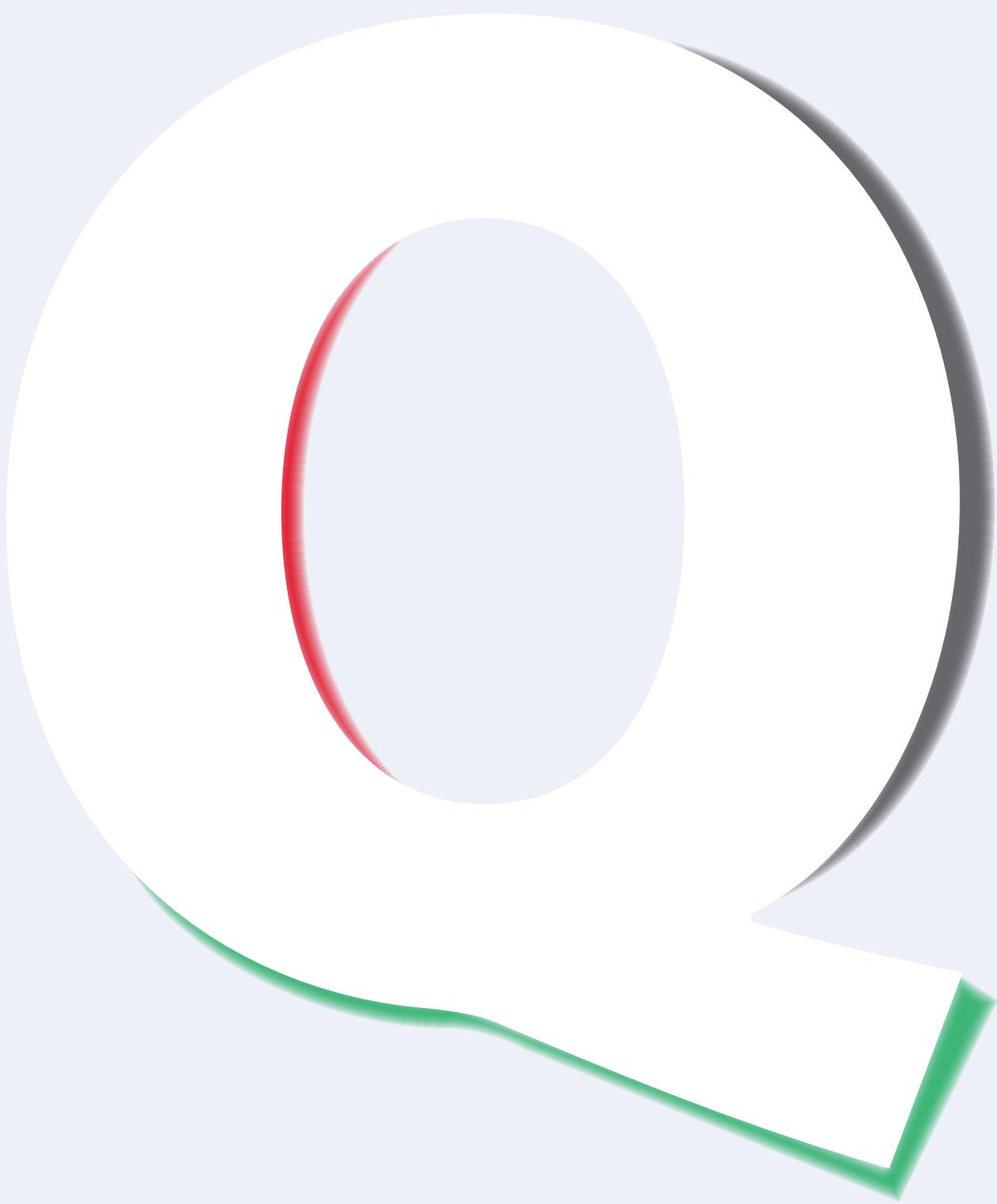


# IMPLEMENTATION PLAN

## National Quality Policy for Palestine



2019



March 2019



# **IMPLEMENTATION PLAN**

## National Quality Policy for Palestine

## Further Information

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Ramallah, 2019

This publication is a product of the project "Supporting the Quality Infrastructure in the Palestinian Territories" funded by the German Federal Ministry for Economic Cooperation and Development (BMZ)



