QUALEB
QUALITY PROGRAMME

QUALITY Guide

An ABC Guide on
Standardisation

Booklet 7 August 2008

an EU funded project

QUALITYGuide

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An ABC Guide on Standardisation

This is the seventh in a series of booklets produced by the Quality Programme, as a guide to understanding the role and importance of Standardisation

Produced in the framework of the MEDA Project:
Strengthening Quality Management, Capabilities and Infrastructure in Lebanon - QUALEB , the Quality Programme , hosted at the **Ministry of Economy & Trade** - Europe Aid/17725/D/SV/LB

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Dear Reader,

This guide is one of a series published by the Quality Programme, funded by the European Union, which supports Lebanese Companies to increase the exports of their goods and services to foreign markets. It also aims at increasing the level of quality and safety of products distributed in the Lebanese market, in order to better protect the health of Lebanese consumers.

The Quality Programme is in the process of supporting the creation and development of institutions that will assist the business sector to comply with international standards and requirements for product manufacturing and distribution. Therefore, building a Quality Infrastructure in Lebanon is imperative.

Such infrastructure consists of testing and calibration laboratories, inspection and certification bodies, standardisation and accreditation institutes along with governmental organisations that are responsible for product verification, certification and other activities.

It is a fact that some issues related to the Quality Infrastructure might be confusing. Therefore, these guides are intended to explain the different aspects. They are not reference books, but simply introductory information channels for different quality related topics.

Nevertheless, the guides provide solid references to documents and websites that contain more elaborate, detailed and specific information.

The major objective is to provide useful and accessible updates to everyone. Suggestions are highly appreciated and accepted through the contact details of the Quality Programme.

We hope that you will benefit from this ABC Guide which is produced to assist you in better understanding related quality issues.

Ali Berro, PhD
Director, Quality Programme

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An ABC Guide on Standardisation

ACRONYMS

- ANSI — American National Standards for Testing Institute
- ASTM — American Society for Testing and Materials
- CEN — Comité Européen de Normalisation – European Committee for Standardisation CENELEC « Comité Européen de Normalisation Electrotechnique » –European Committee for Electrotechnical Standardisation
- EFTA — European Free Trade Association
- ETSI — European Telecommunications Standards Institute
- EU — European Union
- GMP — Good Manufacturing Practice
- HACCP — Hazard Analysis and Critical Control Points
- IEC — International Electrotechnical Commission
- ISO — International Organisation for Standardisation
- LIBNOR — Lebanon National Standards Body
- NSB — National Standards Body
- QUALEB — Quality Programme, hosted at the Ministry of Economy & Trade, Beirut
- WTO — World Trade Organisation

1 - FOREWORD

The Lebanese system of technical regulations, standards and conformity assessment procedures concerning the movement of goods is based on 1962 legislation, governing the standards making process in the voluntary and mandatory sphere. The current approach is to adopt international standards as national standards, as a basis for specifications, conformity testing & assessment and certification.

The Quality Programme (QUALEB) is aiming to increase the acceptance of Lebanese goods in international markets and particularly throughout the 27 EU Member States.

International and European Standards provide a common technical language for trade partners throughout the world. For businesses that are actively global, International Standards are a major criteria for assessing the suitability of potential business partners and suppliers which help to ensure the compatibility and quality of products and services.

One of QUALEBs activities is the publication of a series of Quality related ABC Guides. The project is funded by the EU and supports the private sector in general and the Lebanese food industrialists in particular.

This ABC Guide is a compilation of publicly available sources, especially from ISO/IEC and CEN/CENELEC Websites. The publication is also actively supported by CEN and ISO.

2 - INTRODUCTION

Standardisation is an activity that is several hundred years old. However, it was towards the end of the 19th century that standardisation efforts intensified. During the early years, the driving force behind standardisation focused on the needs of industry and manufacturing, to have unified and standardised parts with respect to construction, steel, metal and electrical materials.

To understand the benefit and needs for standards along with the process of making standards, this document provides some general information.

Standards simplify the daily work and make life safer. In terms of weights and measures, it is obvious that it is of benefit, if the length in meters and the weight in kilograms, is the same all over the world. Numerous Standards were adopted to define safety aspects on products and systems, to meet consumer specifications and to develop precise test methodology. This provides safety and ensures consumer confidence, regarding the liability of products.

The wide acceptance in using Standards lays also in the special procedures used to create standards. If the participation of a Technical Committee is open to worldwide experts, selected through the National Standards Bodies, there is every opportunity to find a solution in a standard, which can be accepted worldwide.

Standards should not limit progress in the design of new products and finding new solutions for old fashioned designs. Standards should provide the

framework in which a creative engineer, can act to solve his/her special task/need. The engineer can work much more efficiently, by concentrating on new issues and taking overall account of what is already laid down in standards.

Standards 'knowledge transfer' takes place from big to small companies, between science and practice and between industrialised and developing countries & economies. Standards are the tool for rationalisation, common understanding, working, consumer safety and environmental protection.

