

Press Release

“Importance of Quality in Public Sector”

The Quality Programme-QUALEB (an EU funded project), hosted at the Ministry of Economy and Trade, in cooperation with the Office of the Minister of State for Administrative Development Affairs, held a seminar on “Importance of Quality in Public Sector” on Tuesday 5th March 2013 at Holiday inn Hotel – Dunes, Verdun. Around 50 representatives from different public service sector entities participated in this event.

Director of QUALEB at the Ministry of Economy and Trade, Dr. Ali Berro opened the seminar, and emphasized on the importance of implementing quality management system in the public sector in cooperation with the Office of the Minister of State for administrative Development, and its direct impact on increasing productivity, better utilization of resources and customer/citizen satisfaction. As well, he explained the role of the Ministry of Economy and Trade and the importance of the EU support in developing the Quality Infrastructure in Lebanon since 2004.

Eng. Walid Haddad, expert in quality management, presented an introduction on the general principles of Quality Management system, and explained different approaches as a benchmark in this domain.

The European expert Demetri Georgiou introduced the quality management system concept in the public sector and explained the EU approach and the ISO standard 9001, and the general guidelines of the effective mechanism for its implementation.