

**TWINNING PROJECT FICHE**  
**Support to the Ministry of Economy & Trade – Quality Unit**

**Glossary:**

ACAA	Agreement on Conformity Assessment and Acceptance of industrial products
ACTS	Advanced Construction Technical Services
CAB	Conformity Assessment Bodies
CEN	Communauté Européenne de Normalisation
CENELEC	Comité Européen de Normalisation Electrotechnique
DB	Designated Bodies
EU	European Union
IEC	International Electrotechnical Commission
ISO	International Organization for Standardization
LAEC	Lebanese Atomic Energy Commission
LIBNOR	Lebanese Standards Institution
MOET	Ministry of Economy & Trade
NB	Notified Bodies
OIML	Organisation Internationale de Métrologie Légale
PMO	Prime Minister's Office
PT	Proficiency Testing
QMS	Quality Management System
RTA	Resident Twinning Advisor
TA	Technical Assistance
TC	Technical Committee
TIC	Technical/Trade Information Centre

## **1. Basic Information**

**1.1. Programme: Reinforcement of the Lebanese Private Sector Competitiveness – Quality Component: Strengthening of Quality Management, Capabilities, and Infrastructure in Lebanon (ENPI/2008/19-621).**

**1.2. Twinning Number: LB12/ENP-AP/TR/10**

**1.3. Title: Support to the Ministry of Economy & Trade – Quality Unit**

**1.4. Sector: TRADE and INDUSTRY**

**1.5. Beneficiary country: Lebanon – Ministry of Economy & Trade**

## **2. Objectives**

### **2.1. Overall Objective(s):**

The overall objective of the project is to increase the competitiveness of Lebanese products on international markets, through better conformance to national and international technical regulations and standards and to improve the level of health and safety protection of Lebanese consumers, as well as the protection of the environment.

This twinning focuses primarily on the three priority sectors identified within the framework of the ACAA agreement, notwithstanding the other sectors that are also vital to the Quality Infrastructure of Lebanon. The EU-Lebanon Action Programme for the implementation of the Palermo Action Plan (ACAA), which will be adopted soon, by the Lebanese Council of Ministers, foresees these priority sectors and the implementation of their relevant activities, among which the awareness and support to the economic actors (mainly for export purposes - e.g. the Trade/Technical Information Center).

### **2.2. Project Purpose:**

Provide technical elements towards a well developed and consolidated Lebanese legislative, regulatory and policy framework, as well as the institutional development needed for the conformity assessment of products and services in approximation with EU legislation and practices and in preparation for the ACAA negotiations. Particular focus will be given to the three priority sectors identified within the framework of the ACAA agreement, notwithstanding the other sectors that are also vital to the Quality Infrastructure of Lebanon. The EU-Lebanon Action Programme for the implementation of the Palermo Action Plan (ACAA), which will be adopted soon, by the Lebanese Council of Ministers, foresees these priority sectors and the implementation of their relevant activities, among which the awareness and support to the economic actors (mainly for export purposes - e.g. the Trade/Technical Information Center).

### **2.3. Contribution to National Development Plan / Cooperation agreement / Association Agreement /Action Plan:**

The European Union is the major trading partner of Lebanon. The Association Agreement between the European Union and Lebanon, in force since April 2006, foresees the establishment of a bilateral Free Trade area through the progressive elimination of tariff and non-tariff barriers. The Agreement stipulates, among others that

- Divergences in standardisation, metrology, quality control and conformity assessment will be reduced;
- Legislation will be approximated and;
- Consumer protection schemes should be made compatible.

Under the Neighbourhood Policy Action Plan, a number of specific actions have been agreed in order to create the conditions to facilitate Lebanon's integration into European, other regional, and world trade. Moreover, trade facilitation and the improvement of the business environment and the competitiveness of companies are priorities in both the National Indicative Programme 2007-2010 and the Reform programme presented by the government to the international conference in Paris of January 2007.

Among the priorities for action set by the EU-Lebanon Action Plan, fall the improvement of business conditions and the enhancement of Lebanon's export potential.

Furthermore, Lebanese manufacturers and service providers meet substantial problems in demonstrating compliance of their products and services to an increasingly complex and developing set of international regulations and standards. The Lebanese quality infrastructure and the regulatory framework still have significant weaknesses, resulting in slow harmonisation of trade regulations and lack of properly functioning key institutions. The current limited and unsustainable access of Lebanese products abroad is an indicator of the need for reform and structural strengthening of the quality infrastructure.

## **3. Description**

### **3.1. Background and justification:**

In 2003, the European Commission and the Government of Lebanon signed a Financing Agreement for a multi-component Quality Programme (Phase I) with a total value of € 15.4 million. The main beneficiary of this programme was the Ministry of Economy and Trade, which has created a special technical unit for its implementation. The Quality Programme was implemented between October 2004 and August 2008. Due to the fact that the Quality Programme operated under some very difficult external and internal political circumstances, not all its activities could be realised. Therefore, it was succeeded by a second support Sustaining Quality project (Phase II) under the EU Programme 'Support to Reforms II', activities for € 2.1 million were executed between January 2008 and October 2009.

Nevertheless, building a sustainable quality infrastructure is a long-term endeavour, because it requires a profound change of systems and mentality. The European Commission has recognised that fact and has launched additional support for a third phase of the Quality

Programme, as part of the Programme 'Reinforcement of the Lebanese Private Sector Competitiveness' to the under the Neighbourhood Policy Action Plan.

