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WAQSP NEWS



NATIONAL QUALITY POLICIES : Major progress in West Africa



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WAQSP NEWS

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States align their national Quality policies with that of the ECOWAS region



Dear readers!

In response to the low level of industrialization of Africa (currently 1.9% of World Manufacturing Added Value-MAV), the ECOWAS Commission has endeavored to define the institutional framework that would facilitate the whole management of this key issue for the development of the region. This high-level reflection led in 2010, to the adoption of the West African Common Industrial Policy (WACIP) whose implementation strategy has also been recently revised (in 2015). In accordance with the WACIP that emphasizes, as part of a priority program, on issues of standardization, quality assurance, accreditation and metrology, the ECOWAS Commission initiated another major and complementary project: the definition of a regional Quality policy.

Started as part of the West Africa Quality Program, the process has been pursued by my Department, in particular with national workshops in all Member States. This process has allowed us to have a thorough overview of the state of Quality infrastructure of countries, by answering very basic concerns for the economic operator: can he acquire the standards of his profession at the national level? If he wants to export to challenging markets, can he do the required analysis at the national level? If so, are the results of the concerned laboratory valid internationally? He wants to control the performance of his industrial production facilities; where is the nearest calibration laboratory? Is it reliable? Etc.

In 2013, this lengthy process conducted in a participatory manner, resulted in the adoption of the Quality policy of ECOWAS - ECOQUAL (Supplementary Act A / SA.1 / 02/13) by the Heads of States. During the same year, two further regulations were made: one dealing with pattern of Quality Infrastructure (C / REG 12.19.13.), and another that stresses on the rules of organizing the ECOWAS Quality Award (C / REG. 17/12/13). With the regulation of 2012 on the adoption of the harmonization procedures of ECOWAS standards (ECOSHAM C / REG. 14/12/12), the legal basis of the legal quality infrastructure were launched. In the process, the European Union has been requested, as a traditional partner in the region in this particular area, evidenced by the funding of WAEMU Quality programs (2001-2005) and the West Africa Quality Program (2007-2012). It positively responded to our request to support the implementation of ECOQUAL, by validating the West Africa Quality System Program (WAQSP) which covers the fifteen member States of ECOWAS and Mauritania.

► **Kalilou TRAORE**
*Commissioner for
Industry and Private
Sector Promotion -
ECOWAS Commission*

As you know, the WAQSP implemented by the United Nations Industrial Development Organization (UNIDO), has a budget of 12 million € over a period of 4;5 years (September 2014 - March 2018). One of the first actions of this program was to support the Member States to transpose ECOQUAL at the national level. For countries that already have national Quality policies or advanced projects in that field, the exercise was, firstly, to ensure the alignment of these documents to the ECOQUAL standard, secondly to support the definition and updating of a priority actionplans of implementation that covers 5 years on average and its costing. This concerns Burkina Faso, Cape Verde, Gambia, Ghana, Mali, Niger, and Togo.

For other countries, assistance focused on supporting the development of NQP and associated costed actionplan. Today, the WAQSP support is at least 80% finalized. The process of formal adoption by States has begun. Mauritania where it was adopted last March, serves as a pioneer in terms of the deadline for adopting time allotted. In Nigeria, the NQP is being adopted as part of a specific national program, in coordination with the WAQSP. Thus, as with certification and accreditation, subject of my reflections in the previous editorial, you understand all the importance that we must give to NQP, the main theme of this newsletter.

In a context where states who are increasingly aware of the importance of quality issues, are ready to go further: some have decided to develop sectorial sub- quality policies in national priority areas, including on the crucial issue of food safety. Benin and Senegal have already started the exercise. The WAQSP has also planned actions in this very sensitive and priority sector for ECOWAS, mainly through making available capacity-building activities in each country and national expertise in this field. This will be my subject in the next newsletter.

Happy reading!

ECOWAS Quality Award the 1st Edition coming soon...

As part of the West Africa Quality System Program (WAQSP) that supports the ECOWAS Commission in the implementation of the Quality policy of the region (ECOQUAL), it is planned to organize ECOWAS Quality Award. To this end, the fifteen countries of the region firstly must organize their national quality awards. Knowing that for a good organization of these awards, people need administrative and technical devices that meet expectations, the WAQSP organized at Dakar in Senegal, a training section for stakeholders by referring to the criteria used during the regional workshop held in Abidjan, in Ivory Coast, in February 2016.

To date, of the eight WAEMU countries, Ivory Coast and Burkina Faso organized their national awards while the other six are in the final step of their process, because the winners will be announced to by October 2016. As far as the other seven non WAEMU countries are concerned, it may be noted that Nigeria is well advanced. From 20 to 22 July 2016, it organized a workshop to develop an implementation plan, identify key subcommittees and assign roles and responsibilities of their members to forward the implementation of the Nigerian Quality Award (NQ-Award). These 7 countries will, very soon, receive experts to support them starting the process.

ECOWAS and National Quality Awards: WAQSP trains secretariat offices managers, future Quality supervisors and auditors



Certificate of attendance given to participants in the presence of representatives of ECOWAS (seated left) and UNIDO (seated right)

From 6 to 10 June 2016, the WAQSP organized a training workshop for secretariat offices managers, future supervisors and auditors of ECOWAS and National Quality Awards. It came after a workshop of definition of harmonized criteria, at national and regional level, held in Abidjan on 25 and 26 January 2016. For five days, about thirty pre-selected beneficiaries by the WAQSP in the fifteen countries of the Economic Community Of West African States (ECOWAS) and Mauritania were trained by a pool of experts recruited by the United Nations Industrial

Development Organization (UNIDO), the program implementing agency.

The main objective was to strengthen the capacities of key resources persons involved in the process of organizing the ECOWAS and National Quality Awards. Specifically, it concerns:

- ∴ train all participants, especially awards managers to the process of organizing and managing an award secretariat office (ECOWAS and national level);

- train the future auditors and supervisors to the audit techniques and standards of ECOWAS and National Quality Awards;
- inform future supervisors on their responsibilities in order to ensure the methodological consistency and impartiality during audits of ECOWAS Quality Award, in all countries.

According to Mr. Kalilou TRAORE, ECOWAS Commissioner for Industry and Private Sector Promotion (IPSP), "the purpose of this workshop is to facilitate the organization of awards at the States level, particularly those which do not have yet a similar experience in the matter". He also said that «control by the recipients of the organization and management processes of an award secretariat office, in addition to reference thereto, will significantly contribute to the promotion of quality in the region". What really pleased Mr. AKA Jean-Joseph Kouassi, representing Mr. Victor Djemba, Resident Representative of UNIDO in Dakar, as he said: "the context of free trade where tariff and non tariff barriers are rejected, has made

quality the guarantee of market access". Therefore, indicated Mr. Mamadou DIOP, General Secretary of the Ministry of Industry and Mines, "this ECOWAS Quality Award is a regional response that should encourage the adoption and development of quality management within companies in the region". A goal sought by the ECOWAS Commission that set up in 2013 the regulation C/ REG.17/12/13 adopting the rules of organizing the ECOWAS Quality Award.

"The process is strongly supported by the European Union through the WAQSP, funded to the tune of 12 million €, which started in September 2014 for a period of 4 years", as recalled Mr. Clemens Schroeter, Economics, Trade and Governance section Chief at the Delegation of the European Union (EU) in Senegal.

