-27	3	3	Colombia, Kenya and Tanzania

Funds received for Technical Assistance in kCHF





ITEM 7.4 TECHNICAL ASSISTANCE TO DEVELOPING COUNTRIES PRESENTED BY AFNOR (FRANCE)

1 Capability Statement

Helping transition or developing and emerging countries to facilitate access of their industries to the European and international markets, and building effective national quality infrastructure : this is the mission of *AFNOR International Cooperation and projects*.

To achieve this aim, *AFNOR International Cooperation and projects* has for many years worked with the national governments and agencies, European Development Agency EuropeAid, the World Bank, along with the private sector.

The services proposed by AFNOR Group benefit to:

- **Institutions** : in this case, the missions that are carried out target encouraging the construction and development of national policies and infrastructures in terms of standardisation, certification, quality, testing and metrology (EU Twinning projects within ENPI and IPA programmes), or to:
- **Business firms** in a direct manner, and thus are in the form of consulting, training, auditing and level upgrading actions for **a customer or a specific production sector**.

AFNOR, through its *International Cooperation and projects Department*, offers services ranging from the design and the conception up to the monitoring and evaluation of cooperation programmes in the following main fields:

Administration Support

- Institutional Capacity Building, development of Quality Policies and Infrastructures at State and Regional Level, State Policy to join WTO

Industrial sectors and Consumers goods : Enforcement of the EU Policy – Adhesion to WTO

- Standardization, Product and Service Certification, Testing, Accreditation and Quality

Metrology

- Fundamental and applied metrology, Industrial metrology and Legal metrology

Training - Training Center

- Development of Training Centers

Agro-food sector - Food Safety (ISO 22000, HACCP,...) :

Enforcement of the EU Policy – Adhesion to WTO

- Establishing and controlling quality and food safety, assessment and monitoring of quality and food safety, promoting quality and awareness campaigns and preparation to WTO adhesion

Market Surveillance

- International and regional harmonisation of consumer laws (General Product Safety, product liability, ...), Consumer protection policy, etc.

2 Selection of our most recent References – Projects 2008 and on-going

UKRAINE : EU Twinning project - *Strengthening of Standardisation, Market Surveillance, Metrology and Legal Metrology, Conformity Assessment and Consumer Policy in Ukraine (2007-2009)*

The purpose of the project is the creation of a functional quality infrastructure which fulfils the requirements of the ACAA agreement and the rules of the World Trade Organisation related to free movement of goods. It will enhance the ability to export and import goods between Ukraine and the EU by reducing the need for re-testing, re-inspection or re-certification by enhancing the acceptance of Ukrainian and EU conformity assessment results issued in Ukraine or EU.

SERBIA : Technical Assistance to Quality Infrastructure Institutions in Serbia (2008-2010)

Objective : Assistance to Serbia in meeting the requirements of the Stabilization and Association (SAA) process in the area of free movement of goods (harmonisation of technical regulations – standards and European directives)..

TUNISIA : EU Twinning project - *Assistance to the Tunisian administration (Ministry of Industry, Energy and SMEs) for preparation of the Agreement on Conformity Assessment and Acceptance of Industrial Products (ACAA) (2007 - 2009)*

This Twinning project aims at reinforcing the institutional capacities of the Tunisian administrations in the preparation and implementation of agreements with the EU in the field of conformity assessment of industrial products (ACAA) through:

ALGERIA : Bilateral programme - *Strengthening the National Center for Accreditation (ALGERAC) and the National Standardisation Institute (IANOR) (2008)*

Technical assistance provided for the benefit of the National Center for Accreditation (ALGERAC) and the National Standardisation Institute (IANOR).

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.

POLAND : EU Twinning Light Project - Strengthening of the EU *acquis communautaire* implementation in the field of Standardisation, Certification, Accreditation and Conformity Assessment (2007-2008)

Objectives : In the framework of the transition facility funds, assistance to the effective implementation of the *acquis communautaire* in the fields of MSTQA and selected new Approach Directives.

3 Contacts

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August 6th, 2009



**ITEM 7.4 TECHNICAL ASSISTANCE TO DEVELOPING COUNTRIES PRESENTED BY ASI (AUSTRIA)
July 2008 - July 2009**

Title	Country	Total duration	Financed by	Overall project budget	Content's description
Twinning project – "Support to SMEs for the implementation of the New and Global Approach directives"	Poland	2006-2008	European Commission - Transitional Facility	1.500.000 EUR	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
IPA 2008 "Regional Quality Infrastructure in the Western Balkans and Turkey"	Albania, Bosnia and Herzegovina, Croatia, FYRO Macedonia, Serbia, Montenegro, Kosovo, Turkey	2009-2011	European Commission - IPA	3.000.000 EUR	The aim of this programme is to facilitate intra-regional trade and the free movement of goods with a view to improving the competitiveness of the economy in the region and preparing the beneficiaries for future accession negotiations with the EU. ON's expert performed assessment of Market Surveillance system on Western Balkan and in Turkey
Euromed Quality Project	Algeria, Morocco, Tunisia, Egypt, Israel, Palestine, Jordan, Lebanon, Syria, Turkey,	2004-2006, extension 2007 and extension 2008	European Commission - MEDA	7.200.000 EUR	Raising awareness and training for the MEDA countries in the areas of: standardization, metrology, tests, certification and the accreditation. ON's input: 1) Workshops for 2 representatives of each MEDA-country on: <ul style="list-style-type: none"> ▪ Market Surveillance ▪ Market Surveillance – 3 follow up workshops ▪ Hands-on-training on Market surveillance in Austria and

Title	Country	Total duration	Financed by	Overall project budget	Content's description
	Cyprus, Malta				<p>Germany</p> <ul style="list-style-type: none"> ▪ 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 <p>2) Country reports for all MEDA-countries in the area of technical regulations and market surveillance</p>
"Support to the Integrated Regional Development Plan – Component for Business Standardization and Certification Scheme"	Vojvodina, Serbia	2007-2009	Austrian Development Agency (ADA)	5.000.000,- EUR	<p>Consulting to set up a database of international valid standards and training of staff for researching national standards in export target countries.</p> <p>Consulting to establish a distribution of standards to clients (in accordance with the Serbian National Institute of Standardisation ISS)</p> <p>Training for staff, promotion of EU Standards, training and coaching for local companies, training on Quality Management</p>
Twinning Project – "Support to Azerbaijan in the field of technical regulations, standards, and conformity assessment"	Azerbaijan	2008-2010	European Commission - ENP	1.400.000 EUR	<p>Austrian Standards Institute together with its German partners works on one of the first Twinning projects in Azerbaijan for creation of horizontal framework legislation for quality infrastructure in Azerbaijan, which is in line with the European practice and fulfils the requirements of the WTO.</p>

Title	Country	Total duration	Financed by	Overall project budget	Content's description
Support to implementation of Art 51 (Quality Management System) of the partnership and co-operation agreement (PCA)	Georgia	2008-2010	European Commission - ENP	1.700.000 EUR	The project aims to support the Government of Georgia and the Georgian quality infrastructure in developing a market economy and to facilitate approximation and integration into European Union in the framework of the Partnership and Co-operation Agreement PCA and European Neighboring Policy (ENP). The ON assists the Georgian Standards body GEOSTM in drafting of the standardization manual, preparation and conducting standardization awareness raising campaigns and developing the IT support services and standards database.
Support to regional economic cooperation in Central Asia	Kazakhstan, Tajikistan, Uzbekistan, Kirgizstan	2008-2009	GTZ		ON supported the Central Asian countries through: - Study visit on national and European voluntary standardization, standardization structures, standards versus technical regulations and respectively co-operation between standards bodies and authorities. - Workshop on strategy for the development of the Kazakhstan Institute of Standardization and Certification (structure, legal framework, organisational management, processes of standardization and certification).



ITEM 7.4 TECHNICAL ASSISTANCE TO DEVELOPING COUNTRIES PRESENTED BY DIN (GERMANY)

Technical Assistance of DIN to Developing Countries and Countries in Transition

Report to the 43rd DEVCO Meeting covering the period from July 2008 to July 2009

A well developed and successfully operating quality infrastructure (QI) is essential not only for developed, but also for developing economies and those in transition.

DIN as a standards body is offering its experiences and knowledge to institutions and stakeholders of QI systems yet under development.

During the reporting period, DIN has been engaged in a number of activities related to technical assistance to developing countries and countries in transition; activities can be structured into actions related to capacity building and to institution building and others, the target groups usually being stakeholders within such institutions as well as any stakeholder relevant for standardization. The instruments and tools for implementation vary and are determined by the financial donor or the service contractor. The projects DIN is participating in are usually either financed by the European Commission or the German government.

Following is an overview of DIN activities for the reporting period.

EU Twinning Projects

This instrument is used by the EU Commission to provide the framework for administrations and semi-public organizations in the beneficiary countries to work with counterparts in Member States of the EU, e. g. in the case of standardization with DIN. It is discussed to make these twinings available for other regions in the world, with the German ministries having expressed their interest to include Asian countries. For the future this might offer possibilities for ISO members from the regions to have access to this tool.

DIN is currently participating in three EU twinning projects:

Azerbaijan Strengthening of Standardization, Metrology, Conformity Assessment and Accreditation in SCSMP – Standards Committee of Azerbaijan

Duration: 2008/10 – 2010/09

Partners: BAM (Federal Institute for Materials Research and Testing), ON, PTB (German national metrology institute)

Beneficiary: State Committee on Standardization, Metrology and Patent of Azerbaijan Republic SCSMP

Morocco Appui à la Direction de la Normalisation et de la Promotion de la Qualité dans l'harmonisation et la mise en œuvre de la législation technique

Duration: 2008/11 – 2010/10

Partners: NEN, NMI (Metrology Institute of the Netherlands), VWA (Food and Consumer Product Safety Authority Netherlands), PTB

Beneficiary: Ministère des Affaires Etrangères et de la Coopération

Ukraine Strengthening of Standardisation, Market Surveillance, Metrology and Legal Metrology, Conformity Assessment and Consumer Policy in Ukraine

Duration: 11/2007 10/2009

Partners: AFNOR, PTB

Beneficiaries: Ukraine – State Committee of Ukraine on Technical Regulation and Consumer Policy (DSSU)

External Cooperation Programs of the European Commission (EuropeAid)

The European Union is the world's biggest aid donor. EuropeAid delivers EU external aid programs worldwide to implement the Commission's external aid instruments funded by the Union's budget and the European Development Fund.

In the context of this program, DIN is participating in the following projects.

Albania Accreditation, Standards and Certification in Albania

Duration: 2008/05 – 2010/04
Partners: IBF Consulting, ESYD (Hellenic Accreditation System), SIQ
Beneficiary: DA Drejtoria e Përgjithshme e Akreditimit; DPS Drejtoria e Përgjithshme e Standardizimit

GUS Harmonization of Gas and Oil Technical Standards & Practices in Eastern Europe and the Caucasus – Ukraine, Belarus, Moldova, Azerbaijan, Georgia, Armenia

Duration: 2008/07 – 2011/06
Partners: Fichtner Consulting, SWEDAC (Swedish Board for Accreditation and Conformity Assessment), BSI
Beneficiary: national institutions in the gas and oil sector in GUS countries

Russia Approximation of EU and Russian Federation technical regulation, standardisation and certification systems

Duration: 2009/08 – 2012/01
Partners: AFNOR, BSI, SWEDAC
Beneficiary: Ministry of Industry and Trade of the Russian Federation

St. Lucia Development and implementation of standards and certification system for selected agricultural products and training in Saint Lucia

Duration: 05/2009 – 12/2009
Partners: ICON Consulting, JVL Consulting
Beneficiary: Ministry of Economic Affairs, Economic Planning, Investment and National Development, Castries, Saint Lucia

SADC Support to SADC Member States in Standardisation, Quality Assurance, Accreditation and Metrology (SQAM)

Duration: 2007/11 – 2010/10
Partners: Pohl Consult, BAM, DANAK (Danish National Body for accreditation), NMI
Beneficiary: Southern African Development Community Secretariat Gaborone, Botswana

Training Course in Quality Infrastructure

A training program on Quality Infrastructure for Sustainable Development is currently being developed by DIN and PTB targeting professionals in ministries in ACP countries who are likely to be involved in negotiation of European Partnership Agreements. The training will be implemented as combination of e-learning and in-class sessions and is conceived to be reused for further training.

DIN ISO Endowment

The DIN ISO Endowment is providing funds to capacitate developing countries to better participate in and contribute to standardization.

An *ICT Program* supported by the Endowment was held in Yaoundé, Cameroon, from 22 to 24 September 2008; in Dar-es-Salaam, Tanzania, a program is scheduled for 8 to 11 September 2009, in Moka, Mauritius, for 14 to 17 September 2009.

The 2008 *Helmut Reihlen Award* was bestowed on a staff member from the Trinidad and Tobago Bureau of Standards. The second prize went ex aequo to a staff member from KEBS, Kenya and GBS, Ghana.