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## 1 Scope

This Implementation Plan has been developed based on the National Quality Policy for Palestine (NQP); which was approved by the Palestinian Cabinet in July 2014. The policy objectives and activities contained in the NQP are expanded in this document to detailed activities. Additionally, the plan indicates the responsible institute and related stakeholders, resources, estimated costs and the outcomes. This plan should be added to Ministries plan and annual Government budget. Furthermore, the Implementation Plan needs to be presented and discussed with development partners.

## 2 Introduction

After approval of the NQP in July 2014, an Inter-Ministerial Committee was established by the Cabinet. The Committee was mandated to develop a detailed action plan in order to implement the NQP and to achieve the set objectives stated in the policy.

The Ministry of National Economy chaired the Committee with members appointed from the Ministry of Agriculture, Ministry of Health, Ministry of Housing and Public Works, Palestine Standards Institution and the Accreditation Unit at the Ministry of National Economy. The final implementation plan was developed by the Committee in 2017 and validated by the respective stakeholders in a workshop held in July 2017.

## 3 Policy Framework and Institutional Mandate

The established Inter-Ministerial Committee representing the Ministries of National Economy, Health, Agriculture, Housing and Public Works, as well as the Palestine Standards Institution and the Accreditation unit at the Ministry of National Economy will supervise the realization of the implementation plan.

The Palestine Standards Institution (PSI) will be re-organized such that it will provide standards development, publication, and information together with conformity assessment services and metrology. This construct will not come into conflict of interest and hence is in principle acceptable at the international level. The structure corresponds to that of the majority of the countries in the world. The Ministry of National Economy will remain the line Ministry of PSI.

The procedure for technical regulation needs to be revised in order to comply with to meets international requirements such as the World Trade Organization Technical Barriers to Trade (WTO TBT) and Sanitary and Phyto-Sanitary (WTO SPS) agreements as well as international good practices.

## 4 The Implementation Plan- logic Framework

In establishing the Quality Infrastructure (QI) as envisaged in the NQP, the current institutions have to be reviewed, new structures have to be established and responsibilities have to be allocated to ensure that the QI environment is conducive to delivering the required services. An integrated approach is required to ensure that there are no oversights, overlaps, duplication and conflicts of interest amongst the various institutions that constitute the national QI and the Regulatory Agencies of Palestine.

The Ministry of National Economy is given oversight responsibility for the implementation of the NQP. The Ministry

will establish a National Quality Infrastructure Focal Point within the Ministry. The Focal Point will support the Ministry and the Minister in the day-to-day activities of implementing the NQP.

The Implementation Plan logic framework follows a specific pattern. The policies define the policy objectives, and these have been given substance in a list of specific policy measures also contained in the policies. The Implementation Plan specifies the further course of action more precisely. It provides for specific activities for expected outcomes related to each of the objectives and measures. The expected outcomes collectively ensure that the policy objective is realized. The process is shown schematically in Figure 1 below.

The Activities are defined also in terms of time lines and responsibilities, and the broad budget allocations are indicated. These will facilitate implementation as well as management and assist in the final evaluation. It is obvious that not all the interventions and activities can be pursued in parallel. There are some that would need to wait for the completion of prior interventions before they can be considered. These have been considered in the development of the Implementation Plan.