Indeed, among the program's missions, it is planned to pursue the support to the ECOWAS Commission for the organization of the 1st Edition of the ECOWAS Quality Award.



Group photo of workshop participants

National Quality Award: Burkina Faso awarded its representatives to the ECOWAS Quality Award

26, 27 and 28 July 2016, the Burkinabe Association for Management and Quality (ABMAQ) held in Ouagadougou, an evening awards ceremony of the 5th Burkinabe Quality Award. A ceremony that closed the National Quality days 2016 organized by ABMAQ under the theme: "Burkina 2025: From the effervescence to the emergence through quality and productivity".

Mr. Marcel SINKA, PCA of the National Agency of Standardization, Metrology and Quality (ABNORM), the

award managing structure, welcomed the presence of Commissioner Kalilou TRAORE among authorities such as: the representatives of the Regional Technical Coordination Unit (RTCU), those of the Prime Minister, the Minister of Trade and the Minister of Public service of Burkina Faso.

It is important to remember that according to the regulation C/REG.17/12/13 adopting the organizational rules of ECOWAS Quality Award, national quality awards' organization in the fifteen ECOWAS countries

is a prior. Therefore, it is a step towards the organization of the 1st Edition of the ECOWAS Quality Award, because the national quality awards help to select the participants of the regional awards, who are ultimately the winners of national quality awards. For this edition, the jury awarded Grace Divine, SONAR Assurance and Bank of Africa.

Commissioner's presence was therefore of a double meaning: symbolically mark the support of the ECOWAS Commission in the organization of national quality award, but also attend an awards ceremony to get a concrete idea of not only the effort expended at national level, but above all, the scale of the task in the context of the organization of the regional award.



The representatives of the awarded companies with Commissioner K. Traoré (gray suit in the middle)

5th Edition of the Beninese Quality Award (BQA): Audits of competing companies completed in Benin



The organization Committee of the Beninese Quality Award (BQA) is being organized the proceedings of the 5th Edition of the Beninese Quality Award. The competing companies were audited by the national auditors. They assessed thoroughly their quality system.

These quality experts, in accordance with the standards applicable at the national level (harmonized

price repository for all countries during the regional workshop held in Abidjan), assessed the quality device of each of competing companies, as listed according to their choice in each of the four levels of competition.

For the viewpoint of Youssouf MAMA SIKI, national auditor, "visited and audited companies presented, overall, a substantial potential quality although efforts remain to be made to expect significant improvement of the facilities and devices put in place in each of these organizations to comply with quality requirements".

He recalls with enthusiasm that "last year, the companies Moov-Benin, Fifa and Pharmacie du Rond-Point won the three Excellence Awards at stake at the WAEMU Quality Award. These past four years, out of the six quality awards open for WAEMU area, Benin has won five".

The official ceremony of the Beninese Quality Award 2016 is scheduled for Tuesday, October 19th, 2016 in Cotonou.

"We visited companies that we audited two years ago and which succeeded in the meantime in improving their quality system. This reassures us that the quality culture is moving forward in Benin. Also, companies that were considered at level 1 two years ago have been able to apply this year at level 3, as they are very confident regarding their progress in the quality process. "

Yusuf Mama Sika, auditor

News of national Quality Awards

The winners allowed to compete at the regional level are known in both countries:

- Burkina Faso: Grace Divine, SONAR Assurance and Bank of Africa
- Ivory Coast: FILTISAC, SACO Abidjan, Clinique le Grand Centre

Note that the Ivorian government Act which establishes the Quality Award has scheduled an annual basis. The ECOWAS Quality Award being realized every two years, only the winners of the year's award will compete at the regional level.

- Audit and planning for the deliberation of the Jury is underway in six countries: Benin, Guinea Bissau, Mali, Niger, Senegal, Togo

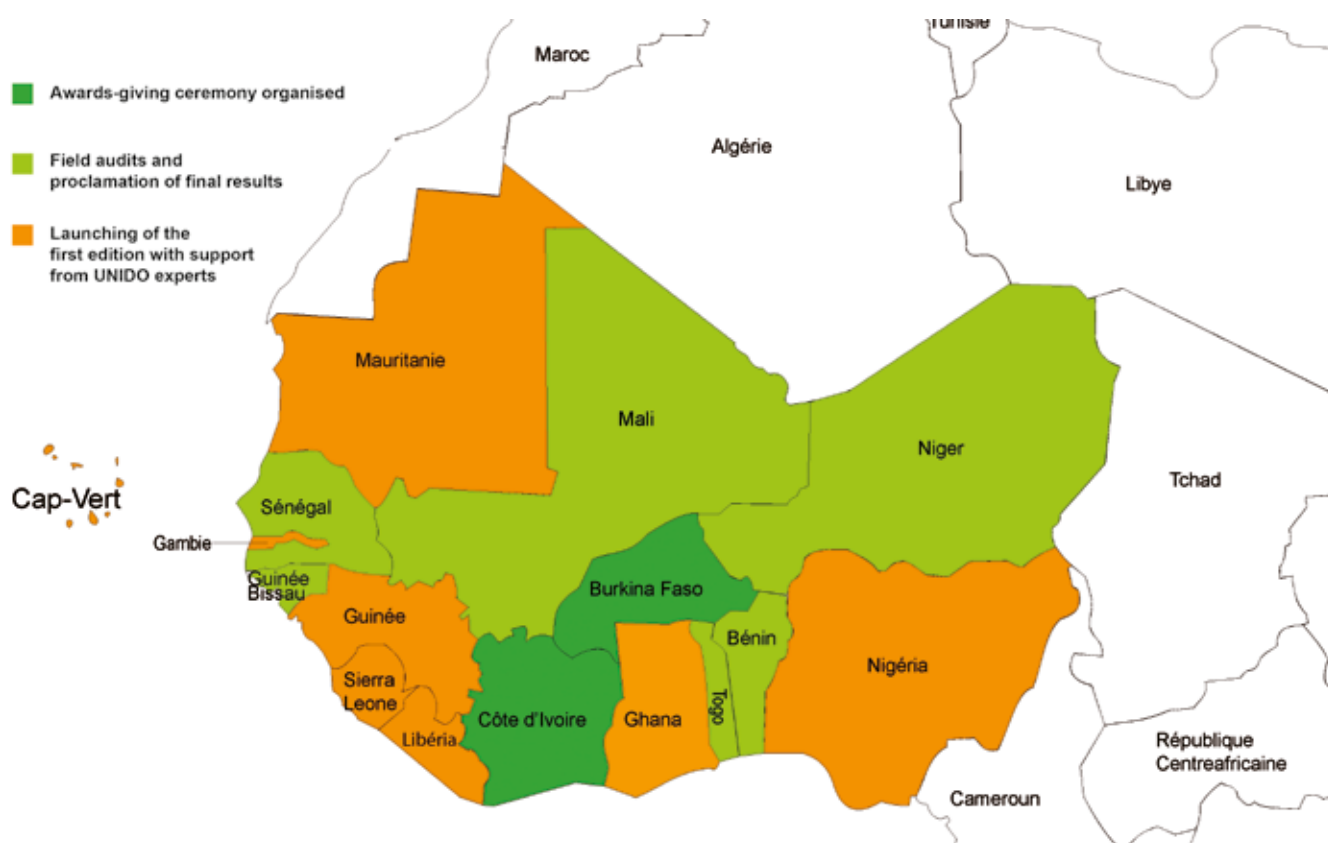
- Support for launching the 1st national Edition in seven countries: Cape Verde, Gambia, Ghana, Guinea, Liberia, Mauritania, Sierra Leone

The WAQSP is recruiting two coaching experts for an upcoming deployment to the field

- 1st Edition of Quality Awards in Nigeria: the process is well underway with the support of local Quality Program (NQIP)



Burkina Faso National Quality Award Trophies



Quality Program Supports

Information visits of the ECOWAS Commission on the ground

One of the major challenges of the WAQSP is the support of conformity assessment bodies, mainly laboratories, towards accreditation. In this context, it is planned to select about forty laboratories that certainly would benefit of a special status, because they would become referential laboratories.

