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### **ECONOMIC COMMISSION FOR EUROPE**

#### **COMMITTEE FOR TRADE, INDUSTRY AND ENTERPRISE DEVELOPMENT**

#### **Working Party on Industry and Enterprise Development**

Sixth session, 10 and 11 February 2005

Sub-item 4.3.1 of the provisional agenda

### **TEAM OF SPECIALISTS ON QUALITY MANAGEMENT SYSTEMS**

#### **Progress Report**

1. The Third Meeting of the Team of Specialists on Quality Management Systems (TOS on QMS) was held on 13 November 2003, chaired by Ms. Lidia I. Shokina (Russian Federation), Vice-Chairperson of the Team of Specialists. On 13-14 November 2003, the TOS on QMS organized a Workshop on "Ecological Assessment of Enterprises in accordance with the ISO 14,000 standards requirements". The Professional Training Academic Delegation – DAFCO (France) provided a significant input and contribution. DAFCO created an interactive CD-ROM tool, "*La Clé Verte*" (The Green Key), conceived for very small businesses, SMEs and artisans who want to take environmental measures and to turn gradually to the certification ISO 14001. Case studies on the use of La Clé Verte were presented, demonstrating its importance for environmental management.

2. DAFCO and the secretariat elaborated a joint Project outline on "Elaboration of Methodology of Ecological Assessment of Enterprises in order to develop an Appropriate Environmental Management System in Accordance with the ISO 14,000 Series of Standards". The proposal was sent to 25 national SME focal points and experts of the TOS on QMS. As of 1 November 2004, Hungary and Slovakia had expressed their interest in implementation of the project. Further discussions will be carried out by the specialists of DAFCO. Mr. François Bels, the University Delegation for Continuing Education, Ministry of National Education (RECTORAT – DAFCO, France) is the project leader.

3. At its fifth session the Working Party on Industry and Enterprise Development (WP.8) suggested transferring the activities of the TOS on QMS to the Working Party on Regulatory Cooperation and Standardization Policies (WP.6). The Committee for Trade, Industry and Enterprise Development, at its eighth session in May 2004, requested that the WP.6, at its November 2004 session, take a decision concerning taking over the responsibility for the Team of Specialists and identifying the required resources, and inform the Bureau of the Committee.

4. The TOS on QMS elaborated and adopted a Questionnaire on Quality Models, Awards and Practices for SMEs in cooperation with the European Foundation for Quality Management (EFQM) (TRADE/WP.6/2003/10, TRADE/WP.8/AC.6/SEM.19/2003/3). The purpose of the Questionnaire is to collect information and prepare comparative analyses of excellent quality models and practices for SMEs taking into account various international quality models. The Questionnaire was sent to national quality award organizations. As of 1 November 2004, 21 countries had filled out the questionnaire and sent their national reports to the secretariat. The national presentations are being analysed and a Background paper on National Quality Awards Schemes prepared.

5. A web site has been created on National Quality Award Schemes at <http://www.unece.org/indust/sme/Q-national-award.html>, giving all known web sites of national quality award systems. Countries are encouraged to submit their national, regional and special schemes to provide as wide an orientation as possible of all stakeholders in this field.

6. The TOS on QMS will organize an International Workshop on Best Practice in National Quality Award Schemes on 23 November 2004, during the fourteenth session of the Working Party on Regulatory Cooperation and Standardization Policies (see TRADE/WP.6/2003/4. and the UNECE web-site at <http://www.unece.org/indust/sme/qaward.pdf>). The purpose of the Workshop is to attract the attention of policy makers to the importance of quality assurance schemes as one of the tools to increase the quality of goods and services at a local level and to improve the competitiveness of companies on their export markets. Quality awareness could be promoted inter alia through national/regional quality awards. Such schemes already exist in many UNECE countries and the Workshop aims also at sharing experiences concerning these schemes. The event has raised interest also from outside Europe.

8. The Pilot Project on Creation Quality Management Systems in accordance with the ISO 9,000 series of standards for Russian Light Industry based on Group Training and Implementation methodology was successfully completed. The project was implemented by QUALIPROD Quality and Technical Consulting Ltd. (Hungary), Research-Training Centre (Russian Federation) and DIGART International (Switzerland). Two Russian companies received certification. Mr. Serguei Sorokin, General Director, OAO Egorevsk-obuv (Russian Federation) made a presentation at the Expert Meeting on Good Governance for SMEs held on 1-2 April 2004 at the Palais des Nations (see <http://www.unece.org/indust/sme/views.html>). While the methodology used during the implementation of the project was good, due to the insufficient number of participating companies no synergic effects were observed among the companies.

8. The implementation of the Project on Integrated Quality Management System Model (IQMSM) was suspended due to lack of financial resources.

9. The ISO Technical Management Board has created a Task Force on Integrated Use of Management System Standards to develop guidance on this issue. This Task Force had its first meeting on 22-24 September 2004. The group decided that it would not extend its membership at this time since it considered that sufficient expertise was available within the group and the size was such that it could operate effectively and efficiently. However, the group expressed a desire to maintain close contact with a number of interested persons and parties to get feedback on its activities. The Secretary of the TOS on QMS was invited to be one of these outside commentators.

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