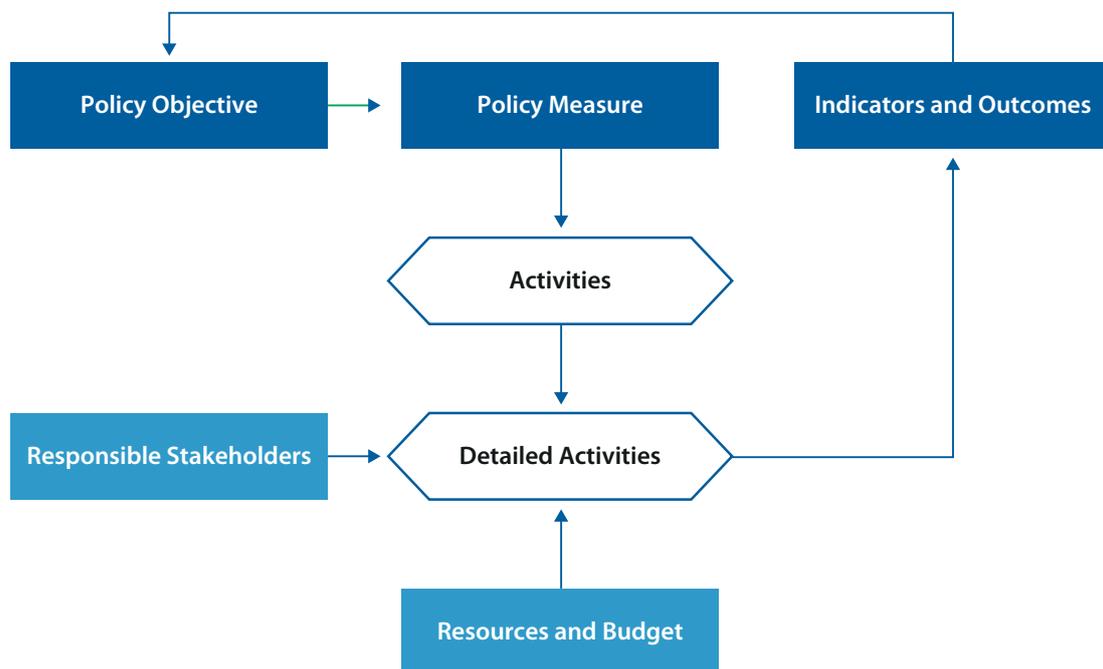


Figure 1: Implementation Logic

## 5 The National Quality Policy for Palestine

### 5.1 Vision

The overall objective of the National Quality Policy is to improve the international competitiveness of the country leading to enhanced export performance, whilst at the same time ensuring that Palestinian consumers and its environment are suitably protected against shoddy and unsafe products. The ultimate result would be the raising of quality of life of the people. The Vision for the Palestinian National Quality Policy is therefore: To establish and maintain an effective and efficient Quality Infrastructure that is internationally recognized.

### 5.2 Objectives of the Quality Policy

The primary objective of the NQP is to ensure that goods and services emanating from or traded in Palestine are readily accepted in the national and international markets. This means that they have to be designed, manufactured and supplied in a manner that fully matches or exceeds the needs, expectations and requirements of the retailers, purchasers and consumers as well as those of the regulatory authorities. The following secondary objectives are supportive of the primary objective, namely:

- The design and establishment of a metrology, standardization, accreditation, inspection, testing and certification infrastructure that fully meets the needs of the country;
- To support the application of the techniques, practices and service provision of the NQI to demonstrably comply with international standards throughout;
- To establish a common and effective national approach to technical regulation in Palestine to safeguard

#### Policy Objective 1:

- The primary objective of the Quality Policy is to ensure that goods and services emanating from or traded in Palestine are supplied in a manner that fully matches or exceeds the needs, expectations and requirements of the retailers, purchasers