To see specifically where are these laboratories, the ECOWAS Commissioner for Industry and promotion of Private Sector, Mr. Kalilou TRAORE has visited three laboratories between June and August 2016, in Senegal and Burkina Faso. ECOWAS intends to continue the experience to other countries, particularly in Benin in October 2016.



Demonstration session at the National Laboratory of Public Health, Burkina Faso

Visit of the National Laboratory of Analysis and Control (LANAC) of Senegal: The ECOWAS Commission on the spot to measure the needs and expectations



In early June 2016, the ECOWAS Commissioner for Industry and promotion of Private Sector, Mr. Kalilou TRAORE, paid a working visit to the National Laboratory of Analysis and Control (LANAC) of Senegal.

This laboratory is one of those supported in the previous phase of the Quality Program so called «West Africa Quality Program (WAQP)», also

implemented by UNIDO. It was especially through trainings in quality management, the organization of «blank» assessment or the technical assistance for the compliance of legal status with the requirements of the accreditation bodies. Thus, the LANAC obtained in October 2015, the accreditation of the French Accreditation Committee (COFRAC) for the dosage of vitamin A in the edible refined oils. The visit was therefore an opportunity for the ECOWAS Commission to enter into direct contact with one of the conformity assessment bodies (CABs) in the region to better understand their needs and expectations, and measure the impact of actions already accomplished in the field of quality.

Mr. Victor Djemba, Resident Representative of UNIDO in Senegal, meanwhile, welcomed the ECOWAS Commission's commitment under the leadership of Commissioner TRAORE, very present on the spot. He also thanked the European Union which, again, relies on UNIDO for the implementation of this program. He confirmed after the Commissioner and Mr. Samba Ndao, Deputy Director of Internal Trade of Senegal, the interest to continue the technical assistance in the area of quality where the implementation process can be very long and expensive.

The ECOWAS Commission respectively inquires about the drugs control system in Burkina Faso (LNSP) and the impacts and prospects after accreditation (DTA)

Welcomed by Professor Maxime K. Drabo, Chief Executive Officer of the National Public Health Laboratory (LNSP), the Commissioner explained that the purpose of the visit paid on the sideline of the training of inspectors of the region in the requirements of a quality system, was to soak the drugs control system in Burkina Faso. He also briefly outlined the main objectives of WAQSP.

In response, Professor DRABO presented the laboratory's missions, exposing its main difficulties. The delegation then paid an information visit across departments, the Laboratory testing and control rooms, led by Dr. Josigi Yameogo, Medicines Control Director and Alphonse Yakoro, Director of Technical Coordination of the quality management. Note that the LNSP is a public institution of the State. It is considered as one of the main instruments of national drugs control system.

In this context, the laboratory works closely with the key industry stakeholders. It ensures, as far as possible, that quality controls are made before approving the marketing of drugs on the market. Beyond drugs, the laboratory also controls food products.



ECOWAS delegation at the National Public Health Laboratory, Burkina Faso



ECOWAS delegation accompanied by the Director of the DTA

On the same day, the delegation led by Commissioner Kalilou TRAORE paid a working visit to the Food Technology Department (DTA) of the Research Institute of Applied Science and Technology (IRSAT) of Burkina Faso.

It was welcomed by the Director of the laboratory, Dr. Sawadogo HAGRETOU who, after a presentation of the structure, led it into the various technical services,

including the accredited microbiology laboratory, the chemistry laboratory and the Intercomparison unity for explanation and demonstration sessions. As a reminder, with the support of the second phase of the quality program, the microbiology laboratory was accredited ISO / IEC 17025, version 2005 since 2012 by the French Accreditation Committee (COFRAC), for the control of foodstuffs at the entrance and exit of Burkina Faso.

In terms of impact, the DTA indicated that although still insufficient, the number of partners and customers has significantly improved due to the credit provided by the accreditation. Burkinabe traders now have locally analysis certificates required for export. This information reassured the delegation. In the process, the Commissioner informed the DTA of its selection as the beneficiary structure as part of the third phase of the program, mainly to support the chemistry laboratory for the accreditation and the Intercomparison unit to carry out activities for the benefit of the region.



View of a laboratory room

Launch of ECOWAS' mark for product certification Preparatory phase goes on

WAQSP builds the capacities of the national certification bodies



Group photo of workshop participants, with the authorities (seated in the first row)

The WAQSP organized from 9 to 10 August 2016 a workshop for capacity building of national certification bodies of the fifteen ECOWAS countries and Mauritania, responsible for product certification. This was to enable them to have a specific appropriation of the requirements of ISO / IEC 17065, version 2012, which includes requirements on skills, consistency of activities and impartiality of the product certification bodies, processes and services.

The activity is part of promoting the ECOWAS mark of conformity for standards. This mark has as first customer, the industrial sector. It will be issued through national certification systems of Member States and will guarantee the quality of products marketing on the sub-regional or those exported. Therefore, it was a good practice to sensitize and train the bodies that support products certification

to master the requirements of this international standard.

After Mr. Kalilou TRAORE, ECOWAS Commissioner for Industry and promotion of Private Sector, officials welcomed the opportunity of such a workshop which will certainly contribute to the implementation and the consolidation of the Quality Infrastructure in West Africa.

In the current context of global competition, the region's States must have, today more than ever, a range of distinctive and quality products. After the workshop ended with the presentation of certificates, participants expressed their wish to receive assistance from the WAQSP for an upgrade of their respective certification bodies, in relation to the requirements of ISO 7065.



Two participants: Fatim Traore (Head of Commissioner K. Traore's Cabinet, ECOWAS) and Adelaide Belemsigri (Director in charge of standardization and quality, UEMOA)

The ECOWAS Commission inquires about the national process of product certification in Ivory Coast



ECOWAS delegation in the production hall of SICABLE

The ECOWAS Commission, supported by WAQSP, started the process of launching a community mark of conformity for standards. As a reminder, it is expected that the regional certification system relies on national product certification bodies.

It is in this context that on Tuesday August 9th, 2016, the Commissioner TRAORE paid a conducted visit to the SICABLE Company, based in Abidjan, Côte d'Ivoire, and specialized in the manufacture of electrical cables. The visit aimed to deeply inquiry about the truthfulness of product certification, granted in this case by CODINORM, the national product certification body, one of the few bodies in the region, which issue a national mark and have, therefore, developed a

certain experience. The visit helped to understand the process of product certification which was presented by the Managing Director of CODINORM, before the delegation visited the manufacturing sections.