The objective of the EU funded Quality Programme is to build and improve the quality infrastructure in Lebanon. This encompasses all its aspects: metrology, standards, testing, quality management, certification and accreditation needed for conformity assessment of products and services in the voluntary and regulated areas. It includes both public and private sector institutions and the regulatory framework within which they operate.

### **3.2 CURRENT STATE OF AFFAIRS IN THE RELEVANT SECTOR**

With the Quality Programme, the foundations have been laid up to now for the development of a quality infrastructure and a quality culture.

However, the system is still incomplete. In some areas, such as standardisation, certification, testing, inspection, market surveillance, and awareness a good progress has been made and implementation is taking effect; whereas, in other areas, such as accreditation, food safety, and technical regulations no effective implementation has taken place yet, as described below.

#### ***Conformity assessment bodies***

The laboratory sector of the quality infrastructure is a well-developed part. There are quite a number of testing laboratories in both the public and private sector, including laboratories at several Lebanese universities.

However, testing laboratories cannot cover all the needs of industries, as well as those of authorities for market surveillance. Within the Quality Programme, a selected group of laboratories received new equipment and training related to new testing methods, as well as for the implementation of laboratory quality management systems and preparation for accreditation. Seven laboratories have now achieved the status of an internationally accredited laboratory specifically:

- AUB Environment Core Laboratory - American University of Beirut (Water and soils)
- ACTS - Advanced Construction Technology Services (Construction Products)
- AUST - American University for Science and Technology (GMOs and Amino Acids)
- IRI EI - Industrial Research Institute (Batteries)
- IRI- Industrial Research Institute (Food)
- LAEC-CNRS Lebanese Atomic Energy Commission (Radiation Control)
- USJ - Université Saint Joseph (Food Authenticity (SNIF -NMR Specific Natural Isotope Fractionation/Nuclear Magnetic Resonance))

The Sustaining Quality project introduced the subject of proficiency testing on a broader national scale and provided training to laboratories; the first nationally organised proficiency tests (PT) were held. :

- 2 PT on drinking water chemical analysis (participation of 13 laboratories)
- 1 PT on food testing (participation of 6 laboratories)
- 1 PT on fuel testing (participation of 5 laboratories)

In the field of inspection and certification, an initiative was developed in the Sustaining Quality project. There are a sufficient number of organisations for the certification of management systems in Lebanon, but in the other fields there were hardly any national activities. Organisations interested in becoming conformity assessment bodies for the inspection and certifications of products, as well as the certification of persons, were identified and selected namely: LIBNOR (the Lebanese Standards Institute) for the Guide 65, ACTS (Advanced Construction Technology Services) for ISO 17020 and Guide 65, IRI (Industrial Research Institution) for the ISO 17020, ISO 17024 and Guide 65, Liban Cert for ISO 17020 (already obtained accreditation), LAEC (Lebanese Atomic Energy Commission) for the ISO 17020 . They have received training and consultancy and some of them are now finalising their work towards accreditation.

Future activities will be focusing on increasing the number of accredited conformity assessment bodies, in accordance with the Regulation EC 65/2008, EC Council Decision 93/465/EEC on the modules for conformity assessment and the General Guidelines and detailed procedures for conformity assessment that are to be used in the new approach directives.

### ***Standardisation***

The national standards body, LIBNOR, went through an extensive reorganisation process and changed into an internationally oriented and WTO based standards organisation. It has made a major transition during the past few years, moving from a predominantly national oriented organisation to a fully international oriented standards body, where mirror committees to ISO, CEN and Codex committees have been created. It has become a full member of ISO and an affiliated member of CEN (active member in 16 ISO Technical Committees). Applications for membership of IEC and CENELEC are still pending. Further implementation of the reorganisation is dependent upon the adoption of the new Law on Standardisation and accordingly to the Technical Harmonisation Directive 98/34/EC on information procedure for technical standard regulation. Written procedures for the standards development process have been established and LIBNOR has been certified according to ISO 9001:2008.

### ***Metrology***

Metrology in Lebanon is still incomplete, in particular concerning the implementation of legal aspects. The new Metrology law was adopted in August 2011, foreseeing the establishment of the National Metrology Council and the metrology institutes.. This law was prepared during the previous phases of the Quality Programme and provides for the organisation and responsibilities in the fields of scientific, industrial and legal metrology, following the Directive 2009/34/EC of the European Parliament and of the Council of 23 April 2009 relating to common provisions for both measuring instruments and methods of metrological control. However, the enforcement of this law will require the adoption of adequate implementing decrees, replacing the outdated regulations in the field and setting the rules governing metrology, to ensure proper measurement operations, according to international requirements and guaranteeing consumer protection and fair competition.

The following laboratories are currently performing calibration-related activities:

- IRI- The Industrial Research Institute (Engineering)
- Liban Cables (Electrical)
- USJ- Université Saint Joseph (Visco Meter)
- LAEC - Lebanese Atomic Energy Commission (Dosimetry)

During the previous phases of QUALEB, a series of technical decrees were identified and proposed to determine the technical specifications of measuring instruments and national rules on national standards.

As for the legal metrology, it is operating under the authority of the Consumer Protection Directorate at the Ministry of Economy and Trade

### ***Trade Information Centre***

During the first phases of the Quality Programme, the needs in terms of Trade Information Centre have been assessed and identified, but the tender for technical equipment was lost due to the 2006 war. As the existing Trade Information Centre at MOET currently lacks an organised structure, the support will focus on establishing a basic system to collect data, creating an automated linkage between concerned institutions and stakeholders and setting up of procedures to update the database and publish the information, in accordance with the EU's latest practices (EU Help Desk). The new equipment for the Trade Information Centre will be tendered separately.