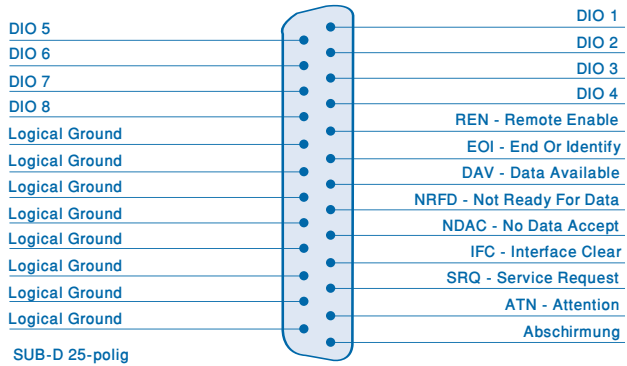
Standards help to remove unfair trade barriers by facilitating global trade. In its 'Agreement on Technical Barriers to Trade', the World Trade Organisation (WTO) recommends adopting international standards in the interest of global free trade. Standards provide a common technical language for trade partners throughout the world. For businesses that are actively global, International Standards are a major criteria for assessing the suitability of potential business partners and suppliers, which helps to ensure the compatibility and quality of products and services.

This ABC Guide also gives an overview to the specialised world of standardisation. It is a world of using abbreviations to shorten the communications gap. So it is the first step to get into the subject and to learn the meaning of the abbreviations.

3 - WHAT IS A STANDARD

3.1 General

Standards contain a number of requirements for the product or process concerned with the standards. Knowledge of new technology, new methods and processes, are embedded in the standard and the standard is based on what is considered best practice, at the time it is drafted and agreed.



Example for useful standardisation: connector type IEC C 13 SUB

3.2 Benefits for the society as a whole

The benefits of standards are to society as a whole and not only to the business community. If standards are drawn up correctly, they may also contribute to raising product safety and quality.

Many standards are important for the environment. The reason is that the requirements of standards, impact on the choices that are made in connection with the design of products and processes. Standards for oil and gas burners are good examples, as these standards may include threshold limit values for NOx (nitrogen oxides, which are substances that have a negative impact on the environment), energy efficiency

requirements and a ban on the application of asbestos and cadmium.

Another important societal interest in standardisation, is that standards may be used as a supplement to legislation. Traditional detailed regulations may be replaced by legislation that establishes the overall framework conditions and aims, which will then have to be supported by detailed standards. In such cases, the law will refer directly to the standards in question. This is especially the case in areas that involve complex societal problems with regard to, for example, the environment, security, health, product quality, etc.

3.3 Economic benefits

It is widely agreed that the benefit of standards, arise simply through their existence and from their application, even if the benefitial effect occurs later, following its introduction in the company or market:

- Standards enhance the safety of products and allow for economies of scale
- Standards help manufacturers to comply with legislation and promote the interoperability of products and services
- Standards encourage greater competition and facilitate trade, by removing trade barriers
- Standards promote ecological safety and sustainability and help to safeguard the environment
- Standards aid the transfer of research and promote common understanding

See also: http://www.cen.eu/CENORM/aboutus/generalities/benefits/index.asp

Other arguments include:

- Enlargement of lot sizes in the manufacturing process, resulting in reduced production and storage costs, if country specific standards do not require specific features
- Companies participating actively in the standardisation process have a competitive advantage over those who wait to use the finished standards, because they can adapt to the new specifications earlier and bring their products faster to market
- Companies which take part in the standards process can influence the content of the standard - in this way, they minimise the risks to their research and development activities
- Standards promote worldwide trade, encouraging rationalisation, quality assurance and environmental protection, as well as improving security and communications - standards can have a greater effect on economic growth than patents or licences
- Standardisation is a strategic instrument for economic success - by becoming involved in standards work, businesses can gain a competitive lead through timely access to information and knowledge and can use this to their own advantage, reducing the risks and costs involved in R & D, as well as greatly reducing transaction costs

4 - DEFINITIONS

4.1 Standards

4.1.1 ISO/IEC definition for a standard

A document established by consensus and approved by a recognised body, that provides for common and repeated use, guidelines or characteristics for activities or their results, aimed at the achievement of the optimum degree of order in a given context.
See also: 'ISO/IEC Guide 2', 1996

4.1.2 CEN/CENELEC definition for a standard

It is a document, voluntary in application, established by all interested parties, which reflects consensus, approved by a recognised body, meant for common and repeated use

The European Standard is adopted by CEN, CENELEC or ETSI, with an obligation to implementation, as an identical national standard and withdrawal of conflicting national standards

4.2 Types of standards

4.2.1 Differentiation to the content

4.2.1.1 Product standard

A standard which specifies e.g. minimum requirements of the product itself, the performance, specific type dimensions, or marking

4.2.1.2 Testing standard

A standard which specifies test methods to verify product requirements, in a formal test

4.2.1.3 Management standard

A standard which specifies a method of management or a minimum of scope for a specific service, e.g. ISO 9001 Quality Management Systems requirements

4.2.1.4 Terminology standard

A standard which specifies the used terminology in a specific application

4.2.2 Differentiation of the status

4.2.2.1 International Standards

An International Standard is the result of an agreement between the member bodies of ISO/IEC. It may be used as such, or may be implemented through incorporation in the national standards of different countries. It will be made available to the public, usually intended to create a full comprehensive international system of standards.

Stakeholders in international standardisation comprise all those groups who have an interest in international standardisation, because they are affected by it and wish therefore to contribute to the process of the development of International Standards. Stakeholders participate in the technical work of ISO through national delegations appointed by the member bodies of ISO. National delegations are normally composed of a mix of stakeholder groups and represent national positions which have been consolidated at the national level, prior to the participation of delegations at ISO meetings.