Mr. Constant BOKA (CEO of CODINORM) introduced his structure, the adopted procedure in the field of product certification, results, sections applications, certified companies to date and his business website.

Mrs. Nathalie JOUBERT, Financial Director of SICABLE, briefly explained how the mark is used as distinctive regarding the competition. Inquired about the regional mark project, SICABLE welcomed the initiative whose scope is necessarily more important in terms of markets prospects.

The WAQSP equips the regional technical secretariats responsible for standards' harmonization



Left to right : Komenan Mougo (Representative of the Minister of Industry and Mines of the Ivory Coast), Désiré N'DRI (NTC WAQSP, Ivory Coast), Constant BOKA (CEO of CODINORM), Issouf Ouattara (Representative of local UNIDO Office), Daniella ROFI (Representative of the Delegation of the European Union in Abidjan), and Deli Berthe Koffi (President of the National Monitoring Committee, Ivory Coast)

As part of its activities, the WAQSP planned to equip six (6) regional technical secretariats responsible for standards' harmonization, work tools for the drafting, dissemination and popularization of quality standards.

These are the following secretariats established in the region: Agricultural Products (Nigeria-CTH1) Food Products (Ghana- CTH2), Chemicals (Benin-CTH3), Building and Civil Engineering (Burkina Faso-CTH5), Electro technical Engineering (Ivory Coast CTH5) and Tourism (Ivory Coast CTH6).

It is in this context that on Friday May 6th, 2016, the Ivorian national standards body, CODINORM, received from the WAQSP a set of equipment for the operation of two (2) technical secretariats it houses. Mrs. Daniella ROFI, Representative of the Delegation of European Union in Abidjan, has, on occasion, expressed the hope that this granting of equipment to Technical Committees helps to boost trade within the West African region, like the European space.

She also commended UNIDO and ECOWAS for

the obtained results. Mr. Babacar Carlos M'BAYE, Ambassador and permanent Representative of ECOWAS in Côte d'Ivoire, insisted on the importance that represents the promotion of quality in the economic area and in particular, the need to harmonize practices in terms of quality. This is also, he said, the reason for which this harmonization axis remained among the ECOWAS priorities as part of the Common Industrial Policy (WACIP, 2010) and of the Regional Quality Policy (ECOQUAL, 2013).

After the thanks of the Chief Executive Officer of CODINORM to ECOWAS and its partners, Mr. Mougo KOMENAN, representing the Ivorian Minister of Industry and Mines, stated in the same line, especially towards the European Union which, for several years, is committed to ECOWAS and the Members States to promote quality, and towards ECOWAS for its work as a principal owner of the WAQSP PSQAO and UNIDO for its technical expertise, crucial in all phases of the program.

Quality management and control of pharmaceutical products in West Africa

Representatives of inspection bodies trained in Ouagadougou



The WAQSP held in Ouagadougou, Burkina Faso, from 28 to 29 July 2016, a regional workshop on strengthening skills for the benefit of executives of the sixteen national inspection bodies responsible of drug control.

This workshop was part of the support to the establishment of quality systems in about forty bodies involved in priority areas of the industry department, and the support to the ECOWAS Commission's private sector such as: pharmaceutical products, food products, building & construction and motor mechanics. Participants from the fifteen ECOWAS countries and Mauritania have been strengthened to the requirements of standards ISO 17020 (Conformity assessment, operation of various types of bodies performing inspection) and ISO 9001 (Quality management system).

Stressing on the importance of the workshop for the ECOWAS Commission, Mr. Kalilou TRAORE, Commissioner for Industry and promotion of Private Sector, recalled in his speech that : «in Africa, falsified medicines rates vary between 30 and 70% depending on the country, that counterfeit medicines against malaria and tuberculosis would be alone responsible for over 700,000 deaths per year». Before adding that "with proper medication, it would save 200,000 lives».

Therefore, concluded Mr. Christian SOMDA, Cabinet Director of the Minister of Trade, Industry and Handicrafts of Burkina Faso, people must work to «establish an effective and efficient inspection system that can help to detect defective drugs which represent a threat to human health». The general objective of the workshop was well to sensitize to the quality management those key resources persons involved in the inspection process in the pharmaceutical sector. Specifically, the issues are twofold for the West African region:

- Improving the internal functioning of inspection bodies and harmonize practices;
- Ensuring the quality inspections and therefore guaranteeing the marketing of blameless quality of pharmaceuticals products.

On the horizon, it is expected that the most advanced inspection bodies in the deployment of a Quality Management System are selected to receive additional assistance through the Quality Program, with a view to a certification to ISO / IEC 9001 or an accreditation to ISO / IEC 17020.