Item No.	Policy Measure	Activity	Time			
			Y 1			
			Q1	Q2	Q3	Q4
1.1	Implementation and coordination of measures in respect of the NQP. [NQP Sections 11.1 and 11.2]	Arrange Inter-Ministerial Committee meetings to ensure the setting of measures related to the National Quality Policy.	x	x	x	x
		Initiate six-monthly reviews of progress achieved and progress of implementing the plan	x	x	x	x
		Consider implementation progress and initiate corrective action	x	x	x	x
1.2	Review and/or develop NQP related legislation: <ul style="list-style-type: none"> <li>• Palestine Standards Institution (PSI);</li> <li>• Metrology</li> <li>• Legal Metrology</li> <li>• Palestinian Accreditation Unit (PALAC); and</li> <li>• Technical Regulation Guidance Legislation (including a Technical Regulation Office).</li> <li>• [NQP Section 10]</li> </ul>	Form a committee to assess the gaps and overlaps in current related laws and to make recommendations	x			
		Establish Working Groups to draft a new legislations and laws		x	x	
		To assure consensus in proposed draft of laws				x
		To raise the proposed law to the ministerial cabinet for promulgation and its approval from the President				

the people, fauna and flora and the environment – including its related legislation – that meets international requirements such as the WTO TBT and SPS Agreements and international good practices;

- d) The establishment of effective cooperation amongst the NQI institutions and the national regulatory authorities, and with their international and trading partner counterparts;
- e) The development of the human resources necessary to support the various metrology, standardization, accreditation, conformity assessment and technical regulation programs;
- f) To raise the quality consciousness amongst both the suppliers and the consumers, i.e. an undertaking to introduce and maintain a quality culture in public life and throughout society.

### 5.3 Measures

In the implementation plan, indicators have been set for each activity to monitor the achievements of the expected outcomes. The inter-ministerial committee will be responsible for monitoring these indicators to achieve the objectives stated in the NQP.

### 5.4 Details of the Implementation Plan

Where incorporated associations, private sector institutions or supporting institutions are mentioned, they are identified as follows:

1. Based on the identification or expression of interest by the supporting institutions
2. Incorporated associations such as private sector institutions are determined based on the discussion between the lead institution / the implementing institution and the supporting institution

readily accepted in the national and international markets. This means that they have to be designed, manufactured and and consumers as well as those of the regulatory authorities.

Time				Indicator/outcome	Leading/ Implementing organization	Stakeholders or supporting institution	Resources and estimated Cost
Y 2	Y 3	Y 4	Y 5				
x	x	x	x	Initiate appropriate measures for the implementation of the National Quality Policy	MoNE		
x	x	x	x	Report of reviews available	MoNE		
x	x	x	x	Corrective action initiated	Inter-Ministerial Steering Committee		
				Committee established, gaps and overlaps identified, proposals to fill gaps and reduce overlap	MoNE	Ministries, Regulatory Agencies, Industries and trade representatives, Consumer Protection agencies, Related NGOs. PSI and PALAC	
				Establish working groups and draft legislation and new laws	MoNE		
x				Draft legislation circulated for comment	MoNE		
x				Legislation promulgated	MoNE		

**Policy Objective 2:**

•The design and establishment of a metrology, standardization, accreditation, inspection, testing and certification infrastructure that fully meets the needs of the country.

Item No.	Policy Measure	Activity	Time			
			Y 1			
			Q1	Q2	Q3	Q4
<b>Standards</b>						
2.1	Reorganize the Palestine Standards Institution (PSI) to provide standards and conformity assessment services. [NQP Section 4.2]	Conduct assessment of the activities of PSI and determine the divisions and staff necessary for standards and conformity assessment.	Strategy is ready	Assessment	Review assessment	Results
		Develop and agree on a new organizational structure for PSI to optimize standards development and information, and conformity assessment services.	x			
		Obtain approval from the PSI Council and the Ministry to implement the new structure.		x	x	x
2.2	Build capacity in the Palestine Standards Institution (PSI) to develop and publish national standards and provide information in respect thereof.	Review current standards development, publication and information system.	x			
		Align system with international good practices and norms such as ISO/IEC Directives, the WTO TBT Agreement Annex 3, and any other relevant international or regional norms				x
		Define and implement Key Performance Criteria to ensure continuous efficiency in standards development, publication and information systems				x
		Develop standardization procedures				x
2.3	Establish the relevant technical committees, which will develop the standards in conformity with approved guidelines and rules, in PSI and SDOs. [NQP Section 4.4]	Review Technical Committee structure and working mechanism considering the country, industry and authority needs	x			
		Determine the actual needs for a new TCs can be established or current TCs re-established.		x		
		Set up the standardization committees including mirror committees for international work			x	x