4.2.2.2 National Standard

National standards are adopted by a National Standards Body and made available to the public by announcement and additionally to the national library. National Standards are also regional or international Standards, which are adopted as they are translated, with or without national annexes.

For a locally used product or procedure where currently no regional

or international Standard is available, there may be a need for a National Standard.

US Standards e.g. ANSI or ASTM are National Standards which are adopted by the National Standards Body ANSI. ANSI promotes the use of U.S. standards internationally, advocates U.S. policy and technical positions in international and regional standards organisations and encourages the adoption of international standards as national standards, where they meet the needs of the user community.

4.2.2.3 Regional Standards

Regional standards are adopted by a regional standards organisation and made available to the public through the National Standards Bodies. In Europe, the original purpose was to harmonise the existing European national Standards, to diminish the barriers for trading and to build the European Internal Market.

4.2.2.4 'Harmonised' Standard

According to the European Commission, a (European) 'harmonised standard' issued within the context of the New Approach is a standard:

- for which the European Commission (and/or EFTA) has issued a standardisation mandate to CEN, CENELEC or ETSI
- for which a reference has been published in the Official Journal of the EU

Although all standards developed by CEN, CENELEC and ETSI are the results of 'European harmonisation' in a more general sense, only those standards meeting the two prerequisites listed above are deemed 'harmonised standards', according to the legal definition of the European Commission.

The public is informed of those standards to which applies the 'presumption of conformity' with the essential requirements of the

directive. This is particularly important for CE marking. The presumption of conformity takes effect upon publication of the reference to the standard.

4.2.2.5 Company Standard

The lowest level of consensus can be reached, if a company establishes a rule to its own benefit and it is foreseen for use in the company only. There are technical specifications for enterprises, which may be also used outside the company.

4.2.2.6 Technical Specification

A document that defines technical requirements to be fulfilled by a product, process or service (for general or individual use and special meaning within ISO/CEN: Public Available Specification). This document is prepared according to the principles of Standardisation, but it is not necessary to pass the whole procedure.

5 - STANDARDS APPLICATION

5.1 Reference to Standards in public and private law

Although the use of Standards is generally voluntary, so it is in the case of referencing in a contract, where the content of the standard is also part of the contract and therefore binding. This meaning is understood within private law. Alternatively, the business contract describes in a technical specification, the scope of supply and simply makes reference to a standard, to describe in short, the product characteristics .

Also, public law makes reference to standards, if the technical details become too specific. The law mainly formulates, the general requirements concerning the safety of life or the protection of the environment. How it influences a design of a machine or how it can be measured with a specific measuring method, can be given in a referenced Standard.

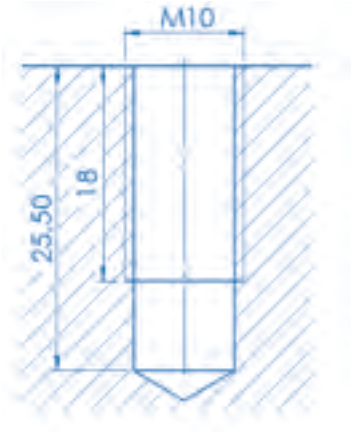
When the text of a standard is incorporated in law, it is difficult to adapt the technical content, as in the case of innovation. It has to pass the whole legislation process. For this reason, most laws only make a date reference, which means the date of issue of the standard.

Undated references to standards are not advisable in laws, because this may lead to undefined situations, if there are different issues of standards.

If the regulation requires only the '**state-of-the-art**' or the newest technical specifications in this area, it is equivalent to 'acknowledged rules of technology'

5.1.1 Reference to EU Directive

Standardisation has also contributed significantly towards the support of the completion of the Internal Market in the EU, in the context of the New Approach Directives, which refer to European standards developed by CEN, CENELEC and ETSI.



Furthermore European standardisation supports European policies in the areas of competitiveness, ICT, public procurement, interoperability, environment, transport, energy, consumer protection, etc.

If the product is tested according to a 'harmonised' European Standard, it is presumed to be in conformity with the respective EU Directive.

6 - STANDARDS IN THE QUALITY STRUCTURE

6.1 Conformity assessment

6.1.1 Definition by ISO

It is not the role of ISO to verify that ISO standards are being implemented by users in conformity with the requirements of the standards. However, in partnership with IEC (International Electrotechnical Commission), ISO develops ISO/IEC guides and standards to be used by organisations which carry out conformity assessment activities. The voluntary criteria contained in these guides and standards represent an international consensus on what constitutes best practice. Their use contributes to the consistency and coherence of conformity assessment worldwide and so facilitates trade across borders - more information about these activities is available in the Conformity assessment pages of 'ISO Online' section Communities and Markets.

6.1.2 Definition by CEN

Conformity assessment is a demonstration that specified requirements relating to a product, process, system, person or body are fulfilled (EN ISO/IEC 17000).

6.2 The purpose of conformity assessment

Conformity assessment provides confidence for users that standard requirements on products, services and systems have been met. Such confidence directly contributes to the market acceptance of those products, services and systems. Confidence among conformity assessment bodies and/or accreditation bodies can be achieved through co-operation, resulting in mutual recognition.