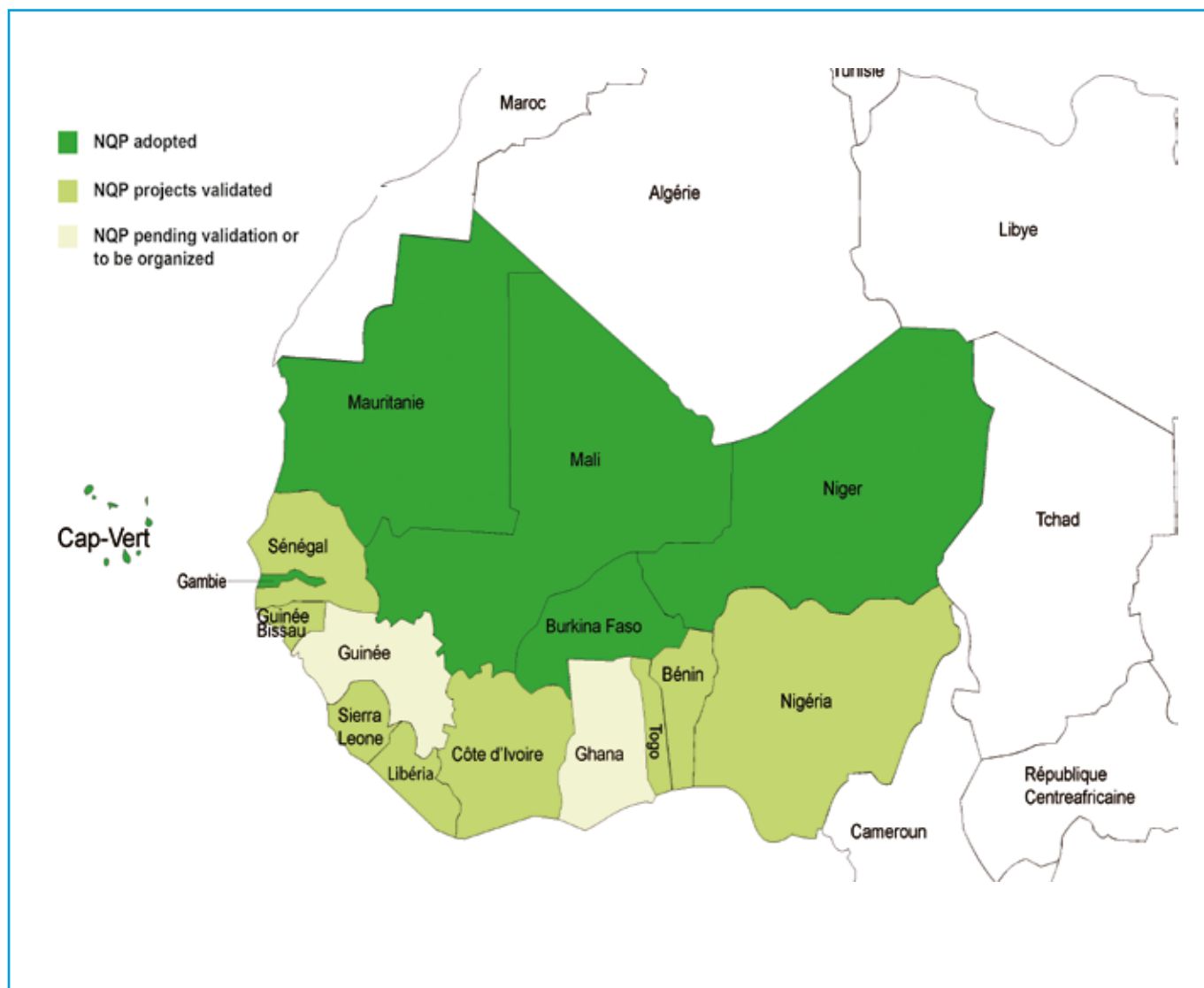
Group photo of workshop participants

NATIONAL QUALITY POLICIES

MAJOR PROGRESS IN THE REGION WITH SUPPORT OF THE WAQSP

In West Africa, both at regional and national levels, many initiatives have been developed in the field of Quality Infrastructure. They were supported both by local financing and donors. To oversee the process, the ECOWAS thought it needful to set the frame of intervention for better effectiveness of action and an efficient management of mobilized resources. Thus, after the adoption of its regional policy (ECOQUAL) on 28 February 2013 by the Authority of Heads of State and Government, the Commission set a goal to reduce or eliminate disparities between countries as regard to National Quality Politics (NQP). It will equip all the countries of the region and Mauritania with NQPs, and, for those who already have, it should ensure that they are aligned with ECOQUAL provisions.

This huge project is executed with support from the WAQSP which anticipates the implementation of these policies by supporting the States in developing action plans. After approximately twelve months of intervention, time has now come to take stock.



**IN BENIN**

The NQP project in Benin was validated on 24 May 2016 in the presence of all the stakeholders. The process is at the adoption stage at the level of the Council of Ministers. In the meantime, thanks to the active involvement of the Minister of Industry, Trade and Crafts and that of Agriculture, Livestock and Fisheries, the points which do not require financial resources are in the process of being implemented. For example:

- The actual merger of the Standardization Organization with the one in charge of Metrology;
- The reorganization of the Beninese Agency in charge of Food safety to ensure the grouping of all the entities involved in food safety;
- The implementation of actions ensuring the quality of certain products (bread, iron bars, pineapple, pharmaceutical products, etc.);
- The establishment of a system of verification of goods before shipment;
- And the assignment of one person responsible for monitoring the synergy of actions between the different branches of the Quality Infrastructure.

**IN BURKINA FASO**

Burkina Faso plays as a pioneer as regard to NQP. As early as March 2012, the country adopted its NQP by decree. The plan of actions relating thereto has been revised in May 2016 to align with ECOQUAL, with the technical and financial support of the WAQSP. It could be mentioned to the credit of this NQP:

- Establishment of the Burkinabe Agency in charge of Standardization, Metrology and Quality (ABNORM);
- Institutionalization by decree of the Burkinabe Quality Award;
- Capacity building actions (training of auditors to be involved in product certification - training of the technical committees in charge of certification and standardization, training of local resource persons to the requirements of standards ISO/IEC 17020, 17065, 17025 and ISO 9001 standards),
- Brainstorming meetings on the operationalization of the Higher Council for Quality.

**IN CAPE VERDE**

The NQP was put in place in 2015 in a participatory manner with the involvement of all the stakeholders. That makes it a strategic document federating the different expectations. In fact, questions related to Quality were previously dealt with in several different official documents. This evolution therefore induced an overall vision on Quality and helped establish priorities in the course of the budgetary process in the years that followed. Today, the Institute for Quality and Intellectual Property management (IGQPI), created with the support of the Quality Program Phase 2 (2007 - 2012), is called to play a major role in the implementation phase, particularly through a costed action plan developed with support of the WAQSP.

**IN COTE D'IVOIRE**

The NQP project whose development process began in December 2015, was adopted on June 16th 2016 by the whole of local stakeholders. The final draft is pending to be transmitted to the Ivorian Government which should then put in place its process of adoption with a view to make it a national document. In fine, it will improve the legal framework for the implementation and development of Quality, make it possible to have a tool for development of projects for the purpose of Quality development and finally facilitate the integration of the national economy with the economies of other ECOWAS Member States as it would be correlated with the regional policy, ECOQUAL.

**IN GAMBIA**

Gambia developed and formally adopted its NQP in 2010. A process was launched to ensure that it is fully in harmony with ECOQUAL and also to identify activities and resources necessary for its implementation. A validation workshop of the revised policy document is planned to be held in September 2016. It will then be submitted to the Government for adoption.

**IN GHANA**

The NQP went through several stages of consultation of stakeholders with contributions from various public and private institutions and development agencies such as PTB, TRAQUE program and UNIDO. The document is now ready for validation. It will next be sent to the Government for approval.

Most of the institutions of the Quality Infrastructure have already been set up and function well. For example, Ghana set up a national standardization body whose activities include the development of

standards and the promotion of Quality, Metrology and Conformity assessment (inspection, testing and certification). There are currently several conformity assessment bodies, public and private. Some of them are accredited and offer their services to the sub-region.



IN GUINEA

The process experienced several months of delay due to various constraints such as the Ebola crisis. Today this delay is on its way to be eliminated: the first draft of the NQP has been drafted in July 2016. Currently, it is being circulated to all stakeholders for compendium of comments before organizing a national workshop for its validation expected to be held in September 2016.

The implementation of the NQP will allow Guinea, among other things, to have a legal and institutional framework clearly defined in order to avoid conflicts between the Quality Infrastructure agencies. Similarly, the Guinean QI will better meet the international requirements in support of a better competitiveness of Guinean products and services.



IN BISSAU GUINEA

The NQP project of Bissau Guinea and the implementation plan was validated in May 2016, with support of the expert recruited by the Program. With a view to ensuring a wide support, all stakeholders were involved, in particular, the Directorate in charge of Standardization and Quality promotion, the Directorate in charge of Metrology, Universities and Training Centers (Universities Amilcar Cabral and Colinas Boe, National Center of Industrial Training, National School of Administration). It should also be noted that this NQP project is part of a regional approach which integrates the Directives of both regional economic communities (ECOWAS and WAEMU) regarding the need to create a national Quality infrastructure, relevant and effective, in consistency with the Regional Quality Infrastructure.



IN LIBERIA

Like in Guinea and Sierra Leone, the NQP project of Sierra Leone started with delay (due to the Ebola crisis). However, the commitment of the stakeholders made it possible from February 2016 to begin the work, particularly with the pre-validation of the draft document by the National Monitoring Committee of the WAQSP. On March 7th and 8th 2016, the draft document has been validated in plenary by national stakeholders supported by the WAQSP expert. The document will follow the administrative process for validation by authorities.



