



REPUBLIC OF TRINIDAD AND TOBAGO
MINISTRY OF TRADE
AND INDUSTRY



NATIONAL Quality POLICY

Quality Matters

Building Globally Competitive Businesses -
Promoting confidence in Trinidad and Tobago's
Goods, Services and Processes



Quality is everyone's business



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Terms and Definitions

ACCREDITATION - third-party attestation related to a conformity assessment body conveying formal demonstration of its competence to carry out specific conformity assessment tasks. (ISO/IEC 17011:2017).

CONFORMITY ASSESSMENT PROCEDURES (CAP) – demonstration that specified requirements relating to a product, process, system, person, or body are fulfilled (ISO/IEC 17000:2004).

GOOD REGULATORY PRACTICE (GRP) - good regulatory practices are defined as internationally recognized processes, systems, tools and methods to improve the quality of regulations and ensure that regulatory outcomes are effective, transparent, inclusive and sustained (World Bank, 2015).

METROLOGY - is the science of measurement, embracing both experimental and theoretical determinations at any level of uncertainty in any field of science and technology. It establishes a common understanding of units and has three basic sub-fields, which use the three basic activities in varying degrees: Scientific or fundamental metrology, Applied, technical or industrial metrology and Legal metrology. (VIM:2012)

QUALITY – degree to which a set of inherent characteristics fulfils requirements. (ISO 9000:2015)



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QUALITY INFRASTRUCTURE (QI) - “The system comprising the organizations (public and private) together with the policies, relevant legal and regulatory framework, and practices needed to support and enhance the quality, safety and environmental soundness of goods, services and processes. (INetQI 2017)

STANDARD - document approved by a recognised body, that provides, for common and repeated use, rules, guidelines or characteristics for products or related processes and production methods, with which compliance is not mandatory. (ISO/IEC Guide 2)

TECHNICAL BARRIERS TO TRADE (TBT) – impediments to trade resulting from the existence and application of technical regulations, standards and conformity assessment systems. Technical Barriers to Trade – (WTO TBT Agreement 2005)

TECHNICAL REGULATION - document which lays down product characteristics or their related processes and production methods. Compliance is mandatory. They may also deal with terminology, symbols, packaging, marking and labelling requirements. (WTO TBT Agreement 2005)





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What is the National Quality Policy?

The National Quality Policy (NQP) is the basic government instrument that sets out the objectives and strategies of the country regarding the development and use of the Quality Infrastructure in relation to its economic and societal needs and the building of a quality culture (adapted from UNIDO 2016).

The NQP will provide the formal expression of the intentions and direction of the government and stakeholders regarding recognized standards and technical regulations, metrology, accreditation, conformity assessment services and information, awareness and education programmes involved in strengthening the quality competitiveness of the goods and services produced or provided.



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Why Trinidad and Tobago needs a National Quality Policy?

National Quality Policy will enhance Trinidad and Tobago's ability to penetrate world markets with products and services of high quality and, as a result, place the country in the global economic arena as a respected and highly valued trading partner and beneficiary, as well as a more innovative and creative society that promotes economic sustainability.

The Vision

Creating a strong national *quality culture*, in support of a diversified and *competitive economy* which can contribute to *sustainable development* and the *well-being* of the citizens of Trinidad and Tobago.





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Policy objectives

The NQP objectives are as follows:

- **Demand-driven** quality infrastructure which encourages a culture of quality in the private sector, in government and the civil society;
- **Integrative** quality *policy framework* which supports other policies;
- Effective technical regulatory mechanism, product certification and conformity assessment, to protect consumer rights;
- Stronger presence of Trinidad and Tobago's companies in **global markets**;
- **Diversified** economy based on productivity and creativity; and
- **Innovative and creative** society that promotes sustainable development.

