International Organization for Standardization
Organisation internationale de normalisation
Международная организация по стандартизации

DEVCO 01/2015
September 2015

ITEM 1   Welcome by the ISO President

The ISO President, Dr Xiaogang Zhang (China), will welcome the participants at the 49th DEVCO meeting.

International Organization for Standardization
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DEVCO 02/2015
September 2015

ITEM 2   Opening remarks by the DEVCO Chair

Dr Lalith Senaweera, Director General, Sri Lanka Standards Institute (SLSI), and DEVCO Chair for 2015 will present opening remarks to the attendees at the 49th DEVCO meeting.

International Organization for Standardization
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DEVCO 03/2015
September 2015

FORTY-NINTH MEETING OF THE ISO COMMITTEE ON DEVELOPING COUNTRY MATTERS (DEVCO), 15 SEPTEMBER 2015, SEOUL, REPUBLIC OF KOREA

DRAFT AGENDA

International Organization for Standardization
Organisation internationale de normalisation
Международная организация по стандартизации

DEVCO 04/2015
September 2015

ITEM 4 Tabling of the minutes of the 48th meeting held in Rio de Janeiro (Brazil), on 9 September 2014

The minutes of the 48th DEVCO meeting held in Rio de Janeiro, Brazil, on
9 September 2014, were made available on the TC server on 28 November 2014.

It is proposed to table the minutes as circulated.

International Organization for Standardization
Organisation internationale de normalisation
Международная организация по стандартизации

DEVCO 05/2015
September 2015

ITEM 5 Matters arising from the minutes of the previous meeting

The 48th DEVCO meeting resolutions were reviewed by the DEVCO CAG in September 2014. Any follow-up action taken by the Secretariat is noted under the relevant resolution *(in italics)*.

DEVCO RESOLUTION 1/2014

Item 3 - Welcome by the ISO President

DEVCO,

thanks Mr Terry Hill, ISO President, for his inspiring message and for encouraging members to participate actively in the sessions devoted to the development of the next Action Plan for developing countries (2016-2020).

DEVCO RESOLUTION 2/2014

Item 6 – ISO update by the Secretary-General

DEVCO,

thanks Mr Rob Steele, ISO Secretary-General, for sharing his thoughts on the latest developments at ISO, and for confirming ISO's continued support to members in developing countries.

DEVCO RESOLUTION 3/2014

Item 7 - DEVCO Keynote Address

DEVCO,

thanks Mr Haroldo Mattos de Lemos for his instructive and thought-provoking presentation.

DEVCO RESOLUTION 4/2014

Item 8 – Report on implementation of the ISO Action Plan for developing countries including reports by the CASCO and COPOLCO secretariats

DEVCO,

notes the report on the implementation of the ISO Action Plan for developing countries 2011- 2015 contained in working document 07/2014,

expresses its deepest thanks to the Swedish International Development Cooperation Agency (Sida), the Swiss State Secretariat for Economic Affairs

(SECO), the Finnish Ministry for Foreign Affairs, and the Deutsche Gesellschaft fuer Internationale Zusammenarbeit (GIZ), on behalf of the German Federal Ministry for Economic Cooperation and Development (BMZ) for providing financial support for the implementation of the Action Plan 2011-2015,

further thanks members having contributed to the Funds-in-trust contained in working document 07/2014,

invites the DEVCO CAG to continue monitoring the implementation of the Action Plan 2011- 2015.

At its 23rd meeting held on 19-20 March 2015, the DEVCO CAG reviewed the key performance indicators used for the monitoring of the Action Plan.

DEVCO RESOLUTION 5/2014

Item 8 – Reports by CASCO and COPOLCO

DEVCO

thanks the CASCO and COPOLCO secretariats for their activity reports contained in working document 07/2014.

DEVCO RESOLUTION 6/2014

Item 9 – Report by DEVCO members on technical assistance to developing countries

DEVCO,

notes the reports on technical assistance and training delivered by DEVCO members in developing countries contained in working document 08/2014,

requests the DEVCO CAG to identify further synergies and opportunities for enhanced cooperation between the members providing support to developing countries under the Action Plan 2011-2015 and the ISO Central Secretariat.

At its 23rd meeting held on 19-20 March 2015, the DEVCO CAG considered ways of increasing the collaboration in the context of the next Action Plan (2016-2020).

DEVCO RESOLUTION 7/2014

Item 10 – Lessons learnt from the implementation of the Action plan 2011-2015

DEVCO,

<u>thanks</u> Mr Rob Steele, ISO Secretary-General, for his role as facilitator in the panel discussion on the lessons learnt from the implementation of the Action Plan 2011-2015,

further <u>thanks</u> the panelists Mr Gebre Legesse (ESA), Dr Bambang Prasetya (BNS), Mr Ali Riundja (Othy) Kaakunga (NSI) and Mr Mauricio Céspedes (INTECO) for providing their views and sharing their experiences on the benefits of the implementation of the Action Plan 2011-2015,

<u>requests</u> the DEVCO CAG to take note of the comments and suggestions made during the discussions.

The DEVCO CAG reviewed the feedback from the panel session at its meeting held immediately after the DEVCO meeting, on 10 September 2014 and made use of this material for the formulation of the next Action Plan (2016-2020).

DEVCO RESOLUTION 8/2014

Item 12 – Reporting back from the working sessions on the Action Plan 2016-2020

DEVCO,

<u>thanks</u> Mrs Léna Dargham (LIBNOR), Dr Gevorg Nazaryan (SARM), Mrs Eve Gadzikwa (SAZ) and Mrs Fadilah Baharin (DSM) for reporting back on the working sessions on the Shaping of the ISO Action Plan for developing countries 2016-2020,

further <u>thanks</u> Mr Hiroo Wakai, Mrs Elizabeth Adetola, Dr Mkabi Walcott and Mr Damian Fisher for contributing to the effective running of the working sessions on the next Action Plan,

<u>requests</u> the DEVCO CAG to note the recommendations formulated in the working sessions, and to take into account the suggestions made during the meeting, for the formulation of the Action Plan 2016-2020.

The recommendations from the working groups were taken into account by the DEVCO CAG for the formulation of the Action Plan 2016-2020.

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DEVCO 06/2015
September 2015

ITEM 6 Update by the acting ISO Secretary-General

The acting ISO Secretary-General, Mr Kevin McKinley, will give an update on the latest developments at ISO.

International Organization for Standardization
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Международная организация по стандартизации

DEVCO 07/2015
September 2015

KEYNOTE PRESENTATION

ITEM 7 DEVCO Keynote Address

The DEVCO keynote address will be delivered by Dr Ranyee Chiang, Director of Standards, Technology and Fuels, Global Alliance for Clean Cookstoves and Chair of ISO/TC 285 - Clean cookstoves and clean cooking solutions.

A short biography

Ranyee Chiang is the Director of Standards, Technology and Fuels at the Global Alliance for Clean Cookstoves. She works together with the global network of testing experts to improve the evaluation and communication of stove performance and quality. As chairperson of the ISO Technical Committee for Clean Cookstoves and Clean Cooking Solutions, she facilitates multiple stakeholder groups to develop and implement standards, regulation, and labeling. She also oversees the Alliance's efforts to increase performance, affordability, usability, and access to a broad range of technology and fuel opportunities.

Prior to joining the Alliance, Ranyee was at the U.S. Department of Energy, where she managed research initiatives focused on biomass cookstove technologies and on the environmental impacts of biofuel production, and contributed to multilateral roundtables to develop indicators and standards for bioenergy sustainability.

In 2013, the American Association for the Advancement of Science selected Ranyee as one of its 40@40 Fellows for exemplary dedication to applying science to serve society, creative, innovative, and collaborative problem solving in addressing global challenges, and uncommon ambassadors for the role of science and technology. She earned her Ph.D. in Biological and Medical Informatics from the University of California, San Francisco and holds an Sc.B. in Computational Biology from Brown University.

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Международная организация по стандартизации

DEVCO 08/2015
September 2015

TECHNICAL ASSISTANCE

ITEM 8   Report on the implementation of the ISO Action Plan for developing countries 2011-2015, including reports by the CASCO and COPOLCO secretariats

Background

The report below provides an update on the implementation of the *ISO Action Plan for developing countries 2011-2015* since the last DEVCO meeting, held in Rio de Janeiro, in September 2014.

The *ISO Action Plan* is administered by the ISO Academy at the ISO Central Secretariat (ISO/CS). DEVCO is responsible for monitoring its implementation, with the help of the Chair's Advisory Group (CAG).

1   Introduction

The *ISO Action Plan for developing countries 2011-2015* implements elements of the *ISO Strategic Plan 2011-2015* relating to developing countries and is built around the following six key outputs:

1. *Increased participation in ISO technical work*
2. *Capacity built in standardization and related matters for ISO members and their stak eholders*
3. *Awareness improved on the role and benefits of IS and their use. International standards are therefore increasingly used*
4. *ISO members in developing countries strengthened at institutional level*
5. *Regional cooperation strengthened*
6. *Introduction of the subject of standardization as part of educational curricula initiated*

This report is structured by output and covers activities carried out under each of the above six outputs.

An overview of the technical assistance projects and training activities implemented between July 2014 and June 2015 is listed in **Annex 1.**

2   Highlights on the implementation of the ISO Action Plan for developing countries 2011-2015

2.1   Increased participation in ISO technical work

a) *Sponsorships and participation TCs, SCs and WGs*

The support provided by ISO for this output aims to increase the involvement of developing countries in the technical work performed by ISO technical committees (including project committees), sub-committees and working groups. By participating at these three levels, developing countries ensure that their interests are taken into account and, in so doing, contribute to strengthening ISO's global relevance.

A revised sponsorship policy came to effect on 1 January 2015. The following main changes were introduced:

- ISO members in developing countries are now entitled for up to <u>three</u> sponsorships per calendar year;
- funding is expanded to cover living costs (accommodation, airport transfers and meals) in addition to travel (flight) for sponsored experts or delegates to attend the ISO technical meetings.

Further details the new sponsorship policy is available from ***ISO Connect***.

The number of sponsorships granted since 2011 is shown on the table below.

Sponsorship programme	2011	2012	2013	2014	2015
First half (Jan-Jun)	21	48	41	44	**54**
Second half (Jul-Dec)	20	39	18	27	1
Total sponsorships	**41**	**87**	**59**	**71**	**55**

During the first half of 2015, a total of 54 sponsorships requests were received, indicating an upward trend in the uptake of sponsorships since the revision of the new policy.

b) *Courses related to ISO/TC roles and effective leadership*

The provision of training to those appointed into leadership roles in standardization work is an important area of focus for this output. Thus, regular training sessions are organized at ISO/CS for members from developed and developing countries. During the period under review the following courses were organized:

- **Four sessions** of the **ISO Secretaries' week courses** were organized for ISO TC/SC secretaries, secretary support teams and WG convenors. Of a total 96 participants, 20 were from developing countries (Argentina, China, Egypt, Ghana, India, Islamic Republic of Iran, Malaysia, Rwanda and South Africa).

- **Four sessions** of the **ISO IT services and tools in standards development courses** were organized in Geneva (Switzerland), Nairobi (Kenya), San José (Costa Rica) and Abu Dhabi (United Arab Emirates). Of the 41 participants nearly 90% (36 participants) were drawn from developing country ISO members in the respective regions.

- **Four sessions** of **customized ISO Secretaries week courses** were delivered to the ISO members in China, Malaysia and South Africa. The total number of participants at these customized courses was 122, distributed as follows: 53 (China); 47 (Malaysia) and 22 (South Africa). These courses were delivered on the basis of cost-recovery. For China, SAC bears the costs related to the training programme under the ISO/SAC Memorandum of Understanding (MoU) renewed in 2012.

- **Three customized[1]) sessions** of the **ISO Chair's and convenors course** were organized in Pretoria (South Africa), Miami (United States) and London (United Kingdom), attended by a total of 110 participants.

The training material for all the above courses is available for members to use to organize training within their organizations.

2.2   Capacity built in standardization and related matters

The second output of the Action Plan aims to help build the capacity of national experts, key stakeholders, and ISO member staff. The activities under this output are delivered through train-the-trainer courses or focused workshops that provide in-depth coverage of a subject beyond the general awareness raising (i.e. targeting intermediate to advanced knowledge levels). The subjects addressed under this output include standardization related matters such as economic benefits of standards, consumer involvement, conformity assessment, etc.; and the implementation of specific ISO Standards e.g. ISO 14000 – Environmental management related; ISO 22000 – Food safety management; ISO 26000 – Social responsibility; ISO 31000 – Risk management; ISO 39001 – Road traffic safety; ISO 50001 – Energy management, etc.

Activities under this output are delivered either directly as part of ISO's regular technical assistance or built under donor-funded projects targeting a specific region.

Under the regular technical assistance, two workshops were organized on the use conformity assessment tools for better regulatory outcomes.

Under the donor-funded projects, the main activities implemented were part of the MENA SR project. The MENA SR project is four-year project funded by the *Swedish International Development Cooperation Agency* (Sida) for the *Uptake and use of ISO 26000 on Social Responsibility within the Middle East and North Africa (MENA)* region. The beneficiaries of the project are Algeria, Egypt, Iraq, Jordan, Lebanon, Morocco, Syria, and Tunisia. The overall project objective is to build capacity within each of the above mentioned countries, using the NSB as the central pivot, and to create a pool of national and regional experts, who in turn can assist selected organizations to apply ISO 26000 in their operations. The project came to a close in December 2014 and has provided demonstrable value in the form of the exchange of experiences and best practices at the regional level. An impact study of the project will be available in September 2015.

2.3   Improved awareness of the role of standardization

Workshops and seminars in areas of interest for developing countries are organized under this output. The topics include food safety, life cycle assessment, energy management, greenhouse gases, societal security, social responsibility, business continuity, environmental foot printing and general aspects of conformity assessment.

During the period under review, workshops ere organized at the regional or national level. The topics include ISO 22000 – Food safety management; ISO 26000 – Social responsibility; and ISO 50001 – Energy management. A detailed list of activities is included in **Annex 1.**

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[1]) Customized courses can be delivered to all ISO members on a cost-recovery basis.