IN MALI

The NQP document was adopted in June 2015 by the Council of Ministers, at the end of a process that goes back to 2012 and implemented in the framework of the Quality Program Phase 2 (2007-2012). The Plan of Action adopted at the same time than the NQP document covers a period of three years. Its implementation began in May 2016, on the basis of a costing of activities contained in the action plan, achieved with support from the WAQSP. This NQP of Mali whose matrix of actions has been validated in May 2016, was developed in accordance with ECOQUAL provisions.



IN MAURITANIA

Mauritania is distinguished, among all the WAQSP countries, by a quick formalization of the NQP project prepared under the supervision of an expert recruited by the Program. In fact, less than a month after the validation of the NQP project, the document was adopted by the Government during the Council of Ministers met on May 12th 2016. This shows the interest to the NQP by Mauritanian authorities. One must remember that this result follows an inclusive process with all stakeholders including the Directorate in charge of Standardization and Quality Promotion (National Standardization Body), the Conformity Assessment Bodies (Laboratories and Inspection Services), Employers, Consumers' Associations, Association of Quality Experts, etc.

A plan of action was prepared for the implementation of this NQP which is now a guidance document for the development of the National Quality Infrastructure. Given that the NQP of Mauritania has been formulated in harmony with the Regional Quality Policy of the ECOWAS, this will undoubtedly facilitate trade between Mauritania and the ECOWAS countries and strengthen regional integration.



IN NIGER

The NQP document was validated during an inclusive national workshop held on 29 December 2015. The comprehensive costing of the matrix of actions as recommended by the WAQSP National Monitoring Committee was carried out and submitted. To date, the document is pending to be introduced in the circuit for validation and adoption by the Government. Its implementation will make it possible for Niger to identify constraints below: weaknesses of the institutional and regulatory framework, inadequate quality of products manufactured locally due to absence of Quality policy and approaches in



the companies, weaknesses of assessment and certification bodies regarding the standards and the absence of a national culture of Quality.



IN NIGERIA

Nigeria has a harmonized National Quality Policy applicable since 2015. To reach that step, the process went through the establishment of a National Quality Infrastructure (NQI), coherent and stable enough to lead to the creation of two key institutions: the National accreditation body (NINAS) and the National Institute of Metrology.

Furthermore, as part of the already prepared Quality Policy, a status report of the legal framework is being drafted. While taking a full awareness of the quality situation in Nigeria, this NQP is regarded by the Federal Government of Nigeria as an asset in order to contribute to improving consumers' environment, health and safety.

Nigeria benefits from a program supporting its Quality infrastructure entitled National Quality Infrastructure Program, funded by the European Union and implemented by UNIDO.



IN SENEGAL

Senegal is a part of the 10 countries which did not have Quality policies. To that effect, Senegal received assistance from the WAQSP and today it has a NQP project validated since March 2016. Concomitantly, Senegal also developed a sub-policy draft for the Food Safety (SSA) sector secured to the NQP, which was validated in August 2016. The objective is the integration of all the Quality Infrastructure dimensions, with a focus on the issue of the SSA. The SSA is indeed one of the priorities of the Government in the framework of the Plan Sénégal Emergent (PSE), which provides for the establishment of integrated agropoles in support of strategic agro-food sectors of high added value. These two documents are being transmitted to authorities for adoption.



IN SIERRA LEONE

The NQP formulation project of Sierra Leone started with delay (due to the Ebola crisis). The involvement of the first officials of the Ministry of Trade and Industry helped to organize the first workshops of formulation in August 2016. The NQP document will be aligned with ECOQUAL provisions. The NQP project and its costed action plan will be validated before the end of 2016, in consultation with all the stakeholders.



IN TOGO

After a process started in 2012, the NQP project was validated on 14 June 2016. The integration of comments collected during the validation workshop is being finalized. The document will then be forwarded to the Minister in charge of Quality who will submit it to the Council of Ministers for adoption purposes.

One must recall that the formulation process of this strategic orientation document resumed with the start of the WAQSP, particularly with the organization of 3 workshops aiming to costing the NQP project action plan. These workshops were held on the 26th -27th May and 2nd June 2016 and was followed by the validation workshop.

For Togo, the implementation of the NQP aims to achieve the following results:

- a greater consideration of Quality in national development programs and plans through a systematic listing of Quality standards in all sectors (as provided by Act No. 2009-016 of the 12th day of August 2009 on the organization of the national harmonization scheme of standardization, accreditation, certification, accreditation, metrology, environment and quality promotion activities in Togo);
- a better positioning of the Togolese exports on the external /international markets;
- a better articulation and harmonization of Quality-related actions between the different government departments and sectors of development, through a global strategic planning.

Meeting of Ministers in charge of Quality in the ECOWAS countries

validated ECOSTAND standards and recommendation for their adoption during the next Council of Ministers



On April 15th 2016, the ministers in charge of Quality in the ECOWAS countries met in Lomé (Togo), to examine and adopt nine ECOSTAND standards on food, two ECOSTAND standards on electrotechnical products and thirty (30) electrotechnical standards of IEC (International Electrotechnical Commission). As a prelude to the ministerial session, the Technical Committee of Management (TMC) of standards harmonization model of ECOWAS (ECOSHAM) met from April 10th to 13th 2016 to study the proposals for a harmonized logo to be affixed on fortified foods

traded in the region. The comments of the States were collected and proposals were made with a view to issue very quickly a final version of the logo. The Committee of Management also examined 11 projects of harmonized standards.

This committee, composed of Directors from the National Standardization Bodies of the member countries of ECOWAS, registers his action in the overall framework of the establishment of the West African common market and Community Quality



PARTNERS' ACTIVITIES

Policy (ECOQUAL).

This meeting was the opportunity not only to consider and adopt the programs of the different technical committees for Standards' harmonization, but also to exchange on the implementation status of the main programs in progress, including the WAQSP, the revised strategy for industrial development, the ECOWAS - PTB Program of Metrology, the ECOWAS-GIZ Program for Quality management and the ECOWAS - ARSO - SIS Program on capacity building for the development of international standards.

The purpose as noted by the Commissioner Traoré, «is to create within the ECOWAS region an homogeneous technical environment, transparent

and credible to inspire confidence to economic agents and ensure consumers' protection». He added «we cannot build this market if countries do not agree on the terminology used to appreciate the market value of goods exchanged. The ECOWAS Commission has put in place a system of standards' harmonization between the countries so that there are no specific standards for Togo, Nigeria, Mali, etc. but a single and common standard for each good exchanged».

Thus, at the end of the ministerial session, more than forty standards presented and submitted by the Technical Committee were recommended for adoption by the ECOWAS Council of Ministers.



IN PROSPECT...

WAQSP - PTB Cooperation: the PTB program evaluates two laboratories candidates to assistance for accreditation:

The WAQSP and the PTB program have agreed to collaborate in the strategy of strengthening the network of accredited calibration laboratories in West Africa. It is in this framework that the PTB has mandated a team of experts to assist two structures candidates to ECOWAS assistance in this specific field. The calibration laboratory of The Pasteur Institute of Dakar and the one of Company LABCAL in Cape Verde. The mission should consist in an initial diagnosis in order to study the feasibility of the assistance, taking into account a number of criteria among which the assistance feasibility in the timeframe of the two programs taking into account the existing but also the capacity of the structures to play a regional role in a sustainable manner. The expert visited on the ground on 25 and 27 July 2016 respectively in Dakar and Praia. His mission report is in use by both programs.