Core principles

The success of the NQP requires that the Government of the Republic of Trinidad and Tobago (GORTT), the private sector and civil society organizations commit to:

- Accepting responsibility for decision-making, to enhance the level of quality consciousness in society;



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- Increasing levels of consumer, health and environmental protection; and reduce technical barriers to trade;
- Participating in international trade to improve levels of productivity, innovation and competitiveness;
- Fostering inter-sectoral cooperation, coordination and sharing of resources in support of the development and effective utilization of national quality infrastructure services as a public good;
- Expanding the offering of national quality infrastructure services to support the National Development Strategy; and
- Supporting international recognition for national quality infrastructure services, through the adoption of international standards.

COMPONENT 1:

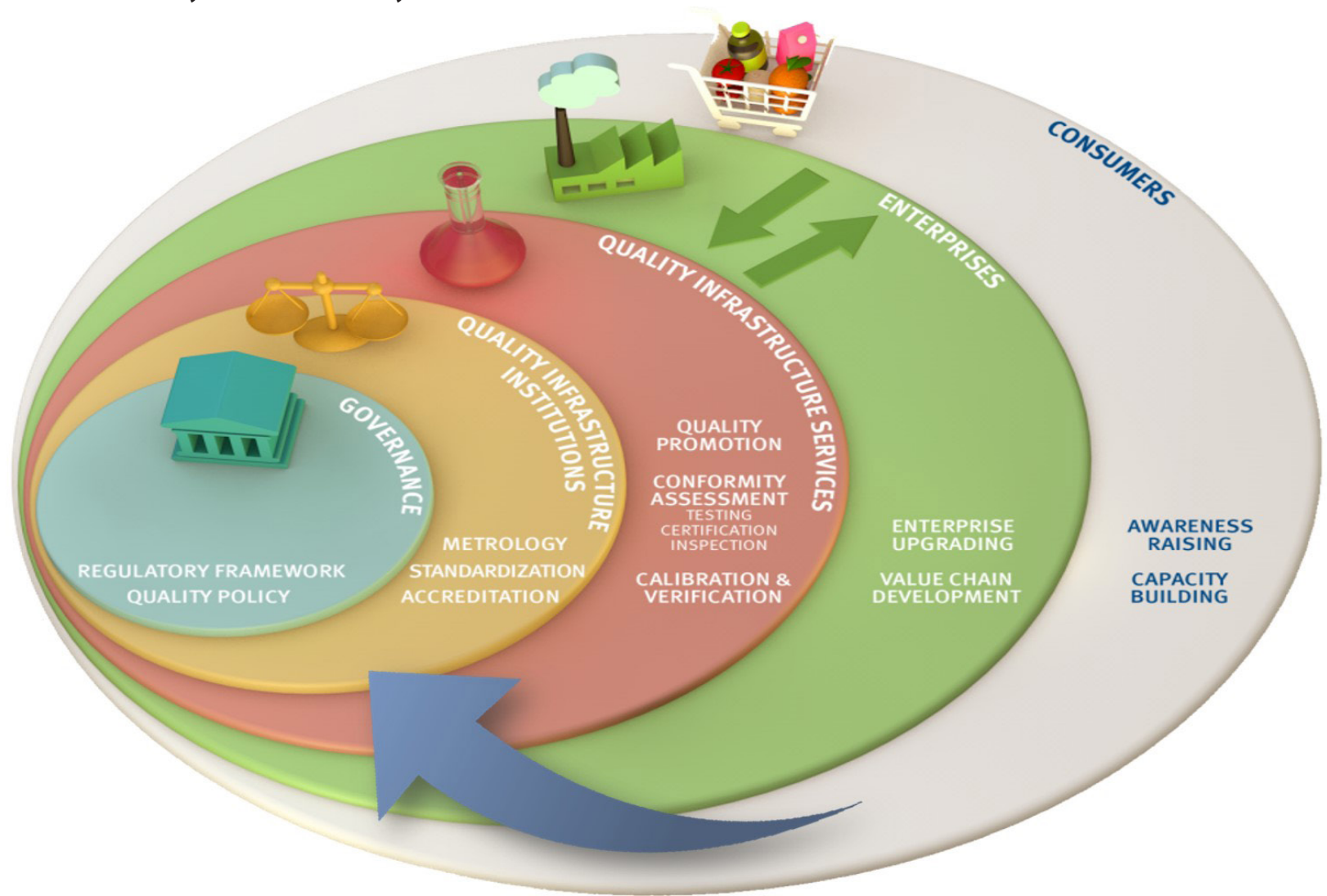
Governance and Institution Building

For the effective and efficient implementation of the NQP, regular engagement at the highest level of Government is necessary. Component 1 of the Implementation Plan identifies the need to undertake projects relating
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National Quality Infrastructure System