DIN Cooperation with China

The cooperation between SAC and DIN has been ongoing for more than 30 years with great success. Every year a number of Chinese delegations visit DIN. In 2009, a Standards Information Portal, <http://english.standards-portal.de/>, administered by SAC and DIN, was set up to provide information on German and Chinese standards facilitating the economic exchange between the two countries.

General

Everyday activities of DIN related to developing countries and those in transition include information visits and preparation and signing of Cooperation Agreements.

In the reporting period visitors came from China, Dominican Republic, Egypt, Ethiopia, Indonesia, Morocco, Mozambique, Ruanda, Saudi Arabia, Tajikistan, Uzbekistan, and Vietnam.

Memoranda of Understanding were signed with the Standardization Organisation for the Cooperation Council for the Arab States of the Gulf, Egypt, and Indonesia.

2009-07-30

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**ITEM 7.4 TECHNICAL ASSISTANCE TO DEVELOPING COUNTRIES
PRESENTED BY ICONTEC (COLOMBIA)**

**DEVCO 43rd Meeting
Cape Town, South Africa, 14, 15 September 2009,
Technical Assistance to Developing Countries**

Report 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 2009 meeting of DEVCO to be held in Cape Town:

1- Training Seminars.

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

**International training
programs by ICONTEC**

PROGRAM	COUNTRY	NUMBER OF COURSES	NUMBER HOURS
QUALITY MANAGEMENT	CHILE	2	16
	ECUADOR	10	130
	EL SALVADOR	4	40
	GUATEMALA	5	48
	HONDURAS	10	144
	PERU	10	128
ENVIRONMENTAL MANAGEMENT	ECUADOR	1	8
OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEMS	ECUADOR	1	8
FOOD SAFETY MANAGEMENT SYSTEMS	GUATEMALA	2	28
INTEGRATED MANAGEMENT SYSTEMS	CHILE	1	8
	ECUADOR	1	16
	EL SALVADOR	3	48
	GUATEMALA	2	32
	HONDURAS	1	16
RISK MANAGEMENT AND MANAGEMENT SYSTEMS	COSTA RICA	1	16
TOTAL		54	686

2 - Standardization

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

Conformity assessment, quality management, physical environment accessibility, electrotechnology, energetic efficiency and PAN - COPOLCO Committee.

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.

The agreement between BID/FOMIN and ICONTEC, called "Program of Access to Markets and Andean Regional Integration through Technical Standardization" continues. In this program standards bodies from Bolivia, Peru and CAN Secretariat participate. This Agreement covers information supply, standard preparation, training and implementation of a national and subregional standardization information system.

The agreement signed with Unión Aduanera Centroamericana and ICONTEC continues. With this agreement ICONTEC will provide direction for strengthening the quality systems to the member countries of the Union. The ICONTEC participates in the component of Technical Standardization of the project which is sponsored by the European Union.

ICONTEC participated in a program addressed to provide support to the Instituto Nacional de Tecnología, Normalización y Metrología, INTN, from Paraguay, for the preparation and review of the procedures which support the national and international standardization processes.

4 - 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 and Ecuador.

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

Fabio Tobón
Executive Director
ICONTEC



ITEM 7.4 TECHNICAL ASSISTANCE TO DEVELOPING COUNTRIES PRESENTED BY JISC (JAPAN)

FY2008 Participants to Japan's Technical Cooperation Program

1. Government based initiative

1) JICA (Japan International Cooperate Agency) Training Course held in Japan, ODA

Course	Schedule	Participants
ASEAN International Standardization	19 Oct.-8 Nov. 2008	11
ASEAN Product Certification (IECEE/CB Scheme)	16 Nov.-6 Dec. 2008	6
Asia-Pacific Legal Metrology System	3 Jun.- 21 Aug. 2008	4

2) JICA Technical assistance project, ODA

Country	Projects	Assistants
Thailand	Capacity building of engineers in the area of Metrology Standard	Packaged Project(consists of dispatching experts, holding Training Course held in Japan etc.) for technical guidance and transfer of technological knowledge
Thailand	Capacity building for testing to EEI(Electric and Electronics Institute) officials	
Philippines	Technical assistance to establish the product certification system for Electrical and Electronic products	
Vietnam	Capacity building to strengthen implementation of the standards and conformity assessment system in the area of Electrical and Electronic products	

3) Collaborative development of international standards (Non-ODA) : 9 projects

2. Private sector based initiative

1) AOTS (The Association for Overseas Technical Scholarship) Training Course (ODA)

Course	Schedules	Participants
International Standardization : introductory (held in Japan)	29 Sep.-10 Oct. 2008	17
International Standardization : advanced(held in Japan)	8 Dec. - 19 Dec. 2008	15
TQM (in Japan)	3 Oct.- 22 Oct. 2008	15
TQM (in Bangkok)	19 Jan.- 23 Jan. 2009	19
Management System Certification	16 Mar. -20 Mar. 2009	11
Metrology Standard	17 Nov.-5 Dec. 2008	24

- 2) Improvement of Asia-Pacific regional international standardization systems (Non-ODA) : 8 projects
3. Contribution through International organization.
 - 1) AIST (National Institute of Advanced Industrial Science and Technology) Seminar on APEC/TILF Fund (Metrology standards)
 - 2) JISC/IEC/APSG Seminar in Jakarta (Raising awareness, dissemination of standards etc)



ITEM 7.4 TECHNICAL ASSISTANCE TO DEVELOPING COUNTRIES PRESENTED BY KATS (REP. OF KOREA)

Title	Venue	Date	Total participants	Beneficiary Countries
<p>The Training Program on the Development of Standardization and Conformity Assessment System for Developing Countries</p>	<p>Seoul, Republic of Korea</p>	<p>June 4 - 19, 2009 (16 days)</p>	<p>13</p>	<p>7 (the Philippines, Lao People's Democratic Republic, Myanmar, Kazakhstan, Turkmenistan, Nigeria, Cameroon)</p>
	<p>Under the auspices of the Korea International Cooperation Agency (KOICA), KATS organized and provided a training program in the fields of standardization and conformity assessment which consists of lectures, discussion on country report presentations by the participants, technical tour, cultural visits, and so on.</p>			
<p>The Training Program on Operation of the TBT Enquiry Point</p>	<p>Seoul Republic of Korea</p>	<p>June 8-12, 2009 (5 days)</p>	<p>5</p>	<p>1 (Vietnam)</p>
<p>Upon request from Vietnam, KATS provided administrative support and costs of the training facilities</p>				

Title	Venue	Date	Total participants	Beneficiary Countries
The Seminar on standardization and legal metrology	Seoul Republic of Korea	May 13 2009 (1 days)	4	2(Uzbekistan, Kyrgyzstan)
	Upon request from Uzbekistan, KATS organized and provided lecture on standardization and conformity assessment and legal metrology			
The Seminar on standardization and conformity assessment	Seoul Republic of Korea	February 18 2009 (1 days)	10	1(Kazakhstan)
	Upon request from Kazakhstan, KATS organized and provided lecture on standardization and conformity assessment and conformity assessment			



**ITEM 7.4 TECHNICAL ASSISTANCE TO DEVELOPING COUNTRIES PRESENTED BY SCC (CANADA)
July 2008 - July 2009**

SCC TECHNICAL ASSISTANCE FY JULY 2008-JULY 2009

COUNTRY	ORGANIZATION	PROJECT DESCRIPTION / AREA OF ASSISTANCE	PROJECT FUNDING	STATUS
Botswana	Bureau of Standards Botswana	Provided support to one expert from Zimbabwe to participate in the ISO TC 207 Plenary meetings in Cairo Egypt in June 09.	\$4,000.00	Completed
Cameroon, Madagascar, Ivory Coast, Senegal	Various	Supported developing country participation in the Organisation Internationale de la Francophonie's RNF initiative in February and March 2009.	\$10,000.00	Completed
Chile	INN	Provided support for one IAAC member from Chile to attend the IAF/ILAC Annual meetings in Sweden in October 2008.	\$7,600.00	Completed

COUNTRY	ORGANIZATION	PROJECT DESCRIPTION / AREA OF ASSISTANCE	PROJECT FUNDING	STATUS
Colombia	ICONTEC	Provided support to one expert from Colombia to participate in the ISO TC 207 CAG in January 2009 in Malaysia.	\$4,000.00	Completed
Colombia	ICONTEC	Provided support to one expert from Colombia to participate in the ISO TC 207 CAG meetings in Cairo, Egypt in June 2009.	\$5,000.00	Completed
Costa Rica	CEGESTI	Provided support for one expert from Costa Rica to participate in the ISO SR WG meeting in Chile in September 2008.	\$3,000.00	Completed
Costa Rica	CEGESTI	Provided support to one expert from Costa Rica to participate in the ISO SR WG meeting in Quebec City in May 2009.	\$4,000.00	Completed
Cuba	NCNorma	Provided support for one expert from Cuba to attend the ISO GA and DEVCO meetings in Dubai in October 2008.	\$4,500.00	Completed

COUNTRY	ORGANIZATION	PROJECT DESCRIPTION / AREA OF ASSISTANCE	PROJECT FUNDING	STATUS
Egypt	Egyptian Organization for Standardization	Provided support to one expert from Egypt to participate in ISO TC 176 meetings in Japan in February 2009.	\$4,000.00	Completed
Indonesia	Ministry of the environment	Provided support for one expert from Indonesia to participate in ISO JTCG meeting in Costa Rica in March 2009.	\$5,000.00	Completed
ISO	Funds-in-Trust	SCC contributed to the annual CAC/DEVCO contribution to the ISO/DEVCO Funds in Trust in October 2008.	\$10,000.00	Completed
ISO	Funds-in-Trust	SCC contributed to the annual CAC/DEVCO contribution to the ISO/DEVCO Funds in Trust in May 2009. Ear marked for one ICT project in the America's.	\$23,000.00	Completed
Peru	INDECOPI	Provided support to one expert from Peru to attend the IEC AGM in November 2008 in Brazil.	\$3,000.00	Completed
Trinidad and Tobago	TTBS	Provided support to one expert from Trinidad and Tobago to attend ISO COPOLCO to be held in India in June 2009.	\$5,000.00	Completed

COUNTRY	ORGANIZATION	PROJECT DESCRIPTION / AREA OF ASSISTANCE	PROJECT FUNDING	STATUS
SCC COLLABORATIVE PROJECTS				
Ghana	Ghana Standards Board	Export Alert! Hosting, Partnership, training. Implementation of hosting agreement: development of recipient country system and delivery of training to implement/operate the system in November 2008.	N/A	Completed
Jamaica	Jamaica National Agency for Accreditation	Internship on SCC's Laboratory Accreditation Program. In advance of Canada's upcoming FTA negotiations with the Caribbean Community (CARICOM), the SCC is continuing to strengthen its relationship with the Jamaican standardization community and in September 2008 hosted an intern from the Jamaican National Agency for Accreditation (JANAAC) for training on laboratory accreditation.	N/A	Completed
Jamaica	Bureau of Standards Jamaica	Advice to representatives on establishment of national certification body. From May through July 2008, SCC management provided advice to representatives from the Bureau of Standards Jamaica on the establishment of a national certification body.	N/A	Completed
Jamaica	JANAAC	Trainer for Training course for assessors of testing laboratories seeking to be accredited to ISO/IEC 17025. SCC staff sent to train in Jamaica in January 2009.	N/A	Completed

COUNTRY	ORGANIZATION	PROJECT DESCRIPTION / AREA OF ASSISTANCE	PROJECT FUNDING	STATUS
Malaysia	Standards Malaysia (DSM)	Training on the Canadian Accreditation System . Gap Analysis of SIRIM included. SCC Staff sent to train in Malaysia in November / December 2008.	N/A	Completed
Mexico	IAAC	PTB sponsored workshop on 17011 for potential IAAC peer evaluators. SCC provided trainer for PTB sponsored workshop on 17011 for potential IAAC peer evaluators in Mexico in November 2008.	N/A	Completed



ITEM 7.4 TECHNICAL ASSISTANCE TO DEVELOPING COUNTRIES PRESENTED BY UNIT (URUGUAY)

REPORT TO DEVCO

TECHNICAL ASSISTANCE TO DEVELOPING COUNTRIES

JULY 2008 - JULY 2009

During this period (July 2008-July 2009), UNIT has developed technical assistance activities for developing countries in different fields like: Training; Standardization and Publications.

1- Training

UNIT started in Uruguay the systematic training on Quality in 1971. In 1995 UNIT offered the first Diploma of Specialist on Quality Management UNIT-ISO 9000. Since then, other 14 Diplomas have been incorporated to the UNIT Training Programme, all of them based on management System Standards.

More than 2.500 courses with more than 52.000 participants were dictated by UNIT either in Uruguay or abroad since 1971. Taking into account courses on Accessibility, UNIT has given courses in every Latin American countries.