See also: http://www.cen.eu/CENORM/conformityassessment/index.asp

6.3 Product liability and standards

European New Approach Directives define essential safety requirements, while more detailed technical solutions are laid down in harmonised European Standards. The use of European Standards is voluntary. Nevertheless, products according to these standards, can be presumed to comply with the essential requirements of the New Approach Directives and can thus be placed on the European market. Liability for damages to properties or persons is governed by contractual law and the Product Liability Act.

Manufacturers who deliberately breach their contractual obligation are liable for damages. Manufacturers generally have a duty at least to manufacture their products in accordance with standards. However, court rulings have shown that using the relevant standards is only a minimum prerequisite - in most cases, further safety requirements are imposed. In the majority of cases, observance of the relevant standards will result in products not having any safety deficits, thus precluding damage to persons or properties.

6.4 Conformity to standards

Standards shall be written in a way, that conformity can be assessed, either by a manufacturer, user, or independent body. Standards shall not include elements related to conformity assessment process, other than testing provisions. Standards shall not make conformity dependant on quality management standards.

Conformity can be tested and assessed by the manufacturer who can declare the conformity by declaration. This is mostly voluntary.

If a regulation requires an independent (third) party test and an

independent Certificate, it is mandatory for all mentioned products. The harmonised Standards are published in the Official European Journal (OJ).

6.5 Conformity to EU Directives

Depending on the nature of the product, different legal regulations can be applicable. In several EU Directives, different modules of conformity assessment are required. See also:
http://www.newapproach.org/Directives/Default.asp

The CE marking on a product indicates that all regulatory requirements of EU Directives have been fulfilled. Many consumers do not understand the real meaning of the marking and believe that it is an indication of origin or an indication that the product has been tested and approved by some authority. Only if the EU Directive predicts a third party test and the Certification of a 'Notified Body', then the CE Marking includes also the test approval.

In most cases CE marking is a pure manufacturers declaration of conformity to the EU Directive.

6.6 What is the New Approach?

In Europe, standardisation is a fundamental aspect of the EU Internal Market. The collection of harmonised European Standards ensures free trade within the Internal Market and strengthens the competitiveness of businesses active in the EU. Since 1987, some 25 European Directives have been adopted under the 'New Approach', according to which European Standards are needed to 'complete' each directive. Of these

directives, 21 provide for CE marking, while 4 do not. A further 6 directives have been designated by the European Commission as 'standards receptive'.

The New Approach is based on the following principles:

- Essential health and safety requirements for certain products requiring a particularly high level of safety are defined in European Directives, adopted under Articles 94 and 95 (previously articles 100 and 100a) of the EC Treaty - these directives are addressed to EU Member States and are to be implemented as national law in each EU member country
- The corresponding technical specifications giving detail to these essential requirements are to be drawn up by the European standards bodies CEN, CENELEC and ETSI, in the form of 'harmonised' European Standards, following a mandate issued by the European Commission and/or the EFTA secretariat

6.7 Notified bodies

EU Directives stipulate that conformity assessment must be performed by a neutral third party, the 'notified body' (in some directives, these bodies are referred to as the 'certification body' e.g. in the Construction Product Directive). These bodies are selected, or 'notified', by the relevant Member State and must fulfil several competence criteria such as independence and impartiality. Accreditation, according to the EN 45000 and EN ISO/IEC 17025 series of standards, can be used to establish the suitability of a body as a notified body.

A list of all notified bodies established per directive and other information relating to the notified bodies, is published on the European Commission's web site.

See also: http://ec.europa.eu/enterprise/newapproach/nando

7 - PRINCIPLES OF STANDARDISATION

7.1 ISO/IEC

Standards are developed according to the following principles:

- **Consensus -** the views of all interests are taken into account: manufacturers, vendors and users, consumer groups, testing laboratories, governments, engineering professions and research organisations
- **Industry wide -** global solutions to satisfy industries and customers worldwide
- **Voluntary -** International standardisation is market driven and based on voluntary involvement of all interests in the market-place

The need for a standard is usually expressed by an industry sector, which communicates this need to a national member body. The latter proposes the new work item to ISO as a whole. Once the need for an International Standard has been recognised and formally agreed, the first phase

involves the definition of the technical scope of the future standard. This phase is usually carried out in working groups, which comprise technical experts from countries, interested in the subject matter.

Once agreement has been reached on which technical aspects are to be covered in the standard, a second phase is entered during which countries negotiate the detailed specifications within the standard. This is the consensus-building phase.

The final phase comprises the formal approval of the resulting draft International Standard (the acceptance criteria stipulate approval by two-thirds of the ISO members that have participated actively in the standards development process and approval by 75% of all members that vote), following which the agreed text is published as an ISO International Standard.

For more, see: http://www.iso.org/iso/standards_development.htm

7.2 CEN/CENELEC

Standards development in Europe, follow the widely co-ordinated principles between CEN/CENELEC and ISO/IEC.

- Standards are developed through a consensus process
- Participants in standards development, represent all interests concerned - industry, authorities and civil society, contributing mainly through their national standards bodies
- Draft standards are made public for consultation at large
- The final, formal vote is binding on all members
- The European Standards (ENs) must be transposed into national standards and conflicting standards must be withdrawn

See also: http://www.cen.eu/CENORM/aboutus/generalities/principles/index.asp

8 - THE STANDARDS DEVELOPMENT PROCESS

8.1 Objectives

Some general Standards policy guidelines shall be followed which are agreed regionally or worldwide in the fields of environmental protection, saving of energy resources, security for disabled persons etc. and to maintain the cultural variety, the different languages and consider geographical characteristics and climatic conditions. As said earlier, the standards development process is open to all interested parties, bearing in mind that certain rules have to be followed. These rules are laid down also in Standards or ISO/IEC Directives or so called CEN/CENELEC Internal Regulations.