WAQSP - GIZ Cooperation : GIZ is preparing a study for identification of national training centers for Quality management that will serve the whole region:

The WAQSP and the ECOWAS-GIZ Program agreed to study the possible synergies in the implementation of the regional Quality Infrastructure, particularly regarding Quality management aspects.

Indeed, GIZ and the Quality Program developed these last years capacity-building sessions in Quality management which led to the organization of certified training in the domain to the benefit of several resource persons of the region. These trainings mobilized foreign certification bodies. The two entities decided to work together in order to study the modalities of internalization of this kind of training in the region both for short-term certifying courses and longer term ones as university-type trainings. In this framework, GIZ has initiated a study which currently mobilizes a

team of 5 experts. It is starting on 14 September 2016 with a field mission in sample countries of the region including Nigeria for purpose, in particular, to meet with the Commission and the WAQSP.

WAQSP - TBT Cooperation: Metrology workshop at testing laboratory in preparation

The ECOWAS Commission submitted to the TBT/EU Program a query for technical assistance, including the organization of a workshop for capacity building in Metrology for the benefit of a pool of testing laboratories having a certain potential but unable to be selected for assistance to accreditation by the WAQSP. Following a positive response from the TBT, the two programs are preparing the workshop to be held on 17 and 18 October in Cotonou, Benin. About twenty laboratory technicians from testing laboratories of the region will attend. The theme of the workshop is: «Deployment of Metrology function in testing laboratory».

Training workshop for pharmaceutical inspection structures in field of Quality management: WAHO and WAEMU invited to attend.

Structures in charge of regional coordination of activities in the sector of drugs' control were invited to attend the workshop organized by the WAQSP on 28 – 29 July 2016 for the benefit of the representatives of structures involved in pharmaceutical inspection within the region (cf. article page xxx). There were the representatives of the Human Development Department of WAEMU, as well as the West Africa Health Organization (WAHO). The objective of their presence was to update on the existing in the field of Quality management assistance to pharmaceutical inspection structures in the region and identify synergies of action for future. The next step will be a meeting of the WAQSP and WAHO to study the cooperation modalities with a view to select and support a pool of national regulatory agencies of pharmaceutical sector for Quality system deployment.



Carmelle Hounnou (UEMOA) and William Bosu
green shirt, extreme Right, WAHO)





DEFINITIONS AND TERMINOLOGIES

QUALITY INFRASTRUCTURE : This recent concept refers to the whole of activity areas of sectors of Metrology, Standardization and Testing, Quality management, Conformity assessment including Certification and Accreditation.

ACCREDITATION : certificate issued by an authorized body to another body to which it formally recognizes the competence to assess conformity of products and / or services provided by a structure.

Accreditation bodies are responsible for competence assessment of competence of Conformity assessment bodies (laboratories, inspection and certification bodies). The competence of accreditation bodies is assessed through regional or international accreditation cooperations based on Peer Review.

There are only two accreditation bodies formally established in West Africa: the Nigerian organization of accreditation (NINAS), the multi-country accreditation body for the 8 WAEMU countries: the West African accreditation system (SOAC). An advanced project is also registered in Ghana.

CERTIFICATION : certificate issued by an organization to establish the conformity of products, processes,

systems or persons in relation to specified requirements.

There are 3 types of certification: product, system and people. Several private organizations are involved in the region in particular for system and people's certification. Product certification generally falls within the exclusive prerogative of National Standardization Bodies in the States.

METROLOGY : It is the science of measurement. It has three components: Legal Metrology (application of regulatory requirements for measurements and measurement instruments); Scientific Metrology (it aims to improve the definitions of units and their material achievements) and Industrial Metrology (it helps to provide precise means of measurement enabling businesses to measure and control their manufacturing processes).

ECOSHAM : Standards Harmonization Model at the ECOWAS region level (ECOWAS Standards Harmonization Model)

ECOWAS Quality Award : Rules in brief

Organization of the ECOWAS Quality Award aims to reward the best organizations of the region and then acknowledge Quality-related efforts deployed at national levels.

- At the level of the National Quality Award, the competition for the ECOWAS Award is open to any interested organization of the Member States

The ECOWAS Award starts with the National Awards step which selects participants that are recipients of National Awards. Therefore, at the national stage, no organization of the Member States wishing to take part in the competition is excluded.

- **Winners of National Awards compete for the ECOWAS Quality Award.**

Candidates for the ECOWAS Quality Award are the winners of National Quality Awards transmitted by the Member States to the ECOWAS Commission.

- **Three categories of organizations are taken into account (Regulation C/reg.17/12/13)**

Depending on their size, the organizations can enter into competition in the following three categories:

- Large organizations: more than 100 employees;
- Medium organizations: More than 20 up to a maximum of 100 employees;
- Small organizations: Between 1 and 20 employees.
- **4 Awards are granted at national level and 5 at ECOWAS region's**

Four awards are granted at national level and by category (A, B, C), against five awards at regional level.

National awards include:

- «Bronze» Award, still called «Commitment to Quality»
- «Silver» Award, still called «Quality Control» is the one associated with this level.
- «Gold» Award, still called «Encouragement for Excellence»
- «Diamond» Award, still called «Excellence».

ECOWAS Awards include:

- One ECOWAS Award for Excellence,
- 4 Special Awards: «Leadership», «Product Achievement», «Resources Management», «Stakeholders Orientation»

ECOWAS Quality Awards



National Awards



Bronze

Commitment to Quality



Silver

Quality Control



Gold

Encouragement for Excellence



Diamond

Excellence

Organizations having an ISO 9001 or equivalent Quality Management System, whether certification has been obtained or not.

Evaluation : Quality approach, internal/first party audit and external/third party audit (40 criterias)

Regional Awards

ECOWAS AWARD OF EXCELLENCE

The ECOWAS Award of Excellence includes 7 sections of 50 criterias :

Organization management - aiming to assess the orientation given to the organization by its leaders (8 criterias)

Leadership & Planning - aiming to assess the risk approach in contributing to the control of activities and reducing impacts and adverse effects (6 criterias)

Support - aiming to assess notions of security, safety, parsimony, maintenance and preservation of the management of human, material and financial resources (20 criterias)

Achievement of operational activities - aiming to assess the performance of activities and the achievement of results in terms of products/services: compliance, customer satisfaction and objectives (8 criterias)

Performance evaluation - aiming to measure and evaluate the performance of the organization by benchmarking (5 critères)

Improvement - aiming to assess the decisions taken by the organization in a view of continuous improvement (3 criterias)

LEADERSHIP AWARD

Organizations engaged in a shared project and sustainable performance through medium and long term approach to contribute to the development of the ECOWAS.

RESOURCES MANAGEMENT AWARD

Organizations engaged in an efficient and sustainable resource management, involving their staff to optimize the process, encourage initiatives and responsibility, and aiming at efficiency.

STAKEHOLDERS ORIENTATION AWARD

Organizations addressing current and future anticipated needs of stakeholders, and identifying opportunities for improvement and innovation.

PRODUCT DEVELOPMENT AWARD

Organizations applying best practices in design, management and process improvement to support their policy and strategy and give satisfaction to their customers and stakeholders while increasing the value and valuing local products.