Having in mind the Euro-Mediterranean trade partnership's overall objective of establishing a deep Euro-Mediterranean Free Trade Area, it was agreed in the working groups and Mediterranean Trade Ministerial meetings that a number of initiatives to strengthen the Euro-Mediterranean trade partnership should be implemented. The designated focal point for the Ministry of Economy and Trade is the Head of the Trade Information Center which once the mechanism is put in place, should be responsible for providing timely and correct information on trade and investment conditions, and verifying the information received from economic operators.

Technical Assistance is needed to train, equip and develop the capacities of the Trade Information Center to enable it to perform its activities and responsibilities in line with EU guide lines and standards.

### ***Market surveillance***

Several ministries: the Ministry of Interior, the Ministry of Public Health, the Ministry of Tourism and the Ministry of Economy and Trade, have formal responsibilities for the inspection of food products at the market level. Currently, most of them are reinforcing the implementation of their prerogatives by recruiting additional human resources to completing their market surveillance tasks. However, there is still a lack of organization in this field in Lebanon, and a possible solution would be the establishment of a National Food Safety Authority as a coordinating and supervisory body for the food chain. The draft Law on Food Safety, which creates the basis for a national food safety system, became stalled in Parliament due to political disagreements, but

the discussions were resumed recently to reach a final text. Within QUALEB previous phases and jointly with the British Chartered Institute for Environmental Health, 100 consumer protection and health inspectors were trained on food safety principles and practical inspection skills. Moreover, in the Sustaining Quality Project, an alternative scenario was developed through technical assistance to the Consumer Protection Directorate (CPD) of the Ministry of Economy. CPD has the legal basis for a broad ranging surveillance of foodstuffs in all stages of the food chain, as well as for non-food products with a focus on the priority sectors. Moreover, it received a substantial increase in new staff in the summer of 2009 and again in 2010 of the influx of around 200 new members of staff. A reorganisation plan for CPD has been proposed and developed and the traditional, approach will have to be reviewed and improved in the near future, based on Regulation (EC)No 765/2008 of the European Parliament and of the Council of 9 July 2008 setting out the requirements for accreditation and market surveillance relating to the marketing of products and repealing (EEC) No 339/93.

### **Linked Activities:**

This Twinning project will build on the technical past achievements of the EU-funded programmes, but most notably, it will build on the added value of the joint work with an EU Member State administration. This Twinning Project will be implemented in parallel with an EU-funded Technical Assistance project that covers mainly: capacity building at the Qualeb Unit, support to the consolidation of the Lebanese Excellence Award, and quality awareness. Both projects will be coordinated by the Qualeb Unit, which is the ultimate responsible body and beneficiary of the support. Other related projects are:

- ‘Lebanon Integrated SME Support Programme’ (Europe Aid/120155/D/SER/LB), focused on the business environment for small and medium-sized companies through legislation, business development centres and financing facilities. 2005-2008.
- ‘Support to the Euro-Lebanese Centre for Industrial Modernisation’ (Europe Aid/120265/D/SER/LB), dealt with improving business development among others through enhancing product quality, exports, strategic management, production improvements, etc. 2005-2008.
- Technical Assistance to the Agricultural Development Project (Europe Aid/119802/D/SER/LB), provided support to improve the marketing channels, including exports, for the fruits and vegetables sectors. 2005-2009.
- ‘Institutional Strengthening of the Consumer Protection Directorate’ (Twinning Light LB04/AA/HE/02). This twinning project dealt with issues of the organisation of market surveillance functions in the Ministry of Economy and Trade, as well as with training of inspectors. 2006-2007
- ‘Market Access and Compliance of Lebanese Exports’ (EFTA/UNIDO). The MACLE project started in March 2007 and ended in September 2010. It was concerned with supporting developments that are complementary to the Quality Programme, such as increased quality for packaging and labeling, equipping two laboratories for testing packaging and packaging materials, voluntary quality marking schemes and providing some equipment to the legal metrology department at CPD, etc.
- ‘Assistance to the Lebanese meat and milk-processing sector in their efforts to gain increased market access – Food Safety Project’ (Italy, UNIDO). This project finished in December 2009. It was financed by bilateral funding from the Italian government and

managed by UNIDO. The project was part of UNIDO's Integrated Programme for Lebanon to enhance the competitiveness of the Lebanese industry, of which also the MACLE project is a part. There was a strong connection with the Sustaining Quality Project, because there was a large measure of overlap between the initial formulation of the new project (dating from 2004) and the ToRs of the Sustaining Quality project, especially on issues of food safety regulation. Coordination between QUALEB and the Sustaining Quality project on the one hand and the UNIDO Food Safety project on the other hand, resulted in minimising the overlaps.

- The Agricultural Product Quality Control and Certification (QCC) Program funded by USAID (U.S. Agency for International Development) to expand the availability and quality of accredited and certified laboratories and product plants in Lebanon. The Agriculture Cooperative Development International/Volunteers in Overseas Cooperative Assistance (ACDI/VOCA) is in charge of implementing this assistance and it is planned that the Chambers of Commerce of Saida, Tripoli and Zahle receive this assistance under the programme, jointly with QUALEB-MOET, from 13 December 2010 up to July 20, 2012. The cooperation between the Quality Unit at MOET and the programme is highlighted in the Memorandum of Understanding that was signed by MOET and USAID.

### **3.3. Results:**

#### **A) Conformity Assessment Bodies**

##### **A.1) Inspection and Certification**

- Provide technical support and set an action plan promoting the development of conformity assessment bodies.