8.2 ISO/IEC

International Standards are developed by ISO technical committees (TC) and subcommittees (SC) using a six-step process:

- **Stage 1: Proposal stage**

The first step in the development of an International Standard is to confirm that a particular International Standard is needed. A new work item proposal (NP) is submitted for vote, by the members of the relevant TC or SC to determine the inclusion of the work item in the programme of work

- **Stage 2: Preparatory stage**

Usually, a working group of experts, the chairman (convener) of which is the project leader, is set up by the TC/SC for the preparation of a working draft. Successive working drafts may be considered until the working group is satisfied that it has developed the best technical solution to the problem being addressed.

- **Stage 3: Committee stage**

As soon as a first committee draft is available, it is registered by the ISO Central Secretariat. It is distributed for comment and if required, voting is implemented by the P-members of the TC/SC. Successive committee drafts may be considered until consensus is reached on the technical content. Once consensus has been attained, the text is finalised for submission as a draft International Standard (DIS).

- **Stage 4: Enquiry stage**

The draft International Standard (DIS) is circulated to all ISO member bodies by the ISO Central Secretariat for voting and comment within a period of five months. It is approved for submission as a final draft International Standard (FDIS), if a two-thirds majority of the P-members of the TC/SC are in favour and not more than one-quarter of the total number of votes cast are negative.

- **Stage 5: Approval stage**

The final draft International Standard (FDIS) is circulated to all ISO member bodies by the ISO Central Secretariat for a final Yes/No vote, within a period of two months. If technical comments are received during this period, they are no longer considered at this stage, but registered for consideration during a future revision of the International Standard.

- **Stage 6: Publication stage**

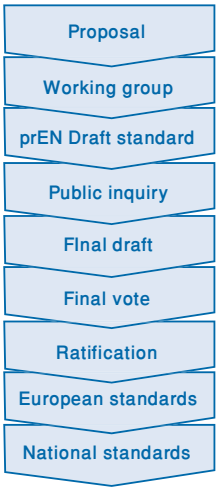
Once a final draft International Standard has been approved, only minor editorial changes, if and where necessary, are introduced into the final text. The final text is sent to the ISO Central Secretariat which publishes the International Standard.

See more about directives: www.iso.org/directives

ISO/IEC Directives, Part 1: Procedures for the technical work
ISO Supplement, Procedures specific to ISO
ISO/IEC Directives, Part 2: Rules for the structure and drafting of International Standards

8.3 - CEN/CENELC

8.3.1 How is a European Standard developed?



It is the goal of European standards committees to base European Standards on International Standards, without changing them. If International Standards do not exist, the objective is to work on a standard at only one level (European or international), as foreseen in the Vienna Agreement or Dresden Agreement and to carry out parallel voting so that, the standard is approved simultaneously as an International and a European Standard.

European standardisation work follows the same process as ISO/IEC does, in most respects. The main differences are the weighted voting process and the obligation to take over the approved Standard as a National Standard.

1. If the proposal is accepted, a sufficient number of national standards bodies agree to participate and adequate financial resources are available, CEN/CENELEC/ETSI allocates the work to a technical committee.

2. CEN/CENELEC/ETSI begins the public enquiry by releasing English, French and German versions of a European draft Standard-(prEN). The national standards bodies have five months in which to send in their

national view.

3. On the basis of the comments received, the responsible working group formulates a final draft in English, French and German. In a formal vote over a two month period, the members then decide whether to accept this final draft as a European Standard. In this case the draft must either be approved or, if not, reasons for a negative vote must be given. Approval of the final draft is dependent on its receiving at least 71 % of the weighted votes of CEN members.

4. If the content of the final draft Standard differs substantially from the first draft, in exceptional cases a second draft Standard is published and re-submitted to public enquiry.

5. Ratification of a European Standard takes place automatically one month following positive voting.

6. After ratification, a European Standard must be implemented by the national standards bodies as a national standard and any conflicting national standards must be withdrawn.

8.3.2 Standards making rules within CEN/CENELEC

CEN/CENELEC Internal Regulations provide the common framework within which the standardisation work will be organised as there are:

- the organisational structures for the standardisation work of CEN/CENELEC
- the fundamental policies that support the work
- Procedures to be followed in the development, production, approval and implementation of publications resulting from the standardisation work of CEN/CENELEC

8.3.3 Technical Committees

8.3.3.1 Establishment and function

Technical Committees (TC) that are established shall, in principal, take into account any ISO/IEC work coming within their scope, together with such data as may be supplied by members and by other relevant international organisations and work on related subjects in any other Technical Committees. Each Technical Committee shall establish and secure a Technical Board

8.3.3.2 Membership

The members of a Technical Committee are the CEN/CENELEC national members. Not more than three delegates of any one member, should normally attend a Technical Committee meeting at the same time.

8.3.3.3 Responsibilities of CEN/CENELEC national members

When forming and briefing its delegation to a Technical Committee meeting, a member shall ensure that the delegation will convey a national point of view, which takes account of all interests affected by the work. In making the necessary arrangements for the appointment and registration of their delegates to Technical Committee meetings, members shall pay due regard to the need for continuity and ensure that the delegates are properly briefed on the work required.

