

Smart Partnership Dialogue 2013 Session 2 30 June 2013

10:00-11:00: Smart partners' interactive dialogues (round tables)

Quadrant 1: Quality and standards for market access and competitiveness

- ***Q&S are essential to make sure that infrastructures and associated networks deliver the expected services and give value for the high level of financial, environmental and social investment they usually entail for the country***

- ***Q&S contribute to the sustainable commercial success of innovation, as well as to the transfer of technology and dissemination of innovative business practices***

- ***Q&S are key to facilitate trade, access markets and achieve sustainable competitiveness***

Feeding the "smart" dialogue:

- what does quality mean for infrastructures and what can standards provide: e.g. energy supply, water distribution and sewage, telecommunications, roads and transportation?
- how to instil the quality culture in SMEs and agro business?
- how can "smart partnerships" be promoted between public companies, multinational companies and their local suppliers to increase local supply, reduce imports and increase their competitiveness?
- what role should the National Standards Body play to promote the quality culture in local industrial and service companies?
- how to combine the promotion of innovation, the deployment of technologies and the implementation of standards for quality?
- how can local certification of products and services compete with certification done abroad? how to increase and promote the offer of local testing and measurement services?
- what should be the role of public procurement to promote locally produced quality goods?
- the "smart way to identify, encourage and promote "quality champions"
- national branding and quality
- "smart" ways to combat low quality, counterfeit goods?
- Q&S in relation to regional cooperation, EPAs and trade agreements

Quadrant 2: Q&S for environmental and climate issues

Q&S support the “greening” of industrial and agro-food production and the measures taken to reduce greenhouse gas emissions and environmental impacts, and to evolve towards greater energy efficiency, use of renewable energies and sustainable agriculture and exploitation of natural resources and assets (e.g.; tourism), thus contributing to greater sustainability at the national and international levels

Feeding the “smart” dialogue:

- how can standards make locally produced “green” products, production and energy more competitive: e.g. bio fuels and bio diesel, non-energy use of the bio mass (e.g. for building materials), efficient electric appliances, solid fuel ovens, renewable energy sources: PV and thermal solar energy, wind energy?
- how can Q&S contribute to more energy efficient buildings and cities?
- what new export opportunities provide the increasing demand for environment friendly products (e.g. organic agriculture) and services (e.g. tourism) and how may Q&S help in developing and promoting them?
- Q&S and environmental management (cf. ISO 14000 series)
- how to promote “smart” energy management (e.g. ISO 50001 on energy management) in industry?
- how can Q&S enhance the chances and partnerships to access climate funds and climate related financial mechanism (cf. “clean development mechanism” and carbon trading schemes)?
- what can be the role for public utilities and public services to promote energy efficiency?

Quadrant 3: Q&S for education, management and knowledge

Quality education is a key for social and economic transformation, from primary to higher education. Quality management standards should be implemented in the education system as well as in the public service and in private or public companies. Standards are the crystallisation of knowledge and good practices and should be used to support and disseminate good quality management practices.

Feeding the “smart dialogue”:

- what does quality in education mean?
- how to explain and teach the concept of “work well done” from an early age?
- how to promote quality management systems in education, public services and companies, and why?
- what role and scope for “national quality awards”?
- how to foster “smart partnerships” to exchange experience and results on quality management?
- how to communicate that standards are a source of knowledge, collective wisdom and good practices, and not just constraints? How to make them more accessible?
- why look for international standards rather than regional or national standards?

Quadrant 4: Q&S and social issues, e.g. health, consumer protection, safety at work, social responsibility.

- ***Q&S provide the means to improve consumer and worker protection, as well as efficient health services. They can also be used to improve public services, thus involving all the links of the “quality chain” and contributing to installing a “quality culture”. The ISO 26000 standard provides a framework for implementing the principles of social responsibility as the contribution of an organization to sustainable development***

Feeding the “smart dialogue”:

- how to make sure that regulations and voluntary standards complement each other on issues of public interest such as safety, health or environmental protection?
- how to raise awareness of consumers on the role of standards for consumer information and protection?
- what “smart ideas” on using Q&S to improve occupational health and safety?
- innovative entrepreneurship and social responsibility
- how to motivate public servants to provide quality services?