The UNIT Training Programme 2009 consists of

* 15 Diplomas:

- Superior Specialist on Management Systems (23 courses)
- Specialist on Quality Management UNIT-ISO 9000 (9 courses)
- Specialist on Environmental Management UNIT-ISO 14000 (9 courses)
- Specialist on OHS Management UNIT (OHSAS) 18000 (7 courses)
- Specialist on Human Resources for Management Systems (8 courses)
- Specialist on Enterprise & International Logistics (9 courses)
- Specialist on Information Security Management (8 courses)
- Specialist on QMS in Training Centres (8 courses)
- Specialist on QMS in Health Services (8 courses)
- Specialist on Forestry Sustainable Management (8 courses)
- Specialist on Food Safety Management Systems (8 courses)
- Technician on Quality Management UNIT-ISO 9000 (5 courses)
- Technician on QMS in Health Services (5 courses)
- Technician on Enterprise Logistics (6 courses)
- Technician on International Logistics (6 courses)
- Supervisor on Quality Management UNIT-ISO 9000 (5 courses)

* 43 Complementary Courses

* Courses "in company"

* Auditor Training Courses

Courses offered per year: > 120 (differents)
Total courses carried out per year: > 250
Total participants per year: > 5.000
Total participants since 1971: > 52.000

All the information about the UNIT Training Programme can be checked at the following www.unit.org.uy

Training Activities carried out in developing countries:

Centre America

Contract with: INTECO/MIF/IADB Project
Started on July 2008
Courses on Standardization for NSB of the region

Costa Rica

Contract with: INTECO
Course: Audit of Information Security Management Systems – 21-25 July 2008

Cuba

Agreement with NC in the frame of COPANT
Started: November 2008
Diploma: Specialist on Quality Management UNIT-ISO 9000 (9 courses)

Paraguay

Contract with: European Union / Industry Chamber / INTN
Started: February 2008
Diploma: Technician on Standardization and QMS (6 courses)

Contract with: INTN/MIF/IADB Project
Started: July 2009
Diploma: 3 courses on: Quality Management in Food Enterprises; HACCP and ISO 22000
Food Safety

Furthermore, UNIT has given courses to transnational private companies in Argentina, Bolivia, Chile and El Salvador.

2- Hosting of ISO events in the Region

ISO Regional Course "Introduction to e-Services"

Jan-Henrik Tiedemann was the expert in charge of this course, which took place in UNIT headquarters from 11th to 14th November 2008, with representatives from Argentina, Barbados, Bolivia, Brazil, Chile, Colombia, Ecuador, Peru, Uruguay and Venezuela.

ISO Regional Course "Adopting and Referencing of International Standards"

In this period, UNIT and ISO agreed to carry out this course in Montevideo on November 25th to 27th, 2009.

3- Participation in ISO Training activities

UNIT technicians that have been trained at ISO Central Secretariat in Geneva on the Use of IT tools in Standardization in 2006, have participated in ISO training activities to the NSBs of developing countries as follows:

- CONACYT – El Salvador – Jan. 27-30, 2009
- COGUANOR – Guatemala – Feb. 2-5, 2009

These technicians had participated in similar activities in

- CNN – Cuba – Sept. 28 – Oct. 2, 2006
- INDECOPI – Perú – Oct. 4-6, 2006
- INNOQ –Mozambique – June 27-28, 2007

4- Standardization

After having carried out a successful IADB/MIF Project at a national level (2001-2004) UNIT developed a new Regional Project which has Standardization as main activity. This Project, was approved by IADB and started in Mercosur in 2004, being the first time that IADB financed a Project for Standardization activities.

UNIT suggested the IADB, since the beginning, to spread this Project, to other regions among the continent. As a result, the Project was replicated in the Andean Community; Centre America and The Caribbean.

IADB has contributed with almost ten millions dollars for this group of Projects.

The Mercosur Project, lead by UNIT, obtained an extension of one year on the deadline, increasing the original goals accordingly.

In 2008, UNIT has signed an agreement with the Center America Project in order to cooperate with INTECO, the Project leader, to develop a series of activities related to the standardization in the region. Two UNIT technicians travelled to Centre America in two different missions, carrying out the following activities in 2008:

First Stage

June 2008 - Diagnosis of good practice in the NSBs.

July 28th to August 14th - Course “Good Practice on Standardization”, given in Costa Rica; El Salvador, Guatemala, Nicaragua, Honduras and República Dominicana.

Second Stage

September 2008 – Development of the document “Methodology for identification of products and sectors to be standardized”

September 22nd to 29th – Workshop “Methodology for identification of products and sectors to be standardized” given in Costa Rica; El Salvador, Guatemala, Nicaragua, Honduras and República Dominicana.

5- Publications

UNIT and ISO have signed an agreement in order to translate and print in Uruguay the Spanish version of the ISO-ITC publication “ISO 22000 – Food Safety Management – An easy-to-use checklist for small business – Are you ready?” This agreement gives UNIT the exclusive right for selling this publication in Latin American Spanish-speaking countries.

The mentioned agreement has allowed this publication to reach all these countries at low cost, as it happened with "ISO 9001 for small business – What to do?" which was also translated and printed by UNIT.?

3.000 books were printed in Uruguay. 650 were sent to ISO and ITC, 1.700 were distributed in Latin American Countries (among them: Argentina, Chile, Colombia, Paraguay, Venezuela, Costa Rica, Honduras and Dominican Republic, and the rest will be used by UNIT in Training and Awareness activities.

PB/wc

2009-07-20



**CUSTOMER SATISFACTION QUESTIONNAIRE FOR MEMBERS ATTENDING THE 43rd
DEVCO MEETING, CAPE TOWN, SOUTH AFRICA, 14-15 SEPTEMBER 2009**

In order to serve you better in the future, we would appreciate it if you could spend a few minutes to complete this questionnaire and return it to the ISO DEVCO Secretariat.

1. Was this your first DEVCO meeting? Yes No

2. Do you find the participation of your country in DEVCO useful?

Not useful Somewhat useful Neutral Useful Very useful

3. Indicate the reasons for which you find the DEVCO meetings useful?

For exchange of information and experience between DEVCO members

For information on ISO activities

For expressing your interests and view points to be passed on to the ISO Council

For information on ISO's technical assistance and training programmes

As a meeting place to make contact with other ISO members and liaison organizations

4. Overall, what was your level of satisfaction with this 43rd DEVCO meeting?

Very Dissatisfied Dissatisfied Neutral Satisfied Very Satisfied

5. Did you find the agenda of the 43rd DEVCO meeting of interest to you?

Not interesting Somewhat interesting Neutral Interesting Very interesting

6. Which of the three discussion groups below did you attend?

What can NSBs do to address the challenges of sustainability and growth?

How does the NSB ensure that its strategic objectives support those of the national economy?
How to develop a national standardization strategy?

Lessons learned in implementing the ISO Action Plan for developing countries 2005-2010

7. How satisfied are you with your participation at the discussion group you attended (quality of the speakers, chairing of the discussions, participation from the audience, outcome, etc.)?

Very Dissatisfied Dissatisfied Neutral Satisfied Very Satisfied

Any suggestions for improvement:

8. For the 44th DEVCO meeting to be held in 2010, please formulate below the discussion group theme that you would like to see scheduled on the agenda:

9. Do you feel that the resolutions adopted at this 43rd DEVCO meeting captured the various points brought up?

Not at all To some extent Neutral Well Very well

10. How satisfied are you with the content and quality of the working documents for this DEVCO meeting (content, format, timeliness, etc.)?

Very Dissatisfied Dissatisfied Neutral Satisfied Very Satisfied

11. Were you able to access easily the documentation electronically? Yes No

If not, state any difficulties you experienced:

12. How satisfied are you that the resolutions adopted at the 42nd DEVCO meeting held in Dubai, United Arab Emirate, in October 2008, have been implemented?

Very Dissatisfied Dissatisfied Neutral Satisfied Very Satisfied

13. For the implementation of the *ISO Action Plan for developing countries* in 2010, state the areas in which you would like to receive support from ISO:

- Adopting and referencing International Standards

- Conformity assessment

- Consumer participation in international standardization

- Effective participation in international standardization through national mirror committees

- Energy management

- Environmental management systems

- Food safety management systems

- Information and communication technologies (ICT)

- Information security management systems

- Participation in international standardization (sponsorships to ISO technical committee meetings)

- Role of standards in economic development and trade

- Social responsibility

- Societal security

You may, if you wish, provide your contact details, but this is not compulsory.	
Name:	E-mail address:
Organization:	



ITEM 8

**UPDATE ON CASCO MATTERS OF
INTEREST TO DEVCO**

ITEM 8 UPDATE ON CASCO MATTERS OF INTEREST TO DEVCO

1 24th CASCO Plenary and policy work

The 24th plenary of the ISO Committee on conformity assessment (ISO/CASCO) was held in Geneva, on 30-31 October 2008. It was attended by 124 delegates from 42 member bodies and 14 liaison bodies.

The plenary congratulated Mr. Olivier Peyrat on his appointment as CASCO Chair for a further 2 year period. Mr. Don Gray, Chair of the IEC Conformity Assessment Board was also thanked for his contribution over the years and the CASCO members wished him well for his retirement. Other guests included the European Commission, the OECD, Consumers International, IRIS¹ and CEN.

A workshop on market surveillance was held immediately prior to the CASCO plenary and was attended by over 120 delegates and a number of external organizations.

The plenary:

- considered the revision of ISO/IEC 17020, *General criteria for the operation of various types of bodies performing inspection* and agreed the initial task of the working group would be to review the scope of the revision.
- considering the outcome of the workshop on market surveillance agreed a resolution requesting the CPC to produce a summary of the conclusions with proposed actions and to submit to CASCO members for information and comment.
- considered the CASCO interpretation process for conformity assessment standards and guides and agreed a resolution to extend for one year the invitation to submit a request for interpretation to all A liaisons.
- agreed a resolution acknowledging the development of IAF and ILAC mandatory, informative and application documents for their respective membership to ensure consistency of accreditation services and recognized the principle of "no more no less" than the requirements contained in the international standards.
- agreed a resolution requesting the task group responsible for the methodology of the annual ISO survey of certifications take into consideration the comments of the members with the intention of continually improving the reliability of the survey results

2 Common elements

At Council's request, CASCO is endeavouring to harmonize certain "common elements" within conformity assessment so that CASCO documents are internally consistent when considering the same concept. CASCO has completed all five common element documents. The final one on management systems (ISO/PAS 17005, *Conformity assessment – Use of management systems – Principles and requirements*) was published in July 2008.

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:

¹ IRIS: International Railway Industry Standard

- ISO/IEC 17007, *Conformity assessment – Guidance for drafting normative documents suitable for use for conformity assessment*
- ISO/IEC 17021 Part 2, *Conformity assessment – Requirements for third party certification auditing of management systems*
- ISO/IEC 17020, *Conformity assessment – General criteria for the operation of various types of bodies performing inspection*
- ISO/IEC 17024, *Conformity assessment – General requirements for bodies operating certification of persons*
- ISO/IEC 17043, *Conformity assessment – General Requirements for proficiency testing*
- ISO/IEC 17065, *Conformity assessment – Requirements for certification bodies certifying products (including services) and processes*

CASCO completed its first year of managing the ISO Survey of certifications and will continue to manage this process into the future.

CASCO has 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 Promotion of the CASCO 'toolbox' and workshops in 2008

Over the course of 2008, the Chairman and Secretary of CASCO have participated in a number of events to promote the CASCO toolbox and highlight the importance of implementing recognised conformity assessment practices. This is essential to address technical barriers to trade, reduce the cost of conformity assessment procedures and ensure greater confidence in the trade of goods and services;

Events attended included the meeting of the IAF technical committee in Bonn (Germany), the meeting of the joint CEN/CENELEC technical committee dealing *inter alia* with conformity assessment issues in Brussels.

In addition, two DEVCO/CASCO regional workshops on conformity assessment were organized; the first in Kiev (Ukraine) in June and the second in Windhoek (Namibia) in November 2008.

CASCO is also heavily involved in developing a joint ISO-UNIDO reference publication on conformity assessment for developing countries.

5 External representations and liaisons

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

1. The IAF/ILAC/ISO Joint Working Group, which was established as part of the IAF-ILAC-ISO Memorandum of Understanding, met twice in 2008. The following topics were addressed:
 - a) The IAF-ISO Action Plan to monitor and improve the effectiveness of accredited management system certification. ISO and IAF consulted stakeholders on the plan which consists of 8 actions which are to be implemented over the coming few years;
 - b) The ISO 9001:2008 transition plan;
 - c) Development of a joint communiqué to clarify the differences between IAF/ILAC mandatory application documents and ISO standards and guides;
 - d) The revision of the IAF-ILAC-ISO Memorandum of Understanding.