8.3.3.4 Responsibilities of the chairman

In his duties of conducting meetings of the Technical Committee and guiding its secretariat, the chairman shall maintain strict impartiality and divest himself of his national point of view. He has no voting rights.

8.3.3.5 Meetings

Technical Committee work should be carried out by correspondence, as far as possible. Meetings should be held only when documentation is sufficiently well established to ensure satisfactory progress.

8.3.4 Working Groups

8.3.4.1 Establishment and function

A Working Group (WG) is established by a Technical Committee or a Sub-committee, to undertake a specific short-term task within a target date and shall normally be disbanded by its parent body when this is completed. It shall work within clearly defined policy guidelines from its parent body.

8.3.4.2 Membership

A Working Group is restricted to individual experts appointed by the parent body or by CEN/CENELEC national members, to serve in a personal capacity. The Working Group experts should be aware of national positions on the subject, in order to minimise the risk of rejection of the draft standard at a later stage.

9 - STANDARDS BODIES

9.1 International Standards Bodies ISO/IEC

ISO/IEC is a network of the National Standards institutes of 157 countries, on the basis of one member per country, with a Central Secretariat in Geneva, Switzerland, co-ordinating the system.

ISO is a non-governmental organisation. However, its members are not, as in the case of the United Nations system, represented by delegations of national governments. Nevertheless, ISO occupies a special position between the public and private sectors. This is because, on the one hand, many of its member institutes are part of the governmental structure of their countries, or are mandated by their government. On the other hand, other members have their roots uniquely in the private sector, having been set up by national partnerships of industry associations.

9.2 National Standards Bodies (NSB)

NSB are the back bone of the system of International and European Standardisation. The principle of subsidiarity and the principle of the national delegation, is the outstanding practice within ISO and CEN. National standardisation organisations inform the national professionals about all important developments of the technical rules, setting in ISO and CEN.

NSB compose ISOs and CENs National Membership.

The National Member Bodies:

- make up the delegations to the technical committees by finding expertise in each country
- vote for and implement, European Standards as national standards
- provide the secretariats of the committees

National Standards Bodies:

- are largely financed by industry, the sale of standards and government grants
- establish by their co-operation with ISO/IEC, that international standards can be taken over unchanged as national standards
- ensure the public enquiry at national level and provide for national consensus and for national acceptance
- make an important contribution for the participation of everyone and thus for the democratic authentication of the technical standardisation
- make available the necessary language versions of the standards
- offer a comprehensive service for standards user
- supply consultancy and training during the application of standards
- make the technical knowledge available for national legislation and private standardisation by a data base with logically linked documents
- service the round table where representatives meet from manufacturing industries, consumer organisations, commerce, the trades, service industries, science, technical inspectorates, government - in short anyone with an interest in standardisation

9.3 Regional Standards Bodies CEN/CENELEC

CEN/CENELEC the European Committee for Standardisation, was

founded in 1961 by the national standards bodies in the European Economic Community and EFTA countries

Now, CEN/CENELEC is contributing to the objectives of the European Union and European Economic Area with voluntary technical standards which promote free trade, the safety of workers and consumers, interoperability of networks, environmental protection, exploitation of research and development programmes and public procurement. CEN is a non-profit technical organisation set up under Belgian law.

See also http://www.cen.eu/boss/boss.htm

CEN and CENELEC are based in Brussels (Belgium) and ETSI is located in Sophia Antipolis (France). CENELEC deals with electrotechnical Standardisation, ETSI with electronic communications, broadcasting and related aspects of information technology and CEN covers all the remaining industry and service sectors.

CEN and CENELEC unite the National Standards Bodies of 29 countries and ETSIs membership comprises almost 700 members from 56 countries inside and outside Europe, including manufacturers, network operators, administration, service providers, research bodies and users.

9.4 Partner Bodies of CEN/CENELEC

Partner Standardisation Bodies (PSBs) are National Standards Bodies which are members of ISO, but are unlikely to become CEN Members or CEN Affiliates for political or geographical reasons. In order to acquire this PSB status, National Standards Bodies have to meet certain criteria. The most important is that they commit themselves to implementing as national standards, the European Standards developed by CEN Technical Committees, in which they participate.

Partner Standardisation Bodies have the right to participate in the CEN work. They may attend the General Assembly, can attend CEN Technical Committee meetings and contribute to their work. PSBs receive technical documentation (draft ENs submitted to enquiry and ratified texts of approved ENs) as well as all general documentation (CEN catalogue, etc.) from CEN.

9.5 Information policy

Every Standards Body will issue a bulletin of actual standards projects, with dates of new issues or dates for enquiry or voting. From time to time, there will be publication of results of scientific research and studies around the practice of Standards in use. Members can subscribe to this service at their National Standards Body.

The internet provides a lot of information and the mentioned links in this booklet will guide the reader to the places of specific interest.

See ISO Website: http://www.iso.org/iso/store.htm

See CEN Website: http://www.cen.eu/CENORM/standards_drafts/index.asp

10 - NATIONAL STANDARDS BODY IN LEBANON (LIBNOR)

LIBNOR is a public institution attached to the Ministry of Industry. It was established by law dated 23 July 1962 as the sole authority to issue, publish and amend Lebanese standards and to give the right to use the Lebanese Conformity Mark (NL Mark).

