Standards & Quality

1. New International Standard on Mobile Payments

The new standard, developed by Consumers International (CI) along with other stakeholders, will promote best practices and trust in services and the building of consumer confidence in mobile financial services. Currently in draft form, the international standard ISO 12812 has been sent to the National Standard Bodies (NSBs) of participating countries who will vote on whether to make it a published standard, to be used by industry, government and consumers alike.

At the national level, the support of consumer organisations is considered vital to the progress of the standard. CI, therefore, is encouraging all its Members to contact their NSBs to inform them that consumers would welcome this new standard and support a positive vote.

The volume of financial transactions made using mobile devices has exploded in the last decade and continues to increase exponentially but there is often little or no consumer protection. Traditional financial services regulations do not always cover, or have not been updated to cover mobile financial services.

This standard will promote consumer protection mechanisms including fair contract terms, rules on transparency of charges, clarification of liability, complaints mechanisms and dispute resolution. The voting period is April 08-June 08, 2015.

http://www.consumersinternational.org/news-and-media/news/2015/05/mobile-financial-services-standard/

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2. An Introduction to International Medical Device Standards

There are two organisations that typically issue international standards: the International Organisation for Standardisation (ISO) and the International Electrotechnical Commission (IEC).

International standards are denoted, typically, with three parts. First is the issuing organisation, second is a number, and third is the year of issue. For example, ISO 14971:2007, *Medical devices — Application of risk management to medical devices*.

Other examples are: ISO 13485:2003, *Medical devices — Quality management systems — Requirements for regulatory purposes;* ISO 10993-1:2009, *Biological evaluation of medical devices — Part 1: Evaluation and testing within a risk management process;* IEC 62366-1:2015, *Medical devices — Part 1: Application of usability engineering to medical devices*

On some occasions, ISO will issue technical reports related to specific standards. These are often considered guidance documents that help the reader implement the standard.

For examples, ISO has issued ISO/TR 14969:2004, *Medical devices — Quality management systems — Guidance on the application of ISO 13485:2003,* and ISO/TR 24971:2013, *Medical devices — Guidance on the application of ISO 14971.* In other instances, an ISO standard might need a correction, but the correction

might not be significant enough to warrant creation of a new version of the standard. One example is International Standard ISO 13485:2003 Technical Corrigendum 1, published in 2009 to correct some typographical errors.

An international standard does not 'know' where it operates. For example, ISO 13485:2003 has many notes relating to 'national or regional regulations.' These are instances where a country (such as Canada) or a region (such as the European Union) may adopt regulations that differ from or clarify specific clauses of ISO 13485:2003. In citing an international standard, it is best to include the three elements (organisation, number, and year) to avoid ambiguity.

In summary, standards are easy to understand with a few simple concepts: First, remember the system of prefixes. They change depending on the regional or national application. Second, remember to include the year, since it is a significant portion of the designation. Third, standards may change based on the national or regional regulations

Fourth, countries or regions don't adopt standards from another country or region.

http://www.meddeviceonline.com/doc/an-introduction-to-international-medical-device-standards-0001

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3. Australia-Singapore to Strengthen Myanmar's National Standards Body

Australia and Singapore combined forces to strengthen Myanmar's capacity to participate in national and international standards development under the ISO Institutional Strengthening (INS) Project for Myanmar. This was the first joint standards-related project by Australia and Singapore to build institutional capacity in a third country in collaboration with ISO.

Officials from Standards Australia, SPRING Singapore, and ISO Regional Office in Singapore conducted a training workshop during April 21-27, 2015 for a delegation from Myanmar. The workshop focussed on the sharing of best practices by Singapore and Australia, including principles and procedures for the implementation of national and international standards development programmes.

As part of the workshop, a review was conducted to identify or validate the priority areas for Myanmar's standardisation programme. One of the key outcomes was for the Myanmese delegation to develop an action plan that will help the country better align its priorities and practices to support economic growth with the requirements of the World Trade Organisation Technical Barriers to Trade (WTO TBT) Agreement and Good Standardisation Practices.

The goal is to enhance trade and economic benefits for Myanmar and the region by setting up business-friendly standardisation infrastructure based on international systems so as to attract investments and ensure their products and services meet the requirements of international customers and export, as well as support entry into wider markets.

This initiative will help Myanmar to better integrate with the region and the global markets. The joint project is funded and supported by the Australian Government Department of Foreign Affairs and Trade, the Government of Singapore, and ISO.

http://finchannel.com/index.php/business/item/43401-australia-and-singapore-to-strengthen-myanmar-s-national-standards-body

4. Integrated Management System to Implement ISO 9001:2015

The final draft international standard (FDIS) of ISO 9001:2015 will be released in July, and the revised standard is slated for publication in September. Per Annex SL of the 'Consolidated ISO Supplement,' some elements of the standard will be restructured to allow for easier integration of multiple management systems.