In addition, as part of the effort to encourage developing country participation in CASCO and COPOLCO related activities, two global workshops were organized during the respective plenary meetings. Further details on these are included in **Annex 2** and **Annex 3**.

2.4 Institutional strengthening of members in developing countries

The objective of this output is to strengthen national standards bodies, which operate in various types of legal and institutional frameworks as well as in different business environments, in order to enhance their competence and credibility. Strong NSBs are key for ensuring adequate participation in international standardization work and for the implementation of international standards at the national level.

The assistance provided under this output is two-fold: (1) specific projects targeted at selected ISO members at national level - institutional strengthening project (i.e. INS projects); and (2) regional training courses for ISO member staff aiming to build capacity on operational aspects in the area of standardization and related matters, covering aspects from standardization policy, procedure and sharing current best practices (e.g. stakeholder engagement or marketing and communication).

The first INS projects were started in April 2011. In the period under review, there were a total of 14 active projects in the following countries: Bangladesh, Bhutan, Cambodia, Côte d'Ivoire, Ecuador, Fiji, Ghana, Jamaica, Myanmar, Nepal, Panama, Philippines, Sudan and Zimbabwe.

In addition, thanks to funding by Sida, an INS component is included under the recently launched MENA STAR project (Project to strengthen institutional infrastructure on standards and regulations to support business and industry in Middle East and North Africa). The following countries will benefit from assistance under the MENA STAR project: Algeria, Egypt, Iraq, Jordan, Lebanon, Libya, Morocco, Tunisia and Yemen and Palestine. MENA STAR will run until the end of 2017.

A listed in **Annex 1**, four regional training courses were organized covering the subjects of Good practices for engaging stakeholders in standardization; Marketing and communication on ISO standards; and Good standardization practice (NSBs and their stakeholders).

2.5 Increased regional cooperation

Regional cooperation is essential to enable developing countries address the challenges of globalization and integrate more effectively in the multilateral trading system. In addition to the long standing relations with regional standards organization (e.g. COPANT, ARSO, EASC and PASC), ISO has established formal relations with sub-regional organizations, namely the Southern African Development Community (SADC), the CARICOM Regional Organization for Standards and Quality (CROSQ), the GCC (Gulf Cooperation Council) Standardization Organization (GSO), the Economic Community of West African States (ECOWAS) and the East African Community (EAC). Many of these organizations take an active role in supporting the implementation of activities carried out under the ISO Action Plan for developing countries.

In the period of reporting, three regional activities targeted at chief executive officers (CEOs) of NSBs were organized: (1) a CEO forum in Astana (Kazakhstan) in August 2014, and in Singapore in August 2015; (2) a workshop for the closure of the MENA SR

project and the launch of the MENA STAR project, in March 2015 in Geneva (Switzerland); and (3) a series of joint workshops on Linking trade promotion organizations (TPOs) and NSBs for export success in collaboration with the International Trade Centre (ITC).

Moreover, to enhance regional cooperation, some of these events incorporate cooperation with partners (such as ITC) and involve significant discussions on strategic issues, organization policy, and NSB management best practices.

2.6   Subject of standardization introduced in educational curricula

It is widely recognized that knowledge of standardization and its benefits for businesses, government and society is increasingly considered an essential "toolbox" for future professionals and managers in both public and private sectors. While the need for integrating the subject of standardization in higher education is clear, there is also scope for educating the younger generations at the level of primary and secondary levels on specific topics. This involves joint workshops, publications or resource repository and training events at regional level. Key activities under this output were:

A workshop on enhancing collaboration between NSBs and Academia took place in Belgrade (Serbia) in October 2014. In addition, a new ISO publication entitled "Teaching Standards - Good practices for collaboration between National Standards Bodies and universities" was issued in September 2014 (copies made available in Rio de Janeiro).

The 2nd edition of the ISO/DIN Essay contest for young standardizers in developing countries was won by Ms Ester Williams from the Bureau of Standards Jamaica (BSJ). The prize consisted of a study visit at the ISO Central Secretariat and a weeklong attachment at DIN (ISO member for Germany). Ms Williams' visit to ISO/CS and DIN took place in June 2015.

3   Mid-term external evaluation and internal assessment of the impact of activities implemented under the Action Plan

3.1   Mid-term external e valuation of the ISO Action Plan 2011-2015

As required by the ISO/Sida agreement on supporting the implementation of the ISO Action Plan for Developing Countries 2011-2015, an independent mid-term evaluation was undertaken in early 2015. A consultancy firm, BKP Development, Research & Consulting was commissioned to carry out this evaluation. The mid-term evaluation had two primary objectives: (1) to assess whether the objectives of the Action Plan had been met, with a specific focus on activities funded by Sida; and (2) to draw lessons and learnings on how to improve ISO's next Action Plan for developing countries.

The mid-term evaluation report was received in March 2015, and a summary of recommendations presented during the DEVCO CAG meeting held in March. Overall, the evaluation findings are positive.

The final report will be made available on the ISOTC Server for DEVCO members to consult.
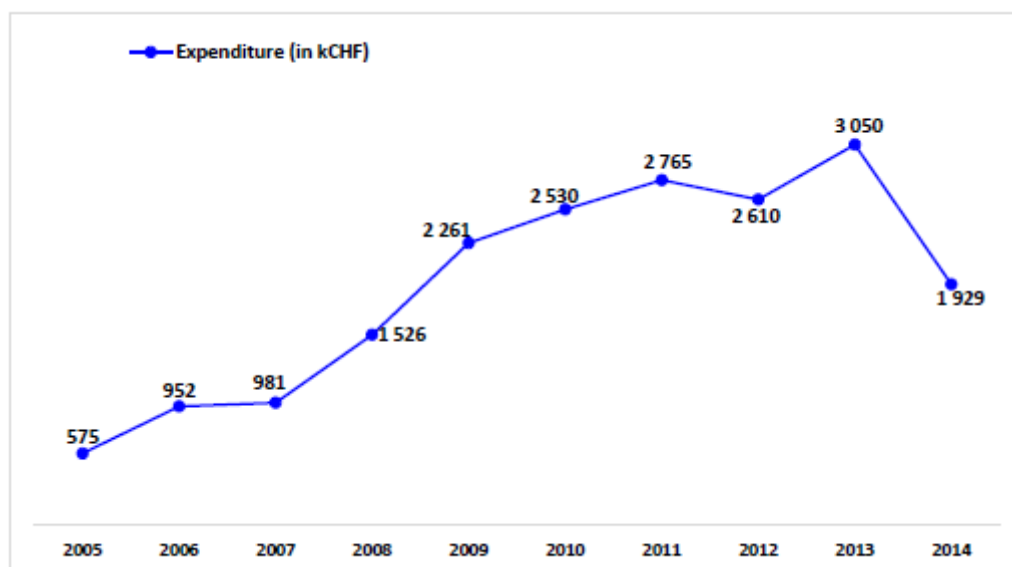
3.2 Ongoing assessment of the Impact of technical assistance

It is a requirement for on-going monitoring purposes of both the donors and ISO that there be an assessment as to whether the activities delivered have had a beneficial effect. Procedures are in place to assess these impacts and results are reviewed annually by the DEVCO CAG.

4 Funding of technical assistance and training activities

ISO continues to benefit from donor support for the implementation of the ISO Action Plan. Since reporting to DEVCO in September 2014, technical assistance and training programmes were delivered through global, regional and national activities, institutional strengthening projects, as well as through training courses organized at the ISO Central Secretariat in Geneva.

In 2014, kCHF 1 929 was spent on technical assistance and training programmes for developing countries compared with kCHF 3 050 in 2013. The trend in annual expenditure on is presented on the chart below.

4.1 Contributions from ISO members to the Funds-in-Trust

In recent years, the number of ISO members from developed and developing countries who contribute to the Funds-in-Trust has increased to slightly over 50 members. However, in 2014, contributions to the Fund amounted to **CHF 235 878** significantly less than in 2013 **(CHF 357 171)**. This short-fall affects the level of assistance that can be provided to developing countries.

Members are strongly encouraged to contribute to the Fund. During the DEVCO meeting, the DEVCO Chair will re-iterate its importance and call on members to make wider voluntary contributions. Those that have contributed will be acknowledged through a formal DEVCO resolution.

4.2   Contributions by donors

ISO continues to benefit from donor support from the *Swedish International Development Cooperation Agency (Sida)* to implement activities under the ISO Action Plan for developing countries.

4.3   Contributions in kind

Many ISO members in developed and developing countries host national and regional events organized under the ISO Action Plan for developing countries. They provide assistance, not only in coordinating on-site logistics, and the participation of experts and international participants, but also help identify speakers and regional experts to add value to the events they host. Thanks to this support, an increasing number of activities have been implemented under the Action Plan. Members will be formally acknowledged at the 49th DEVCO meeting in Seoul.

5   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 is in 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 joint implementation of technical cooperation projects.

In the period under review, joint workshops were organized with the UNIDO and ITC. The ISO/UNIDO joint workshop hosted in Maputo (Mozambique) covered the subject of "Conformity Assessment and Standards" while ISO/ITC joint workshop held in Ouagadougou (Burkina Faso) dealt with "Trade Promotion and the role of NSBs for export success". New partnership opportunities continue to be pursued by ISO.

6   Governance and membership of DEVCO

6.1   DEVCO Chair's Advisory Group (CAG)

The DEVCO CAG consists of eleven members, eight of whom are from developing countries and three from developed countries. Members of the CAG are chosen in a personal capacity by the DEVCO Chair, in agreement with the Secretary-General, for a two-year term of office, renewable once. The CAG meets twice a year and assist DEVCO in its monitoring function, and prepares the annual DEVCO meeting agenda

The ISO Council re-appointed Dr Lalith Senaweera, SLSI (Sri-Lanka), DEVCO Chair for term 2015-2016. The members of the DEVCO CAG for 2015 are the following:

Mr Carlos Santos Amorim, Junior, ABNT (Brazil)
Mrs Fadilah Baharin, DSM (Malaysia)
Dr George Ben Crentsil, GSA (Ghana)
Mrs Léna Dargham, LIBNOR (Lebanon)
Mr Damian Fisher, SA (Australia)
Mrs Eve Gadzikwa, SAZ (Zimbabwe)
Dr Gevorg Nazaryan, SARM (Armenia)

Mr Nurtas Uteshov, KAZMEMST (Kazakhstan)
Mrs Susanna Vahtila, SFS (Finland)
Mr Hiroo Wakai, JISC (Japan)
Dr Mkabi Walcott, SLBS (Saint Lucia)

6.2   DEVCO meetings and current membership

As of January 2015, 152 ISO members from developed and developing countries are members of DEVCO (100 P-members and 52 O-members). The 48th DEVCO meeting held in Rio de Janeiro (Brazil) in September 2014, was attended by 331 delegates, representing 102 ISO members and nine international/regional/sub-regional organizations.

7   Reports by CASCO and COPOLCO secretariats

The CASCO, COPOLCO and DEVCO secretariats work in close collaboration throughout the year. Activity reports are shared, and joint training and awareness raising projects organized on a regular basis.

Reports by the COPOLCO and CASCO secretariats are included in **Annex 2** and **Annex 3** respectively.

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Overview of technical assistance projects and training activities carried out between July 2014 and June 2015

OUTPUT 1: Increased participation in ISO technical work

Title	Dates		Host venue	Total participants	Sponsored participants	Beneficiary countries
ISO Secretaries' Week for SABS	2014-07-14	2014-07-18	Pretoria, South Africa	22	0	South Africa
eServices for MBUAs	2014-09-01	2014-09-30	San José, Costa Rica	13	12	Argentina, Bahamas, Bolivia, Brazil, Chile, Costa Rica, Dominican Republic, Haiti, México, Perú Saint Lucia, Suriname,
Sponsorship to ISO/TC 23/SC 6 plenary meeting and its WGs	2014-09-22	2014-09-26	Beijing, China	1	1	Bhutan
Sponsorship to ISO/TC 82 Mining	2014-09-24	2014-09-26	Seoul, Korea, Republic of	1	1	Zambia
ISO Secretaries' Week for DSM	2014-09-29	2014-10-03	Kuala Lumpur, Malaysia	47	0	Malaysia
Sponsorships to ISO/TC 34/SC 17 Plenary meeting	2014-10-06	2014-10-07	Copenhagen, Denmark	7	7	Argentina, Bolivia, Brazil, Ethiopia, Montenegro, Nigeria, Thailand, Zimbabwe
Sponsorship to ISO/TC 285 working groups meeting	2014-10-13	2014-10-16	La Antigua, Guatemala	1	1	Nepal
Sponsorship to ISO/TC 285 Clean cooking	2014-10-13	2014-10-16	L'Antigua,Guatemala	2	2	Malawi, Bangladesh

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ANNEX 1 to DEVCO 08/2015
Overview of technical assistance projects and training activities 2014-2015
Page 2

OUTPUT 1: Increased participation in ISO technical work

Title	Dates	Host venue	Total participants	Sponsored participants	Beneficiary countries
eServices for MBUAs	2014-10-27 2014-10-30	Nairobi, Kenya	17	13	Eritrea, Ethiopia (x2),Kenya (x3), Kenya, Kenya, Lesotho, Malawi, Mauritius, Mozambique, Namibia, Rwanda, South Africa, Sudan, Tanzania, Uganda, Zambia, Zimbabwe
Sponsorship to PC 277 Sustainable Procurement	2014-11-03 2014-11-07	Singapore, Singapore	2	2	Argentina, Egypt
Sponsorship to 37th meeting of ISO/TC 34/SC4	2014-11-05 2014-11-06	Lisbon, Portugal	1	1	Ethiopia
18th ISO Secretaries' Week	2014-11-10 2014-11-14	Geneva, Switzerland	23	0	Argentina (2), Belgium, Canada (3), Denmark (3), Germany, Ghana, Japan (3), Netherlands (2) Sweden, United States (4) Sponsored : Jamaica (2)
Sponsorships to ISO/CASCO WG 42 (17011) first meeting	2014-11-11 2014-11-13	Geneva, Switzerland	9	9	Ethiopia, Jamaica, Kenya, Malaysia, Peru, Serbia, Sri Lanka, The former Yugoslav Republic of Macedonia and Uzbekistan
Sponsorship to ISO/TC 234 Fisheries	2014-11-17 2014-11-19	Trondheim, Norway	1	1	Thailand
Sponsorship to ISO/TC 176/SC2 Quality systems	2014-11-17 2014-11-21	Galway, Ireland	1	1	Sri Lanka
ISO Secretaries' Week for SAC	2014-11-17 2014-11-21	Hangzhou, China	18	0	China (18)
Sponsorship to ISO/TC 34/SC 7 Spices, culinary herbs and condiments	2014-11-18 2014-11-20	Madrid, Spain	1	1	Sri Lanka
Chairs and Convenors Course	2014-11-19 2014-11-21	Pretoria, South Africa	11	2	South Africa (9), Kenya(1), Egypt(1)
eServices for MBUAs for SAC	2014-11-24 2014-11-26	Hangzhou, China	5	0	China
Voters session for SAC	2014-11-27 2014-11-27	Hangzhou, China	15	0	China
eServices for MBUAs	2014-12-02 2014-12-04	Geneva, Switzerland	5	0	Germany, Egypt, United Kingdom

