



**Economic and Social  
Council**

Distr.  
GENERAL

TRADE/WP.6/2004/3  
19 October 2004

ENGLISH ONLY

**ECONOMIC COMMISSION FOR EUROPE**

COMMITTEE FOR TRADE, INDUSTRY AND  
ENTERPRISE DEVELOPMENT

Working Party on Regulatory Cooperation and  
Standardization Policies (WP.6)

Team of Specialists on Quality Management Systems

Fourteenth session, 22-24 November 2004

Item 5 of the Provisional Agenda

**PRELIMINARY PROGRAMME**

**“INTERNATIONAL WORKSHOP ON BEST PRACTICE  
IN NATIONAL QUALITY AWARD SCHEMES”**

**to be held at the Palais des Nations, Geneva,  
on Tuesday, 23 November 2004, starting at 10 a.m.**

The Workshop is being organized by the Working Party on Regulatory Cooperation and Standardization Policies and the Team of Specialists on Quality Management Systems.

Documents for the Workshop can be found at: <http://www.unece.org/indust/sme/ece-sme.htm>

Documents and registration form for the Workshop and fourteenth session can be found at: [http://www.unece.org/trade/ctied/wp6/index\\_wp6.htm](http://www.unece.org/trade/ctied/wp6/index_wp6.htm)

## **Background information**

1. At its previous sessions, the Working Party, noting the usefulness and importance of governmental quality programmes as a means of raising awareness and promoting quality assurance matters, agreed to continue considering these issues and invited interested Governments to provide information on their experience and proposals for further initiatives. At its thirteenth session, the Working Party also considered a proposal for an integrated management scheme (see document TRADE/WP.6/2004/1, agenda item 9 (d)) prepared by the ad hoc Team of Specialists on Quality Management Systems (QMS Team).

2. The Working Party, noting the importance of the matters raised by delegates, agreed to organize with the QMS Team a Workshop devoted to quality and related matters of particular interest to countries in transition. The Workshop is being held in conjunction with the Working Party's fourteenth session.

3. The purpose of the Workshop is to attract the attention of policy makers to quality assurance schemes as an important tool for increasing the quality of goods and services at the local level and for improving the competitiveness, in export markets, of indigenous industrial and service enterprises and small and medium-sized enterprises (SMEs). Quality awareness could be promoted, for instance, through national or regional quality awards. Such schemes already exist in many countries and the Workshop aims to share some of these experiences.

4. Policy makers from ministries, representatives of quality associations and of quality awards committees, of public bodies and private companies will be invited to participate in the discussion.

5. Participants will examine areas where countries in transition require further assistance in implementing quality management systems to improve their competitiveness. Participants should provide proposals for possible forms of technical assistance that they might require from the UNECE and other international organizations.

6. Recommendations from the Workshop will be presented to the Working Party for consideration and approval.

## **Participation**

9. Participants should cover their own travel expenses and accommodation. There is no registration fee for this event. Documentation and other materials are provided free of charge by the United Nations.

10. All participants should be in possession of a valid passport or national identity card, and if required, an entry visa, which may be obtained from the diplomatic representation of Switzerland in the participant's home country.

11. Participants who require visa assistance from the UNECE to enter Switzerland should return the completed registration form (please upload from [http://www.unece.org/trade/ctied/wp6/index\\_wp6.htm](http://www.unece.org/trade/ctied/wp6/index_wp6.htm)) by, latest, Monday 25 October 2004 so that UNECE secretariat inform your local Swiss embassy of your invitation to Geneva. Should no entry visa be required, the registration form should be returned by, latest, Friday, 5 November 2004.