2. ISO was represented by the CASCO Secretary at the General Assemblies of the IAF and ILAC held in Stockholm in October 2008.
3. The CASCO Secretary attended the ISO 9000 Advisory Group (IAG) and ISO/ TC 176 plenary meetings in Serbia (2008) and Japan (2009), and the ISO/TC 212 WG1 (medical laboratories) in Berlin (2008) and Ghent (2009).
4. CASCO participated in one WTO TBT workshop on technical barriers to trade in May 2008 in Vienna (Austria).

6 Market surveillance workshop

The purpose of the CASCO workshop held in conjunction with the 2008 plenary meeting on market surveillance was to:

- identify good practices in market surveillance at the national level;
- raise awareness and capacity to use the CASCO toolbox in market surveillance activities;
- investigate market surveillance activities related to the conformity assessment oversight process.

CASCO is developing a summary document on possible future activities for ISO/CASCO as a result of the workshop discussions. Possible outcomes of the market surveillance workshop were the development of a best practice document on market surveillance and how existing ISO standards can be better promoted to regulators.

7 CASCO membership

At present CASCO comprises 109 members, including 73 P-members and 36 O-members. CASCO maintains category A liaison with 15 international organizations in addition to IEC: BIPM², CEOC³, CAC⁴, EOQ⁵, Eurolab⁶, IAF⁷, IFAN⁸, IFIA⁹, IIOC¹⁰, ILAC¹¹, IPC¹², IQNet¹³, ITU-T¹⁴, OIML¹⁵ and UILI¹⁶. In 2008, 6 new liaison members were approved by the members.

² BIPM: International Bureau of Weights and Measures

³ CEOC: International Confederation of Control, Inspection and Prevention Organisation

⁴ CAC: Codex Alimentarius Commission

⁵ EOQ: European Organization for Quality

⁶ Eurolab: European Federation of National Associations of Measurement. Testing and Analytical laboratories

⁷ IAF: International Accreditation Forum

⁸ IFAN: International Federation of Standards Users

⁹ IFIA: International Federation of Inspection Agencies

¹⁰ IIOC: Independent International Organisation for Certification

¹¹ ILAC: International Laboratory Accreditation Cooperation

¹² IPC: International Personnel Certification Association

¹³ IQNet: International Certification Network

¹⁴ ITU-T: International Telecommunications Union: Standardization Sector

¹⁵ OIML: International Organization of Legal Metrology

¹⁶ UILI: Union Internationale des Laboratoires Indépendants

8 Next CASCO Plenary meeting

The next CASCO plenary and associated meetings, will be held on 12 and 13 November 2009 in Geneva. A workshop on the role of International Standards in managing the global supply chain will be held on the day immediately before the plenary.

DEVCO ACTION

DEVCO members are invited to
note/comment the information
presented



ITEM 9

**UPDATE ON COPOLCO MATTERS OF
INTEREST TO DEVCO**

ITEM 9 UPDATE ON COPOLCO MATTERS OF INTEREST TO DEVCO

A number of projects and initiatives of major interest for developing countries were completed during the 2008-2009 period, which reflects the ongoing focus and priority given to developing country issues within COPOLCO.

1 31st meeting of COPOLCO and related events

The COPOLCO plenary meeting and related events took place in New Delhi, India from 25-28 May 2009, at the invitation of the Bureau of Indian Standards (BIS).

1.1 President of India addresses COPOLCO meeting

Just prior to the plenary meeting, the Honourable President of India, Mrs. Pratibha Devisingh Patil, gave an address at the opening ceremony. Other dignitaries included Mr. Y. S. Bhavé, Secretary, Department of Consumer Affairs, Government of India; Sharad Pawar, Minister of Agriculture and Consumer Affairs, Government of India and Mr. Sharad Gupta, Director-General, Bureau of Indian Standards (BIS). Ms. Dana Kissinger-Matray, Secretary of ISO/COPOLCO, delivered an address on behalf of the ISO President. A press release about the event is available on [ISO Online](http://www.iso.org/iso/pressrelease.htm?refid=Ref1226) (also see <http://www.iso.org/iso/pressrelease.htm?refid=Ref1226>).

1.2 Workshop on interoperability of goods and services

The plenary was preceded by a workshop, entitled "*Interoperability: does it fit, will it work, and can standards help?*", attended by some 110 representatives of consumer associations, public authorities, businesses and from the national standards bodies of some 30 countries. The participants discussed how consensus-based International Standards can help meet consumers' needs for interoperability of goods and services.

The participants focused on two main areas for interoperability: traditional consumer products such as household appliances, where the issues revolved around ensuring interoperability among different models and brands of goods and their replacement parts; and goods involving information and communication technologies. The latter area generated a number of recommendations of strategic importance, given the great impact of these rapidly-evolving technologies on consumer protection and well-being.

The participants recommended the development of a guide explaining consumer issues in interoperability, and enhanced cooperation among ISO, IEC and ITU to consider consumer issues in interoperability in the light of converging technologies. COPOLCO resolved to initiate an online discussion forum to develop a statement of principles on ICT interconnectivity, with attention given to consumer rights, privacy, net neutrality, consumer protection issues, and appropriate consumer participation in standards relating to these matters.

Against a backdrop of the burgeoning market for consumer products around the world, the participants highlighted the importance of consumers' engagement. Starting with the workshop venue as a case in point: in India alone, a country with one of the world's highest growth rates and over 1 billion inhabitants, consumers also need to be able to communicate their priorities for the performance characteristics of goods and services more effectively, to all parties (manufacturers, government and standards-developing organizations).

2 Strategic developments for COPOLCO

2.1 ISO Directory of consumer participation in standardization

This special project is an outcome of the Council-approved *Action plan to promote the involvement of consumers' interests in standardization*. The aim of this project was to develop a dynamic and interactive online repository of data on *ISO Online*, giving complete information about ISO members' structures and mechanisms to involve consumer interests in their policy and technical work. It also aimed to allow enhanced networking among consumer representatives and ready access to updated information on relevant parts of ISO's work programme.

ISO members first received an invitation by circular letter to fill in an input form from the ISO Secretary General in November 2008, with instructions for access. COPOLCO members were also alerted to this correspondence.

The project has now been completed and the output is available in a special area of the ISO Online website: www.iso.org/isoconsumerdirectory. For more information, contact copolco@iso.org.

2.2 Terms of reference

At the invitation of the ISO Council (Council Resolution 6/2008), COPOLCO began investigating a possible expansion of its scope in the light of the evolution of ISO's overall work programme and relationships with outside organizations and stakeholders.

After much deliberation, COPOLCO affirmed its current terms of reference. It was felt that expanding the scope of COPOLCO beyond its current remit to include public interest organizations ran the risk of diluting the consumer focus of COPOLCO. Many participants, especially those from developing countries, expressed the view that international public interest organizations often had interests that did not coincide with consumer-oriented agendas. Moreover, these PIOs were often better funded, sometimes through commercial interests, which would give them an unfair advantage in representation.

COPOLCO also confirmed the current definition of "consumer" as appearing in the ISO/IEC Statement on consumer participation in standardization work, namely, "an individual member of the general public, purchasing or using goods, property or services for private purposes".

3 Training and technical assistance in consumer participation

3.1 Train-the-Trainer workshop: follow-up events

The highly successful train-the-trainer seminar in Accra, Ghana in February 2008 gave rise to a number of exciting follow-up workshops, as the trainees from the Ghana event applied what they had learned in their own countries and regions. Benefiting from the support of SIDA, DEVT, BSI, COPANT and GTZ, a number of host country NSBs, as well as expertise from international experts, most of the trainees from the Ghana event either ran or participated in these workshops as trainers in their own right.

These events took place from September 2008 to March 2009. The following countries and regions were concerned: Kenya (national event), Argentina (regional event for central and South American Spanish-speaking countries, and Brazil), Libya (national event), Barbados (regional event for the Caribbean countries) and Ethiopia (sub-regional event).

3.2 French-language Train-the-trainer workshop in Paris

Building on the train-the-trainer event in Ghana, COPOLCO and DEVCO jointly organized an analogous workshop for French-speaking candidates from developing countries in Paris from 20-

25 April 2009, at the kind invitation of the Association française de normalisation (AFNOR). Eleven out of the originally-selected fourteen candidates successfully completed this workshop. The event was facilitated by a consultant from AFNOR, and benefited from presentations by a consultant from Consumers International, the COPOLCO Secretary, and several AFNOR experts addressing consumer participation for topics of specific interest, such as social responsibility and water safety.

The curriculum with basic resources for the trainees to use in their own training activities, which was originally developed in English, was translated into French for this event. In addition, the participants received a complimentary copy of these resources on CD-ROMs, along with the course presentations. It is intended to organize several follow-up activities to reinforce the goals of this training initiative; an update will be given at the DEVCO meeting.

3.3 Final release of *Consumers and standards: partnership for a better world*

The introductory distance learning module on consumer participation in standardization was released in pilot form on CD-ROM last year to delegations at the COPOLCO and DEVCO meetings. Final enhancements were made, the module was translated into French, and then made public as a bilingual version on [ISO Online](#).

This resource is available for free as a convenient training tool both on CD-ROM (contact copolco@iso.org) and online (www.iso.org, see *Resources for consumers/workshops and training events/How to get training*).

This module was produced as part of the ongoing joint DEVCO/COPOLCO programme to promote consumer participation in standardization, supported by the Swedish International Development Cooperation Agency (SIDA).

4 COPOLCO developments of interest to DEVCO

4.1 Proposed International Standard on energy services

In 2008, COPOLCO had approved a proposal from Consumers International recommending that ISO develop an International Standard giving guidelines on the assessment and the improvement of energy services to users. The proposal, a type of "global energy charter" for consumers, is a set of guidelines to help energy service providers (both of networked and non-networked systems, and regardless of the energy source in question) ensure fair access to energy and through a combination of regulatory measures, incentives and standards. The proposal draws on a currently existing standard, ISO 24510, *Guidelines for the assessment and for the improvement of water services to users*.

COPOLCO has now submitted a new work item proposal, *Assessment and improvement of energy services to users*, which will shortly be considered by the ISO Technical Management Board.

4.2 Consumer guarantees

COPOLCO approved further work on a proposal from EOS (Egypt) recommending the development of an International Standards for guarantees on consumer products. During 2008-2009 an extended survey was undertaken among members of COPOLCO, DEVCO and separately for Consumers International, which indicated strong support for some kind of international guideline in this area. A final recommendation will be approved at the 2010 plenary meeting.

4.3 Integration of developing country members

Virtually all new members joining COPOLCO for the past 5 years have come from developing countries or transitional economies. COPOLCO has agreed on a set of procedures to help orient

new members to the committee. Furthermore, it will look at ways to investigate enhanced networking facilities for the developing country members of COPOLCO.

5 New developments for ISO's work programme

5.1 Management of consumer issues in e-commerce

This proposal is a framework to ensure customer satisfaction for all potential customers engaging in Internet-based transactions with an organization. It builds 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. Further to a decision of the ISO Technical Management Board, ISO/TC176/SC 3, *Quality management and quality systems: Supporting technologies* approved the proposal by NWI ballot in June 2009. Once a project leader is confirmed, work will begin to develop an International Standard.

5.2 Product safety

COPOLCO had recommended that ISO should undertake the revision of ISO/IEC Guide 51, *Safety aspects – Guidelines for their inclusion in standards*. The ISO TMB and IEC SMB approved the development of this revision as a jointly published ISO/IEC Guide. The working group in charge of this revision will be drawn from members of IEC's Advisory Committee on Safety (ACOS) and ISO/COPOLCO.

5.3 Project committees

COPOLCO's recommendations had led to the establishment of a number of project committees which began their activity in 2009. ISO/PC 240, *Product recall* held its first meeting in Kuala Lumpur on 4-5 May 2009; ISO/PC 239, *Network services billing* held its first meeting in London on 29-30 June 2009.

At this writing, ISO/PC 245, *Cross-border trade of second-hand goods* had scheduled a meeting for 8-9 September 2009; and ISO/PC 243, *Consumer product safety* was planning its first meeting in October.

6 Membership of COPOLCO

As at end July 2009, COPOLCO counted 105 members, consisting of 61 P-members and 44 O-members. The newest member is ACONOR (Republic of the Congo), joining COPOLCO as an O-member.

7 Next meeting

The next meeting of COPOLCO will take place in Bali during the week of 24-28 May 2010, at the invitation of BSN (Indonesia); it will be preceded by a workshop on a theme which is still to be decided.

DEVCO ACTION

DEVCO members are invited to note/comment the information presented



ITEM 10

**ROADMAP TO ACTION PLAN FOR
DEVELOPING COUNTRIES 2011-2015**



ITEM 10 ROADMAP TO ACTION PLAN FOR DEVELOPING COUNTRIES 2011-2015

In March 2009, the Secretary-General launched the consultation process with ISO members for developing the *ISO Strategic Plan 2011-2015*. The ISO Action Plan for developing countries being the implementation for developing countries of the elements of ISO's overall strategy, the development of the *Action Plan for developing countries 2011-2015* will follow closely the timelines set for the development of the ISO Strategic Plan.