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OUTPUT 1: Increased participation in ISO technical work

Title	Dates		Host venue	Total participants	Sponsored participants	Beneficiary countries
Sponsorship to meeting pf ISO/PC 288 "Educational organizations management systems - Requirements with guidance for use"	2015-01-12	2015-01-14	Muscat, Oman	1	1	Pakistan
Sponsorship to plenary and WG meetings of ISO/PC 248 "Sustainability criteria for bioenergy"	2015-01-19	2015-01-23	Berlin, Germany	2	2	Colombia, Iran
Sponsorships to ISO/CASCO WG 21 sixth meeting (17021)	2015-01-20	2015-01-22	Geneva, Switzerland	7	7	Armenia, Côte d'Ivoire, Ecuador, Jamaica, Kenya, Serbia, Viet Nam
Sponsorships to ISO/CASCO WG 42 second meeting (17011)	2015-02-03	2015-02-05	Geneva, Switzerland	8	8	Ethiopia, Jamaica, Kenya, Malaysia, Peru, Serbia, The former Yugoslav Republic of Macedonia, Uzbekistan
Sponsorships to ISO/CASCO WG 44 first meeting (17025)	2015-02-10	2015-02-12	Geneva, Switzerland	9	9	Barbados, Botswana, Ecuador, Ghana, Indonesia, Jamaica, Perú, Philippines, Ukraine
Sponsorship to meeting of ISO/TC 34/SC 17/WG 8 "Food safety management systems"	2015-02-23	2015-02-25	Dublin, Ireland	5	5	Argentina, Brazil, Nigeria, Zimbabwe and Zambia
ISO Chairs & Convenors Training - the Americas	2015-02-26	2015-02-27	Miami, United States	50	0	Argentina (1), Brazil (2), Canada (4), Denmark (1), Mexico (1), United States of America (41)
Sponsorship to meeting of ISO/TC 292 "Security"	2015-03-09	2015-03-13	Morioka, Japan	4	4	Indonesia, Kenya, Serbia and South Africa
Sponsorship to meeting of ISO/PC 278 "Anti-bribery management systems"	2015-03-23	2015-03-27	Paris, France	1	1	Egypt

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ANNEX 1 to DEVCO 08/2015
Overview of technical assistance projects and training activities 2014-2015
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OUTPUT 1: Increased participation in ISO technical work

Title	Dates		Host venue	Total participants	Sponsored participants	Beneficiary countries
Sponsorship to meeting of ISO/TC176/SC2/WG23 "Communications and product support"	2015-03-30	2015-04-02	London, United Kingdom	1	1	Angola
Sponsorships to meeting of ISO/TC 279/WG 2 "Innovation management - Terminology, terms and definitions"	2015-04-13	2015-04-17	Oslo, Norway	1	1	Honduras
Sponsorships to meeting of ISO TC 224 / WG 8 "Onsite domestic waste water management using low technologies"	2015-04-13	2015-04-17	Vienna, Austria	1	1	Zambia
19th Secretaries' week	2015-04-20	2015-04-24	Geneva, Switzerland	17	0	Canada (1), Chine (1), Japan (3), Netherlands (3), Norway(4), South Africa (1), Sweden (1), Switzerland (1), United States of America (2)
Sponsorships to meeting of ISO/TC 207/SC 7/WG 5 "Greenhouse gas management and related activities"	2015-04-20	2015-04-24	Paris, France	1	1	South Africa
Sponsorships to meeting of ISO/TC 34/SC12 "Sensory analysis"	2015-04-23	2015-04-24	Buenos Aires, Argentina	1	1	Bosnia and Herzegovina
ISO Chairs & Convenors Training - at BSI	2015-04-27	2015-04-29	London, United Kingdom	49	0	Angola (1), Belgium (1), France (6), Germany(5), Italy (4), Netherlands (2), Norway(3), Poland (1), Spain(1), Sweden (6), Switzerland (1), Turkey (1) United Kingdom (17)
Sponsorships to plenary meeting of JTC1/SC7 "Software and systems engineering"	2015-05-10	2015-05-15	Rio de Janeiro, Brazil	2	2	Peru, Uruguay

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OUTPUT 1: Increased participation in ISO technical work

Title	Dates		Host venue	Total participants	Sponsored participants	Beneficiary countries
Sponsorships to ISO/CASCO WG 42 third meeting (17011)	2015-05-11	2015-05-13	Geneva, Switzerland	1	1	Ethiopia
Secretaries week for SAC in Geneva	2015-05-18	2015-05-22	Geneva, Switzerland	15	0	China (15)
Sponsorships to meeting of ISO/TC 228 "Tourism and related services"	2015-05-18	2015-05-22	Pretoria, South Africa	1	1	Antigua and Barbuda
Sponsorships to meeting of SO/TC176/SC2/WG23 and WG 24 "Communications and Product Support"	2015-05-25	2015-05-30	Cancun, Mexico	1	1	Angola
Sponsorships to meeting of ISO/TC 34/SC 8 "Tea"	2015-06-02	2015-06-04	Shizuoka, Japan	1	1	Sri Lanka
Sponsorships to meeting of ISO/CASCO WG 44 (17025)	2015-06-04	2015-06-06	Geneva, Switzerland	3	3	Botswana, Haiti and Vietnam
Sponsorships to meeting of ISO/PC 277 "Sustainable Procurement"	2015-06-15	2015-06-19	London, United Kingdom	1	1	Costa Rica
MBUA	2015-06-15	2015-06-17	Abu Dhabi, United Arab Emirates	6	6	Algeria, Egypt, Jordan, Libya, Morocco, Palestine and Tunisia
Sponsorships to meeting of ISO/TC 54 "Essential Oils"	2015-06-22	2015-06-25	Avignon, France	1	1	Rwanda
20stSecretaries'week	2015-06-22	2015-06-26	Geneva, Switzerland	20	0	Australia (2), Canada, China (3), India, Israel, Japan, México, Norway(2), Rwanda, Sweden (3), United States (3)
Sponsorships to meeting of ISO/TC 193 "Natural gas"	2015-06-30	2015-07-03	Milan, Italy	1	1	Ukraine

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OUTPUT 2: Capacity built in standardization and related matters for ISO members and their stakeholders

Title	Dates		Host venue	Total participants	Sponsored participants	Beneficiary countries
Output 1: Refresher Training Rwanda	2014-07-07	2014-07-11	Kigali, Rwanda	10	0	Rwanda
Regional workshop on use of Conformity assessment tools for better regulatory outcomes	2014-07-30	2014-08-01	Harare, Zimbabwe	38	32	Angola, Botswana, Congo the Democratic Republic of the, Ethiopia (2), Gambia, Ghana (2), Kenya (2), Lesotho, Liberia, Malawi (2), Mauritius (2), Mozambique, Namibia (2), Nigeria, Seychelles, Sierra Leone, South Africa (2), Sudan (2), Swaziland, Tanzania (2), Uganda (2), Zambia and Zimbabwe (6)
Output 3: Technical support to pilot organizations 1st visit	2014-08-10	2014-08-13	Istanbul, Turkey	18	18	Iraq
Output 3: Technical support provided to pilot organizations	2014-09-07	2014-09-11	Cairo, Egypt	23	0	Egypt
Regional workshop on use of conformity assessment tools for Better regulatory outcomes	2014-11-18	2014-11-20	Colombo, Sri Lanka	31	26	Afghanistan (2), Bangladesh (2), Bhutan, Cambodia, India, Indonesia (2), Iran, Islamic Republic of, Lao People's Democratic Republic, Malaysia (2), Mongolia (2), Myanmar, Nepal (2), Pakistan (2), Philippines (2), Thailand and Viet Nam, Host Sri Lanka (5)
Launch of the MENA Star project	2015-03-31	2015-04-01	Geneva, Switzerland	25	19	Algeria, Egypt, Iraq, Jordan, Lebanon, Libya, Morocco, Palestine, Tunisia and Yemen

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OUTPUT 3:	Awareness improved on the role and benefits of International Standards and their use. International Standards are therefore increasingly used				
Title	Dates		Total participants	Sponsored participants	Beneficiary countries
National seminar on ISO 22000	2014-07-09	2014-07-11	48	0	Bolivia
Role of standards in national technical regulatory framework	2014-07-29	2014-07-29	38	0	Zimbabwe
Output 2: National awareness raising event ISO 26000	2014-07-31	2014-07-31	78	0	Kenya
Output 2: National Awareness on ISO 26000	2014-09-03	2014-09-03	139	0	Egypt
Output 2: National Awareness on ISO 26000	2014-09-16	2014-09-16	150	0	Lebanon
CASCO open-day and workshop	2014-09-24	2014-09-26	8	8	Argentina, Bolivia, Plurinational State of, Botswana, Dominican Republic, Ghana, Nigeria, Serbia and Zimbabwe
Output 2: National Awareness on ISO 26000, first event	2014-09-29	2014-09-29	45	0	Algeria
Output 2: National Awareness on ISO 26000, second event	2014-10-20	2014-10-20	147	0	Jordan
Output 2: National Awareness on ISO 26000	2014-11-06	2014-11-06	126	0	Egypt
Output 2: National Awareness on ISO 26000, first event	2014-11-11	2014-11-11	56	0	Morocco
Output 2: National Awareness on ISO 26000, second event	2014-11-12	2014-11-12	70	0	Morocco
Joint ISO/UNIDO course on trade capacity building training programme for LDCs	2015-03-24	2015-03-28	21	5	Sponsored: Burundi, Ethiopia, Swaziland (3) Non-sponsored/local: Burundi, Chad, Djibouti, Ethiopia (2), Lesotho (2), Malawi (1), Mozambique (4), Senegal (1), Sudan (3), Tanzania, Togo, Uganda (2)
Workshop for developing countries on consumer involvement and participation at COPOLCO Plenary	2015-05-11	2015-05-11	16	16	Botswana (2), Brazil, Chile (2), Colombia, Indonesia (2), Kenya, Malawi, Moldova, Morocco, Myanmar, Namibia (2) and Uganda

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OUTPUT 4: ISO members in developing countries strengthened at institutional level

Title	Dates		Host venue	Total participants	Sponsored participants	Beneficiary countries
INS Jamaica (Phase 1): ISO Standards development process and the WTO-TBT implications	2014-07-01	2014-07-01	Kingston, Jamaica	30	0	Jamaica
INS Jamaica (Phase 1): Establishing NMCs and engaging stakeholders	2014-07-02	2014-07-02	Kingston, Jamaica	30	0	Jamaica
INS Jamaica (Phase 1): Good commenting practices and national positioning	2014-07-03	2014-07-03	Kingston, Jamaica	30	0	Jamaica
INS Zimbabwe (Phase 0):NSBs stakeholder's awareness and feedback forum	2014-07-16	2014-07-16	Harare, Zimbabwe	40	0	Zimbabwe
INS Zimbabwe (Phase 0): Role of national mirror committees	2014-07-17	2014-07-17	Harare, Zimbabwe	7	0	Zimbabwe
INS Panama: Study Visit to ICONTEC - Best practices in managing standardization work	2014-07-21	2014-07-24	Bogotá, Colombia	9	1	Panama
INS Ecuador: Study Visit to ICONTEC - Best practices in managing standardization work	2014-07-21	2014-07-24	Bogotá, Colombia	9	2	Ecuador
INS Ghana (Phase 1): How to write a national standard	2014-07-29	2014-07-30	Accra, Ghana	34	0	Ghana
INS Ghana (Phase 1): Good standardization practice	2014-08-01	2014-08-01	Accra, Ghana	33	0	Ghana
INS Ghana (Phase 1): Adopting and referencing standards	2014-08-04	2014-08-05	Accra, Ghana	30	0	Ghana
INS Fiji (Phases 1 & 2) : Coaching to redraft the standards decree	2014-09-29	2014-09-30	Suva, Fiji	11	0	Fiji

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OUTPUT 4: ISO members in developing countries strengthened at institutional level

Title	Dates		Host venue	Total participants	Sponsored participants	Beneficiary countries
Ad-hoc intervention: INS Project for Philippines	2014-10-01	2014-10-03	Manila, Philippines	28	0	Philippines
INS Fiji (Phases 1 & 2) : WTO and TBT agreement	2014-10-01	2014-10-01	Suva, Fiji	21	0	Fiji
INS Fiji (Phases 1 & 2) : Adoption and referencing of international standards	2014-10-02	2014-10-03	Suva, Fiji	21	0	Fiji
INS Fiji (Phases 1 & 2) : Writing of standards	2014-10-06	2014-10-06	Suva, Fiji	19	0	Fiji
Regional course on Good Standardization Practice	2014-10-06	2014-10-07	Vilnius, Lithuania	14	12	Albania, Armenia, Azerbaijan, Bosnia and Herzegovina, Croatia, Georgia, Kyrgyzstan, Serbia, TFYR Macedonia, Ukraine,Tajikistan, Moldova
INS Philippines (Phase 1): Review of BPS directives and set of standard operating procedures	2014-10-07	2014-10-07	Manila, Philippines	20	0	Philippines
INS Fiji (Phases 1 & 2) : Meaning of consensus and tips for chairs of meetings	2014-10-07	2014-10-07	Suva, Fiji	19	0	Fiji
INS Philippines (Phase 1): WTO and TBT agreement	2014-10-08	2014-10-08	Manila, Philippines	34	0	Philippines