REGIONAL QUALITY INFRASTRUCTURE POLICIES

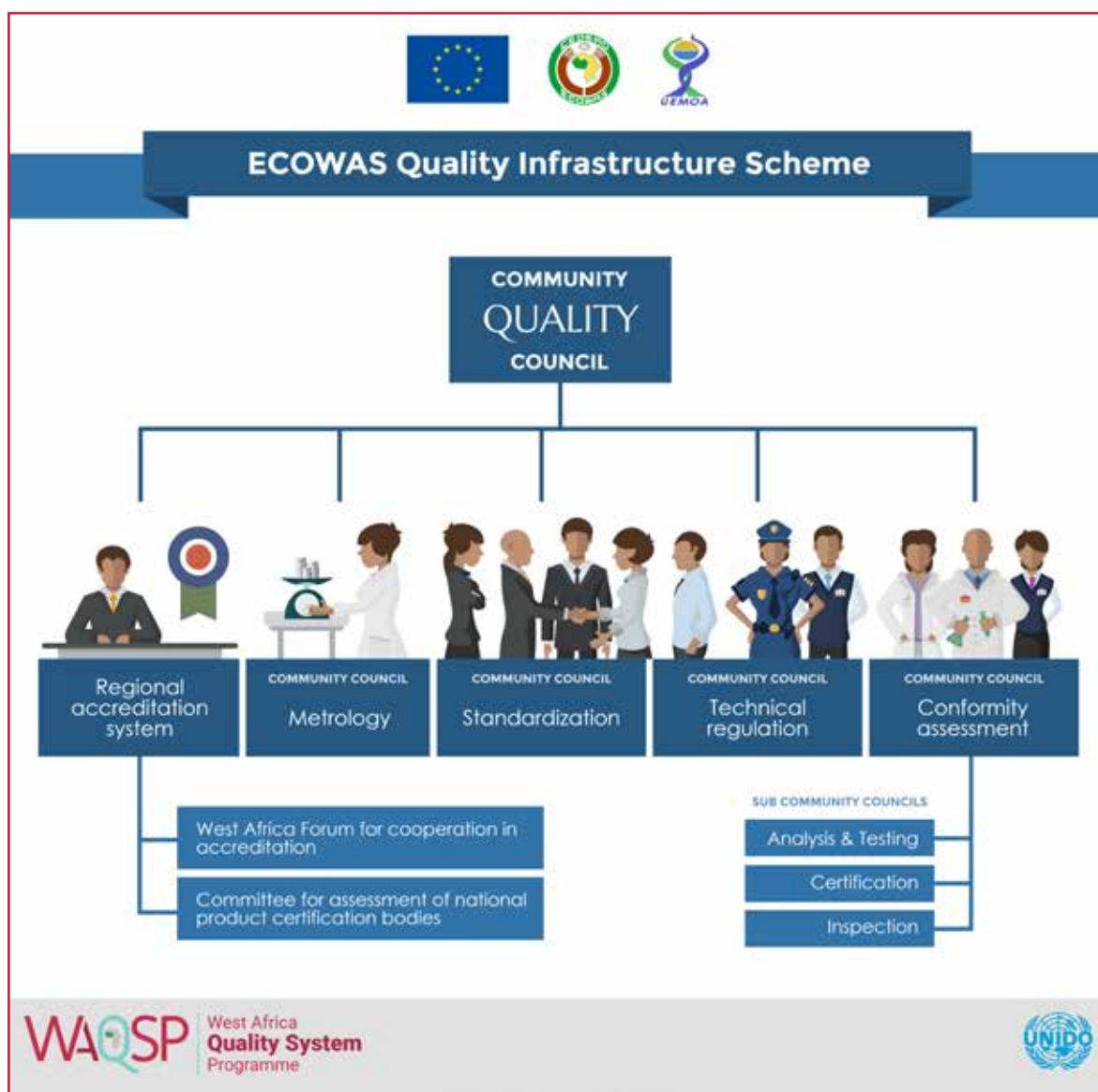
PICAO

It is the Common Industrial Policy of West Africa (PICAO). It was laid down in Act No. 07/02/10 of Heads of State and Government of ECOWAS, during the 38th ordinary session of their summit held on 2 July 2010 in Sal (Cape Verde). Its implementation is based on ten (10) priority programs, among which the program development of the regional Quality Infrastructure which lays stress on Standardization, Quality assurance, Accreditation and Metrology (NQAM/Quality Infrastructure).

it aims to establish a framework for the development and operation of an adequate, relevant and effective Quality Infrastructure in order to facilitate the Intra-regional and international trade, protect consumers and the environment and promote sustainable economic development. It thus constitutes the essential foundation for the development of national Quality policies which should lead to national Quality Infrastructures (NQI) that are adequate, effective and internationally recognized. It thus complements the PICAO, particularly the «Quality Infrastructure» aspect.

ECOQUAL

It is the Quality policy of the ECOWAS. Adopted in February 2013 and laid down in the Additional Act A/ITS.1/02/13,



QUALITY INFRASTRUCTURE IN AFRICA: WHO DOES WHAT?

4 organizations constitute the Pan African Quality Infrastructure (PAQI).

ARSO

The African Organization for Standardization is an African intergovernmental institution established in January 1977. Its mandates are as follows:

- To harmonize national and regional standards and propose appropriate recommendations in standardization to the Member States;
- To initiate and coordinate the development of African standards for products of interest to the continent;
- To promote and coordinate African standardization and conformity assessment systems ;
- To encourage and facilitate adoption of international standards by the Member States.

AFRIMETS

The Intra-African Metrology System was created in 2006 with a view to harmonize the activities of metrology in Africa. The memorandum of agreement was finalized and signed by 5 subregional organizations of Metrology namely SADC MET / MEL, EAMET, CAMET (later referred to as CEMACMET), SOAMET and MAGMET, thus representing a quarantine of African countries.

AFSEC

The African Commission of Electrotechnical standardization was created on 28 February 2008. Its mission is to promote, through its members, the Inter-African cooperation for all relating to standardization in the following areas: Electronics, Magnetics, Electromagnetics, Electroacoustics, Multimedia, Telecommunications, Production, Transport, Distribution and Consumption of electrical energy, as well as general issues relating thereto, such as Terminology and Symbols, Electromagnetic Compatibility, Metrology, Operating Safety, Research and Development, Safety and Environment.

AFRAC

The African Accreditation Cooperation was created in 2010. Its main missions are:

- To facilitate the use of accreditation as a tool to support trade and industrial development ;
- To improve the competitiveness of African products ; and
- To strengthen the public and environment's health and safety.

These four organizations constitute the pillars of the Pan African Quality Infrastructure (PAQI).



WAQSP IN A FEW WORDS

West Africa Quality System program

Support for the implementation
of the ECOWAS Quality Policy

FUNDER

Union européenne

FUNDING AMOUNT

12 000 000 EUR

BENEFICIARIES

Regional Level

UEMOA Commission, ECOWAS Commission

National Level

Benin, Burkina Faso, Cabo Verde, Côte d'Ivoire, Gambia, Ghana, Guinée, Bissau, Guinée, Libéria, Mali, Niger, Nigeria, Sénégal, Sierra Leone, Togo & Mauritanie.

IMPLEMENTING AGENCY

UNIDO

ISSUES

Quality Infrastructure : Quality policy, Accreditation, Metrology, Standardisation, Conformity assessment, Quality promotion

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