##### **A.2) Testing Laboratories**

- Set an action plan and support laboratories to become ready for assessment.

##### **A.3) Notified and /or Designated Bodies**

- Appoint an existing competent laboratory and/or inspection body and/or certification body as a notified and/or designated body for the selected EC Directives in Priority sectors of the Lebanese ACAA Action Plan; such as the IRI LIBNOR Certification Body, and ACTS.
- Technically support the preparation of a notifying authority in accordance with the draft Law on Technical Regulations and Conformity Assessment. Ref: New approach Notified Bodies EN45000 series of standards; New and Global Approach.

#### **B) Metrology**

- Draft implementing decrees for the new Law on Metrology and train national legal metrology experts, to enforce the new Metrology regulations.

#### **C) Standardisation**

- Transpose the Lebanese standards in the 3 priority sectors, namely: Low voltage (Directive 73/23/EEC, as amended- New Approach), Construction Products (Directive 89/106/EEC, as amended- New Approach) and Pressure equipment (Directive 87/404/EEC- New Approach, Directive 97/23/EC, as amended- New Approach, and Directive 1999/36/EC, as amended- based on some principles of the New Approach), in accordance with relative EU Directives. (see the separate annex for the list of Lebanese standards based on the EU directives)
- LIBNOR capacities are built to allow technical ability to become a member of IEC and CENELEC.

#### **D) Technical/Trade Information Centre**

- Strengthened and technical support towards a fully operational National Technical/Trade Information Centre to offer trade services and information to exporters/importers, especially in:
- Support the set up of an online tool (a website) providing information on market access conditions in the EU and in the Southern ENPI countries in line with the Europe Help Desk.
- Gathering information from the relevant stakeholders to feed the website with the involvement of designated focal points.

#### **E) Market Surveillance**

- Support the Market Surveillance functions towards approximation with EU best practices in line with EU Regulation (EC) No 765/2008 of the European Parliament and of the Council of 9 July 2008, setting out the requirements for accreditation and market surveillance relating to the marketing of products and repealing (EEC) No 339/93. Activities:

#### **3.4. Activities:**

Support the strengthening of quality management, capabilities, and infrastructure in Lebanon, through the achievement of the following indicative activities:

##### **A.1 Inspection and Certification**

In the field of inspection and certification, an initiative was developed in the Sustaining Quality project. There are a sufficient number of organisations for the certification of management systems in Lebanon, but in the other fields there were hardly any national activities. Organisations interested in becoming conformity assessment bodies for the inspection and certifications of products, as well as the certification of persons, were identified and selected namely: LIBNOR for the Guide 65, ACTS for ISO 17020 and Guide 65, IRI for the ISO 17020, ISO 17024 and Guide 65, LAEC for the ISO 17020 . They have received training and support and some of them are now finalising the work prior to the assessment phase.

Future activities will be focusing on continuing support and follow up in terms of training and support to four of the previously selected potential inspection and certification bodies.

**A.1.1 CAB Assessment:** assessment of the current situation of the four selected organisations as inspection and certification bodies, IRI, LIBNOR, ACTS<sup>1</sup>, and LAEC:

*Results:* the four selected organisations are ready for assessment concerning their status on becoming an inspection and/or certification body

*Deliverables:* Gap analysis report with action plan for each of the organisations

*Conditionality:* NR

**A.1.2 Training and support for the four CAB's:** training modules and support are delivered, as needed, to the selected organisations on the basis of each individual action plan in order to complete their preparation for accreditation, as inspection and certification bodies:

*Results:* the selected inspection and certification bodies are fully prepared for assessment

*Deliverables:*

- Trainings courses and mission reports
- On site visits and mission reports
- Operational methods for each body, and efficient support to implement their quality management system according to the field of certification and/or inspection
- Management system in place
- Inspection and certification bodies pre-audited and fully prepared for accreditation

*Conditionality:* NR

## **A.2 Testing Laboratories**

The laboratory sector of the quality infrastructure is a well-developed part. There are around 25 testing laboratories in both the public and private sectors, including laboratories at several Lebanese universities.

However, testing laboratories cannot cover all the needs of industries, as well as those of authorities for market surveillance. Within the Quality Programme (Phases I and II), a selected group of 14 active laboratories received new equipment and training related to new testing methods, as well as for the implementation of laboratory management systems and preparation for accreditation. Seven laboratories have now achieved the status of an internationally accredited laboratory in the field of food, electrical equipments, construction materials and radiation, soils and water (listed in section 3.2 above), and one laboratory has reached the pre-assessment stage of accreditation. The Sustaining Quality project introduced the subject of proficiency testing on a broader national scale and provided training to laboratories and the first nationally organised proficiency tests were held.

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<sup>1</sup> ACTS is a private laboratory dealing with construction related testing, which is one of the priority sectors selected for the ACAA. MOET and ACTS had already signed an MOU on technical assistance, whereby the costs of services requested by MoET and provided by ACTS will be moderate, without profits.

Seven public utilities' laboratories – non for profit - have been identified and will be supported with technical assistance through the 'Twinning Project', in preparation for accreditation. Prior to the support, these laboratories will select a scope of accreditation and corresponding analytical methods and provide initial information linking their future services to market needs, consumer protection and the economic development of their region. During the implementation of activities, the selected laboratories will update this information, develop it into a full-scale 'Business Plan' and start implementing it.

