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COMMITTEE FOR TRADE, INDUSTRY AND
ENTERPRISE DEVELOPMENT

Working Party on Industry and Enterprise Development

Fifth session, 12 and 13 February 2004
Sub-item 4.2.3 of the provisional agenda

TEAM OF SPECIALISTS ON QUALITY MANAGEMENT SYSTEMS

Progress Report

1. On 20-21 March 2003, the UNECE organized an Expert Meeting on “How to Become a Supplier of Large National Enterprises and Transnational Corporations (TNCs)”. This event was organized within the Regional Advisory Service Programme in cooperation with the Team of Specialists on Quality Management Systems (TOS on QMS) with special emphasis on the implementation of QMS in accordance with the ISO 9,000 and ISO 14,000 series of standards. These standards are seen as a prerequisite to be a supplier of large enterprises and TNCs. The conclusions and recommendations of the Expert Meeting can be consulted on the UNECE WWW site at the following address: <http://www.unece.org/indust/sme/supplyrecomend.html>

2. The second meeting of the Team of Specialists on Quality Management Systems was held in Geneva on 23 February 2003. Several issues were discussed: a study tour in Hungary, development of an interactive CD-ROM for ecological assessment of enterprises, integrated management system, comparative analysis of excellent quality models and practices for SMEs taking into account the European Excellent Quality Model of the European Foundation for Quality Management (EFQM), and development of quality management systems for Russian light industry.

3. The second meeting decided not to pursue further the idea of the study tour in Hungary because of the limited interest for it. It was agreed that the TOS on QMS would organize a Workshop on Ecological Assessment of Enterprises in late 2003 in conjunction with the thirteenth session of the Working Party on Technical Harmonization and Standardization Policies (WP.6). Participants also decided to continue the preparation of the draft guide on Quality Management Systems.

4. The third meeting of the Team of Specialists on Quality Management Systems was held in Geneva on 13 November 2003 back-to-back with the thirteenth session of the Working Party on Technical Harmonization and Standardization Policies (WP.6). Participants addressed the issues of comparative analysis of excellent quality models and practices for SMEs taking into account the European Excellent Quality Model of the European Foundation for Quality Management (EFQM), Integrated Quality Management System Model, preparations for the Workshop on "Ecological Assessment of Enterprises", and other future activities of the TOS on QMS.

5. At that meeting participants decided on the schedule for the survey on Quality Models, Awards and Practices for SMEs. The results of the survey, based on the questionnaire to be distributed by the UNECE secretariat, will be discussed at the Expert Meeting on Evaluation and Comparative Analysis of Excellent Quality Models scheduled for November 2004. The presentation of the draft Integrated Management System (IMS) document will be also made at that meeting.

6. Participants took note that, on the basis of the work done by the TOS, the Financial Academy under the Government of the Russian Federation has developed a pilot training course for high-school students (a programme for 32 hours) and for experts on quality management (a programme for 72 hours).

7. The Workshop on "Ecological Assessment of Enterprises in Accordance with the ISO 14,000 Standards Requirements" was organized in Geneva on 13-14 November 2003 (the Programme of the Workshop is presented in the Annex).

8. The work on ecological assessment of enterprises will draw on the experience of the Besançon Professional Training Academic Delegation (DAFCO - Les délégations académiques à la formation continue, France), which, with the aid of the European Social Fund, has created an interactive CD-ROM tool, "*La Clé Verte*" (The Green Key). This CD-ROM is conceived for very small businesses, SMEs and artisans who want to operate their businesses in an environmentally-friendly manner and to turn gradually to the certification ISO 14001.

9. At the Workshop participants discussed the project proposal prepared by DAFCO aimed at developing user-friendly, interactive training methods and tools to facilitate the adoption of the ISO 14000 standard by enterprises. Delegates agreed that DAFCO should prepare a more comprehensive project outline for further discussion. They also called on all the interested parties to assist the UNECE secretariat in finding sponsors who would facilitate the financing of this project.

10. In the next biennium (2004-2005) the TOS will continue its work in the following directions:

- Elaboration of Guidelines on Integrated Management System;
- Preparation of a comparative analysis of excellent quality models and practices for SMEs taking into account the EFQM European Excellent Quality Model;
- Development of Guidelines and tools for environmental assessment of enterprises based on the DAFCO project proposal;
- Creation of a Portrait Gallery of Enterprises - winners of national and international quality awards.

11. At its thirteenth session held on 14 November 2003, the UNECE Working Party on Technical Harmonization and Standardization Policies (WP.6) took note of the presentation by the TOS on its activities and expressed its interest in the future cooperation with the Team. It also agreed to organize a

joint conference/workshop with the TOS devoted to quality matters and related concerns of countries in transition in conjunction with the fourteenth session of Working Party in November 2004. The Working Party invited interested experts to join the Team of Specialists in its work on integrated management system project.

12. The Working Party may wish to extend the mandate of the Team of Specialists on Quality Management Systems for one more year.

ANNEX

PROGRAMME OF THE WORKSHOP ON “ECOLOGICAL ASSESSMENT OF ENTERPRISES IN ACCORDANCE WITH THE ISO 14,000 STANDARDS REQUIREMENTS”

Chairperson: *Prof. Dr. Lidia I. Shokina*, Vice-Chairperson of the TOS on QMS

OPENING STATEMENTS

Mr. Antal Szabó Regional Adviser on Entrepreneurship and SMEs, UNECE, Geneva
Ms. Georgette Bonnier Head of Department, Ministère de l'éducation nationale, Bureau de la formation continue des adultes (Paris, France)

ENVIRONMENTAL MANAGEMENT SYSTEMS TO MEET THE REQUIREMENTS OF THE GLOBAL MARKETS

Mr. Mihaly Parkany, Managing Director, DIGART, former staff member of the ISO

ENVIRONMENT ASSESSMENT OF ENTERPRISES BY USING “THE GREEN KEY” (LA CLE VERTE)

Presentation of the philosophy and methodology used

Mr. Jean Pierre Guth, Directeur d'études du Centre académique de formation continue and *Mr. François Bels*, Conseiller Juridique, DAFCO, Académie de Besançon (France)

EXPERIENCE AND CASE STUDIES ON ENVIRONMENT ASSESSMENT AND DEVELOPMENT OF ECO-MANAGEMENT AND AUDIT SCHEME (EMAS)

1st Case Study: *Mr Pablo Guerrero*, expert from Consorcio Red Local de Andalucía (Spain).

2nd Case Study: *Mr Claude Masson*, Human Resources Director, and *Ms. Anne Elisabeth Mouchet*, Environment Assistant, SCHRADER s.a. company (Pontarlier, France).

DEVELOPMENT OF FOLLOW-UP PROJECTS FOR ASSOCIATED COUNTRIES AND CIS

Elaboration of project concept and documents facilitated by DAFCO

Mr François Bels, DAFCO, Académie de Besançon (France)

DISCUSSION OF THE PROJECT PROPOSAL