



Frequently Asked Questions

Q WHAT IS QUALITY?

Quality affects every aspect of life, the health and safety of our consumers, our commercial life – it impinges on the provision of services, culture, institutions, it encourages environmental protection, social responsibility and sustainable development. In the business and manufacturing field Quality is defined as being suitable for intended purpose while satisfying customers' expectations.

Q WHAT IS THE NATIONAL QUALITY POLICY?

The National Quality Policy 2018 -2030 was developed based on consultations with a wide cross section of stakeholders. The Policy was launched on April 24, 2018. It is the basic Government instrument that sets out the objectives and strategies of the country regarding the development and use of the Quality Infrastructure (QI) based on the economic and societal needs. The Policy also seeks to build a quality culture.

Q WHAT IS THE NATIONAL QUALITY INFRASTRUCTURE?

The main components of the NQI are:

- a. Standards;
- b. Conformity Assessment Services;
- c. Metrology;
- d. Accreditation; and
- e. Information Awareness and Education Programmes.

The components of the National Quality Infrastructure using a food product as an example, is explained below:

- to achieve Quality, a set of rules called **Standards** must be followed;
- the product will also require official certification, the implementation of key checks, including testing of certain samples to ensure that the product is safe for use. Certification and testing make up what is called **Conformity Assessment**;
- when doing these tests accurate results and measurements must be assured, therefore equipment needs to be properly calibrated, and this is referred to as **Metrology**;

The credibility of these results and competency of labs, are ensured through **Accreditation**.

-The totality of the system - Standards, Conformity Assessment, Metrology and Accreditation make up the National Quality Infrastructure.

Q OBJECTIVES OF THE NATIONAL QUALITY POLICY

- a. To develop Trinidad and Tobago's Quality Infrastructure to operate in a strategic and coordinated manner;
- b. To provide legal reform for the integration of QI in commerce, trade and all relevant social activities in Trinidad and Tobago;
- c. To ensure human capital and physical infrastructure are developed, and agencies and stakeholders empowered; and
- d. To create a system of continuous learning, adaptation and communication.

Q WHAT ARE THE BENEFITS OF HAVING A NATIONAL QUALITY POLICY

- a. To build a Quality Culture;
- b. To increase the ability of manufacturers to meet international standards and promote trade;
- c. To spur an innovative society;
- d. To ensure value for money for our consumers;
- e. To ensure safe and secure products for consumers.