At its 11th meeting held in March 2009, the DEVCO Chair's Advisory Group reviewed the milestones for the formulation of the *ISO Action Plan for developing countries 2011-2015*, and in particular, given that donor funding has been allocated to support the design of a framework for future technical assistance and capacity building activities for ISO members in developing countries.

Starting at the 43rd DEVCO meeting, under the heading of "*Lessons learned in implementing the Action Plan 2005-2010*" a series of workshops are planned in all ISO regions in order to assess the efficiency of the activities carried out in developing countries and to discuss the way forward.

The planning schedule is the following:

March to September 2009	ISO member consultations for the ISO Strategic Plan 2011-2015
September 2009	Discussion group at 43 rd DEVCO meeting in Cape Town on <i>Lessons learned in implementing the Action Plan 2005-2010</i>
November 2009	1 st regional developing country workshop on <i>Lessons learned in implementing the Action Plan 2005-2010</i>
December 2009	Preparation of the first draft of the ISO Strategic Plan 2011-2015
January to March 2010	2 nd and 3 rd regional developing country workshops on <i>Lessons learned in implementing the Action Plan 2005-2010</i>
March 2010	ISO Council meeting and special session on Strategic Plan
	DEVCO CAG meeting
April to June 2010	4 th and 5 th regional developing country workshops on <i>Lessons learned in implementing the Action Plan 2005-2010</i>
July 2010	ISO Strategic Plan 2011-2015 submitted to ISO members for approval
September 2010	Draft Action Plan for developing countries 2011-2015 submitted to DEVCO members for approval
September 2010	Approval at the General Assembly of the ISO Strategic Plan 2011-2015
December 2010	ISO Action Plan for developing countries 2011-2015 endorsed by the ISO Council

DEVCO ACTION

DEVCO members are invited to note/comment the information presented



ITEM 11

**PRESENTATION OF THE THEMES AND
BREAK-OUT INTO DISCUSSION GROUPS**



ITEM 11 PRESENTATION OF THE THEMES AND BREAK-OUT INTO DISCUSSION GROUPS

The discussion group themes selected by the DEVCO Chair's Advisory Group (DEVCO CAG) are the following:

- Group 1: What can national standards bodies (NSBs) do to address the challenges of sustainability and growth?
- Group 2: How does the NSB ensure that its strategic objectives support those of the national economy? How to develop a national standardization strategy?
- Group 3: Lessons learned in implementing the ISO Action Plan for developing countries 2005-2010

The discussion groups will run in parallel. Each group will be chaired by a member of the DEVCO CAG and supported by an independent expert having prepared a background paper to provide focus to the discussions. Group 1 and Group 2 will include a number of presentations by DEVCO members. Group 3 will run as a workshop and will require active participation from all the members present.

The DEVCO discussion group programme is included in **Annex 1**. The background papers for each of the groups are included in **Annexes 2, 3 and 4**.

It is recalled that the discussion groups provide an opportunity for members to exchange information and best practices in standardization and related matters. The findings and recommendations from the discussions contribute to the on-going task of identifying needs and requirements in developing countries, and constitute valuable guidance for the formulation of technical assistance project and training activities implemented under the *ISO Action Plan for developing countries*.

DEVCO ACTION

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

43RD MEETING OF DEVCO, 14-15 September 2009, Cape Town International Convention Centre
Monday 14 September 2009 – Provisional Programme

Time	Ball Room	Meeting Room	Meeting Room
14:00	<p align="center">Discussion Group 1</p> <p><i>What can NSBs do to address the challenges of sustainability and growth?</i></p>	<p align="center">Discussion Group 2</p> <p><i>How does the NSB ensure that its strategic objectives support those of the national economy? How to develop a national standardization strategy?</i></p>	<p align="center">Discussion Group 3</p> <p><i>Lessons learned in implementing the ISO Action Plan for developing countries 2005-2010</i></p>
	<p><u>Session chair</u> Mr. Charles M. Ekelege, Director, TBS (Tanzania) and DEVCO CAG member</p> <p><i>Expert</i> Mr. Martin Kellerman</p>	<p><u>Session chair</u> Mr. Ivan Krstic, Acting Director, ISS (Serbia) and DEVCO CAG member</p> <p><i>Expert</i> Mr. Rajinder Raj</p>	<p><u>Session chair</u> Mr. Supachai Tepatanapong, Director International Relations, TISI (Thailand) and DEVCO CAG member (2004-2007)</p> <p><i>Expert/moderator</i> Mr. Alex Inklaar</p>
	<p>Presentations by selected DEVCO members¹:</p> <p>Mr. Fabio Tobón, Executive Director, Instituto Colombiano de Normas Técnicas y Certificación (ICONTEC), Columbia</p>	<p>Presentations by selected DEVCO members:</p> <p>Dr. Elsie Meintjies, Managing Director, Botswana Bureau of Standards</p> <p>Dr. Torsten Bahke, Director DIN, Germany</p> <p>Dr. Yaseen Khayyat, Director General, Jordan Institution for Standards and Metrology (JISM), Jordan</p> <p>Mrs. Khalidah Mustafa, Senior General Manager, Standards Management, Sirim Behad, Malaysia</p>	<p>Moderated workshop</p>
15:30	Coffee/tea break	Coffee/tea break	Coffee/tea break
17:30	Closure	Closure	Closure

¹ Names of additional speakers to be communicated at the meeting

Background paper for discussion group 1 - What can NSBs do to address the challenges of sustainability and growth?

1 Background

In 2008 ISO published a manual called "*Fast forward – National Standards Bodies in Developing Countries*" in collaboration with UNIDO. Although this manual deals with many important operational issues, it only contains some very broad concepts regarding the financing of a National Standards Body (NSB). On the other hand, the ISO publication "*Organizing and self-financing of participation in ISO work – Guidance for ISO member bodies*" has been around for a long time, published as far back as 1998.

The operational environment of NSBs is continuously changing as standardization and technical regulations replace tariff issues at international and regional trade negotiations; as standards are increasingly harmonized internationally and regionally; as increased international trade brings with it more technical regulation and conformity assessment challenges; and as multinational conformity assessment service providers "invade" even least developed economies. It is therefore necessary to revisit the issue of financing NSBs, to include current best practices that would help NSBs in developing economies and maybe even in many developed economies to deliver on their objectives and to prosper in tough financial climates, i.e. are sustainable.

This need was also recognized by the ISO Council, and its guidance for the review of the 1998 ISO publication was formulated as follows: "*Considering the recent publication, in collaboration with UNIDO, of the manual "Fast forward" on the operation of NSBs, it is proposed that the document be in the form of a supplement to the manual and contain guidance on the various funding mechanisms that NSBs may seek and implement, such as public funding, membership fees, contracts, sales of publications, copyright royalties, value adding information products and services or training or conformity assessment services. This document should be used, inter alia, as an element for awareness raising and capacity building.*" The paragraphs following are intended to serve as initiator for a debate amongst ISO Members to articulate their needs with regard to such a publication.

2 Sustainable income for National Standards Bodies

In "*Fast forward*" income of NSBs is placed under one of two headings, namely core funding and commercial income. These are very useful concepts, and should be retained. Core funding supports the "good of the nation" services of the NSB, whereas commercial funding is "earned" by the NSB providing services that clients are prepared to pay for. In "*Fast forward*" various sources of funding for NSBs in developing economies are listed, namely

- Funding from government;
- Income from industry subscriptions or national membership fees;
- Income from sales of documents (standards and other normative publications);
- Income from system and product certification;

- Income from training services;
- Income from consultancy and related services.

The reality in developing economies is that the income from standard sales will always be low, i.e. industry does not buy standards, the NSB “gives away” too many standards free of charge as technical committee copies, price per copy is kept very low to help SMMEs¹, etc. Likewise, national membership fees are highly unlikely to generate real income as industry is not in a position to pay such fees, nor are they inclined to do so. The situation of Trade Promotion Organizations or Industry Associations in developing economies is a useful pointer in this regard. Many of these organizations have more than half their notional members in arrears regarding annual fees at any given time, fees that may be as low as \$100 per annum. Income from consultancy also has a very sharp edge to it, namely the accreditation requirements for certification bodies does not allow any consultancy services. As accreditation is now virtually non-negotiable, this means that this source of income is no longer available to NSBs.

The income from testing and certification services, including import inspection, is a very useful and often a major source of income. This is however, becoming a contentious issue as they relate mainly to the administration of compulsory standards by the NSBs. The NSB is hereby given a legal monopoly on certain types of inspection, testing and certification, a license to print its own money so to speak. Coupled with a commonly encountered strategy of governments to have the NSBs become more self-sufficient, these mandatory services are a very secure source of income, without the NSBs having to market their services, show technical competence or to be very customer orientated. This system will increasingly come under pressure as developing economies negotiate trade agreements with developed economies that do not like the system at all and consider it an unacceptable barrier to trade.

Whereas calibration, testing and certification services provided on request are a source of modest income for most NSBs, this source is also under pressure. It is especially the competition from multinational conformity assessment service providers that can claim international accreditation and superior market acceptance in target markets abroad, that is eroding the little market acceptance NSBs still have. Sustainable sources of income for NSBs in developing economies are therefore under serious pressure from a variety of sources. Some of which are within the control of the NSB, others are outside of their control.

Strategic questions for discussion:

- *Which sources of income are in reality available to NSBs in developing economies in terms of core funding and commercial income?*
- *What guidance should be included in the publication for NSBs to go about ensuring the long-term sustainability of income in its own markets?*
- *How do the NSBs in developing economies reconcile their heavy involvement in technical regulation administration (e.g. compulsory standards) with international best practice which requires regulation, and standards and conformity assessment services to be separated? And if the NSB loses this lucrative and secure source of income through trade agreements or other*

¹Small, medium and micro enterprise (SMME)

political pressures, how can the relationship between the NSB and the regulatory authorities be structured that the NSB becomes the conformity assessment service provider of choice?

- *What are appropriate key performance indicators for the development of national standards that NSBs and governments can agree on to create a proper basis for long-term funding from the fiscus?*

3 How much is enough?

If the government of a developing economy has to fund the main part of standards development and publication, including the standards information centre, how much is enough? NSBs could use such guidelines as an argument for soliciting the required funds. Recent World Bank studies in some parts of the world on national quality infrastructure funding have provided some preliminary but interesting results. In order to compare funding in economies varying greatly in size, the World Bank used the GDP of these countries to “normalize” the actual funding. As to be expected, the range varies quite a lot, from \$0,1 to \$1,8 per billion \$ GDP. On the high side are countries that are actively developing their industrial base, whereas the lower end of the spectrum is populated by countries that remain largely agricultural. Interestingly enough, funding of NSBs in major industrialized economies are in the same range, namely \$0,3 to \$0,5 per billion \$ of the GDP.

Strategic questions for discussion:

- *Is the GDP of a country an appropriate figure to gauge the funding of the NSB, or are there other factors that should also be included for consideration? What are the figures for DEVCO members?*
- *What would a minimum and proper level of funding be for a developing economy? How much more should the funding be if the country is pursuing an industry development strategy?*

4 Can the provision of conformity assessment services be a conflict of interest?

For the NSB to provide conformity assessment services to augment the standards development, publication and information services is *per se* not a conflict of interest. Hence, if the organizational structure is arranged in such a way that the requirements of ISO/IEC 17025, ISO/IEC Guide 65, ISO/IEC 17020, etc. are fulfilled, then there is nothing from stopping the NSB to provide such services. The only *caveat* is usually the rendering of accreditation services. These will always be considered a serious conflict of interest if the NSB provides conformity assessment services of any kind.

The conflict, however, has more to do with the financial arrangements for such conformity assessment services. In many developing economies the government’s intentions are to provide conformity assessment services to SMMEs at affordable prices. The multinational conformity assessment service providers on the other hand, have to operate at market related prices in order to make a profit, hence are out of reach of most of the SMMEs. If NSBs are “forced” by their government to provide conformity assessment services at unrealistically subsidized prices, i.e. the government approves the pricing structures of such services, then the market is distorted, the multinationals complain, the NSB never learns how to operate efficiently in a customer orientated way, and it can be argued that the WTO TBT Agreement requirements are not met. This is the reality in many developing economies. The fact that the government wishes to support the development of SMMEs is not in question; what is in question is the way in which this is handled.

Strategic questions for discussion:

- *What keeps the NSBs (other than long years of custom and practice often enshrined in legislation) from setting their own pricing structures in providing conformity assessment services on demand (i.e. other than those required for technical regulation), and how can this be overcome?*
- *Are mechanisms available that would support the SMMEs in obtaining conformity assessment services at more affordable levels, yet do not distort the market for such services? Where have they been implemented successfully?*

5 What are the minimum requirements for the NSB's financial system?

A majority of the NSBs in developing economies are government departments or statutory bodies. The financial systems in operation in such bodies usually have the following characteristics, namely -

- The costs are paid monthly by the Treasury in accordance with an annual budget;
- Capital expenditure however small, has to be approved by government officials;
- Any income has to be transferred to the Treasury as soon as it has been received;
- The surplus income over expenditure is generally kept by the Treasury, hence there is little incentive for the NSB to perform any better; and
- Remuneration is governed by state salary scales that are below market, resulting in a continuous and heavy loss of skilled personnel.