Three laboratories are from the Oil Installations facilities, belonging to the Ministry of Energy. One laboratory belongs to the "Université de Saint Esprit" in Kaslik. The three remaining laboratories are from the Chambers of Commerce in Zahle, Saida, and Tripoli. These last three laboratories are jointly supported by the QCC-USAID project and the Quality Programme, according to a Memorandum of Understanding between the Ministry of Economy and USAID, and will need a limited technical assistance support.

This list of laboratories might differ, depending on the laboratories' commitment, their business plans, as well as their accreditation status, at the launching of the twinning.

**A.2.1 Assessment of seven laboratories:** the current situation of the seven selected laboratories is assessed:

*Results:* the seven selected laboratories are assessed

*Deliverables:* Gap analysis report and action plan for each laboratory

*Conditionality:* Information on scope of accreditation linking it to market needs, consumer protection, and regional economic development provided

**A.2.2 Training on ISO 17025 related subjects:** training modules to selected laboratories (and if possible participants from other laboratories as well) on subjects relevant to ISO 17025 implementation, such as quality management, internal audit, method validation and uncertainty estimation are delivered:

*Results:* Well trained laboratory staff on ISO 17025 requirements

*Deliverables:* Training courses and mission reports

*Conditionality:* NR

**A.2.3 Technical support to seven laboratories on the implementation of the ISO 17025:** support to selected laboratories to implement laboratory management systems is delivered and preparation for accreditation, including pre-audits and correction of non-conformities is conducted:

*Results:* The seven selected laboratories are pre-audited and fully prepared for accreditation

*Deliverables:*

- On site visits and mission reports
- Action plan to achieve the scope of accreditation of each laboratory
- Implementation of the ISO/IEC 17025
- Support to prepare Quality manual

*Conditionality:* Business Plan developed, submitted and implemented

**A.2.4 Training to Seven laboratories on relevant analytical methods:** training on analytical methods that are at the core of the accreditation scope, if needed, is delivered to improve operating procedures, uncertainty estimation, method validation and calibration of instruments:

*Results:* Well trained laboratory staff on the analytical methods

*Deliverables:* Training courses/in house training/on-the-job training and mission reports

*Conditionality:* NR

**A.2.5 PT preparation and organisation:** PT prepared and organised for (non medical) laboratories, based on a survey of needs and capabilities:

*Results:*

- Inventory of needs of laboratories concerning main fields of testing and parameters
- Preparation of the specifications of the reference materials for the PT schemes
- Laboratories trained on the basics of proficiency testing (concepts, procedures, and statistical methods)
- A variety of PT schemes prepared, participants identified and organisation and procedural matters prepared
- Management of PT materials and implementation of PT schemes.
- Collection, analysis and presentation of results

*Deliverables:*

- Action plan to select the parameters and accordingly, the operational procedures and reference materials
- Filled questionnaires and analysis of results
- Training courses and mission reports
- Reports with results of PT's

*Conditionality:* NR

**A.2.6 Study Visit in the Testing Laboratories field:**

*Results:*

- Study Visit program for 7 participants is set
- Study Visit is completed

*Deliverables:* Study visit report

*Conditionality:* NR

**A.3 Notified and/or Designated Bodies**

Lebanon is preparing to introduce a system of technical regulations for safety of products that is based to a large extent on the EU system of the New Approach Directives. Its

Notified/Designated bodies should use conformity assessment procedures that are in line with those in the EU and would include the use of such producers in assessing technical hazards and technical solutions.

**A.3.1 NB/DB's assessment:** provide support to relevant Lebanese authorities to become competent to assess potential Notified/designated bodies in accordance with the (draft) Law on Technical Regulations and taking into account the EU Decision No 768/2008/EC of the common framework for the marketing of products:

*Results:* A Notified/designating authority is ready for assessment

*Deliverables:*

- Develop instructions and operational procedures on how to assess and designate competent bodies
- Set rules of coordination with the Lebanese Accreditation Body (COLIBAC) on assessments to be conducted on potential designated bodies

*Conditionality:* NR

**A.3.2 Training and support for NB/DB's:** training and support are delivered to two or three national NB/DB's, seeking to obtain European and International recognition reach the level of European NB/DB's:

*Results:* Lebanese organisations are fulfilling the requirements for NB/DB's

*Deliverables:*

- Two national NB/DB's selected, their capabilities assessed and major technical gaps identified
- Training and support to selected NB/DB's to fulfil the legal requirements

*Conditionality:* NR

**A.3.3 Pre-audit of NB's:**

*Results:* National NB's pre-audited and ready for external audits

*Deliverables:*

- Pre-audits reports

*Conditionality:* NR

**A.3.4 Workshops for NB/DB's:**

*Results:* Workshops programs are set, including some on change management, to be delivered to national NB/DB's

*Deliverables:* Workshops reports

*Conditionality:* NR

*Results:* Workshops programs are set to introduce to relevant stakeholders the new educational programs related to quality

### **A.3.5 Study visit for NB/DB's**

*Results:*

- Study Visit program for 3 participants is set
- Study Visit is completed

*Deliverables:* Study visit report

*Conditionality:* NR

## **B) Metrology**

In the field of legal metrology, some activities are conducted, mainly on calibration of petrol pumps and tankers. The lack of expertise and the lack of traceability of measuring instruments are major obstacles at this stage.. The enforcement of the new Law on Metrology, dealing with the organisation and responsibilities in the fields of scientific, industrial and legal metrology will be supported..