National standards cover all products falling within the agro-food, chemical, construction, mechanical, electrotechnical and electromechanical sectors. Moreover, Lebanese standards deal, for example, with measurements, conventions, symbols, methods of analysis and testing, codes of practice for technical work and technical rules and codes for buildings. LIBNOR, as the legally nominated sole authority to issue, publish and amend standards in Lebanon, is a full Member of the International Organisation for Standardisation (ISO) and an affiliate Member of CEN.

LIBNOR is also in the process of renewing its organisational structure, so as to implement the necessary changes that will come from a newly drafted Lebanese law on standardisation. One of the first changes towards the new organisation and new mode of operation in LIBNOR, has been the establishment of a Technical Committee Structure that mirrors one-to-one, the structure within the ISO Organisation. This new TC structure is a more efficient methodology for enabling the transfer of standards and draft standards from international organisations to interested parties in Lebanon and responding to same, through comments and voting.

LIBNOR is always ready to provide both the private and public sectors with technical consultations, training courses and seminars on Standardisation, Quality Control and other subjects such as Food Hygiene, Hazard Analysis and Critical Control Points (HACCP), Good Manufacturing Practice (GMP), etc.

LIBNOR has issued more than 1442 standards up to December 2007. Most of them are adopted from international, European and regional standards. The information center in LIBNOR provides its customers with Lebanese standards as well as International Standards such as ISO and IEC Standards, European Standards like CEN, BSI and AFNOR standards and other regional and national standards.

In fact, LIBNOR sold 500 standards in 2006 and 700 standards in 2007 and answered 600 enquiries in 2006 and 700 in 2007.

LIBNOR has issued 7 NL Conformity Mark licenses for cement up to mid 2008. In fact, up to 2006, cement was the only product that was subject to NL certification. However, LIBNOR is in the course of developing and promoting its conformity mark division and in the process of granting the NL mark for several new products covering various industries like electrical cables, PVC-U pipes, GRP pipes, Packaging containers, Paints, Control panels for generators and Oxygen for medical use, etc.

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11 - FREQUENTLY ASKED QUESTIONS (FAQ)

Question A) How can standards simplify the business life?

Answer

Not all people share the idea that Standards simplify the daily work and make life safer. In the area of weights and measures, it is obvious that it is a benefit if the length in meters and the weight in kilograms is the same all over the world. Numerous Standards were adopted to define safety aspects of products and systems and to specify consumer aspects and concrete test methods. This provides safety and consumer confidence in the liability of products

Question B) Is there a big advantage in using products according to standards?

Answer

It is widely agreed that the benefit of standards result, simply through their existence and from their application, even if the real benefit occurs some time after its introduction to the company or in the marketplace.

Question C) Why do we look for standards other than for nuts and screws, including services?

Answer

The world does not consist only of nuts and screws. Standards are the tool for rationalisation and common understanding in all fields. ISO 9000 is the best example for improving the management of companies and this opened a major opportunity for services. So a new project has just started, namely ISO Project 'Psychological Assessment' and the decision has been made to develop the standard 'Procedures and methods to assess people in work and organisational settings'

Question D) How can we know which standard already exists for which product(s)?

Answer

Every Standards Body issues a bulletin of actual standards projects with dates of new issues or dates for enquiry or voting. From time to time there will be publications of results of scientific research and studies around the practice of Standards in use. Members can subscribe to this service from their National Standards Body.

The internet provides a lot of information and the links mentioned in this booklet, will guide the reader to the places of interest.

Question E) Are there different kinds of standards and if so, which differences are to be considered?

Answer

At first there are international, regional and national Standards. The use of Standards is generally voluntary, but in case of a reference to a Standard in a contract, the content of the standard is also part of the contract and therefore binding. The business contract may describe the technical scope of the supply, but makes simple reference to a standard, to describe the product characteristics in short.

Question F) Are all standards binding in the same way, e.g. by law?

Answer

No, they are not. It is essential to identify if the Standard is voluntary or private or if Public law makes reference to the Standard. The law formulates mostly the general requirements concerning the safety of life or the protection of the environment. How it influences a design of a machine or how it can be measured with a specific measuring method, can be given in a referenced Standard. In such a case, the Standard is mandatory.

Question G) Worldwide adopted standards are called ISO and IEC Standards - are they valid throughout the world or do local national Standards take priority?

Answer

An International Standard is the result of an agreement between the member bodies of ISO/IEC. It may be used as such, or may be implemented through incorporation in national standards of different countries. In general it is valid worldwide. The use is voluntary in any case.

For the work of the European standards committees, the International Standards are the basis without changing them. If International Standards do not exist, the objective is to work on a standard at only one level either with ISO or CEN. This policy aims to avoid conflicting with national Standards from the beginning.

Question H) How can CEN/CENELEC set up a single EN Standards network in Europe for its 30 CEN/CENELEC member countries?

Answer

Firstly, the CEN/CENELEC Internal Regulations provide the common framework within which the standardisation work will be organised. This is the organisational structure for the standardisation work, the fundamental policies to support the work and the procedures to be followed in the development, production, approval and implementation phases. The European Standards (ENs) must be transposed into national standards and conflicting national standards must be withdrawn. Accordingly, CEN/CENELEC Regulations Europe provide a system of Standards which harmonise all national Standards from the Member Countries (such as BS, AF, DIN etc.).

Question I) How can outside European countries participate in the Standards process?