- To support the application of the techniques, practices and service provision of the NQI to demonstrably comply with international standards throughout.

Time				Indicator/outcome	Leading/ Implementing organization	Stakeholders or supporting institution	Resources and estimated Cost
Y2	Y3	Y4	Y5				
	New strategy			Assessment of current activities and staff of PSI available	PSI		
				New agreed organizational structure available and a detailed job description which is agreed upon	PSI	External expert	
				Approval for new structure available and implemented	MoNE		
				Report on review available	PSI	External expert	
				New procedures complying with requirements available and implemented	PSI	External expert	
				Key performance indicators defined and utilized	PSI	External expert	
				Standards development procedures available	PSI	External expert	
				Report on review available	PSI		
				List of the needed TCs to established	PSI		
				List of new structure available and TCs established	PSI	Public and private sector and unions Academic	

**Policy Objective 2:**

•The design and establishment of a metrology, standardization, accreditation, inspection, testing and certification infrastructure that fully meets the needs of the country.

Item No.	Policy Measure	Activity	Time			
			Y 1			
			Q1	Q2	Q3	Q4
2.4	Establish and maintain an effective information network regarding standards and technical regulations through the standards Information Centre of PSI, the TBT Enquiry Point, PALTRADE and all other related organization. [NQP Sections 6.1, 6.2 and 6.3]	Determine and articulate the actual needs of the public and private sector of information needs.			x	
		Determine the information network internally and externally in respect of hard copy, print-on-demand system, electronic and on-line resources(actual information services that need to be IT based, including print-on-demand standards sales. to ensure that the standards information service is up-to-date and market relevant).				x
		Develop and establish revised standards information services, in addition raise awareness in the private sector and complaint service, and comment regarding the standards.				
		Review National TBT Enquiry Point activities against international good practices				
		Re-engineer the National TBT Enquiry Point(establish a functioning National Enquiry Point as required by the WTO TBT Agreement)				
		Setup exchange of information procedure				
		Setup cooperation arrangement with PSI, Paltrade, WTO unit (MNE) and other related organizations				
		Organize information dissemination workshop				
<b>Metrology</b>						
2.5	Reorganizing the Metrology Directorate in PSI [NQP Section 4.2]	Set up an updated organizing structure of the Directorate approved by the relevant body		x		
		Develop a national metrology policy and its implementation plan				
		Cooperate with related regional and international organizations	x	x	x	x

- To support the application of the techniques, practices and service provision of the NQI to demonstrably comply with international standards throughout.

Time				Indicator/outcome	Leading/ Implementing organization	Stakeholders or supporting institution	Resources and estimated Cost
Y2	Y3	Y4	Y5				
				Report on review available	PSI	MOH MOA Incorporated associations of the private sector	
				Report on review available	PSI		
x				Internal audit records	PSI MoNE		
x	x			Report of review available	MoNE		
	x			Internal audit report shows re-engineering	MoNE		
x				Procedure available	MoNE		
x	x			Cooperation MoU signed and implemented	PSI MoNE Incorporated associations of the private sector		
	x			Workshop held	PSI Incorporated associations of the private sector	Incorporated associations of the private sector	
				Approved structure of the Directorate as the NMI of Palestine	PSI		
x				National Metrology Policy available	PSI	MoNE	
x	x	x	x	Membership of relevant organizations	PSI MoNE		

**Policy Objective 2:**

•The design and establishment of a metrology, standardization, accreditation, inspection, testing and certification infrastructure that fully meets the needs of the country.

