



REPUBLIC OF LEBANON  
MINISTRY OF ECONOMY & TRADE

# Quality Programme Phase III



Programme funded  
by the European Union



Quality should not be seen as an add-on to present business activities, but should become an integral part of thinking about business and management.

**“ Quality is a habit ”**

Aristotle

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## THE QUALITY PROGRAMME - PHASE III - LEBANON

The Quality Programme (QUALEB) is hosted at the Ministry of Economy and Trade and funded by the European Union. It began in October 2004. Since then, two phases have been successfully implemented:

- **Phase I:** “Strengthening Quality Management Capabilities and Infrastructure in Lebanon” implemented between October 2004 and December 2007- with an overall budget of 15 Million Euro.
- **Phase II:** “Sustaining Quality” - implemented between January 2008 and October 2009 - with an overall budget of 2.1 Million Euro.

Those two phases successfully developed and improved the Lebanese quality infrastructure in order to increase the competitiveness of Lebanese products on international markets helping more than 65 organisation to implement quality management systems. They also promoted the concept of quality in Lebanon.

To ensure the sustainability and continuity of the programmes’ results, a third phase has recently been launched:

- **Phase III:** “Further Strengthening of Quality Management Capabilities and Infrastructure in Lebanon” - to be implemented between September 2012 and August 2015.

The Phase III - with the overall budget of 6 Million Euro - is being delivered through two distinct European aid mechanisms: Technical Assistance and Twinning. These two new EU -Funded projects will support the process of further strengthening the Lebanese quality infrastructure. The contracting authority for phase III is the Presidency of the Council of Ministers through the Project Administration Office (PAO) and the main Beneficiary is the Quality Unit at the Ministry of Economy and Trade.

## Main Objectives

The objective of both the Technical Assistance and the Twinning projects is to make Lebanese products safer for consumers and more competitive on international markets by ensuring their conformity to national and international standards.

The implementation of these projects will support the development of Lebanon's institutional framework for quality in line with EU legislation practices and procedures and will help to prepare Lebanon for the ACAA (Agreement on Conformity Assessment and Acceptance of Industrial Products) negotiations with the European Union.

## Benefits to Lebanon

- The implementation of the QUALEB Phase III will strengthen the legislative and institutional framework of the quality infrastructure, which will in turn promote industry and trade to support economic growth in Lebanon.
- Exporters will gain better access to trade information, and foreign markets.
- A stronger conformity assessment structure will build confidence through functioning accredited laboratories, certification and inspection bodies.
- The strengthening of accreditation, market surveillance and food safety functions will ensure products are safer and more reliable.
- An increased awareness of quality will foster the development of a quality culture in Lebanon.
- The programme will bring the overall benefit of improving the health and safety of Lebanese consumers and protecting the environment.

## Elements of the Quality Infrastructure





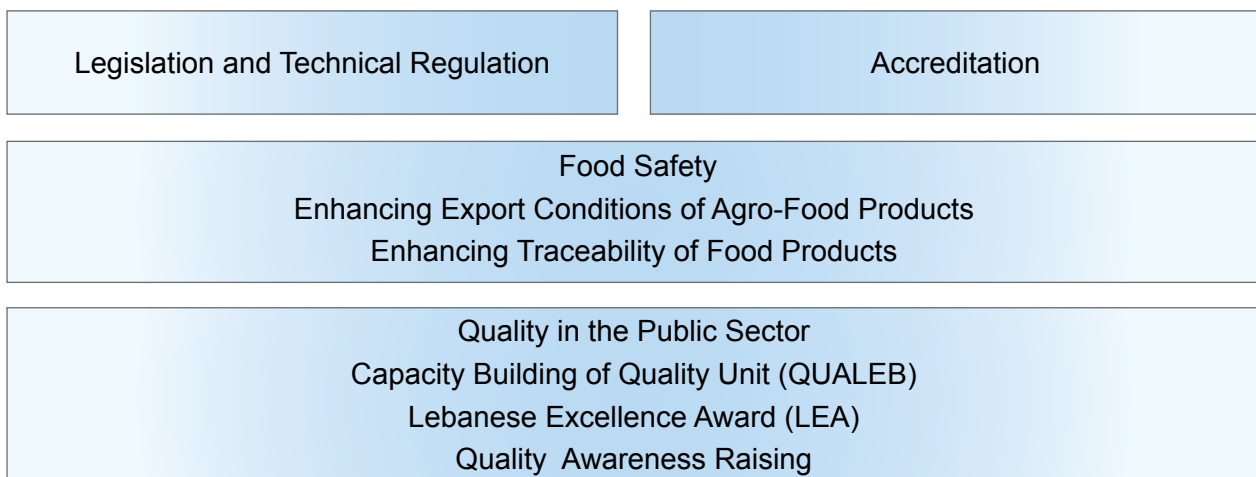
## Technical Assistance Project

The project started in September 2012 and is being implemented over 36 months by an AETS-led European consortium of the following companies:

- AETS (Application Européenne de Technologies et de Services) of France,
- AFNOR (Association Française de Normalisation) of France,
- AENOR (Asociación Española de Normalización y Certificación) of Spain,
- LNE (Laboratoire National de métrologie et d'essais) of France,
- CUB Engineering & Consulting SAL of Lebanon,
- APAVE Lebanon (Regional office of APAVE Group - France).

The project includes nine components in the following four sectors : Legislation, Accreditation, Food Safety, and Quality.

### Technical Assistance Components



## Outcomes

### Legislation and Technical Regulations

- Legislation related to the ACAA negotiations will be prepared or revised.
- Six technical regulations based on the European New Approach Directives drafted.