**B.1 Action Plan for the enforcement of the Metrology Law:** the new metrology law is enforced in cooperation with the major players in the field, from both public and private sector institutions:

*Results:* Procedures in place for the National Metrology Council and metrology institutes

*Deliverables:* Action plan for the phased implementation and enforcement of the new metrology law

*Conditionality:* NR

**B.2 Training on legal metrology:** training of legal metrology experts on the basis of legal metrology and the development of verification procedures in accordance with the requirements of OIML for a limited range of instruments used by the Weights and Measures Department at the CPD, to control and properly apply such procedures:

*Results:* Well trained legal Metrology Experts  
Verifications of selected measuring instruments (according to CPD Weights and Measures Department)

*Deliverables:*

- Assessment report on legal metrology and selection of potential areas for support
- Verification procedures

- Training courses and reports

*Conditionality:* NR

### **B.3 Workshops on Legal and Industrial Metrology:**

*Results:* Workshops programs are set in the field of legal and industrial metrology

*Deliverables:* Workshop report

*Conditionality:* NR

### **B.4 Study visit on Legal Metrology (Weights and Measures Department- CPD)**

*Results:*

- Study Visit program for 3 participants is set
- Study Visit is completed

*Deliverables:* Study visit report

*Conditionality:* NR

## **C) Standardisation**

LIBNOR will have to complement and follow the activities launched throughout the first and second phases of the Quality Programme, in order to strengthen its presence at the national level and within the international and European standards organizations, and a possible cooperation with a European standards Body could help LIBNOR in achieving this result and having a process benchmarking. Moreover, the position of LIBNOR will be strengthened by the adoption of the new draft Law on Standardisation, which change it into a more independent organisation.

Another important aspect is the introduction of the IEC work to LIBNOR technical staff. A National Electro Technical Committee between the Order of Engineers and LIBNOR is in an advanced stage of preparation. The decree for the establishment of the Committee has been forwarded to the Ministry of Industry and the Committee is expected to be established in 2011. Since LIBNOR will hold the secretariat of this Committee, training is needed to be able to manage this work and to have a TC structure that will enable Lebanon to have an effective participation in the IEC technical work. An affiliated membership with CENELEC will follow, as the membership of Lebanon at IEC, is a pre-condition.

### **C.1 Preparation of LIBNOR for the co-secretariat of one of the ISO TC's:**

*Results:* LIBNOR prepared to take on the responsibilities of handling an international secretariat in a ISO TC

*Deliverables:*

- Intensive training of LIBNOR relevant staff in international

- standardisation procedures
- Manual of procedures integrated with the LIBNOR quality manual

*Conditionality:* All related Activities completed

**C.2 Train-the-trainer programs:** LIBNOR is assisted in diversifying its activities through offering regular training courses in different fields related to quality, standards, conformity assessment, management systems, etc...:

*Results:* Package of self-sustainable training courses prepared

- Deliverables:*
- Complete training courses with all training materials and teacher instruction manuals
  - Train-the-trainer training course for LIBNOR staff and coaching during first training deliveries and reports
  - Marketing and sales plan

*Conditionality:* All related Activities completed

**C.3 Introducing the IEC work and procedures at LIBNOR:** the relevant TC's are established and the membership requirements of IEC and CENELEC are fulfilled:

*Results:* Memberships of Lebanon at IEC and LIBNOR at CENELEC facilitated

- Deliverables:*
- Action plan for the membership of Lebanon at IEC and LIBNOR at CENELEC
  - Training of relevant staff
  - Manuals and procedures completed and integrated with the quality manual and database applications
  - Establishment of a number of technical committee and their annual work plans prepared

*Conditionality:* All related Activities completed

**C.4 Improvement of LIBNOR TC structure and preparation of training modules:** LIBNOR TC structure and the connection between the national committees with the different ISO, IEC, CEN, CENELEC and Codex Alimentarius TC will be improved:

*Results:* LIBNOR TC structure further developed and improved

*Deliverables:* Training modules and guidelines for a complete cooperation with ISO, IEC, CEN, CENELEC and Codex Alimentarius

*Conditionality:* All related Activities completed

### **C.5 Workshops in the Standardisation field:**

*Results:* Workshops programs are set in the fields of:

- ISO E-services and CEN E-services (for LIBNOR staff)
- Participation in the standardisation work (for stakeholders)
- Using and referencing standards and technical regulations, etc...

*Deliverables:* Workshop report

*Conditionality:* NR

### **C.6 Study visit in the Standardisation field:**

*Results:* Study Visit program for 6 participants is set - Study Visit is completed

*Deliverables:* Study visit report

*Conditionality:* NR

## **D) Technical/Trade Information Centre (TIC):**

The overall objective of TIC activity is to gather information on trade and investment market access conditions in Lebanon for the use of economic operators and administrations by developing an online access tool that goes in line with the main element of the Trade and Investment Facilitation Mechanism (TIFM is a joint responsibility of the Southern Mediterranean partners and the EU, agreed upon in the Euro Med Trade Road Map).

It is necessary at this stage to focus on the implementation of the following two priority areas:

- Online information on market access conditions in Lebanon and
- The establishment of a problem solving network

**D.1 Organisation of TIC:** the TIC structure and methods for data collection and publication will be reviewed and further developed. The gathered information from the stakeholders will feed the website and includes import tariffs - where applicable - preferential import tariffs granted to the EU and to the other nine Southern ENPI partners, as well as import measures (anti-dumping duties, quotas, etc.), comprehensive trade statistics ( as per the internal available trade statistics), customs procedures, rules of origin, import requirements (such as SPS requirements, labeling, technical standards etc.), internal taxes (VAT and excise duties); in addition to country reports on trade and investment conditions.