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OUTPUT 4: ISO members in developing countries strengthened at institutional level

Title	Dates		Host venue	Total participants	Sponsored participants	Beneficiary countries
INS Fiji (Phases 1 & 2) : Coaching and assistance in the following fields: renegotiating and streamlining standards and technical regulation development procedures, writing the necessary SOPs, TC procedures, development of a hand-out document for TC members, and correct format for voluntary and compulsory standards	2014-10-08	2014-10-09	Suva, Fiji	8	0	Fiji
INS Philippines (Phase 1): Managing participation in international standardization	2014-10-09	2014-10-09	Manila, Philippines	29	0	Philippines
Increasing consensus and stakeholder engagement	2014-10-14	2014-10-16	Casablanca, Morocco	16	9	Algeria (2), Egypt (2), Lebanon (2), Palestine, Yemen (2) Non sponsored: Saudi Arabia (2) Local participants: 5
INS Ecuador (Phase 2): Finalize the review of internal instructions for the preparation and approval of normative documents of INEN	2014-10-20	2014-10-20	Quito, Ecuador	12	0	Ecuador
INS Ecuador (Phase 2) : Adoption and referencing of international standards	2014-10-21	2014-10-21	Quito, Ecuador	31	0	Ecuador
INS Ghana (Phase 2): Effective national committees	2014-10-22	2014-10-23	Accra, Ghana	24	0	Ghana
INS Ecuador (Phase 2) : Management of technical committee work	2014-10-22	2014-10-22	Quito, Ecuador	34	0	Ecuador

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OUTPUT 4: ISO members in developing countries strengthened at institutional level

Title	Dates		Host venue	Total participants	Sponsored participants	Beneficiary countries
INS Ecuador (Phase 2) : Awareness workshop for policy makers on the role of the standardization within the quality infrastructure in Ecuador	2014-10-23	2014-10-23	Quito, Ecuador	38	0	Ecuador
INS Ghana (Phase 2): Regulators workshop	2014-10-24	2014-10-24	Accra, Ghana	12	0	Ghana
Ad-hoc intervention: INS Project for Nepal	2014-11-03	2014-11-05	Kathmandu, Nepal	30	0	Nepal
INS Zimbabwe (Phase 1): Role of national mirror committees	2014-11-04	2014-11-05	Harare, Zimbabwe	25	0	Zimbabwe
Post Project mission: INS Project for Viet Nam	2014-11-06	2014-11-07	Hanoi, Viet Nam	35	0	Viet Nam
INS Jamaica (ad-hoc): ISO Secretaries' Week-November 2014	2014-11-10	2014-11-14	Kingston, Jamaica	2	2	Jamaica
INS Cambodia (Phase 2): Providing coaching to close the gaps that have been identified in the self-assessment tool of GSP	2014-11-17	2014-11-17	Phnom Penh, Cambodia	17	0	Cambodia
INS Cambodia (Phase 2) : Managing participation in international standardization	2014-11-18	2014-11-18	Phnom Penh, Cambodia	29	0	Cambodia
INS Cambodia (Phase 2) : Good Regulatory Practices and ISO/IEC Guide 21	2014-11-19	2014-11-19	Phnom Penh, Cambodia	27	0	Cambodia
INS Cambodia (Phase 2) : Assessing priorities for standardization	2014-11-20	2014-11-20	Phnom Penh, Cambodia	27	0	Cambodia

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Title	Dates		Host venue	Total participants	Sponsored participants	Beneficiary countries
INS Cambodia (Phase 2): Providing coaching on how to draft an adoption policy of international standards	2014-11-21	2014-11-21	Phnom Penh, Cambodia	14	0	Cambodia
INS Bhutan (Phase 2): Providing coaching on formulation of business plans for NMCs in selected priority sectors for Bhutan	2014-11-24	2014-11-24	Thimphu, Bhutan	8	0	Bhutan
INS Bhutan (Phase 2): Workshop on the role of standardization within the quality infrastructure	2014-11-25	2014-11-25	Thimphu, Bhutan	26	0	Bhutan
INS Bhutan (Phase 2) : Good Regulatory Practices and ISO/IEC Guide 21	2014-11-26	2014-11-26	Thimphu, Bhutan	24	0	Bhutan
INS Bhutan (Phase 2) : Management of technical committee work	2014-11-27	2014-11-27	Thimphu, Bhutan	24	0	Bhutan
INS Bhutan (Phase 2): Providing coaching on how to draft an adoption policy of international standards	2014-11-28	2014-11-28	Thimphu, Bhutan	10	0	Bhutan
INS Bangladesh (Phase 1): Adopting and referencing standards	2014-12-07	2014-12-11	Dhaka, Bangladesh	16	0	Bangladesh
Marketing and Communication workshop on International Standards	2014-12-08	2014-12-10	Warsaw, Poland	24	18	Albania, Armenia (x2), Azerbaijan (x2),Bosnia and Herzegovina, Georgia, Kazakhstan (x2), Kyrgyzstan, Moldova, Serbia (x2),Macedonia (x2), Ukraine (x2), Poland (6)

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OUTPUT 4: ISO members in developing countries strengthened at institutional level

Title	Dates		Host venue	Total participants	Sponsored participants	Beneficiary countries
INS Bangladesh (Ad-hoc): Conformity assessment product certification	2015-02-08	2015-02-09	Dhaka, Bangladesh	31	0	Bangladesh
INS Bhutan: Study visit to BSN in Indonesia	2015-04-06	2015-04-10	Bali, Indonesia	2	2	Bhutan
Ad-hoc mission: INS Project for Panama	2015-04-16	2015-04-17	Panama, Panama	5	0	Panama a
INS Bangladesh (Phase 2-1): Coaching and consultancy, Tailored training on participation in ISO technical work and role of NMCs	2015-04-19	2015-04-23	Dhaka, Bangladesh	21	0	Bangladesh
INS Myanmar (Phase 2): Study visit to SPRING Singapore	2015-04-20	2015-04-24	Singapore, Singapore	5	2	Myanmar
INS Jamaica: Study visit to ASI in Austria	2015-04-27	2015-04-30	Vienna, Austria	2	2	Jamaica
INS Jamaica (Phase 1): Review of revised standards operating procedures and amendments	2015-05-04	2015-05-04	Kingston, Jamaica	5	0	Jamaica
INS Jamaica (Phase 1): Effective technical committee meetings and consensus building	2015-05-05	2015-05-05	Kingston, Jamaica	28	0	Jamaica
INS Jamaica (Phase 1): Setting up of national mirror committees (NMC) in Jamaica	2015-05-06	2015-05-06	Kingston, Jamaica	28	0	Jamaica
INS Jamaica (Phase 1): How to run ISO/TC/SC secretariat and leaders hip	2015-05-07	2015-05-07	Kingston, Jamaica	28	0	Jamaica
INS Jamaica (Phase 1): Coaching to BSJ staff to draft business plans for the national technical committees	2015-05-08	2015-05-08	Kingston, Jamaica	5	0	Jamaica

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OUTPUT 4: ISO members in developing countries strengthened at institutional level

Title	Dates		Host venue	Total participants	Sponsored participants	Beneficiary countries
INS Sudan (Ad-hoc): Conformity assessment certification practices	2015-05-17	2015-05-21	Khartoum ,Sudan	40	0	Sudan
INS Algeria (Phase 0) : NSB staff meeting	2015-06-08	2015-06-08	Algiers, Algeria	29	0	Algeria
INS Jordan (Phase 0) : NSB staff meeting	2015-06-08	2015-06-08	Amman, Jordan	36	0	Jordan
INS Algeria (Phase 0): NSB stakeholder's awareness and feedback forum	2015-06-09	2015-06-09	Algiers, Algeria	41	0	Algeria
INS Jordan (Phase 0): NSB stakeholder's awareness and feedback forum	2015-06-09	2015-06-09	Amman, Jordan	93	0	Jordan
INS Nepal (Phase 1): Coaching and providing guidance on the proposed amendments for the revision of Nepal Standard Act	2015-06-15	2015-06-15	Kathmandu , Nepal	11	0	Nepal
INS Nepal (Phase 1): WTO/TBT Agreement and the Code of Good Standardization Practices	2015-06-16	2015-06-16	Kathmandu, Nepal	32	0	Nepal
INS Nepal (Phase 1): Assessing priorities for standardization in Nepal including engagement of related stakeholders	2015-06-17	2015-06-17	Kathmandu, Nepal	32	0	Nepal
INS Nepal (Phase 1): Managing participation in international standardization including the establishment of national mirror committees	2015-06-18	2015-06-18	Kathmandu, Nepal	32	0	Nepal

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Title	Dates		Host venue	Total participants	Sponsored participants	Beneficiary countries
INS Nepal (Phase 1): Coaching and providing guidance on the set of procedures for the standards development, adoption and revision processes	2015-06-19	2015-06-19	Kathmandu , Nepal	11	0	Nepal

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OUTPUT 5: Regional cooperation strengthened

Title	Dates		Host venue	Total participants	Sponsored participants	Beneficiary countries
Output 4: CEO coordination meeting	2014-07-11	2014-07-11	Kigali, Rwanda	17	13	Burundi, Kenya, Rwanda, Tanzania, Uganda
Output 5: Regional workshop for POs and NEs	2014-07-14	2014-07-15	Kigali, Rwanda	40	23	Burundi, Kenya, Rwanda, Tanzania, Uganda
ISO Forum for CEOs of NSBs in Central and Eastern Europe and Central Asia	2014-08-05	2014-08-07	Astana, Kazakhstan	21	14	Albania, Armenia, Azerbaijan, Belarus, Bosnia & Herzegovina, Croatia, Georgia, Latvia, Lithuania, Mongolia, Montenegro, Romania, Tajikistan, TFYR Macedonia, and Uzbekistán Non-sponsored: Belarus (1),Tajikistan(1) and Uzbekistan (1) Local Participants: Kazakhstan 3
Fifth JCC meeting	2015-03-30	2015-03-30	Geneva, Switzerland	24	19	Algeria, Egypt, Iraq, Jordan, Lebanon, Morocco and Tunisia
Linking TPOs and NSBs for export success (French)	2015-05-04	2015-05-06	Ouagadougou, Burkina Faso	32	13	Algeria, Benin (2), Côte d'Ivoire (2), Cameroon (2), Central African Republic, Comoros (2), Congo the Republic of (2), Guinea (2), Madagascar, Mali (2), Mauritania, Mauritius (2), Morocco (2), Niger (2), Senegal (2), Togo and Burkina Faso (5)

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OUTPUT 6: Introduction of the subject of standardization as part of educational curricula initiated

Title	Dates		Host venue	Total participants	Sponsored participants	Beneficiary countries
Enhancing collaboration between NSBs and Academia	2014-10-08	2014-10-10	Belgrade, Serbia	35	23	Albania, Armenia (2), Azerbaijan (2), Belarus (2), Bosnia & Herzegovina (2), Kazakhstan, Kyrgyzstan (2), Moldova (2), Montenegro, Tajikistan (2), TFYR Macedonia (2), Ukraine (2) and Uzbekistan (2) Local Participants: 8 Experts from Korea:

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CONSUMER POLICY – COPOLCO REPORT TO DEVCO

During the period under review ISO/COPOLCO put high priority on developing countries' interests in its work. Notably, it encouraged participation in its working groups, developed regional partnerships and launched a new series of awareness-raising and capacity building activities in partnership with the ISO Academy. The following report describes COPOLCO's activities of particular relevance to DEVCO.

1   Workshop, *The connected consumer in 2020 – Empowerment through standards*

At its annual open workshop, held in Geneva on 13 May, ISO/COPOLCO considered whether international standards could help secure privacy and protection of personal data in an environment of Internet-based peer-to-peer business models and technological breakthroughs such as cloud computing and the Internet of Things. About 100 persons from 40 countries attended this event, held just prior to the plenary meeting.

The COPOLCO plenary noted the discussions and decided to undertake a gap analysis of existing standards within ISO, IEC and ISO/IEC JTC1, the ITU and UN/ECE on privacy and protection of personal data in order to identify areas needing further work in consumer protection. The partici pants also emphasized the need for close cooperation among ISO, IEC and ITU on privacy and personal data protection issues.

COPOLCO will also investigate the desirability and feasibility of good practice standards that can complement and underpin legi slation for businesses operati ng in the "collaborative economy", and is developing a new work item proposal on wearable computing for consideration by the Chair's Advisory Group at its meeting in Novem ber 2015.

Other areas for further work include replicating consumer education models on outreach to young and vulnerable consumers , and examining the applicabilit y of the European Commission Mandate on privacy by design to the international arena.

See the presentations and the news.

2   Other issues and highlights at the COPOLCO plenary meeting

One of COPOLCO's mandated roles is to propose potential new standardization or policy areas. A number of such issues were discussed at the plenary meeting on 14 May that are of interest to developing countries. For example, members noted the recent establishment of a new Project Committee, ISO TC 294, *Guidance on unit pricing* which will develop guidance for suppliers and retailers on how to display prices on packaging and labelling to enable easy comparison of products of different sizes or quantities, allowing consumers to make an informed choice. In some countries unit pricing is regulated, whereas it is not in others. A standard can help fill this consumer protection gap.

COPOLCO noted the results of the systematic review consultation on ISO/IEC Guide 76, *Development of service standards – Recommendations for addressing consumer issues* and decided to revise the Guide. It also approved the Terms of Reference of a new working group, *Consumer issues in standardization of services*. The group will start the revision work of ISO/IEC Guide 76 as its first task, and then proceed to make more general recommendations while taking

into account related work under the ISO Technical Management Board. Standardization in this area is strategically important and a high-growth area: services now make of the lion's share of most economies' GDP, whereas international standards dealing with services comprise under 5% of ISO's total inventory.

The plenary also decided to approve the development of a new work item proposal for business- to-consumer communication, designed to provide guidance and principles for transparent, comparable and reliable information about goods and services, including on-line communications. The result will be a good practice guideline for suppliers on product information for consumers which will form the revision and extension of the currently-existing ISO/IEC Guide 14, *Purchase information on goods and services intended for consumers*. Formerly aimed at standards-writers, Guide 14 would better serve manufacturers and service providers as another type of deliverable. Therefore COPOLCO is planning to propose its conversion into an International Standard once the revision nears completion.