It is obvious that this is not the way to manage a financially successful service provider in a sustainable way. Some NSBs have been able to gain a measure of financial independence from the Treasury, by separating the "good for country" activities, e.g. standards development and information, fundamental metrology, etc. from "commercial" activities in which they set their own price policies, and retain income. Obviously, administrative overheads should be shared equitably between the two domains, hence properly accounted for.

Strategic questions for discussion:

- *What made it possible for some NSBs to gain a measure of financial independence for their "commercial" activities, and how can their experiences be transferred more widely?*
- *What are the minimum requirements for an activity cost accounting system that NSBs could utilize as a check list for developing their own systems whilst still remaining within national requirements?*

6 Managing expenditure

"Cost is a fact, price is a decision" goes an old saying. Hence, in order to ensure sustainability, the NSB will have to prudently manage costs that relate to its activities, many of which have to be incurred to ensure that its services are acceptable to paying customers. The recurring expenditure that has to be catered for includes (but is not limited to) the following:

- Remuneration of staff;
- Accommodation costs;
- Membership and active participation in relevant international and regional organizations;
- Accreditation costs for laboratories and inspection and certification services;
- Electricity and water supply;
- IT and telephone services;
- Consumables for laboratories;

- Maintenance of laboratory equipment and air-conditioning;
- Maintenance of accommodation, e.g. laboratories and offices;
- Transport costs, vehicle maintenance and fuel; and
- General administration, including printing, paper, postage, etc.

In addition, capital expenditure has to be provided for new vehicles, new equipment, upgrading of accommodation and environmental controls, new IT equipment, etc. The list is formidable and never ending. In the previous publication, much solid advice regarding the costs of participation in international and regional standardization work is provided, and this will be retained.

Unfortunately, expenditure management is undermined by less than optimum practices. One typical example is the common practice of paying members of technical committees “attendance fees”. This has two consequences. Firstly, the budget of the NSB is extremely stressed resulting in a restriction on the number of technical committee meetings that can be held during the year. Secondly, it is debatable whether appropriate people attend the technical committee meetings, or whether many just come to get the “attendance fee”. The argument of the NSBs that if they do not pay, then nobody comes, needs to be seriously considered – maybe the standard is not needed, maybe participants have just fallen into bad habits, etc.

Some strategic questions for discussion:

- *Is this a true and inevitable reflection of the current situation in the NSBs of developing economies, and if so, how do the NSBs prudently manage their expenditure? What are examples that can be included as appropriate guidance in the new publication?*
- *Which common practices are placing undue strain on the finances of NSBs and how can these be addressed, or their negative influences minimized?*
- *Can the NSBs be challenged to seriously reconsider the payment of “attendance fees” to ease the burden on the NSB budget for the development of standards?*

7 Résumé

Some of the financial issues are common-place, others are confrontational. It is hoped however, that they can be openly and frankly discussed, resulting in useful and practical guidelines to be included in the new publication.

End.

Note: This document was prepared for the 43rd DEVCO meeting by Mr. Martin Kellerman, South Africa. The views and observations expressed herein are those of the author and do not necessarily reflect the position of ISO.

Background paper for discussion group 2: How does the NSB ensure that its strategic objectives support those of the national economy?

How to develop a national standardization strategy?

1 Introduction

The role of the National Standards Body (NSB) has evolved in the last few decades, the current role of a NSB¹, expands well beyond that of publishing national standards. A significant part of the services that a national standards body provides, supports and facilitates trade. In the context of a developing country, its role as an important agent for economic and social development acquires greater significance. Differences in economic, social conditions require that the role of an NSB be specifically defined for a particular nation and for a specific stage in its development. The management of an NSB is confronted with the complex task of identifying what should be the most appropriate and critical objectives at a particular point in time.

Strategy is the management tool by which objectives are consciously and systematically pursued and obtained over time. We can define standardization strategy as the art of acquiring and employing resources to achieve the objectives of standardization. A strategy links the objectives with action plans that provide the means for attaining organizational goals.

Developing a national strategy requires an examination of the fundamental rationale for the existence of a national standards body and a clear understanding of its objectives. The strategy is specific to a particular environment with its unique objectives. In this background paper, I will attempt to discuss the range of issues that NSBs are confronted with when developing a national strategy and suggest some of the options available.

1.1 Standards for economic and social development

Standards are used in a vast and varied number of social, economic sectors and in differing methods. For example, standards for quality management, occupational health and safety and environmental management systems are used at national level as a means to further goals of quality improvement, health and safety assurance or environment protection. Other standards may solely define sizes and grades or product specifications. Organizations use standards to develop internal management systems for design and production. The standards are also incorporated into trade contracts. It would be advisable to consider the total impact of the various types and uses of standards and standardization in developing a strategy.

Standards serve as a means for quality improvement, as aids to design and production, sources of technology, promotion of internal trade and exports, tools for social development – (health, safety, environment and security), management and communication, basis for technical regulation. Each of these objectives of standards has an impact on the national economy but the significance varies with specific conditions of a particular nation with regard to the state of development and the economy.

¹ Reference is made to the joint ISO & UNIDO publication Fast Forward - National Standards Bodies in Developing Countries, 2008 – available at URL www.iso.org

2 Need for strategy by National Standards Body

Many national and international standards bodies have established national strategy documents. These documents serve as a useful and effective management tool for the formulation of action plans by the parties for national standardization. The strategy documents issued by these standards bodies identify the mission of the organization, define current objectives and priorities and specify means to achieve those objectives within a specified timeframe.

The strategy statement is an ideal tool for communicating with stakeholders. Standardization is a decentralized function with diverse stakeholders. Good communication is vital for the efficient functioning of the system of committees and other organizations participating in the national standards system. The fact that the strategy is normally developed through a consultation process that involves stakeholders enhances awareness and improves communication and promotes wider involvement.

2.1 NSB's Mandate

The strategy that an NSB develops is a management tool for ensuring that the NSB fulfills its' obligations that arise from its mandate. In situations as highlighted below, it is necessary to examine the adequacy of the mandate. A strategy based on an inappropriate or insufficient mandate is clearly not adequate to increased effectiveness.

NSBs in developing countries are normally established through laws that define the objectives, role and function. Changes in the global environment have placed new demands on NSBs. These demands were not foreseen at the time of promulgation of laws and limit the role and hence the options available to the NSB. A strategy based on such outdated laws will be inadequate to meet current challenges.

In such a situation, it is evident that a national standardization strategy should include an examination of the legal and organizational framework within which the NSB is established. The objectives of the strategy should be to bring laws and organizational arrangements up to date and meet current requirements. It is imperative that addressing these fundamental issues should be one of the key elements of the strategy, i.e. the review of the mandate of the NSB should be part of its strategy.

In some countries where laws for the establishment of NSBs have been promulgated prior to the establishment of the WTO, inconsistencies with a number of provisions of the TBT and SPS agreements do occur. The development of voluntary standards is adversely impacted when regulatory functions are assigned to the NSB. In other cases weaknesses may arise from the prescribed composition of the governing council of the NSB when it is not representative of main stakeholders. The prescribed role and organizational structure may not be sufficiently inclusive to deal with trade policy concerns of standards, use of standards in technical regulation, provision of education, advisory and promotional services by the NSB. The NSB, to be effective should be empowered to make inputs in these aspects in order to further its objectives.

In the last decade we have seen the development of several bilateral and regional trade agreements. These FTAs, have to varying degrees, relied on regional standards and conformance initiatives as a means of removing trade barriers and facilitating trade. NSBs, as a consequence of these developments, have a new role and are required to respond to initiatives such as those for regional harmonization or joint development of standards.

It is advisable that NSBs in developing countries make provision in their organization to undertake these supplementary roles additional to the core function of developing standards. These interrelated functions, besides enhancing its ability to produce meaningful and useful standards,

enable the NSB to contribute effectively towards trade, economic and industrial development. These additional activities will also help to create the necessary awareness and commitment of stakeholders and encourage greater participation in the standards development.

3 Developing a national strategy considerations and options

The strategy for NSBs in developing countries should include both internal organizational development objectives in addition to those that have an impact on the national economy. NSBs in developing countries often suffer from weaknesses in the organizational structure, may not be granted sufficient mandate and access to resources. It is thus important that strengthening of the NSB is a significant component of the strategy.

3.1 The Strategy Statement

The strategy of an NSB can only be developed if there is agreement and understanding of the goals and mission of the organization by stakeholders. A national standardization strategy statement of any NSB should document these and at a minimum contain the following:

- a clear statement of the goals of the strategy
- the role of the NSB in achieving the goals
- initiatives or actions that are available in achieving the goals
- objectives of each goal (preferably measurable)

The process of developing the strategy includes consultation with stakeholders, and results in a document that effectively represents the agreed collective view of the current goals of national standardization, the methods to achieve the goals and objectives to be met. The consultative process that is recommended is a process that NSBs are well equipped to deal with.

The establishment of a national standardization strategy is a process that deals with a range of issues. The selection and focus of a standardization strategy will inevitably be unique to each NSB as it is need based and fully dependent on the existing conditions, internally within the NSB, and external factors influencing its functions. The development of the strategy will require an investigation and deliberation on factors such as:

- Role of standards and the NSB in support of the national economy

Increasing support to the economy from standardization is derived from the impact of standards on such factors as on quality improvement, promoting integration with global economy through harmonization and facilitating trade.

- Clarifying mandate of the NSB and establishing appropriate mission and objectives

The mandate that is provided to the NSB through legislation or through its founding principles determines its mission and objectives. As discussed in the previous section, the process of strategy development should review its appropriateness.

- Establishing needs and priorities of stakeholders

It is critical that current and anticipated future needs of the national economy are reflected in the strategy. It is important national policies development and goals for economic are incorporated into the standardization strategy. The selection of appropriate initiatives and sectors for standardization focus should be based on stakeholder priorities.

- Resource considerations

Availability of resources is a major concern of developing country NSBs. Strategies to secure additional sources of funding and other resources are thus appropriate in such situations. Initiatives need to be balanced with the expected availability of resources.

3.2 Strategies for economic development through standards

A wide range of options are available to an NSB in making an impact to the national economy. Examples of strategies that support national economy include:

- Quality improvement through standards

Standards for specifications products and quality assurance tools when available and implemented provide direct benefits. Promotional events, award programmes, training and securing incentives for adoption are among the initiatives that have been successfully implemented.

- Ensuring acceptance of products with export potential in external markets through standards

Harmonization of national standards with international standards or those of major trading partners increases export potential. Increasing participation in international standards in sectors of export interest is another initiative that can potentially benefit exporters. Participation may be encouraged through increasing awareness, and arranging support and incentives for stakeholders.

- Ensuring that standards do not place unnecessary barriers to production and trade

Regulatory requirements have an impact on manufacture and trade especially when prescriptive standards are imposed. Costs increase due to conformance requirements and product designs maybe unnecessarily restricted and stifle innovation. Strategies to promote appropriate use of standards in regulations are indicated in such situations.

- Establishing a competitive position through standards

The availability of standards can assist in gaining acceptance or provide a competitive edge for new products. Such standards enable assessment and evaluation of products to generally accepted criteria. Acceptance in global markets would be facilitated through the development of international standards for such products.

- Improving access to standards information by industry and exporters

Small and medium sized industry in developing countries can derive significant benefits from utilizing the wealth of information available on standards from international, regional and national standards. Strategic initiatives to overcome the lack of awareness and difficulties in accessing such information would be suitable options for selection. Exporters can benefit from ready information on standards and regulations in export markets. NSBs that function as national TBT or SPS enquiry points are ideally suited to leverage on this function to improve dissemination of information.

- Proactively seeking opportunities for achieving economic gains through national standardization

Traditionally standards have served as a means for rationalizing variety, enabling interchangeability and interconnectivity of products and facilitating procurement of products by governments and large corporations. Identification of such opportunities may be pursued by the NSB in consultation with industry stakeholders on a proactive basis.

- Facilitating research and development

Standards facilitate research and development in several ways; provide a method and basis for evaluation of new products, standard specifications provide a benchmark for product development and terminology.