Item No.	Policy Measure	Activity	Time			
			Y 1			
			Q1	Q2	Q3	Q4
2.6	National Measurement Standards: Build capacity [NQP Section 4.3.1]	Conduct surveys to determine the needs of the public and private sectors in metrology	x	x	x	x
		Set up the system of national measurement standards to disseminate legal units of measurement according to the country's needs				
		Encourage and assist the technically competent stakeholders in the establishment of calibration laboratories to contribute to the provision of calibration services	x	x	x	x
		Conduct a survey on establishing possible designated institutions (DIs) If applicable authorize DIs for specific tasks	x	x	x	x
		Assure the traceability of national measurement standards to SI	x	x	x	x
		Prepare for the accreditation of NMI services		x	x	x
		Work toward independent NMI				
2.7	<i>Industrial Metrology:</i> Active support for calibration services in Palestine. [NQP Section 4.3.2]	Carry out surveys on most used types of measuring instruments in industrial metrology to support development of respective calibration services	x	x	x	x
		Develop and expand the fields of calibration services to meet the needs of different sectors				
2.8	Legal Metrology: Upgrade the weights and measures activities of PSI to legal metrology level [NQP Section 4.3.2]	Set up the legal metrology system and review the technical regulations related to legal metrology so that they are consistent with OIML recommendations and relevant European Directives and international standards	x	x	x	x
		Determine the categories of legally controlled measuring instruments	x	x	x	x
		Establish the legal framework and start operation of Law enforcement body in metrology	x	x	x	x
		Raise the awareness about the importance of metrology in the society	x	x	x	x

- To support the application of the techniques, practices and service provision of the NQI to demonstrably comply with international standards throughout.

Time				Indicator/outcome	Leading/ Implementing organization	Stakeholders or supporting institution	Resources and estimated Cost
Y 2	Y 3	Y 4	Y 5				
x				Reports on surveys available	PSI	Professional organizations	
x	x	x	x	National measurement standards procured and established	PSI		Finances for maintaining the national measurement standards
x	x	x	x	Assistance programs available and implemented	PSI	Private laboratories Universities Municipalities Incorporated associations of the private sector	
x	x	x	x	Approved	PSI		
x	x	x	x	Traceability records available	PSI		
				NMI services accredited	PSI		
			x	Independent NMI operates	PSI	MoNE	
x	x	x	x	Surveys available	PSI	MoNE	
				Additional calibration services available	PSI		
x				Technical regulations available Responsibilities of the various actors clearly defined	MoNE PSI		
x				List of legally controlled measuring instruments available	MoNE PSI		
x				Law enforcement body in metrology operates	MoNE	PSI	
x	x	x	x	Awareness program in place	PS MoNE	Ministries Municipalities Universities Consumers protection associations	

**Policy Objective 2:**

•The design and establishment of a metrology, standardization, accreditation, inspection, testing and certification infrastructure that fully meets the needs of the country.

Item No.	Policy Measure	Activity	Time			
			Y 1			
			Q1	Q2	Q3	Q4
<b>Accreditation</b>						
2.9	Establish the Palestinian Accreditation Unit (PALAC). [NQP Section 4.2]	Develop organizational structure for PALAC	x	x	x	x
		Develop the accreditation system legislation	x	x	x	x
		Recruit needed staff and to qualify assessors				
2.10	Build capacity in PALAC and obtain international recognition [NQP Section 4.5]	Organize the accreditation and technical committees	x	x	x	x
		Join ARAC, ILAC and IAF				
		Develop of PALACQMS according to international requirements	x	x	x	x
		Apply for recognition signature status with ILAC and IAF, and conduct pre-assessments				
		Arrange for assessment peer evaluation and correct non-conformities by ARAC				
		Become a signatory of the ILAC and IAF MRA/MLA				
<b>Conformity Assessment</b>						
2.11	Establish a pool of conformity assessment service providers in the public and private sector that can provide technically competent services in the case of technical regulations. [NQP Section 4.6]	PALAC in cooperation with MoNE conduct the survey and develop the master plan for future development of priority sectors	x	x		
		Conduct an assessment of the total laboratory and certification capacity available in the country			x	x
		Determine Palestine needs for certification and prepare a master plan on establishing the needed capacity	x	x	x	x