The plenary also approved further investigations into possible future standards to be used by public authorities on services to vulnerable consumers, and promoting financial literacy among youth.

3   Joint training activitieswith the ISO Academy on enhancing consumer participation

On 11 May 2015, the ISO Academy and ISO/COPOLCO co-organized a special training day for COPOLCO members from developing countries. This one-day event gave 17 confirmed participants the opportunity to participate in the COPOLCO plenary meeting and related events.

This action took place in the framework of cooperation between the ISO/COPOLCO Consumer participation and training group and the ISO Academy on training events to facilitate consumer participation in standardization.

The first aim of the training was to enhance the ability of committed National Standards Bodies in developing countries to make contact with, and engage, consumers' interests in national standardization work in a durable fashion. The second aim was to promote NSBs' involvement with ISO's international work of particular interest to consumers (COPOLCO, and indirectly, some ISO Technical Committees with consumer-oriented standards work) and/or cooperation with international organizations on consumer or specific public interest.

The training team (experts from BSI, IRAM, TC 245, Consumers International and the COPOLCO Chair and Secretary) presented specific cases: ISO/TC 245, *Cross-border trade in second-hand goods*, and ISO/TC 285, *Clean cook stoves and clean cook ing solutions.* The TMB Process Evaluation Group stakeholder engagement portal; and an e-learning module, Consumers and standards, Partnership for a better world on stakeholder engagement and consumers and standards were also highlighted.

See the training session materials. An output report of this event appears at **Appendix 1**.

Further training events on the benefits of standards for consumers are being planned in conjunction with the ARSO General Assembly in Addis Ababa, Ethiopia in August 2015, and the Consumers International World Congress in Brasilia in November 2015.

4   Other consumer-facing projects under development

COPOLCO-originated proposals for customer contact centres and energy services are now in the Committee Draft stage: ISO/PC 273 is developing ISO 18295-1, *Requirements for customer contact centres,* and ISO 18295-2, *Requirements for organizations employing the services of Custom er Contact Centres.* ISO TC 242, *Energy services*, is developing ISO 50007, *Assessment and improvement of energy services to users.*

5   Development of ISO/IEC Guides

As a policy committee, COPOLCO is mandated to produce ISO/IEC Guides on broad topics of consumer interest as they affect ISO's technical work. These topics include safety aspects, packaging, product information, instructions for use of consumer products, and consumers' needs in services.

In 2014 COPOLCO published the revisions of ISO/IEC Guide 51, *Safety aspects – Guidelines for their inclusion in standards*, and ISO/IEC Guide 50, *Safety aspects – Guidelines for child safety in standards and other specifications* in cooperation with the IEC Advisory Committee on Safety.

At this writing, further drafts of the above-mentioned ISO/IEC Guide 14, and SO/IEC Guide 46, *Comparative testing of consumer products and related services – General principles* were being prepared for circulation.

6   Membership of COPOLCO and ne xt meeting

As at end July 2014, COPOLCO counted 123 members: 70 P-members and 53 O-members.

Pending a member invitation, the next meeting of COPOLCO will take place in Geneva in May 2016.

International Organization for Standardization
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Международная организация по стандарт

Appendix 1 to ANNEX 2 to
DEVCO 08/2015
September 2015

Joint ISO/Academy - COPOLCO program for promoting consumer participation in standardization

11 May 2015

Mövenpick Hotel Geneva, Switzerland

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1. Background

Under the framework of the ISO Action Plan for Developing Countries 2011-2015 (APDC), the ISO Academy and ISO/COPOLCO jointly organized a special outreach program for COPOLCO members in developing countries. This programme included a dedicated training event in Geneva on 11 May 2015, followed by the opportunity to participate in the COPOLCO plenary meeting and related events.

This special outreach programme took place within the framework of cooperation between the ISO/COPOLCO Consumer participation and training working group and the ISO Academy to facilitate consumer participation in standardization. 16 candidates, representatives from National Standards Bodes (NSBs) or consumer associations, from five of the nine ISO regions of developing countries were sponsored to attend an orientation and training event on Monday, 11 May 2015. In addition a new staff member from Japan observed the meeting. Subsequent to the training the sponsored delegates were encouraged to participate in the COPOLCO working group meetings, workshop and plenary.

The participation of the 16 candidates was funded by the Swedish International Development Cooperation Agency (Sida) as part of the APDC.

2. Training objectives

The first aim of the training was to enhance the ability of committed NSBs in developing countries to make contact with and engage consumers' interests in national standardization work in a durable fashion. The second aim was to promote NSBs' involvement with ISO's international work of particular interest to consumers (COPOLCO, and indirectly, some ISO Technical Committees with consumer-oriented standards work) and/or cooperation with international organizations on consumer or specific public interest, such as Consumers International (CI) or the Global Road Safety Partnership, respectively on standards work.

The long-term result of this training activity should be two-fold:

1)   Greater national activity engaging consumer interests in standards work, through strengthened mirror committees and more effective outreach to, and engagement of, consumers' interests;
2)   Increased participation in COPOLCO's activities, as evidenced notably by:
    - Responses to consultations;
    - Nominations of experts to working groups;
    - Participation in COPOLCO plenary and working meetings, either in person or electronically.

3. Meeting attendance

This special outreach programme was announced to all COPOLCO members inviting them to submit nominations based on the defined selection criteria. All nominations have been approved by the NSB.s We were able to sponsor 16 participants from five of the nine ISO regions of developing countries to participate in the training event. About 70% of the trainees were representatives of NSBs, more than 12% worked for consumer representation organizations, 6% worked independently, and another 12% were sent by their national governments. Thus the proportion of participants from NSBs was more than twice the number of trainees from consumer organizations, governments and independent workers counted together. Of the total of 17 participants 5 were male and 12 female representatives. See Annex B for the list of participants.

4. Meeting report

The training comprised an orientation to COPOLCO and consumer participation issues (including models and challenges) in standardization and an examination and exchange of views on consumer-facing standards. In this context two specific cases were discussed: cross border trade in second-hand goods and clean cook stoves and cooking solutions. Finally, the participants were asked to develop national action plans to enhance consumer participation.

Ratna Devi Nadarajan (COPOLCO Chair), Sadie Homer (CI), Anne Ferguson (BSI), Guillermo Zucal (IRAM), Rae Dulmage (ISO TC 245), and Dana Kissinger-Matray (COPOLCO Secretary) volunteered to be trainers at this event.

After a welcome message by the COPOLCO Chair and a presentation of ISO Academy by Roswitha Franz, an introduction to consumer protection issues in standardization was given by Anne Ferguson and Ratna Devi Nadarajan, including the general standard development process, the role of standards in legislation, and examples where standards have made a difference.

The participants were asked to discuss the following two questions:
- Where have standards made a difference in your country?
- What consumer protection gaps can standards address?

Participants noted that Standards have made a difference through promoting safety and quality of products, environmental protection, health and awareness of consumer issues. They also improved consumer confidence and business ethics, compliance, operations, and production. For example in Botswana a standard on drinking water and bottled water had a big impact. In Moldova companies implemented an energy management system standard and it helped to reduce energy consumption by 4% and natural gas consumption by 22%. In Indonesia there were a lot of gas explosions because there were no standards in this area. After the development of a standard on tanks, seals, etc. the situation has improved considerably. Further, in Kenya a standard on gas cylinders made a big difference. In Malawi a standard for potatoes has increased use of local potatoes for the production of related products. Standards also had a positive effect on child safety of products, household appliances and labelling in many countries.

Consumer protection gaps which can be addressed by standards are safety of products, interoperability issues, gaps in guidelines on service provisions, labelling and the operationalization of complaints handling mechanisms.

After the group discussion and the reporting back from the four tables, Ratna Devi Nadarajan, Anne Ferguson, and Guillermo Zucal presented 3 case studies from Malaysia, the UK, and Argentina. The cases focused on challenges and stepping stones for consumer participation in standardization, national models for consumer participation, factors influencing the different models, strategies to make connections, and regional cooperation for synergies.

The four tables were asked to discuss the following three questions:
- How do consumers and NSBs engage in your country?
- What barriers exist to consumer participation?
- What strategies might be helpful in the future?

In many countries consumers are encouraged to participate in the work of Technical Committees (TCs). In Namibia consumers are additionally represented in the standards board. In Botswana, Indonesia and Namibia there is a national mirror committee for COPOLCO where consumer representatives can engage. In Kenya consumer representatives are involved in standard awareness activities with the NSB. KEBS reports consumer complaints and identifies new work items on the basis of these consumer concerns. In Brazil and Morocco NSBs send e-mails regularly to consumer organizations to inform them about

standards meetings. In addition, in Morocco there are representations of consumer organizations in the Standards AdministrationCouncil.

Barriers to consumer participation in standardization are the same in almost every country: Low engagement from the side of the consumers and poor organization, a lack of financial and time resources, expertise, and knowledge of the standards development process on the side of the consumers.

Strategies to address these barriers have to include capacity building activities, simplification of technical information, a fund to support consumer organizations' participation in standardization, and establishing consumer - public international networks (CPIN). Strategies could further involve a tandem system of a person from a NSB and a consumer representative to work together, and a programme for technical assistance to consumer organizations.

After the lunch break Sadie Homer and Guillermo Zucal gave a joint presentation on how to be an effective consumer representative. They gave an overview of consumer issues and rights and CI resources and networking possibilities.

Then Ratna Devi Nadarajan and Anne Ferguson gave a presentation on how to engage effectively with national stakeholders. This included an introduction to identifying consumer priorities when writing a standard, bringing consumer representatives to the table, critical phases in standards development, and national participation as a basis for international work.

Rae Dulmage presented the work of ISO/TC 245 on cross border trade in second hand goods. He gave some background on the decision to transform the technical specification TS 20245 into an international standard by March 2017. Its scope is to help ensure second-hand goods will not cause undue harm to health, safety and environment in the importing country. The two key components are: guidance on classifying the condition of second-hand goods, and guidance on design of an assessment report to accompany second-hand goods.

Rae Dulmage encouraged the participants to contact him via their National Standards Bodies if they are interested to participate as experts on the development of ISO 20245.

After the presentation the following four questions were discussed by the participants:
- What products are traded second hand in your country?
- What are the consumer issues?
- How could these be addressed?
- How can be best contribute to the standards, given the available resources?

Especially vehicles, clothes, industrial machinery and electrical appliances are traded second hand. Cross border trade of second hand goods is not allowed by law but the products get into the countries of Namibia, Brazil, Indonesia, and Morocco.

Identified consumer issues are health, product quality and safety, costs, health, a lack of information and transparency, redress, warranties, and poor complaint handling systems.

These issues could be addressed by intensifying consumer education and raising awareness, development of stakeholder, mandatory safety standards, proactive regulation, increasing transparency, better labelling, better regulation and standards, improved market surveillance and involvement.

The best contribution, given the available resources, could be to share best practices and experiences and to establish consumer and public networks. Improvement of the situation could be possible through offering alternatives to consumers, and improved national imports controls.

Afterwards, Dana Kissinger-Matray gave an introduction to the work of ISO TC 285 and the UN Global Alliance for Clean Cook Stoves on clean cooking solutions and cook stoves. The goal of this joint project is to foster the adoption of clean cook stoves and fuels in 100 million households by 2020. The international workshop agreement on rating cook stoves was presented as well as the current work program. Currently, there are 23 participating and 14 observing countries in the TC 285. The anticipated benefits of this project are to help consumers and users to make informed purchases and to allow designers and manufacturers to affirm product quality and innovation. Finally, the TC wants to provide policy makers, donors, investors, programs with a credible basis for comparing and evaluating stove performance and safety.

The participants were invited to participate in the TCs work and to discuss the following questions:
- Are cook stoves used or produced in your country?
- What are the consumer issues?
- How could these be addressed?
- How can we best contribute to the standards, given the available resources?

Cook stoves are widely used for example in Uganda and Kenya, especially the use of gas stoves is increasing. Consumer issues are passive inhalation, quality of cook stoves and fuel, cost of clean energy, and safety. These issues can be addressed in the same way as consumer protection gaps in the field of cross border second hand goods.

After the table discussion Sadie Homer helped the participants to develop action plan for their home countries and to set priorities according to local needs for reaching maximum impact. The training participants had some time to work on their actions plans and to discuss them in small groups. The training participants are expected to send these action plans after a period of three months back to ISO COPOLCO and ISO Academy.

Finally, Dana Kissinger-Matray gave a presentation on: 'The consumer in context: provisions in ISO'. During this presentation the Council strategy and TMB resources on stakeholder participation were introduced, as well as mirror committees and their contact persons. Further, the COPOLCO working groups, opportunities to contribute to their work, and COPOLCO's resources and networking were discussed.

Before Ratna Devi Nadarajan closed the workshop, the participants received a briefing for the upcoming COPOLCO plenary meeting and related events. This included tips for the meeting week, a short briefing on the main issues being discussed during the meetings, and networking opportunities.

The training event presentations can be found in the following Dropbox folder:
https://www.dropbox.com/sh/dx51r15pqgm7c91/AAAnmllGmnJa8ZZiBB8WJH3Fa?dl=0

5. Recommendations/Any other issues that came up during the training

If the participants are interested in participating in the work of ISO PC 245 Cross border trade of second-hand goods they are encouraged to contact the Chair of ISO PC 245, Rae Dulmage, through their NSBs:

G. Rae Dulmage Email: rae.dulmage@ul.com
Tel : +1 613684429

The participants were also encouraged to contribute to the work of TC 285 on clean cook stoves and cooking solutions and to give input through the ISO Central Secretariat.

Another recommendation was to be more focused on participation in COPOLCO if that is the audience.

It was further recommended to have more examples from developing countries in the training. A possibility would be to invite a former participant of a training to come and talk about what they had done to improve engagement, etc. in their countries as a consequence of being on the training.

It was suggested to include the role of various regional organizations into the training.

Trainers would recommend to have more time for the planning of the training and interaction between the trainers ahead of the training event, as well as more time for breaks during the day.

The overall level of satisfaction expressed with the training event was very high. The participants considered the event to be of a high value for their future work in consumer representation in standardization in their countries.