### Accreditation

- Accreditation moves towards fully functional, internationally recognised and integrated.
- COLIBAC operational as the National Accreditation Body (NAB) of Lebanon.



### Food Safety

- Comprehensive and integrated approach to food safety developed.
- Operational procedures for competent food safety authorities proposed.
- Implementation of the Food Safety Law (if promulgated) and of the Food Safety Strategy supported.



## Enhancing Export Potential of Agro-Food Sector

- Food Safety Quality Management Systems with specific export-oriented focus developed.
- SMEs selected in consultation with QUALEB and the Syndicate of Lebanese Food Industrialists (SLFI) supported to prepare for Food Safety Management Systems Certification.

## Improving Traceability of Food Products

- Support to drafting regulations which should include traceability as a legal requirement.
- Action plan to improve phytosanitary traceability of food and feed products.
- Study visits to Europe on the traceability issues organised and training provided.



## Quality in the Public Sector

- The staff of public sector institutions trained in implementing quality systems.
- Five public sector entities supported to achieve certification of their Quality Management Systems.



## Capacity Building of Quality Unit

- Expertise related to all functions and tasks of the Quality Unit provided.
- Drafting of the National Quality Policy supported.
- Training and further Quality Management System support to the Quality Unit.

## Lebanese Excellence Award

- The Lebanese Excellence Award (LEA) revised and upgraded.
- Support for LEA recognition by other international and European Excellence and Quality Awards.
- Training and consultancy to the Quality Unit and other LEA stakeholders.



## Quality Awareness Raising

- Quality related awareness raising events regularly organised, such as the following: International conferences, round tables, seminars, media events, annual LEA ceremonies, etc.
- Quality Unit's website, newsletters, brochures and flyers supported and developed.







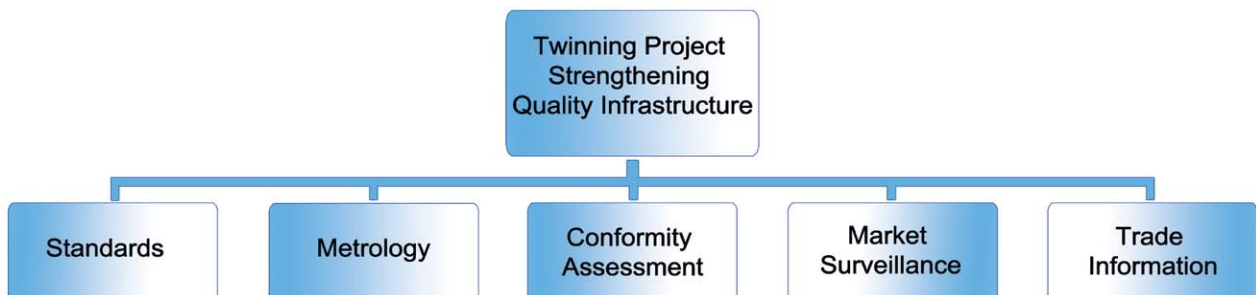
## **Twinning project**

The Twinning project started in January 2013 and is being implemented over 18 months by the:

- BSI (The British Standards Institution) and (National Measurement Office and NI-CO) United Kingdom,
- UNMZ (The Czech Office for Standards, Metrology and Testing), Czech Republic,
- QUALEB (The Quality Unit at the Ministry of Economy and Trade - Lebanon).

The project supports the Ministry of Economy and Trade - Quality Unit (QUALEB) and includes the following five components:

### **Twinning Components**



## Metrology

- Implementing decrees for the Lebanese Metrology Law will be developed.
- Support will be provided to the National Metrology Council to facilitate the implementation of the Metrology Law, including the development of a National Metrology Policy.
- Training will be given to national legal metrology experts in Lebanon that will enable them to enforce the new metrology regulations.

## Standardisation

- LIBNOR will be supported to build its technical capacity and strengthen its role in the Lebanese quality infrastructure, in particular so it can become a member of IEC and CENELEC.
- LIBNOR will be supported to continue the transposition of Lebanese standards in three priority areas, which are the EU Voltage Directive, the EU Construction Products Directive / Regulation and the EU Pressure Equipment Directive.



## Conformity Assessment

- Four conformity assessment bodies will be supported to prepare for accreditation.
- Seven testing laboratories and one electrical calibration laboratory will be supported to prepare for ISO 17025 accreditation.
- Two existing laboratories / inspection bodies and / or conformity assessment bodies will receive support to become notified bodies under EU New Approach Directives.



## Market Surveillance

Technical support and training will be provided to the Consumer Protection Directorate within the Ministry of Economy and Trade and other market surveillance bodies to develop and strengthen market surveillance in Lebanon based on the best practice in Europe and EU Regulation 765/2008.



## Trade Information

The Trade Information Centre will be supported by:

- Advice on the set up of a website that provides information on market access conditions in the EU to Lebanese importers and exporters.
- Advice on gathering of information from relevant stakeholders to regularly up-date the website and ensure that information can be disseminated through focal points.

## Stakeholders and Partners

- All concerned Ministries,
- Lebanese Standards Institute - LIBNOR,
- Lebanese Accreditation Council - COLIBAC,
- Industrial Research Institute – IRI,
- Lebanese Atomic Energy Commission (LAEC),
- Oil Installations in Tripoli and Zahrani,
- Public and Private Sector Laboratories,
- Chambers of Commerce, Industry & Agriculture,
- Association of Lebanese Industrialists - ALI,
- Syndicate of Lebanese Food Industrialists - SLFI,
- Public and Private Sector Universities,
- Trade Associations and Professional Bodies,
- Economic Operators and SMEs,
- Relevant NGO's.



## Quality Unit Team - Ministry of Economy & Trade

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## Technical Assistance Project Team

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