In a subsequent stage, information could be added on award rules for public procurement, competition policy, capital movement regimes conditions relevant to trade in services including Mode 4, information on business creation procedures, or to provide information on trade and investment opportunities in the region:

*Results:* Trade Information Centre at MOET is upgraded and operational and a new automated system to collect, update, and publish data is functional

*Deliverables:* An upgraded system to collect, link update and publish technical and trade related data

*Conditionality:* All related Activities completed

**D.2 Guidelines and in-house training for application of new system:** the newly recruited employees at the Trade Information Centre at MOET need to be further trained on how to compile and analyse relevant data in order to trace all data related to trade and technical regulations and use it appropriately. The EU Trade Help Desk will be used as a model to complete such activities and apply the new system, but also the UNCTAD/WTO Trade Information Centre can function as a role model:

*Results:* Trade related data appropriately compiled, analysed traced and published

*Deliverables:* Guidelines and in house training modules to efficiently implement the new system

*Conditionality:* All related Activities completed

**D.3 Workshops on TIC related matters:**

*Results:* Workshops programs are set to inform exporters/importers about the new system of the Trade/Technical Information Centre and the means of benefiting from its services

*Deliverables:* Workshop report

*Conditionality:* NR

**D.4 Study Visit on TIC:**

*Results:* Study Visit program to the EU Trade Help Desk and other MS countries similar departments for 4 participants is set - Study Visit is completed

*Deliverables:* Study visit report

*Conditionality:* NR

## **E) Market Surveillance**

Market surveillance is currently at a crucial stage in its development. So far, it has been lagging behind the other segments of the quality infrastructure and has to make substantial progress in order to reach a comparable level of development. During the second phase of the Quality Programme, substantial preparatory work has been done in terms of drafting legislation and strategic planning and there is an opportunity to achieve lasting results, if market surveillance organisations are able to change from predominantly reactive surveillance to pro-active and planned surveillance. All market surveillance organisations should reach a higher level of professionalism.

**E.1 Proactive market surveillance activities and instructions:** proactive market surveillance activities and instructions are operated and well established:

- Results:*
- The planning systems of market surveillance organisations are implemented and their operations are adjusted to incorporate the main principles of the new European Regulation No 765/2008 on requirements for accreditation and market surveillance relating to the marketing of products
  - The materials needed to implement the market surveillance planning systems are identified

- Deliverables:*
- Systems for risk analysis of products, processes, producers are applied, as well as application of risk analysis to the system of import controls
  - Report on the materials needed to implement the market surveillance planning systems
  - Communication and coordination mechanisms established to acquire and provide the necessary information on accidents relevant to unsafe products
  - Planning systems are improved and able to generate annual, quarterly, and monthly plans
  - Mechanism for coordination of market surveillance plans and activities established and in function

*Conditionality:* NR

**E.2 Training of market surveillance inspectors:** the effectiveness and efficiency of control processes is improved through the training of market surveillance inspectors and the development of their skills:

*Results:* Market surveillance inspectors have improved their performance in conducting inspections through training and development of practical tools

- Deliverables:*
- Higher efficiency of Inspection control processes, among others through the development of checklists, the improvement of databases and data management;
  - Trained inspectors on the lately approximated EC legislations and on preparations for market surveillance, conduction of inspections and follow-up activities. Training materials and mission reports;
  - Capability established for permanent training of staff through the development of training programmes and training and coaching of trainers as a form of permanent professional education;
  - Joined market surveillance inspections in Lebanon and in EU countries performed.
  - Established links of the Lebanese market surveillance system to the European system

*Conditionality:* NR

**E.3 Study visit in the market surveillance field:**

*Results:* Study visit for 5 participants from market surveillance organisations

- Deliverables:*
- Study visit planned and executed
  - Know-how and experience exchange
  - Study visit report and recommendations for potential future development or improvement

*Conditionality:* NR

### 3.5. Means/Input from the MS Partner Administration:

The RTA and short-term experts would have to be identified:

- Project leader to oversee the overall project execution including the trainings/missions conducted by the short-term experts and the study visits to the Member State, and attend the steering committee meetings.
- RTA to coordinate project execution, supervise the short-term experts, work on the Conformity Assessment component, and to ensure the timely and satisfactory delivery of the project results.
- Experts to work on the various components.

#### 3.5.1 Profile of the Project Leader:

##### Criteria for Assessment / Selection of the Project Leader

Education	<ul style="list-style-type: none"> <li>• Graduate and/or professional designation in a relevant subject (e.g. management, public administration, economics, engineering).</li> </ul>
Specific Professional Experience	<ul style="list-style-type: none"> <li>• Minimum of 12 years of professional experience in a senior management position in the quality infrastructure field in a Public Administration of a Member State</li> <li>• Excellent managerial &amp; communication skills</li> <li>• Previous experience in implementing quality infrastructure cooperation programs will be an asset</li> <li>• Previous experience in management &amp; international co-operation will be an asset</li> </ul>
International Experience exposure	<ul style="list-style-type: none"> <li>• Working experience during the last 15 years mainly related to two or more of the fields belonging to the quality infrastructure</li> <li>• Knowledge of and previous involvement in regulatory review related to the creation of conformity assessment systems</li> <li>• Experience in the development of government to industry relations, would be an advantage</li> </ul>
Languages & others	<ul style="list-style-type: none"> <li>• Fluency in speaking, writing and reading English.</li> </ul>