Answer

Partner Standardisation Bodies (PSBs) are National Standards Bodies which are members of ISO, but are unlikely to become CEN Members or CEN Affiliates, for political or geographical reasons.

In order to acquire this PSB status, National Standards Bodies have to meet certain criteria. The most important is that they commit themselves to implementing the European Standards as national standards, developed by CEN Technical Committees, in which they participate.

Question J) How is it possible to organise participation in a Technical Committee (CEN/CENELEC or ISO/IEC)?

Answer

Many stakeholders have an interest in international standardisation work, because they are affected by it and wish to contribute to the process of the development of International Standards. It is possible to participate in the technical work of ISO, through national delegations appointed by the member bodies of ISO or, if organised in international or broadly-based organisations, through liaison organisations.

Question K) What is the influence of EU-Directives to the content of EN- Standards?

Answer

European Directives contain essential requirements for health and safety and environmental protection. The corresponding technical specifications giving detail to these essential requirements are the 'harmonised' European Standards. They have to be prepared by the European standards bodies CEN, CENELEC and ETSI, following a

mandate issued by the European Commission and/or the EFTA secretariat - the 'harmonised' European Standard fulfils the essential requirements.

Question L) What is the general procedure in drafting an International Standard?

Answer

International Standards are developed by Technical committees (TC) and sub-committees. There are a number of common policies within ISO/IEC and CEN/CENELEC work, although each does have their own specific rules to reflect the particularities of the operation of each organisation.

ISO Directives describe basic procedural and drafting rules to be followed by ISO committees, namely:

- Part 1 - Procedures for the technical work
- Part 2 - Rules for the structure and drafting of International Standards

These main policies of CEN/CENELEC are described in the internal regulations Part 2, clauses 5 to 10 and cover standstill, voting, appeals, language, and document availability.

Question M) What is the national impact of quality and safety and their conformity, to international specifications?

Answer

Conformity assessment provides confidence for users that standard requirements on products, services and systems have been met. Such confidence directly contributes to the market acceptance of these products, services and systems.

The national impact of conformity assessment to international Standards, is simply to be answered in whether it is established or not. The system itself must be qualified so that customers can have confidence in assessment methods.

12 - LIST OF COMMONLY USED ABBREVIATIONS WITHIN CEN AND ISO

Add	Addendum
Amd	Amendment
ASTM	American Society for Testing and Materials
AWI	Approved work item
BSI	British Standards Institution
CAG	Chairman's advisory group
CASCO - ISO	Committee on conformity assessment
CD	Committee draft
CEN	Comité Européen de Normalisation – European Committee for Standardisation
CENELEC	« Comité Européen de Normalisation Electrotechnique » – European Committee for Electrotechnical Standardisation
CEPT	Conférence Européenne des Postes et Télécommunications
CHF	Swiss Francs (ISO 4217)
CIE	International Commission on Illumination
COPOLCO	ISO Committee on consumer policy
Cor	Corrigendum
CS	ISO Central Secretariat
DAmd	Draft Amendment
DEVCO	Committee on developing country matters
DIN	Deutsches Institut für Normung« » – German Institute for Standardisation

DIS	Draft International Standard
DISP	Draft International Standardised Profile
DTR	Draft technical report
Ed.	Edition
EESSI	European Electronic Signatures Standards Initiative
EFTA	European Free Trade Association
ESO	European Standardisation Organisation
ETSI	European Telecommunications Standards Institute
EU	European Union
Ext.	Extract
FCD	Final committee draft
FDIS	Final draft International Standard
FVTF	Future Vision Task Force (of ISO/TC 207)
GDP	Gross Domestic Product
GSM	Initially: Groupe Spécial Mobile (french)
HL7	Health Level Seven
ICS	International classification for standards
ICT	Information and Communication Technology
IEC	International Electrotechnical Commission
IEEE	Institute of Electrical and Electronic Engineers
IIW	International Institute for Welding
INFCO	ISO Committee on information systems and services (disbanded)
IPR	Intellectual Property Rights
ISBN	International standard book number (ISO 2108:2005)

ISO	International Organisation for Standardisation
ISONET	ISO information network
ISP	International Standardised Profile
ISSN	International standard serial number (ISO 3297:1998)
ITA	Industry Technical Agreement (renamed International Workshop Agreement (IWA), June 2001)
ITS	Intelligent Transport Systems
ITU	International Telecommunications Union
IULTCS	International Union of Leather Technologists and Chemists Societies
IWA	International Workshop Agreement
JTC	Joint ISO/IEC technical committee
NP	New project
NSB	National Standards Body
O-member	Observer member (in a TC or SC)
p.	page(s)
PAS	Publicly Available Specification
PDC	Policy development committee
P-member	Participating member (in a TC or SC)
PRF	Proof of a new International Standard
R	Recommendation
R&TTE	Radio and Telecom Terminal Equipment
REMCO	ISO Committee on reference materials
SC	Subcommittee (of a TC)
Suppl.	Supplement

TBT	Technical Barriers to Trade
TC	Technical committee
TMB	ISO Technical Management Board
TR	Technical Report
TS	Technical Specification
TTA	Technology Trends Assessment
UN/ECE	United Nations' Economic Commission for Europe
UTC	Coordinated Universal Time
VAMAS	Versailles Project on Advanced Materials and Standards
WD	Working document
WG	Working group (of a TC or SC)
WTO	World Trade Organisation