Completed registration form should be returned to: Fax +4122 917 0037, E-mail: [Dominique.Rames@unece.org](mailto:Dominique.Rames@unece.org)

**“INTERNATIONAL WORKSHOP ON BEST PRACTICE  
IN NATIONAL QUALITY AWARD SCHEMES”**

**PRELIMINARY PROGRAMME**

**Welcome remarks** *Mr. Christer Arvius*, Chairman, UNECE Working Party on  
Regulatory Cooperation and Standardization Policies

**Chairperson:** *Mrs. Ratso Signe*, Deputy Secretary General, Ministry of Economic Affairs,  
Estonia

**OPENING SESSION**

**10.00** **The European Foundation for Quality Management Model and European  
Quality Award Procedure**  
*Mrs. Diane Dibley*, SME Manager, EFQM, Belgium

**The Singapore Quality Award**

*Dr. Woon Kin Chung*, Group Director (Enterprise Capability Group) and Administrator  
of the Singapore Quality Award, and *Mr. Quek Aik Teng*, Head (Organization  
Excellence) and Secretariat Singapore Quality Award, SPRING, Singapore

**EXPERIENCES IN EXCELLENCE QUALITY MODELS  
AND EXCELLENCE QUALITY AWARDS  
(session 11.30-13.00)**

**Chairperson:** *Mrs. Diane Dibley*, SME Manager, EFQM, Belgium

**Belarus Experience with a Quality Award and Work on the Establishment of a  
CIS Quality Award**

*Mr. Valeri Koreshkov*, Chairman, Belarus State Committee of Standardization,  
Certification and Metrology,  
*Mr. Nikolay Kusakin*, Director, BelGISS, Belarus

**The Ludwig-Erhard-Prize**

*Mr. Benedikt Sommerhoff*, Deutsche Gesellschaft für Qualität e.V. Deutsches EFQM  
Centre on behalf of the Initiative Ludwig-Erhard-Preis, Germany

**From IIASA-Shiba Prize to National Quality Award – NMD**

*Ms. Karolina Sugár*, Managing Director, Hungarian Quality Development Centre

**National Excellence for Quality of Life in Israel**

*Dr. Abraham Huli*, Representative of the Ministry of Industry, Trade and Labour, Israel

**Competition on Best Russian Enterprises**

*Prof. Lidia Shokina*, Member of the Jury for the Competition,  
Vice-Chairperson of the UNECE Team of Specialists on QMS, Russian Federation  
*Dr. Viktor Vereschagin*, Secretary for the Competition, Deputy Director of the Expert  
Institute, Russian Federation

**12.50-13.00 Question and Answer session**

**13.00-14.45 LUNCH**

**continuation of the session (14.45-16.40)**

**Polish National Quality Award**

*Mr. Janusz Szymanski*, President, Polish Committee for Standardization, Poland

**Romanian Quality Award “J.M. Juran”**

*Ms. Liliana Nitu*, Romanian Association for Quality, Romania

**Quality Award Oskar**

Prof. Dr. Vidosav D. Majstorovich, Laboratory for Production Metrology and TQM, University of Belgrade, Serbia and Montenegro

**The Slovak Quality Award Scheme**

*Mr. Dusan Podhorsky*, President, Slovak Office for Metrology and Testing, Slovakia

**Best National Quality Scheme in Ukraine**

*Prof. Dr. Petro Kalyta*, President, Ukrainian Association for Quality, Ukraine

**ESPRIX Award for Business Excellence**

*Mr. Jean Ducommun*, Knowledge Management Consulting SARL, Switzerland

**ROUND TABLE ON EXPERIENCES OF QUALITY AWARD SCHEME WINNERS**

**16.40-17.50**

**Moderator:** *Ms. Karolina Sugár*, Managing Director, Hungarian Quality Development Centre

**Secretary:** *Mr. Antal Szabó*, Regional Adviser on Entrepreneurship and SMEs, UNECE

**Panellists:** *Mr. Christian Hunziker*, Hunziker Partner AG, Technik im Gebäude, Winterthur, Switzerland  
*Mr. Valentin Ivanovich*, General Director, Furniture Factory “Shatura”, Moscow Region, Russian Federation  
*Ms. Viktoria Kokhanchik*, Deputy Director, EDEM, Joint Stock Company, Ukraine

**17.50-18.00 CLOSING SESSION**

Presentation of the Summary by the Moderators  
Conclusions and Recommendations

*- INTERPRETATION WILL BE PROVIDED IN ENGLISH, FRENCH AND RUSSIAN -*

\* \* \* \* \*