#### 3.5.2 Profile of the RTA

Criteria for Assessment / Selection of the Expert	
Education	<ul style="list-style-type: none"> <li>• A university degree in a relevant subject (e.g. management, public administration, economics, engineering), or equivalent combination of study</li> </ul>

	and experience
Specific Professional Experience	<ul style="list-style-type: none"> <li>• At least 7 years of operational experience as civil servant in a public institution related to the development of quality infrastructure</li> <li>• Must be a civil servant or equivalent.</li> </ul>
International Experience / exposure	<ul style="list-style-type: none"> <li>• At least 10 years of general professional experience</li> <li>• Working experience during the last 7 years mainly related to two or more of the fields belonging to the quality infrastructure</li> <li>• Knowledge of and previous involvement in legislative and regulatory review related to the creation of conformity assessment systems</li> <li>• Experience in development of government to industry relations, would be an advantage</li> </ul>
Languages & others	<ul style="list-style-type: none"> <li>• Fluency in speaking, writing and reading English. Working knowledge of French and basic knowledge of Arabic would be a distinctive advantage</li> <li>• Strong communication skills and ability to communicate with people at all levels</li> <li>• Good editing skills are essential</li> </ul>
Computer Skills	<ul style="list-style-type: none"> <li>• Fully computer literate</li> </ul>

### 3.5.3 Requirements for the short term expertise

A more detailed profile of the short-term experts will be elaborated in conjunction with the EU Twinning Partner and the beneficiary during the drafting of the Work Plan.

## 4. Institutional Framework

The main beneficiary of this project will be MOET. The project will be implemented / coordinated by the Quality Unit at MOET.

The project steering committee will be chaired by the Quality Unit at MOET and composed of representatives/members from the Contracting Authority and the Member State; the EU Delegation in Beirut will participate as observer.

## 5. Budget

The maximum project budget is € 1.400.000.

## 6. Implementation Arrangements

### 6.1. Implementing Agency responsible for tendering, contracting and accounting:

The Program Administration Office (PAO) at the Presidency of the Council of Ministers will be in charge of the coordination of all procurement, administrative and contractual activities in

accordance with the procedures defined in the Practical Guide to contract procedures financed from the General Budget of the EU in the context of external actions, with the contact person being:

Mr. Mohamad Chreif  
Chief Procurement Officer  
Project Administration Office  
Presidency of the Council of Ministers  
Tallet el Serail – Beirut – Lebanon  
Phone: +961-1-971432 ext. XXX  
Fax: +961-1-971428 ext. 523  
E-mail: mchreif@pcm.gov.lb

## **6.2. Main counterpart at MOET:**

The Quality Unit, with the contact person being:

Dr. Ali Berro  
Project Leader  
Phone: +9611982357  
Fax: +9611982299  
E-mail: aberro@economy.gov.lb

The RTA counterpart will be:

Mrs. Rola Nasrallah  
Phone: +9611982357 Extension:1822  
Fax: +9611982299  
E-mail: rnasrallah@economy.gov.lb

## **6.3. Contracts:**

Expected number of contracts: 1 Twinning Contract

## **7. Implementation Schedule (indicative)**

- |  |                            |
|--|----------------------------|
| <b>7.1. Launching of the call for proposals:</b>   | March 2012                 |
| <b>7.2. Start of project activities:</b>           | January 2013               |
| <b>7.3. End of Project implementation:</b>         | July 2014                  |
| <b>7.4. End of Project Execution:</b>              | October 2014 (18+3 months) |
| <b>7.5. Duration of the implementation period:</b> | 18 months                  |

## **8. Sustainability**

The assistance required under this project is meant to further support the Quality Unit at MOET, following the successful technical assistance delivered throughout the Quality Programme Phases I & II from October 2004 to October 2009.

The Quality Unit will ensure that the knowledge gained through this twinning will be effectively transferred by selecting suitable candidates to work with the experts. In essence, the newly learned skills, approaches and methodologies shall be adopted as the new working methodologies of the Quality Unit and the other beneficiaries in the different fields addressed under this project. This knowledge shall be transferred to all the staff involved in these fields.

The guidelines and reports delivered under the project will be adopted by the Quality Unit and used as essential tools for carrying out the Quality Unit's activities.

The establishment of the National Quality Council will guarantee the sustainability of the Quality Programme Phase III in the long term and the pursuance of the launched activities, beyond the implementation period of the project.

## **9. Crosscutting issues**

The strengthening of the quality management, capabilities, and infrastructure in Lebanon requires the active involvement of all key players in the quality field in Lebanon, mainly LIBNOR, COLIBAC - National Accreditation Council, laboratories, universities, ministries, the Consumer Protection Directorate, the private sector associations, etc.

The project has a direct impact on the environment, whereby quality pillars, such as market surveillance, standardisation, conformity assessment, accreditation, etc... have all inherent environmental features that will be positively reflected throughout the project and by the reinforcement of the quality infrastructure in the country.

During the project's implementation, the composition of the QUALEB team will allow equal opportunity for men and women. In addition, during all phases of this twinning, particular attention will be devoted to the principle of equality treatment and opportunity of both men and women.

The further development of quality-related laws, regulations and institutions will have a direct impact in improving the good governance at both national and regional levels.

## **10. Conditionality and sequencing**

### **10.1. Conditionality**

- The identification of key actors at the Quality Unit and their availability and participation in the implementation of the project
- Three additional human resources will be recruited, if and when needed
- Skilled and trained staff can be retained
- Other governmental bodies and private sector institutions cooperating efficiently with the Quality Unit
- Political stability

## **10.2. Sequencing**

All six components (A, B, C, D, E,) can start at the same time.

During the first 15 weeks of implementation, the MS Twinning Partner will propose a sequencing of the activities to accommodate the work schedule of the Quality Unit staff. This sequencing will be integrated in the proposed work plan for the entire project.