This restructuring follows a high level structure (HLS) required for all ISO management system standards and will result in the same subclause names, common texts, and terms and definitions for all the ISO management system standards. This is one of the major changes that will act as a catalyst for integration between standards or what we call 'integrated management systems.'

Generally speaking, integrated management systems refers to integrated processes that result in one management system to implement ISO 9001, ISO 14001, OHSAS 18001 (the new ISO number will be ISO 45001) or food safety standards such as FSSC 22000.

http://www.qualitydigest.com/inside/quality-insider-article/052815-using-integrated-management-system-implement-iso-90012015.html#

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5. Vietnam Lychees Win US Order

Farmers in Hai Duong Province's Thanh Thuy Commune (Vietnam) are preparing to export their first lychee crop to the US.

Thanh Thuy Commune has 25 hectares of lychee planted under the Vietnamese Good Agricultural Practice (VietGAP) standards, including 10 hectares for export to the US. Hai Duong Province has 10,500 hectares of lychee, and uses the VietGAP standards for about 1,000 hectares each year.

This first lychee crop could pave the way for more opportunities to export products to the US. Growing lychee is the primary livelihood of farmers in the province. A number of efforts have been made to seek new markets for the product.

http://vietnamnews.vn/society/268243/hai-duong-lychees-win-us-order.html

6. CCTV Cameras in Vietnamese Abattoirs and Feedlots

CCTV cameras will be installed in all Vietnamese feedlots and abattoirs handling Australian cattle as part of a major push by industry to ensure animal welfare standards are met. The introduction of cameras is one of six new standards that have been agreed upon by exporters and Vietnamese importers.

Alison Penfold, from the Australian Livestock Exporters Council (ALEC), said the rollout of cameras was a world first for the live export industry. Penfold admitted the extreme growth had put pressure on the industry's ability to meet animal welfare requirements of ESCAS and there had been animals leaking out of some approved supply chains, which had brought about the new set of standards.

Penfold said some Vietnamese facilities had already been suspended because they breached some of the new standards.

http://www.abc.net.au/news/2015-04-17/cctv-cameras-in-vietnamese-abattoirs-and-feedlots/6397306

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7. Trade-offs in the Adoption of Sustainability Standards

How sustainable is sustainability? Some people might ask this question ironically, drawing attention to the lack of a standard definition of a word. It can mean quite different things to different people in different industry sectors and geographies, and even to people working in the same field but on opposite sides of the fence.

Therefore, standard creators perceive a clear need to design sustainability standards in such a way that their adopters fully understand and live up to the underlying principles and rules of such standards. However, even if adopters fully comply with the standard requirements that they are being asked to meet, problems will almost inevitably arise.

Labels such as Fair Trade and Utz were created to certify that products sold in their name are produced in a socially and environmentally sustainable way. These labels certify that producers, often located on other continents, do not degrade the natural environment and significantly improve the income and working conditions of vulnerable labourers.

Producers who are anxious to achieve certification – in the expectation that they will thus be able to charge a premium price or obtain privileged access to certain markets – cannot, however, necessarily be assumed to fulfil their responsibilities. They might deliberately not live up to the duties being imposed upon them or simply not understand how to comply; whatever the reason, this failure undermines the credibility and effectiveness of the labels themselves.

http://corporate-sustainability.org/trade-offs-in-the-adoption-of-sustainability-standards/

8. Standards and Conformance in ASEAN

The realisation of the ASEAN Economic Community by 2015 will see ASEAN as a concert of Southeast Asian nations aiming to create a stable, prosperous and highly competitive ASEAN economic region in which there is a free flow of goods, services, investment and a freer flow of capital, equitable economic development and reduced poverty and socio-economic disparities.

Technical regulations and standards are necessary for a range of reasons, which include environmental protection, product safety, and compliance to heath requirements as well as for consumer information. The important point is that such standards and regulations should not be set arbitrarily and used as an instrument to protect inefficient domestic industries.

However, having too many different standards and regulations within a regional economic grouping like ASEAN is costly and poses immense challenges to manufacturers and exporters. This has been one of the main complaints from the private sector. They still view ASEAN as 10 separate markets with varying standards and regulations to comply and posing major obstacles to trade within the region.

The WTO TBT tries to ensure that regulations, standards, testing and certification procedures do not create unnecessary obstacles. The mandate of eliminating TBT in ASEAN is lodged with the ASEAN Consultative Committee for Standards and Quality (ACCSQ) which began as early as 1992 in support of realizing the ASEAN Free Trade Area (AFTA).

The ACCSQ adopts the mutual recognition of test results and certificates among Member States which not only simplifies procedures but also reduces transaction costs. This is in recognition that more than standards itself, it is often the duplicative testing procedures arising from different systems of conformity assessment in various Member States that may pose as barriers to trade.

http://www.miti.gov.my/cms/content.jsp?id=com.tms.cms.section.Section_539fed00-c0a8156f-5ea5b932-53ae448c