6. Conclusion and way forward

Expected output from trainees are:

- To respond to a brief satisfaction survey;
- to send a follow-up report of activity three months after the training including actions taken to enhance engagement of consumer interests in his or her country and to participate in the work of COPOLCO and/or other international technical committees of consumer interest.

Annex: List of participants

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Page 7

Region	Country	Organization	Participant	Email
Arab	Morocco	Proposed byIMANOR/ Morocco; Works for Ministryof Industry and Trade	Mrs. Fatiha Akharif	fatihaa@m cinet.gov.m a
Central Asia	-	-	-	
Central and Eastern Europe	Moldova	National Institute for Standardization of the Republic of Moldova	Ms. Anastasia Pislari	An as tas ia.pislari@standard.md
Central and Western Africa		-	-	
East and South East Asia	Indonesia	NationalStandardization Agency of Indonesia (BSN)	Mrs. Muti Sophira Hilman	m uti@bs n.go.id
	Indonesia	IndonesianConsumer Organization	Mrs. Ilyani Sudardjat	Llyani_s k@yahoo.com
	Myanmar	Departm ent of Research and	Mr. Cho Min Han	chom inhan@gmail.com
Eastern and Southern Africa	Malawi	Malawi Bureau of Standards Consumer International	Mr. Moses Gwaza	m os esgwaza@m bsmw.org
	Kenya	Network Kenya, nom inated by Kenya Bureau of Standards	Ms. Celine Awuor	celine@consumeru pdate.org
	Botswana	Botswana Bureau of Standards	Mrs. Abigail Rankok w an e	rankokwane@bobstand ards.bw
	Botswana	Departm ent of Trade and Consumer Affairs	Mrs. PollyMpho	plucas @gov.bw
	Uganda	Uganda National Bureau of Standards/ CONSENT	Mr. Kim era Henry Richard	kim ehenrich@gmail.com kim ehenrich@yahoo.com
	Namibia	Namibia Consumer Trust	Michael Ernst Gaweseb	gawis @hotmail.com
	Namibia	Nam ibian Standards Institution	Rozina Jacobs	jacobs r@nsi.com.na
South America	Brazil	ABNT	Mrs. Thalita Rom ano	Thalita.rom ano@abnt.org.br
	Chile	Instituto Nacional de Normalizacion de Chile (INN)	Mrs. Marly Lopez	Marly.lopez@inn.cl
	Chile	Independent,proposed by INN	Mrs. Maria Leiva	titileiva@gm ail.com
	Colombia	ICONTEC	Mrs. Sandra Herrera	sherrera@icontec.org

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Международная организация по стандартизации

ANNEX 3 to DEVCO 08/2015
July 2015

CONFORMITY ASSESSMENT POLICY – CASCO REPORT TO DEVCO

1 30th CASCO plenary and workshop

1.1 The 30th CASCO plenary was held in Geneva on 24 and 25 September 2014 and brought together 102 participants (79 delegates from member bodies, 21 liaison representati ves and 2 observers). The first day was dedicated to the CASCO technical work programme and included presentations from working groups' convenors. Roundtable discussions were organized to encourage interactions among the participants and collect ideas on important conformity assessment issues. The second day of the plenary competed the more formal CASCO business.

1.2 A workshop on *Conformity Assessment 2015-2020, Future Opportunities, Challenges and Priorities* was organized on 26 September. The workshop covered a wide range of issues such as food safety, the use of the CASCO Toolbox by private schemes, challenges for laboratories and the use of standards in the humanitarian sector. The feedback from participants was excellent, particularly the diversity of subjects covered and choice of speakers.

2 Topical issues currently being addressed in CASCO

2.1 CASCO experts finalized an interactive online tool that introduces the basic s of conformity as sessment and the CASCO toolbox, explaining why and how conformity assessment can be used by regulators, providing concrete examples from various fields. The tool is publicly available on the ISO website and is a valuable source of information for anyone looking for practical information on conformity as sessment. It has been used as reference material for training sessions organized by the ISO Academy in 2014 in Zimbabwe and Sri Lanka. The sessions were attended by regulators from the region.

2.2 CASCO will also develop a sim ilar deliverable addressing the concept of suppliers' declaration of conformity (SDoC). This will become an additional chapter of the CASCO online tool mentioned above.

2.3 An *educational brochure* identifying what should be considered when developing personnel certification schemes is being drafted by a group of experts and will be published at the end of the year. The aim is to provide a resource for those ISO TCs developing personnel certification schemes to ensure they are aware of the requisites of ISO/IEC 17024 specific to scheme developm ent.

2.4 CASCO is preparing a FAQ document on the difference between management system and competence based standards that will be published at the end of 2015.

2.5 Following the development of several sectorial documents on validation and verification, a working group will clarify the landscape and make a recommendation to CASCO CPC meeting in December whether a generic document is needed for bodies performing validation and verification.

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2.6   A project proposal has been drafted on the organization of Stakeholder Forums on conformit y assessment which has been accepted at the last CASCO STAR meeting for endorsement. These forums would allow CA SCO to engage with a broad range of stakeholders on key conformit y assessment matters.

2.7   CASCO completed its seventh year of managing the *ISO Survey of Certifications*. The 2013 survey results have been published on the ISO website in September 2014. The result s are displayed in a graphical format on the website for an easier and quicker search of country specific data. The 2013 survey results show a growth in the number of certificates for the 7 standards covered by the survey.

2.8   CASCO is coordinating with IEC CAB and ITU the organization of WSC Workshop on conformity assessm ent that will be held on 1-2 December 2015, in Geneva, Swit zerland. The workshop aims to inform on and explore important international conformit y assessment is sues and share practical experiences. The website of the workshop is already online http://wsccawork shop.com/ and further details will added regularly.

2.9   The CASCO CPC, STAR and TIG first set of meetings were held in May with the next ones scheduled for December. The IAF-ILAC-ISO Joint Strategic group continues to monitor t he implementation of their strategic plan.

2.10   Due to the fact that the CASCO plenary dates have been moved from 4th quarter to 1st quarter each year from 2016 there will be no CASCO plenary session in 2015.

3 On-going CASCO technical work

3.1   CASCO technical project s are progressed by their respective W Gs and include the developm ent of the following documents:

— **ISO/IEC 17011** *Conform ity assessm ent — General requirements for accreditati on bodies accrediting conform ity assessm ent bodies (Revision)*

— **ISO/IEC 17025** *General requirements for the competence of testing and calibration laboratories (Revision)*

— **ISO 17034** *Conformity assessment - General requirements for the competence of reference material producers*

3.2   The following international standards and technical specifi cations were published in 2014 and early 2015:

— **ISO/IEC 17021-6** *Conformity assessment – Requirements for bodies providing audit and certification of management systems – Part 6: Competence requirements for auditing and certification of business continuit y management systems;*

— **ISO/IEC 17021-7** *Conformit y assessment – Requirement s for bodies providing audit and certification of management systems – Part 7: Competence*

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Requirements for auditing and certification of RTS/road traffic safety management systems;

⸺ **ISO/IEC TR 17026** *Conformity assessment — Example of a certification scheme for tangible products;*

⸺ **ISO/IEC TS 17027**, *Conformity Assessment –Vocabulary related to competenc y of persons for certifi cation of persons.*

⸺ **ISO/IEC 17021-1** *Conformit y as sessment — Requirements for bodies providing audit and certification of management systems — Part 1: Requirements*

4 Promotion of the CASCO Toolbox and 2014 workshops

Over 2014, the Chair and Secretary of CASCO have promoted the CASCO Toolbox and highlighted the importance of implementing well established and recognized conform it y assessment practices. The CASCO Chair has attended two ISO Council meetings during 2014 and one CSC SPC meeting. He also represented CASCO at the ISO General A ssembly in 2014. A number of other events were attended:

⸺ **BIPM, OIML, ILAC, ISO** Quadripartite meeting, Paris, March 2014 and March 2015
⸺ **IAF and ILAC meetings,** Frankfurt, April 2014 and April 2015
⸺ **ISEAL Alliance,** A Question of Trust: Global Sustainability Standards Conference, London, May 2014
⸺ **Plenary meeting of ISO/TC 207 attended by Stefanie Vehring and Monika Wloka on behalf of CASCO, Panama, May 2014**
⸺ **The Global Alliance for Public Relations and Communication Management,** Global Credentials and Accreditation Summ it , Lugano Switzerland, June 2014
⸺ **APLAC-PAC General Assembly** in Guadalajara, Mexico, June 2014
⸺ **IAAC** General Assembly in Guatemala City, Guatemala, August 2014
⸺ **IAF and ILAC General Assemblies,** Vancouver, Canada, October 2014
⸺ **WTO annual Public Forum**, Geneva Swit zerland October 2014;
⸺ **UNECE**, Annual session of the working Party on Regulatory Cooperati on and Standardization Policies (WP. 6) November 2014,

5 External representations and liaisons

Two organizations have become new A liaisons to CASCO in 2014, the National Conference of Standards Laboratories (NCSL International) and Quest Forum. These new A liaisons will contribute to increasing the stakeholder participation in CASCO technical work. The Committee maintains category A liaison with 22 international organizations, including IEC.

6 CASCO membership

As of June 2015 CASCO has 128 members, including 90 P-members and 38 O- members.

7 Next CASCO plenary meeting

The next CASCO plenary, workshop and associated meetings will be held from 1 to 5 May 2016 in Dubai, United Arab E mirates.

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Reporting to DEVCO on technical assistance by ASI (AUSTRIA)

DEVCO meeting, 15 September 2015, Seoul, Korea

2 0 1 5

OUTPUT 2: Capacity built in standardization and related matters for ISO members and their stakeholders

Activity / Project	Beneficiary countries	N° of persons (to be) trained	Results
GIZ ACCESS - Program for Private Sector Development in Serbia	Serbia	Ca. 20	Workshops and consulting on: 1) e-Shop trial period, new services 2) "CRM" customer relationship, align with e-shop 3) Training on "sales" of standards (and other services) 4) Marketing+ ("Corporate Design" , "Corporate Identity") CD+CI+correlations with training-Center, Media 5) Combine /tailor-made "secretariat" training and TC- participation at AS for (4) ISS-staff (TC secretariat managers)

2 0 1 6

OUTPUT 2: Capacity built in standardization and related matters for ISO members and their stakeholders

Activity / Project	Beneficiary countries	N° of persons to be trained	Expected results
GIZ ACCESS - Program for Private Sector Development in Serbia	Serbia	Ca. 30	Consulting missions to ISS regarding: 1) ISO 17000 and ISO 27000 Trainings for SMEs 2) Training for national TC–members "how to participate in EU-standardization"

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2 0 1 5

OUTPUT 4:   ISO members in developing countries strengthened at institutional level

Activity / Project	Beneficiary countries	N° of persons trained	Results
EU-financed Technical Assistance project "Approximation of EU and Russian technical regulation and standardization system"	Russian Federation	tbd	Continuation of the co-operation with Russian NSB, exact focus tbd
EU-financed Technical Assistance project "Complementary measures to the sector policy support programme "Promoting mutual trade by removing technical barriers to trade between Ukraine and the European Union"	Ukraine	tbd	Continuation of the co-operation with Ukrainian NSB and QI, exact focus tbd
Strengthening of the Quality Infrastructure in Swaziland	Swaziland	2	Organization of the study tour on Austrian quality infrastructure for Swasa staff. Presentation of ASI and Austrian best practices

2 0 1 6

OUTPUT 4: ISO members in developing countries strengthened at institutional level

Activity / Project	Beneficiary countries	N° of persons trained	Results
EU-financed Technical Assistance project "Approximation of EU and Russian technical regulation and standardization system"	Russian Federation	tbd	Continuation of the co-operation with Russian NSB, exact focus tbd
EU-financed Technical Assistance project "Support for Trade and Economic Capacity Building: Trade and Private Sector Development"	Nepal	tbd	1) enhancing the capacity of the Ministry of Commerce and Supplies (MoCS) and related agencies for the formulation, implementation and coordination of trade policy, trade negotiations and trade promotion, 2) strengthening the national quality infrastructure to international standards for conformity assessment, quality assurance and certification services for both food and non- food products, and 3) providing support to the development of the coffee value chain

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Reporting to DEVCO on technical assistance by SA (AUSTRALIA)

DEVCO meeting, 15 September 2015, Seoul, Korea

2 0 1 5

OUTPUT 2:   Capacity built in standardization and related matters for ISO members and their stakeholders

Activity / Project	Beneficiary countries	N° of persons trained	Results
SA SPRING ISO INSTITUTIONAL STRENGTHENI N G (INS) PROJECT – MYANMAR	Myanmar	5	The key outputs from the workshop are: • Package of training material from ISO Regional Office, SPRING and Standards Australia, in English, in both hard copy and electronic form. • Ongoing relationships established between key SPRING SG, Standards Australia staff and ISO Regional Office. • Links between DRI officials and other key Myanmar stakeholders strengthened. • Sector prioritisation model developed. • Process diagnostic and indicative process model for the draft Myanmar Standards Regulation. • Practical experience in standards writing. • Exposure to different sector and stakeholder engagement models based on Singapore and Australia's experiences. • Appreciation of Good Standardization Practice and concepts in development of policies, processes and procedures. Deliverables: Final report on the Joint Australia/Singapore/ISO Institutional Capacity Building Workshop – Myanmar National Standards Body, which provides a baseline for DRI to implement a robust SOP system with full stakeholder involvement, which is critical to their on-going success. This project highlights the opportunity for NSBs to work closely together with the ISO Regional Office to assist developing countries improve their standard's infrastructure.

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2 0 1 5

OUTPUT 4: ISO members in developing countries strengthened at institutional level

Activity / Project	Beneficiary countries	N° of persons trained	Results
1. Maintenance of Fiji Standards website since 2004. The website provides a listing/catalogue of Standards with the ability to download or purchase as necessary.	Fiji (Department of National Trade Measurement & Standards)	n/a	1. The end result is greater transparency of information for stakeholders in Fiji. The website means that stakeholders in Fiji can access information about Fiji Standards as required. And Fiji can update the information once any changes are approved.