4. Strategic objectives - choices and selection

The selection of the most appropriate combination of strategic objectives requires consultation and analysis and should be based on identified current and future priorities. Strategies for economic development are an integral part of overall national standardization strategies due to the inter-related nature of initiatives taken. Strategies for developing the standardization infrastructure or those that have the objective of improving health and safety or environment through use of standards, do often have an impact on the economy. The choices for strategies are indeed vast and a selection depends on priorities as perceived by the NSB in consultation with stakeholders. The choices include:

- Sector focus for national standardization

Selection of sectors of focus for standards development for fast developing sectors with potential for economic development and priorities identified in national economic development plans is a strategy that helps focus on sectors that provide the maximum economic benefits

- Infrastructure upgrading and development

Infrastructure for standardization includes both the physical and the ‘soft’ or organizational structure and processes. A robust infrastructure is a prerequisite for development and implementation of standardization initiatives. The selection of the appropriate initiatives is dependent on the status of the standardization infrastructure. A wide range of strategic initiatives is available; such as skill development, modernizing processes, adopting IT tools and establishing new standards committees.

- Legal framework and organizational structure

In certain situations strategies have to be put in place to review legislation and organizational structure for standardization. This would be required in situations where the legislation itself is a constraint and hinders the NSB’s actions (see section 2.1 above).

- Increasing awareness and improving participation of industry in standards

Awareness of standardization is an important aspect in realizing wider usage and participation of industry. The benefits and gains arising from standards are of a long term nature and not always apparent. A deeper examination and understanding is required. Awareness programs are thus essential and should underpin all other initiatives. This is especially important in developing countries which have low level of awareness and participation in standards development. The development of accepted and useful standards is only possible through involvement of a significant number of industry representatives.

- National vs. International/Regional focus for standards

NSBs have finite resources that have to be allocated to work on national, regional and international standards. A decision can be made to allocate resources in a manner that best serves expected needs. For example, if the focus is on exports, regional and international standards take precedence. A focus on national standards would be appropriate for the objectives of developing internal trade or for quality improvement.

- Resource focus

Resource limitations are a concern that often confronts developing country NSBs. The strategies can be put in place by NSBs to identify and develop new sources of finances or expand the traditional sources such as government grants, sales of standards, providing services such as training and consultancy.

– Regulatory interface

Standards and technical regulation interface is a focus area that countries with an established standards system may choose to focus on to realize benefits from appropriate use of standards in technical regulation and to remove related unnecessary regulatory barriers.

– Responding to trade agreements and regional standardization

The Regional FTAs and standards, and associated initiatives, lead to a new responsibility for NSBs in enhancing export trade through harmonization and development of regional standards.

– Cooperative arrangements, including external aid

NSBs have the advantage of leveraging on external cooperative arrangements into their strategies. These include programmes of international standards bodies such the twinning programme of ISO, the IEC's affiliate country programme and also initiatives funded bilaterally and international development organizations.

5 Core issues related to National Standards Strategy to support national economy

A set of 12 issues have been identified that influence the development of a national standardization strategy. Panelists are invited to articulate their views on these focus areas. The accompanying table elaborates on the potential developing country concerns and options for initiatives available.

- i. Identifying national standardization needs
- ii. Identifying priority sectors for standardization
- iii. Consultation processes for strategy development
- iv. Participation in international standards and regional standards for development
- v. Responding to FTAs and regional harmonization and bilateral agreements
- vi. Resources – optimizing use of resources and increasing total amount of resources available
- vii. Impacting government policy to increase effectiveness of standardization
- viii. Standards infrastructure development
- ix. Appropriate use in regulations to promote the economy
- x. National laws and national standards infrastructure that are outdated or inappropriate
- xi. Insufficient use of standards by industry – especially SME sector and use of standards for promoting safety, health, and protecting consumers
- xii. Establishing linkages with other organizations for mutual benefit

Note: This document was prepared for the 43rd DEVCO meeting by Mr. Rajinder Raj Sud, Malaysia. The views expressed and observations herein are those of the author and do not necessarily reflect the position of ISO.

**Table 1: How does the NSB ensure that its strategic objectives support those of the national economy?
How to develop a national standardization strategy?**

Core Issue for discussions

	Core Issue	Concerns of developing countries	Options available for strategies and initiatives	Desired Impact
1	Identifying national standardization needs	Developing countries have specific needs that are dependent on the stage of development, size and type of economy. Developing countries with incomplete infrastructure have different needs from those with more complete systems.	<ul style="list-style-type: none"> - Infrastructure development - Increased participation in international standardization - Increasing stock of national standards - Increasing awareness of stakeholders - Increasing resources 	Strategies based on needs will have optimum positive benefits to national economy
2	Identifying priority sectors for standardization	Focus areas for standardization depend on the needs of business, industry and government. Standards facilitate businesses - exports and domestic trade.	Increasing stock of standards for selected sectors such as - exports, government procurement, consumer safety, environment, quality improvement or specific industry sectors. In some situations the review of outdated standards may be indicated.	Standards are made available for the sectors that have maximum impact on the economy by facilitating industry and trade.
3	Consultation processes for strategy development	Standards should be relevant and reflect needs of businesses and industry. Selection of means of consultation to ensure participation of relevant stakeholders in the process.	Engage decision makers in consultation process.	Information on needs is collected and evaluated for planning.

	Core Issue	Concerns of developing countries	Options available for strategies and initiatives	Desired Impact
4	Participation international standards for development	Increasing awareness of benefits of participation in international standards Determining sectors for participation. Deciding on resource allocation for participating in international standards.	Increasing promotional events. Harmonizing national standards with international/regional standards Programs for enabling active participation in selected sectors Dialogues and consultation with trade officials and industry Resource allocation Review standards priorities	Standards enable greater participation of industry in external trade
5	Responding to FTAs and regional harmonization and bilateral agreements	Selection of priorities, allocation of resources and mechanisms for regional/bilateral for supporting FTAs and harmonization programmes.		Enhanced bilateral/regional trade
6	Resources – optimizing use of resources and increasing total amount of resources available	Ensuring sufficient resources are available on a sustainable basis	Obtaining new sources of funds Increasing government allocations. Optimizing use of resources.	Increase in resources Sustainable source of resources identified. Ability to achieve objectives with resources available
7	Impacting government policy to increase effectiveness of standardization	Government support is important in developing countries to ensure that standards body is given sufficient support in terms of resources and vies of the NSB are sought and incorporated in trade policy and economic development plans.	Increasing representation in government consultation. Enhancing role of NSB to include advisory functions	National policies integrate views of the NSB. Policies and plans to incorporate benefit from standardization.
8	Standards infrastructure development	Developing countries require funding, expertise, training inputs to develop standardization infrastructure.	Strategies for obtaining these could include methods to increase grants from governments, private sector contributions, donor funding and contributions in kind.	Developed standardization infrastructure

	Core Issue	Concerns of developing countries	Options available for strategies and initiatives	Desired Impact
9	Appropriate use in regulations to promote economy	Standards that are unnecessarily made mandatory or use of outdated or other wise inappropriate standards in technical regulation hinders development and trade.	Increase coordination with government regulatory authorities. Increase awareness of appropriate use of standards, and review obsolete standards.	Standards do not hinder industrial development and trade.
10	National laws and national standards infrastructure that are outdated or inappropriate	Laws do not give sufficient mandate to the NSB, laws that result in conflicts of interest between technical regulation and voluntary standardization, or those that do not provide appropriate arrangements for governance of the standardization function hinder the work of the NSB	Influencing and/or assisting government authorities for conducting reviews of existing laws and structures.	Opportunity to revise laws and restructure to meet current needs.
11	Insufficient use of standards by industry – especially SME sector Use of standards for promoting safety, health, and protecting consumers	Assisting organizations to obtain competitive advantage through standards. Sufficient standards that available are appropriate to serve national needs	Increasing relevance of standards Improving quality Providing training & education Translating international standards to local languages Enhanced cooperation with regulators during development and implementation phases	Greater use of standards by local industry. Improvements in health and safety systems in the country
12	Establishing linkages with other organizations for mutual benefit	NSBs require inputs in the form of research, information, expertise, testing and evaluation services to develop standards	Increasing cooperative arrangements with research institutions, trade bodies and industry would assist in overcoming such constraints	Expanded availability of resources

Background paper for discussion group 3: Lessons learned in implementing the ISO Action Plan for developing countries 2005-2010

Introduction

Following the 2002 ISO General Assembly held in Stockholm, it was decided to enhance the participation of developing countries and economies in-transition in international standardization and to promote the implementation of International Standards in those economies.

In order to ensure the linkage of actions in favour of developing countries to ISO's overall strategy, which spanned over 5 years, the ISO Programme for Developing Countries was converted into a five-year action plan encompassing the whole spectrum of activities of interest to developing countries and was renamed Five-Year Action Plan for Developing Countries: Standards for Progress (2005-2010).

The ISO Five-Year Action Plan for Developing Countries is the instrument for implementing the elements of the ISO 2005-2010 Strategic Plan relating to developing countries. It is based on the recommendations of the Developing Country Task Force (DCTF) endorsed by Council and the consultation of ISO members by the Secretary-General, in February 2004, on the nature, modalities and planning of ISO support of actions in favour of developing countries.

The ISO Five-Year Action Plan for Developing Countries was approved by DEVCO in 2004 and subsequently endorsed by Council in September 2004 through resolution N° 27.

Action plan objectives

The *ISO Action Plan*, which is built around the following five key objectives, is in its fifth year of implementation:

- 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.*

Resources for implementation

3.1 Human

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

Between 2005 and 2009, the staff of DEVT dealing directly with the implementation of technical assistance under the *Action Plan* had to be increased through the recruitment of two additional

project managers (for duration of specific projects) and one assistant. Besides, another assistant was recruited on a part-time basis to specifically deal with international travel for ISO-sponsored participants attending DEVT-organized activities.

3.2 Financial

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 or Government Ministries.

With regard to contributions to the Funds-in-Trust between 2005 and 2008, ten ISO members from developed countries and eleven ISO members from developing countries provided support.

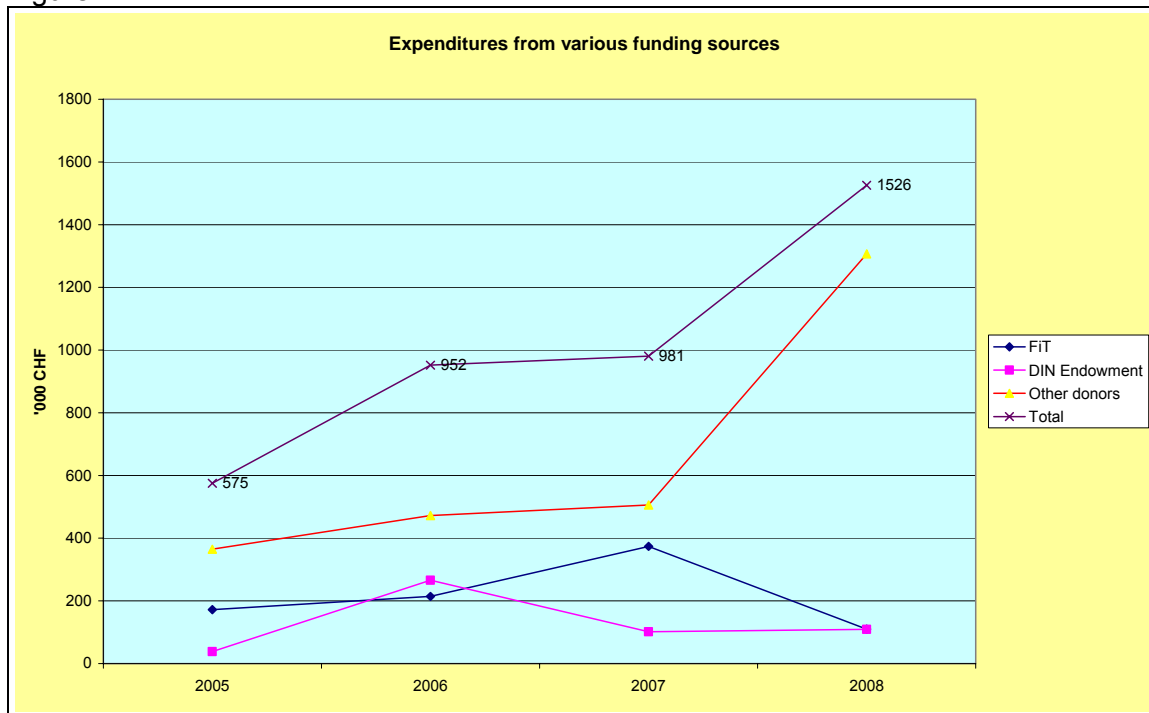
The capital of the DIN Endowment Fund, contributed in 1992, will be used until the end of 2010 to implement the ISO Project on *IT tools and related assistance for member bodies in developing countries (ICTDEV)*.

The donors who have supported the *Action Plan* are the Government of Finland, the Norwegian Agency for Development Cooperation (NORAD), the Swedish International Development Cooperation Agency (Sida) and the Swiss State Secretariat for Economic Affairs (SECO).

3.3 Technical assistance delivered

The volume of technical assistance provided to developing countries has nearly tripled from their 2005 level to reach 1'526'000 CHF in 2008, as illustrated in figure 1 below.