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to the establishment of a high-level Governance entity for the strategic and operational oversight in the roll-out of Quality related policies/work.

COMPONENT 2: **Regulatory Reform and Policy Integration**

Best-practice has proven that quality-related legislation helps to positively influence a quality culture that facilitates business and societal conduct related to environmental protection, social inclusion and the enhancement in the effectiveness of related quality infrastructure institutions. However, for Trinidad and Tobago to have a greater understanding and appreciation of the importance of quality and quality infrastructure, there must be both policy and legislation reform and in some cases the creation of new laws. Component 2 will therefore include the championing for the development of a National Quality Law. It also contains the review of several related Acts and Regulations inclusive of incorporating the necessary steps to ensure acceptance from all relevant stakeholders. Furthermore, an intervention focused on creating a *National Regulation Coordinating Entity (NRCE)* is recommended. The



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expected results of this component will be an overarching operating framework and coherent terminology relating to QI.

COMPONENT 3: **Physical Infrastructure Development, Capacity Building and Organizational Strengthening**

Quality can be realized through utilizing appropriate modern facilities and infrastructure, human resources, organizational systems, relevant management structures and an overall institutional development strategy. In this regard, Component 3 proposes projects that assesses sectoral need for priority sectors, the creation of new and modern Metrology and Testing Labs, the development of a training programme for the *Technical Regulation Coordination Committee* and good regulatory practices, promoting quality in the procurement processes in the public and private Sectors.

Additionally, Component 3 includes projects focused on undertaking specialised training (e.g. CALIDENA Workshops), development programmes as well as the creation of a pragmatic approach to knowledge sharing and the exploration





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of Joint Ventures with the Private Sector, in creating new spaces for QI technology developments and joint venture strategies to promote investment in conformity assessment services. Furthermore it includes a feasibility study for the construction of a National Multi-Lab innovation facility. Component 3 also includes a project to develop and execute an Accreditation Programme for public Laboratories in order to ensure that Public institutions including laboratories become accredited.

COMPONENT 4:
Developing the Enabling Quality Conscious and Proactive Environment

Embedded in the NQP are the concepts of Quality Intelligence and Quality-Consciousness that describes the target characteristics of the demandside of the quality infrastructure. These are two essential underpinning elements that must be incorporated into the NQP implementation and sustainability agenda to drive the use of QI. Component 4 has included projects that would facilitate the creation a quality-centric culture that would promote the principles and practices of the ISO 9001 Quality Standard. These include customer centric management; stakeholder



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engagement, relationship development and employee involvement; service leadership; process-focused systems; continuous improvement; and evidence-based decision making. In specific terms, the projects within Component 4 include the following:

- facilitating a number of Quality Intelligence awareness campaigns for the Private, Public and the Commercial Sectors;
- sensitization towards ensuring that the Sustainable Development Goals are included into the QI work of all Government ministries and State-Owned Enterprise;
- utilization of technical regulations based on international standards; and
- establishing appropriate quality awareness and communication strategies.



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Expected Result

Through the effective implementation of the NQP by 2030, Trinidad and Tobago should have:

- a demand-driven quality infrastructure which encourages a culture of quality in the private sector, in government and the civil society;
- an integrative quality policy framework which supports other policies;
- an effective technical regulatory mechanism, product certification and conformity assessment, to protect consumer rights;
- a stronger presence of Trinidad and Tobago's companies in global markets;
- a diversified economy based on productivity and creativity; and
- an innovative and creative society that promotes sustainable development.





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For more information contact:



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