2 0 1 6

OUTPUT 4: ISO members in developing countries strengthened at institutional level

Activity / Project	Beneficiary countries	N° of persons to be trained	Expected results
1. Continued maintenance of Fiji Standards website 2. Potential awareness building event on benefits of Standards (in conjunction with SDO training)	Fiji (Department of National Trade Measurement& Standards)	1. n/a 2. TBA	1. Continued transparency for Fiji stakeholders about current Fiji Standards. 2. Increased level of awareness of the benefits of Standards and standards development options available in the Fiji islands.

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Reporting to DEVCO on technical assistance by IRAM (ARGENTINA)

DEVCO meeting, 15 September 2015, Seoul, Korea

2 0 1 5

OUTPUT 2:   Capacity built in standardization and related matters for ISO members and their stakeholders

Activity / Project	Beneficiary countries	N° of persons trained	Results
Internship granted to INTN	Paraguay	1 (one)	Improve participation in ISO activities related to Sustainable Construction

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Reporting to DEVCO on technical assistance by SCC (CANADA)

DEVCO meeting, 15 September 2015, Seoul, Korea

2 0 1 5

OUTPUT 2: Capacity built in standardization and related matters for ISO members and their stakeholders

Activity / Project	Beneficiary countries	N° of persons trained	Results
Training MASM	Mongolia Standards Body and Government Officials	7	Provided an overview and training on road and highway safety.

2 0 1 5

OUTPUT 4: ISO members in developing countries strengthened at institutional level

Activity / Project	Beneficiary countries	N° of persons trained	Results
CATRTA - Advanced terminology and terminotics workshop March 2 to March 4, 2015	Colombia	15	• Built capacity for terminology standardization at the Instituto Colombiano de Normas Técnicas y Certificación (ICONTEC). • Outlined theoretical principles and best practices used in the terminology standardization process in order to assist Standardization committees at ICONTEC. • Encouraged dissemination of terminological data in Spanish, French and English within business communities in Colombia and Canada. • Developed terminology management system based on the technology of *TERMIUMPlus*®, the Government of Canada's terminology and linguistic data bank.

2 0 1 6

OUTPUT 4: ISO members in developing countries strengthened at institutional level

Activity / Project	Beneficiary countries	N° of persons to be trained	Expected results
SCC – INTECO Project	Costa Rica		• Accreditation information exchange between SCC and INTECO staff as follow up to work first conducted in 2007. Work includes the assessment process, associated costs and strategic objectives.

2 0 1 5

OUTPUT 5: Regional cooperation strengthened

Activity / Project	Beneficiary countries	N° of persons trained	Results
Training BSJ	Jamaica	1	Provided an overview on SCC programs and services

Reporting to DEVCO on technical assistance by EOS (EGYPT)

DEVCO meeting, 15 September 2015, Seoul, Korea

2 0 1 5

OUTPUT 2:	Capacity built in standardization and related matters for ISO members and their stakeholders		
Activity / Project	Beneficiary countries	N° of persons trained	Results
		14	Building capacity of trainees in respect of: Modern methods in mechanical metrology.
		4	Methods of inspection and testing of preservatives in industrial beverage powders
		2	Detection methods for microbe Albasils
7 Training courses	Sudan	2	Detection methods for salmonella bacteria.
		3	Physical and mechanical testing methods for building materials – Cementbricks.
		5	Inspection and testing methods for industrial detergents, shampoo and soap.
		3	Physical and mechanical tests for cement tiles.

Reporting to DEVCO on technical assistance by DIN (GERMANY)

DEVCO meeting, 15 September 2015, Seoul, Korea

2 0 1 5

OUTPUT 2: Capacity built in standardization and related matters for ISO members and their stakeholders

Activity / Project	Beneficiary countries	N° of persons trained	Results
Workshop for participants of the SIS ISO programme on standardization	East Africa and South Asia Rwanda, Kenya, Burundi, Uganda, Tanzania, Pakistan, Bangladesh, Sri Lanka, Vietnam, Nepal, Indonesia	around 50	Participants trained how other NSBs work(DIN in this case) on national, regional and international level Information was given on standardization in the field of bio-energy

2 0 1 5

OUTPUT 4: ISO members in developing countries strengthened at institutional level

Activity / Project	Beneficiary countries	N° of persons trained	Results
Training	Mongolia	12	Training of MASM Secretaries and relevant stakeholders as well as authorities actively participating in standardization on responsibilities, procedures, processes, and all activities related to TC work
Workshop	Azerbaijan	10	Participants informed on structures of standardization in the construction sector, financial models for standards bodies, deregulation through standardization; collaboration among stakeholders

2 0 1 5

OUTPUT 5: Regional cooperation strengthened

Activity / Project	Beneficiary countries	N° of persons trained	Results
Blended Learning Course on Quality Infrastructure for Sustainable Development	Middle East	23	Project aimed at strengthening regional cooperation and collaboration among QI institutions; participants trained on fundamentals of standardization, economic impact of standardization, standards and technical regulation, conformity assessment, standards and national quality infrastructure and economic partnership agreements
Blended Learning Course on Quality Infrastructure for Sustainable Development	ASEAN member states	22	Project aimed at strengthening regional cooperation and collaboration among QI institutions; participants trained on fundamentals of standardization, economic impact of standardization, standards and technical regulation, conformity assessment, standards and national quality infrastructure and economic partnership agreements
Workshop "Labeling Programs for Energy Efficiency in Latin America and the Caribbean: Experiences and Best Practices"	COPANT members		Information on existing labeling programs, their fundaments and advances; exchange of the experiences of label design and technical fundaments

Reporting to DEVCO on technical assistance by GSA (GHANA)

DEVCO meeting, 15 September 2015, Seoul, Korea

2 0 1 5

OUTPUT 2:	Capacity built in standardization and related matters for ISO members and their stakeholders		
Activity / Project	Beneficiary countries	N° of persons trained	Results
TRAINING OF STAFF	NIGERIA (STANDARDSORGANISATION OF NIGERIA)	4	STAFF TRAINED IN THE FOLLOWING AREAS: Pesticide Residue Analysis Metallic Contaminants Analysis Histamine Analysis

2 0 1 6

OUTPUT 2:	Capacity built in standardization and related matters for ISO members and their stakeholders		
Activity / Project	Beneficiary countries	N° of persons to be trained	Expected results
TRAINING OF TRAINERS	GAMBIA, SIERRALEONE, CAPE VERDE, LIBERIAAND NIGERIA	10	TRAINING IN : MASS CALIBRATION VERIFICATION OF EQUIPMENT

2 0 1 5

OUTPUT 5: Regional cooperation strengthened

Activity / Project	Beneficiary countries	N° of persons trained	Results
CALIBRATION	MALI, BURKINAFASO, BENIN, TOGO, NIGERIA, LIBERIAAND SIERRALEONE	15	CALIBRATION OF LABORATORY EQUIPMENT

Reporting to DEVCO on technical assistance by ISIRI (IRAN)

DEVCO meeting, 15 September 2015, Seoul, Korea

2 0 1 5

OUTPUT 2: Capacity built in standardization and related matters for ISO members and their stakeholders

Activity / Project	Beneficiary countries	N° of persons trained	Results
	Participating countries	NA	
Workshop on Evaluation of energy saving standards			Improving Awareness on Evaluation of energy saving standards

2 0 1 5

OUTPUT 5: Regional cooperation strengthened

Activity / Project	Beneficiary countries	N° of persons to be trained	Expected results
	ECO Member States	20	
The high level expert group meeting and work shop on conformity assessment			Improving Awareness & harmonizing the conformity assessment procedures in the ECO Member States

Reporting to DEVCO on technical assistance by MSB (MAURITIUS)

DEVCO meeting, 15 September 2015, Seoul, Korea

2 0 1 6

OUTPUT 5: Regional cooperation strengthened

Activity / Project	Beneficiary countries	N° of persons to be trained	Expected results
Proposal to set up a Project ISO/SADC on Sustainable Tourism	SADC Member Countries Mauritius as driver of the Project	-	Develop a certification standard on sustainable tourism in Africa

Reporting to DEVCO on technical assistance by TISI (Thailand)

DEVCO meeting, 15 September 2015, Seoul, Korea

2 0 1 5

OUTPUT 5: Regional cooperation strengthened

Activity / Project	Beneficiary countries	N° of persons trained	Results
Cooperation between Cambodia and Thailand in the area of accreditation	Cambodia	2 persons	2 Delegates from the Department of Accreditation of Cambodia participated in the 5 day training course. It was found that the delegates understand the concept and theory in relation to accreditation, which could be applied for their establishment of the national accreditation body.

Reporting to DEVCO on technical assistance by TSE (Turkey)

DEVCO meeting, 15 September 2015, Seoul, Korea

2 0 1 6

OUTPUT 2: Capacity built in standardization and related matters for ISO members and their stakeholders

Activity / Project	Beneficiary countries	N° of persons to be trained	Results
	Saudi Standards, Metrology and Quality Organization (SASO).	App. 20	Candidate auditors of SASO attended audits in Turkey and gain experience in the scope of ISO 14001.

OUTPUT 5: Regional cooperation strengthened

2 0 1 5

Activity / Project	Beneficiary countries	N° of persons trained	Results
	SMIIC Members	App. 80	Standards and Metrology Institute for Islamic Countries (SMIIC), whose objectives are to cooperate in standardization, metrology and to prepare halal standards for Islamic World, has been established under the umbrella of Organization of Islamic Cooperation (OIC) with its 32 member countries Up till now, three standards (OIC/SMIIC 1:2011 General Guidelines on Halal Food, OIC/SMIIC 2:2011 Guidelines for Bodies Providing Halal Certification and OIC/SMIIC 3:2011 Guidelines for the Halal Accreditation Body Accrediting Halal Certification Bodies) are prepared by SMIIC.
	ECO Members	App. 30	Economic Cooperation Organization (ECO) with its 10 member countries, is an intergovernmental regional organization established in 1985 for the purpose of promoting economic, technical and cultural cooperation among the Member States. Regional Institute for Standardization, Conformity Assessment, Accreditation and Metrology (RISCAM) is still in the establishment phase under the umbrella of ECO
	IRSA Members	App. 48	TSE performs the Presidency and Secretariat of Interregional Standardization Association (IRSA) with its 12 member countries from Middle Asia and Caucasia region. The objectives of IRSA are; • To encourage and facilitate adoption of international standards by member bodies, • To promote and facilitate exchange of experts with a view to enhancing cooperation in training activities. IRSA aims to provide regional cooperation in the fields of standardization, conformity assessment and metrology through organizing capacity building programmes for the experts of IRSA member bodies.

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Международная организация по стандартизации

DEVCO 10/2015
September 2015

ITEM 10   Panel discussion on capacity building

Invited DEVCO members will share experiences on a range of capacity building activities implemented under the ISO Action Plan for developing countries 2011-2015.

The panel session will be moderated by Mr Damian Fisher (Australia), member of the DEVCO Chair's Advisory Group.

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DEVCO 11/2015
September 2015

ITEM 11   Presentation of the afternoon's working sessions

The session will introduce the afternoon's working sessions and the four themes selected for the discussions, the methodology and expected outcomes.

The overall purpose of the working sessions is to give DEVCO members the opportunity to provide further input to the draft ISO Action Plan for developing countries 2016-2020.

In the coming weeks, additional background materials that will enable members to prepare their participation in the working sessions will be made available on the ISO/TC server in the Committees directory.

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DEVCO 12/2015
September 2015

ITEM 12   Additional feedback in view of the finalization of the ISO Action Plan 2016-2020

The working sessions of the DEVCO meeting 2014 in Rio de Janeiro (Brazil) were dedicated to capture input from members for the development of the Action Plan for Developing Countries (APDC) 2016-2020.

Members were asked to express their opinions on *how should the ISO Action Plan for developing countries be improved*.

In particular, they were asked *what more should be done by ISO's governance, membership and the ISO Central Secretariat to*:

− *Increase developing country participation in ISO's technical work*
− *Build the capacity of members in standardization and related matters*
− *Increase awareness of the role and benefits of standardization*
− *Improve the institutional strength of ISO members in developing countries*

The outcome of the discussions was summarized in a set of recommendations presented in the final plenary session of the meeting.

Following the Rio meeting, the DEVCO CAG members met in March 2015 to review and organize those recommendations and to give structure to a new version of the ISO APDC.
The process involved the collection of comments from ISO members from different regions through the DEVCO CAG members and resulted in the development of the current draft version of the plan (APDC 2016-2020 draft 2.0), attached in **Annex**.

This document, along with other information under preparation, will be considered during the working sessions to collect additional feed-back from members, with a view to finalize the ISO Action Plan 2016-2020 after the DEVCO meeting and to submit it to Council for endorsement by the end of the year.

More details re: the content and structure of the working sessions will be circulated at a later stage.

ISO Action Plan for Developing Countries (APDC)

2016-2020

DRAFT 2.0
(1 July 2015)

ISO – the International Organization for Standardization

ISO is an independent, non-governmental international organization with a membership of 165 national standards bodies[1] from around the world. Through its members, ISO brings together a valued resource of experts to share knowledge and develop voluntary, consensus-based International Standards that provide solutions to global challenges.

A leader in its field, ISO makes every effort to be relevant and responsive to the needs of its key stakeholders[2] – industry, regulators, government and consumers, among others – building open and connected communities worldwide to develop standards that are used and trusted by all.

ISO and developing countries

a) ISO Committee on developing country matters (DEVCO)

With over three-quarters of the ISO members being from developing countries, ISO is committed to helping them get the most out of International Standards.

The ISO Committee on developing country matters (DEVCO) was established to identify the particular needs and requirements of developing countries in the field of standardization and related areas. It provides a forum for the discussion of all aspects of standardization and associated activities in developing countries, and for the exchange of experience and expertise in standardization among developing countries and developed countries.