Figure 1



The considerable increase in the delivery of technical assistance as from 2008 was made possible mainly through the generous support from Sida (Sweden), which signed a major funding agreement with ISO in 2007 for support to developing countries from 2008 to 2010. This Agreement also provided for the employment of an additional project manager within DEVT to support implementation. Besides, both Sida and the Finnish Government have provided additional

resources in 2009 to support the participation of developing countries in the work of the ISO/TMB Working Group on Social Responsibility until the ISO 26000 standard is published in 2010.

Activities implemented under the *Action Plan*

Activities implemented between 2005 and 2008 for each of the five objectives of the *Action Plan* are given in Table 1 below. All these activities are detailed in table form in the working documents of each DEVCO meeting as an annex to the DEVCO Secretary's report.

Table 1

2005-2008 Number of activities by objectives				
	2005	2006	2007	2008
Objective 1	13	27	18	22
Objective 2	9	9	17	17
Objective 3	0	1	3	7
Objective 4	4	7	7	2
Objective 5	1	7	10	14
Total	27	51	55	62

The number of participants from developing countries who participated in the various activities over the same period is given in table 2 below. It should be pointed out that many activities under objective 4 of the *Action Plan* were funded under the budget of the ISO Central Secretariat covering access to IT resources, e.g. training on the ISO Global Directory or on e-services.

Table 2

2005-2008 Number of participants		
	Total	Sponsored
2005	2'100	115
2006	2'411	315
2007	2'781	394
2008	2'996	412
Total	10'288	1'236

The annual technical assistance plan is established based on requests received from developing countries. The activities implemented mainly consist of national, regional and global seminars and workshops; sponsorships to attend ISO TC/SC/WG meetings; e-learning courses; deployment of ICT projects with equipment and training; and preparation of training materials and publications.

Members formulate their requests and send them to the DEVCO Secretariat using the Technical Assistance Request (TAR) form sent to all members around the middle of the year and available on the ISODOC server. Since 2008, the TAR has been modified to allow members to indicate whether they would wish a particular activity at the national or regional level. All requests are processed at the level of DEVT to prepare the annual workplan covering national, regional and global activities. Geographical balance is taken into consideration when deciding where to hold activities.

The areas/topics covered since 2005 are the following:

- Adopting and referencing international standards
- Conformity assessment
- Consumer involvement
- Energy management
- Enhanced participation in international standardization
- Environment and climate change
- e-learning
- e-services, e-balloting, Global Directory, TC-server, etc.
- ICT
- ISO 10015, Quality management — Guidelines for training
- ISO/IEC 27001, Information security management systems
- ISO/IEC 17025, Requirements for Laboratories
- ISO 22000
- Marketing and promotion of standards
- Role of international standards in economic development and trade
- Social responsibility
- Societal security

New areas are being developed, e.g. covering management of a NSB, stakeholder participation through national mirror committees, ethical trade, etc.

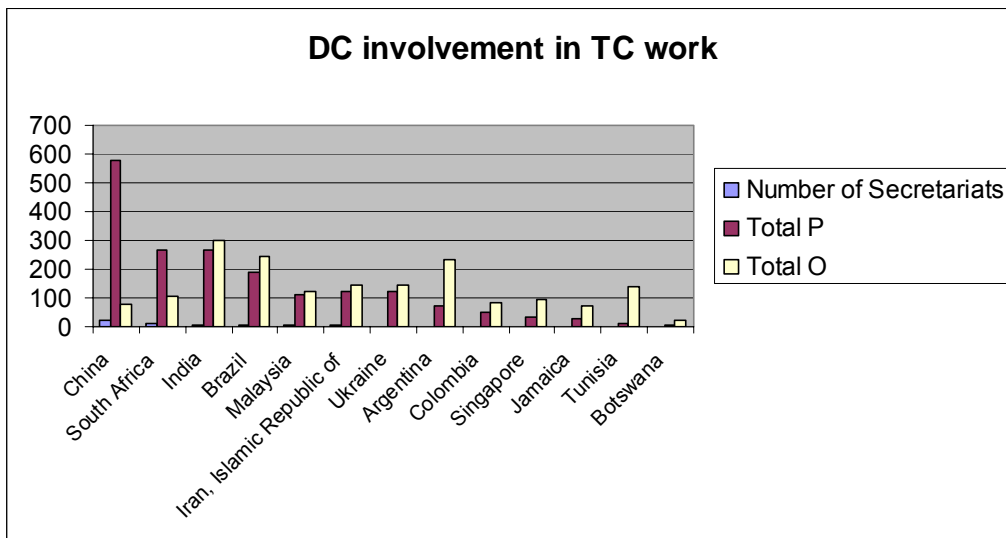
Indicators

The DEVCO Chair’s Advisory Group (CAG) has been monitoring a number of indicators related to the implementation of the *Action Plan*. The more prominent indicators are shown in Table 3 below. The indicators show that there has been notable progress on the part of developing countries towards participation in international standardization. Figure 2 shows the countries that hold the highest number of secretariats and P-memberships.

Table 3

Year	Total number of TC/SCs Secretariats held by Developing Countries <i>(including twinning)</i>	Total number of TC/SC participation P-Memberships	Total number of TC/SC participation O-Memberships	Total number of twinning arrangements
2009 <i>(as of 2009-07-15)</i>	66	3114	5363	32
2008	61	2985	4679	30
2007	52	2809	4721	22
2006	49	2603	4718	14
2005	39	2661	5199	

Figure 2



Impact assessment of activities

After each event, participants are requested to complete an evaluation questionnaire to assess the level of satisfaction and invite proposals for improvements.

As from 2009, members are being requested to go one step further and to complete an impact assessment questionnaire for each activity they have hosted or which they have attended during a given period. The results are being compiled for activities carried out during the second semester of 2008. The results will provide insight into how the beneficiary NSBs make use, in the longer term, of the knowledge gained at ISO events in furthering the objectives of the *Action Plan*.

Lessons learned and considerations

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.

There is increasing interest on the part of NSBs to integrate better in the work of ISO and the *Action Plan* has enhanced their capabilities and resources.

However, the following issues, *inter alia*, need consideration while drawing lessons from the implementation of the *Action Plan* and also in view of better focussing resources for the future:

- Absorption capacity of NSBs – How far can NSBs having limited staff participate in ISO technical assistance events and afterwards disseminate the training and knowledge to other stakeholders? Sometimes, the same dedicated staff from a given NSB participate in different events, thus limiting the multiplier effect.
- Involvement of stakeholders – How does the NSB ensure that the impact of ISO activities reach interested stakeholders? Should the NSB designate more stakeholders to participate in ISO activities?

- Hosting of ISO events – Many NSBs do not have the resources to host regional activities organized by ISO although the latter provides the financial contributions? To what extent hosting of a regional ISO event create a positive effect on the image of the NSB? How to ensure that more NSBs volunteer to host events?
- Train-the-trainer events – Should ISO give more importance to ToT activities?

Action

Participants to the discussion group are invited to consider the above and provide inputs.

Core issues for discussion Group 3: Lessons learned in implementing the ISO Action Plan for Developing Countries

1 Improve awareness of key stakeholders of the role of standardization in economic growth, world trade and sustainable development

- How does the NSB identify the stakeholder groups it wishes to involve in its standardization work and to what extent it effectively uses them?
- Have we managed to make ISO's awareness creation and outreach activities equally attractive for all key stakeholder groups?
- Have we been successful in meeting the expectations of the different stakeholder groups participating in the awareness creation events?
- Do we need to address the interests, needs and expectations of fundamentally different stakeholder groups (such as public authorities and industry) by means of different and separate awareness creation activities?
- Are seminars and workshops always the most effective and promising tool for awareness creation or can we identify alternative measures?
- Do you consider that data and case studies on the role of standardization in economic development taken from advanced industrialised countries are fit for the purpose of awareness creation in developing countries? If not, do we have alternatives?
- What are your recommendations concerning the issue of "improved awareness of key stakeholders" with regard to the next Action Plan for Developing Countries (2011-2015)?

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

Note:

Capacity Building is much more than training and includes the following:

- *Human resource development, the process of equipping individuals with the understanding, skills and access to information, knowledge and training that enables them to perform effectively.*
- *Organizational development, the elaboration of management structures, processes and procedures, not only within organizations but also the management of relationships between the different organizations and sectors (public, private and community).*
- *Institutional and legal framework development, making legal and regulatory changes to enable organizations, institutions and agencies at all levels and in all sectors to enhance their capacities*

It is a long-term, continuing process, in which all stakeholders participate (ministries, local authorities, non-governmental organizations, professional associations, academics and others).

(Source: Global Development Research Centre)

- Have we been successful in involving all stakeholders in ISO's capacity building support activities?
- Have we been able to effectively link up the ISO support activities with the relevant national capacity building programmes and process? Or, if no such national programmes were in place, have the ISO activities contributed to the creation of such national programmes and initiatives?
- Capacity building has a lot to do with management development and the introduction of adequate management practices. Have we been successful in involving top management in ISO's capacity building support activities? Or is this neither possible nor necessary and should we exclude top management from the target group?
- What are your recommendations concerning the issue of "capacity building" with regard to the next Action Plan for Developing Countries (2011-2015)?

3 Increase regional cooperation to share experience, resources, training, information and communications technologies

- Regional seminars and workshops (sponsored by ISO Development and Training Services) offer excellent opportunities for sharing experience, reinforcing partnerships etc. between the countries of the region. But does the conduct of such events – e.g. on specific topics such as food safety - also foster regional cooperation on standardization and related matters in general? (beyond the individual event?)
- Regional and subregional cooperation in standardization needs to be driven by the needs and interests of the national members and their respective stakeholders, and facilitated by adequately staffed and equipped (sub)regional organisations. Have the activities of the Action Plan given sufficient attention to both subsystems?
- Regional and subregional cooperation in standardization also needs to be embedded in and "fired by" strong political and economic integration initiatives. Have the Action Plan activities addressed this aspect?
- What are your recommendations concerning the issue of "increased national and regional cooperation" with regard to the next Action Plan for Developing Countries (2011-2015)?

4 Develop electronic communication and expertise in IT tools

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

- Increased participation is likely to result from increased motivation which in turn is brought about by improved awareness of the benefits of participation. Have the Action Plan activities sufficiently reflected this correlation? Have we for instance been able to link or combine activities from the areas of "awareness" and "increased participation"?
- Can the sponsoring of participants in plenary meetings of ISO technical or governance bodies make a structural change for the better with regard to developing countries' participation in general? If not, can you think of alternative actions that may have a more sustainable impact?
- What are your recommendations concerning the issue of "increased participation" with regard to the next Action Plan for Developing Countries (2011-2015)?

6 Monitoring/evaluation of Action Plan

- Have you completed and returned the impact assessment questionnaires sent to you by DEVT regarding events in which your country participated in the last semester of 2008?
- Was this a process that encouraged you to initiate a national action following your participation at the DEVT seminar/workshop? Do you have suggestions on the questionnaires?
- What steps the NSB should take systematically to ensure that it builds up on its participation in DEVT events?



ITEM 12

**REPORTING FROM DEVCO DISCUSSION
GROUPS**



ITEM 12 REPORTING FROM THE DISCUSSION GROUPS

The discussion group chairs will report on the outcome of the previous day's discussions. Mr. Charles M. Ekelege, TBS (Tanzania) for group 1, Mr. Ivan Krstic, ISS (Serbia) for group 2 and Mr. Supachai Teapatanpong, TISI (Thailand) for group 3.

After the DEVCO meeting, the reports will be further reviewed by the DEVCO Chair's Advisory Group and any matters arising from the reports identified.

DEVCO ACTION

DEVCO members are invited to note/comment the information presented



ITEM 13

**PANEL DISCUSSION ON STANDARDS
RELATED STRATEGIES OF SELECTED
INTERNATIONAL ORGANIZATIONS FOR
CAPACITY BUILDING IN DEVELOPING
COUNTRIES**



**ITEM 13 PANEL DISCUSSION ON STANDARDS RELATED STRATEGIES OF
SELECTED INTERNATIONAL ORGANIZATIONS FOR CAPACITY
BUILDING IN DEVELOPING COUNTRIES**

At the occasion of the annual DEVCO meeting, international organizations that work in close collaboration with ISO in support of its members in developing countries are given the floor to update DEVCO members of their activities.

Each of the organizations present will discuss their capacity building strategies in developing countries. The presentations will be followed by a panel discussion.

DEVCO ACTION

DEVCO members are invited to participate in the discussions



ITEM 14

DATE AND PLACE OF THE NEXT MEETING



ITEM 14 DATE AND PLACE OF THE NEXT MEETING

The 44th meeting of DEVCO will be held on Monday 13 and Tuesday (morning) 14 September 2010, in Oslo, Norway, followed by the ISO General Assembly from 15 to 17 September 2010.

DEVCO ACTION

DEVCO members are invited to note the above information



ITEM 15

ANY OTHER BUSINESS