DEVCO is also responsible for monitoring the deployment of the ISO Action Plan for developing countries (APDC) during its annual meetings and for ensuring that the targeted assistance based on developing countries' needs provided under the APDC benefits all stakeholders at the national level. In turn, developing country members have a duty to assist ISO in measuring the impacts of such assistance, to determine whether the expected benefits are achieved. In this connection, it is important that members take full ownership in the implementation of the activities identified in the APDC under each impact.

b) ISO Action Plan for developing countries 2016-2020 (APDC)
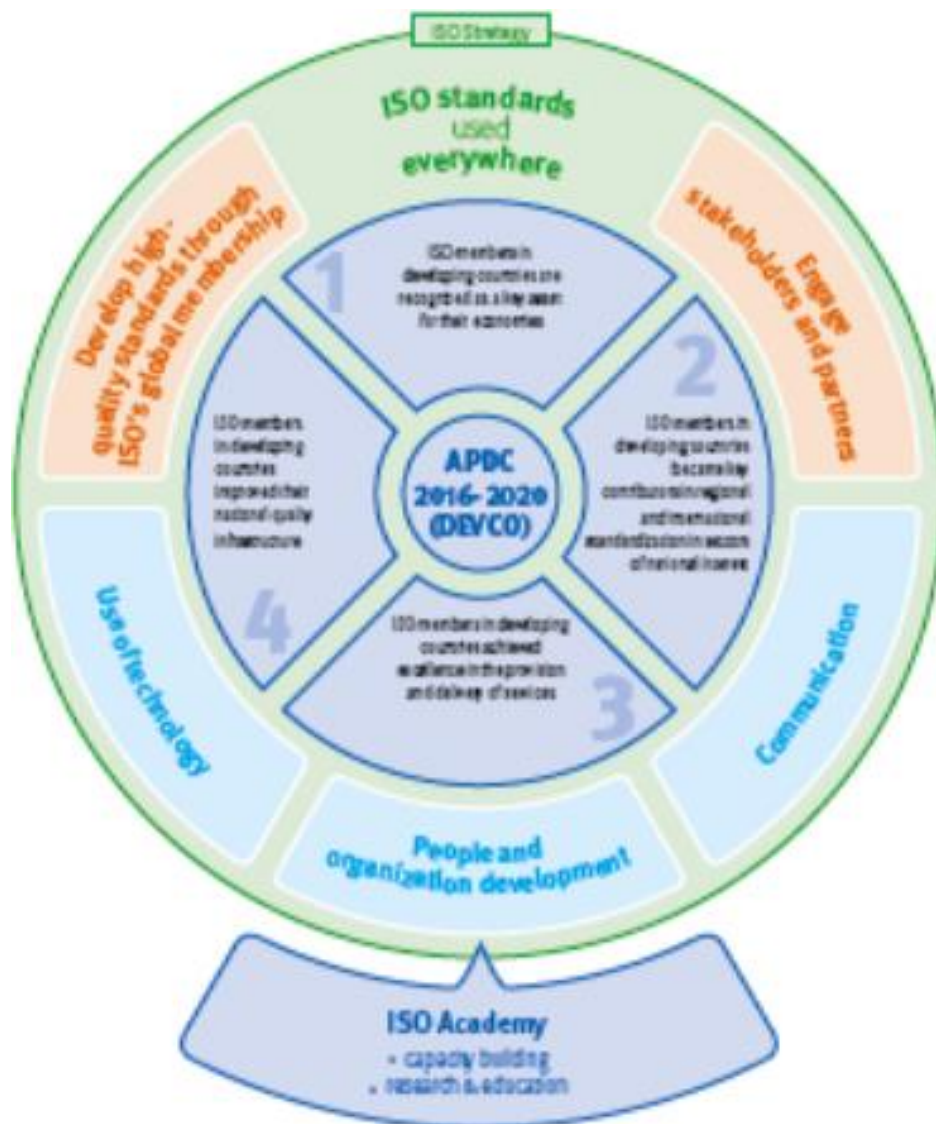
Giving special consideration to the development needs of these developing country members, the APDC 2016-2020 has four impact areas, which were identified following the development of the six strategic directions set out in the ISO Strategy 2016-2020. Each APDC impact area, with its related outcomes and outputs, has a direct link to one or more of the ISO Strategy directions. The overall APDC objective is that ISO members in developing countries contribute to enhancing the lives of their citizens through the use of ISO standards in every aspect of life, fulfilling the ISO Strategy direction of having "ISO standards used everywhere".

The ISO Central Secretariat (ISO/CS), through the ISO Academy, works as a strategic enabler to both the APDC and the ISO Strategy 2016-2020. The two key objectives of the Academy – 1) capacity-building and 2) research and education – contribute directly to the ISO Strategy 2016-2020 through the "People and organization development" objective. In parallel, the Academy's objectives support the implementation, monitoring and control of the APDC's four impact areas under the work of DEVCO.

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[1] *At end of January 2015.*

[2] *For further information, see:*
https://connect.iso.org/pages/viewpage.action?title=Useful+resources&spaceKey=standards

Relationship ISO Strategy 2016-2020 and APDC

The formulation of the APDC 2016-2020 builds on the foundation of the ISO APDC 2011-2015. The APDC 2016-2020 has been developed through an extensive participatory process under the stewardship of the DEVCO Chair's Advisory Group (CAG) and the ISO Academy. The consultation process involved obtaining feedback from a variety of relevant stakeholders and beneficiaries, including DEVCO members and strategic development partners. The key inputs considered in the formulation of this APDC comprised: (1) results of DEVCO panel discussions held in Rio de Janeiro in September 2014; (2) the analysis report of common issues affecting developing countries participating in ISO's institutional strengthening projects; (3) mid-evaluation results of the ISO APDC 2011-2015; and (4) the outcome of the CAG workshop held in March 2015.

The APDC 2016-2020 identifies four overall impacts and corresponding outcomes for the fulfilment of ISO's unique contribution to its developing country members. The methodological approach applied in the formulation of this APDC involved a logical iteration whereby, first, the impacts to be achieved are defined, then, the corresponding outcomes and outputs are systematically identified and, lastly, the activities are described. This approach is consistent with the best practices of results-based frameworks commonly used in development assistance fields.

Target group of the APDC

The beneficiaries of the APDC 2016-2020 are the ISO members in developing countries and their stakeholders.

Development objective

ISO members in developing countries have helped to enhance the lives of their citizens.

IMPACT 1: ISO MEMBERS[3] IN DEVELOPING COUNTRIES ARE RECOGNIZED AS A KEY ASSET FOR THEIR ECONOMIES.

Outcome:
Market-relevant standards, services and solutions were made available at the national level.

Outcome:
Use of International Standards for sustainable development, quality, innovation, productivity and transfer of technology was increased among ISO members and their stakeholders.

Outputs:

- National surveys conducted to determine the needs of the economy and society in order to develop relevant standards
- Market-relevant standards developed, adopted and published
- Standards-related, value-added services or solutions developed or delivered, as and when a need is identified by the ISO member

Outputs:

- Enhanced national awareness among ISO members and their stakeholders of the importance of using International Standards
- National capacity built on International Standards of interest to ISO members and their stakeholders in developing countries
- Increased uptake of International Standards by government, regulators, industry and other stakeholders

Activities: Activities take the form of publications, forums, training/training-of-trainer courses and workshops organized at the global/regional/national level. They are facilitated by ISO/CS, in collaboration with all ISO members, to support ISO members in developing countries and their stakeholders, and will focus on specific International Standards based on developing countries' needs.

Target group: ISO members in developing countries and their relevant key stakeholders, including government, regulators, industry and commerce, consumers, as well as NGOs and testing, certification and accreditation bodies.

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[3] "ISO members" refers to the "national standards body" (NSB) responsible for standardization in its country with, typically, a formal national mandate or recognition from their government to develop voluntary standards.

IMPACT 2: ISO MEMBERS IN DEVELOPING COUNTRIES BECAME KEY CONTRIBUTORS IN REGIONAL AND INTERNATIONAL STANDARDIZATION IN SECTORS OF NATIONAL INTEREST.

Outcome:
Active and effective participation was increased in regional and international standardization as per national market relevance, both at governance and technical levels.

Outcome:
Cooperation between ISO members in developing countries and ISO members in developed countries was increased.

Outputs:

- Increased participation in ISO technical committees affecting national priority sectors
- Effective national positioning and consultation mechanism implemented for ISO standards (drafts and committee actions)
- Increased participation of developing countries in ISO governance groups
- Enhanced and strengthened participation of the Regional Standardization Organizations in ISO
- Related to new work item proposals: support offered and cooperation between ISO members secured to enable the proposal and development of standards of particular relevance for developing countries

Outputs:

- ISO twinning arrangements – a partnership between a developing country ISO member and a developed country ISO member – established in areas of mutual interest
- Relationships built between members with similar ambitions and objectives in order to share best practice

Activities[4]:
Activities take the form of sponsorship programmes to participate in ISO technical work, twinning/partnership arrangements between ISO members in developing and developed countries, as well as research projects on specific subjects.

Target group:
ISO members in developing countries and their key stakeholders, as well as regional and sub-regional organizations involved in standardization or standards-related activities.

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[4] An exhaustive list of the activities implemented under this impact area will be part of the logframe in Annex A.

IMPACT 3: ISO MEMBERS IN DEVELOPING COUNTRIES ACHIEVED EXCELLENCE IN THE PROVISION AND DELIVERY OF SERVICES.

Outcome

Regional and international best practices were implemented in the management of standardization and standards development activities.

Outcome

Better use was made of appropriate IT tools in the management, development and dissemination of standards.

Outcome

Competency development of persons involved in standardization activities was increased.

Outputs:

- Management methods applied based on good standardization practice (GSP) in
- Regular assessments undertaken based on GSP criteria and results published or

Outputs:

- Enhanced use of IT tools and solutions in standards development activities, based on user experience and the advances in technology
- Enhanced use of IT tools in the dissemination of standards
- National standard bodies (NSBs) established, and effectively use, an electronic catalogue

Outputs:

- Highly skilled NSB staff, national experts and committee leaders available for standards
- Developing country experts qualified in ISO technical work and competent to perform

Activities[5]:

Activities take the form of technical advisory work, national IT projects, training courses and workshops facilitated by ISO/CS, in collaboration with all ISO members, to strengthen ISO members in developing countries. In addition, training courses and workshops in areas linked to the standards development process will be organized at the regional/national level.

Target group:

Selected ISO members in developing countries and their related bodies (council/board members, committee members, etc.).

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[5] An exhaustive list of the activities implemented under this impact area will be part of the logframe in Annex A.

IMPACT 4: ISO MEMBERS IN DEVELOPING COUNTRIES IMPROVED THEIR NATIONAL QUALITY INFRASTRUCTURE.

Outcome

Partnerships were strengthened between ISO members and national stakeholders of the quality infrastructure (including certification, accreditation, metrology, and

Outcome

Better communication and awareness raising was achieved regarding the role, benefits and use of ISO standards and associated compliance aspects.

Outcome

Education on standardization was promoted nationally at all educational levels.

Outputs:

- National standardization strategy published based on economic, environmental and social priorities
- Effective stakeholder engagement mechanism integrated in the standards development process at the national level
- Increased cooperation between the value chain actors of the national quality infrastructure

Outputs:

- Increased awareness at national level of the role, benefits and use of ISO standards and
- Development, publication and dissemination of appropriate case studies on the economic
- Promotion of intellectual value and rights in standards work

Outputs:

- Relationships improved or established with relevant national schools, vocational training colleges, and institutions of higher education
- Promotion of enhanced market awareness and sustained communication about education on standardization

Activities[6]:

Activities take the form of technical advisory work, research and education, publications, as well as forums, training courses and workshops organized at the global/regional/national level. They are facilitated by ISO/CS, in collaboration with all ISO members, to support ISO members in developing countries in areas including, but not limited to, the economic, environmental and social benefits of standards, conformity assessment, stakeholder engagement, marketing and communication.

Target group:

ISO members in developing countries and their relevant key stakeholders of the national quality infrastructure (certification, accreditation, metrology, testing); government and regulators; consumers, industry and commerce; NGOs; and academia and research bodies.

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[6] An exhaustive list of the activities implemented under this impact area will be part of the logframe in Annex A.

Implementation cycle of the APDC

  a. Planning the annual implementation of the APDC

   - It is recognized that ISO members in developing countries have different levels of performance and that needs differ from country to country. Therefore, an annual needs assessment will be undertaken by the ISO Academy, which will serve as a direct input to the ISO Academy's annual work plan to implement the APDC.

  b. Implementing the APDC is a joint responsibility between ISO/CS (through the ISO Academy) and the ISO members in developing countries

   - ISO/CS, through the ISO Academy, will act as the facilitator for implementing the APDC, including some global initiatives to support the four impact areas.

   - At the same time, ISO members in developing countries will also have responsibility for implementing activities at the national level based on national needs, to be reported through the self-reporting mechanism.

   - It is recommended that, to the extent possible, the APDC be implemented by enlisting ISO members from developed countries to assist in the capacity building of ISO members in developing countries, facilitated by ISO/CS via the ISO Academy.

   - Cooperation among ISO members, as well as partnerships with regional and international organizations, is encouraged in order to ensure a successful implementation of the APDC.

  c. Monitoring the implementation of the APDC at a periodic level

   - ISO/CS, through the ISO Academy and its members, is responsible for monitoring and controlling selected indicators that are available at a global level.

   - DEVCO members have a responsibility to monitor the implementation of the APDC at the DEVCO annual meeting.

   - In addition, DEVCO members need to take full ownership and responsibility for the implementation of the APDC, in particular as a self-reporting mechanism for developing countries will be developed, to report on the impacts, outcomes and outputs, including selected KPIs, prior to each DEVCO meeting.

Timeline of the implementation of the APDC

   - The overall time frame is 2016-2020, but a more detailed breakdown can be found in Annex A/Logframe.

Resources for the implementation of the APDC

   - Fundraising is carried out by ISO/CS through the ISO Academy.

   - DEVCO members, especially in developed countries, are also responsible for securing funds from stakeholders and relevant organizations to implement the activities.

Annex A/Logframe (to be added)

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DEVCO 13/2015
September 2015

ITEM 13   Reporting back from the working sessions on the ISO Action Plan 2016-2020

The Chairs of the working sessions will report on the afternoon's discussions.

The feedback and recommendations will be taken into account for the finalization of the ISO Action Plan for developing countries 2016-2020.

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DEVCO 14/2015
September 2015

ITEM 14   Date and place of the next meeting

The 50th DEVCO meeting will be held on 20 September 2016, in Beijing (China), followed by the ISO General Assembly, planned to take place from 21 to 23 September 2016.

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Международная организация по стандартизации

DEVCO 15/2015
September 2015

ITEM 15   Any other business (and resolutions)