- To support the application of the techniques, practices and service provision of the NQI to demonstrably comply with international standards throughout.

Time				Indicator/outcome	Leading/ Implementing organization	Stakeholders or supporting institution	Resources and estimated Cost
Y 2	Y 3	Y 4	Y 5				
x	x	x	x	Ongoing implementation of new structure	PALAC MoNE		
x				Legislation promulgated	MoNE PALAC	PSI, MoH, MoNE relevant syndicates	
x	x	x	x	Qualified staff and lead assessors	PALAC	PALAC / MoNE	
x	x	x	x	Accreditation committee established	PALAC	Relevant parties	
	x	x	x	Membership achieved to ARAC and by 2022 to ILAC and IAF	PALAC	PALAC	
x	x			QMS documentation available and implemented by 2021	PALAC	PALAC	
	x	x		Pre-peer evaluation and peer evaluation conducted	PALAC	PALAC	
	x	x	x	Assessment conducted	PALAC	ARAC/ PALAC	
			x	MRA/MLA	PALAC	ARAC/ILAC/IAF/ PALAC	
				Master plan for future development	MoNE PALAC	PSI MOA MOH Incorporated associations of the private sector	
				Assessment report available	MoNE PALAC	PSI MOA MOH Academic sector Incorporated associations of the private sector	
				Master plan available	MoNE PALAC PSI	Incorporated associations of the private sector	

**Policy Objective 2:**

•The design and establishment of a metrology, standardization, accreditation, inspection, testing and certification infrastructure that fully meets the needs of the country.

Item No.	Policy Measure	Activity	Time			
			Y 1			
			Q1	Q2	Q3	Q4
		Develop the certification systems (product, management systems, personal and services)	x	x	x	x
		Accreditation for PSI certification services and other certification body's from the public sector and the private sector according to the Master Plan for future development				
		Determine Palestine needs for testing and inspection services and develop a master plan on establishing the needed capacity	x	x	x	x
		Develop the testing and inspection services	x	x	x	x
		Accreditation for testing and inspection services				
		Sign mutual recognition agreements with the intended markets	x	x	x	x
		Develop authorization procedure for testing and inspection	x	x	x	x
		Link of governmental procurement system with the conformity requirements	x	x	x	x
<b>International Liaison</b>						
2.12	Become actively involved in regional and international NQI organizations relevant to Palestine. [NQI Section 8]	Develop a national plan for prioritizing joining relevant regional and international NQI organizations				x
		Join regional and international NQI organizations				
		Activate the participation in regional and international organization to reflect the interest of Palestine				

- To support the application of the techniques, practices and service provision of the NQI to demonstrably comply with international standards throughout.

Time				Indicator/outcome	Leading/ Implementing organization	Stakeholders or supporting institution	Resources and estimated Cost
Y 2	Y 3	Y 4	Y 5				
x	x	x	x	Certification system established	PSI	EQA MOA MOL MOH Incorporated associations of the private sector	
	x	x	x	Accreditation achieved	PSI	MONE, PALAC Private consultant Incorporated associations of the private sector	
				Master plan available	MoNE PALAC	PSI Ministries	
x	x	x	x	Testing and inspection services established	PSI Ministries	Incorporated associations of the private sector Academic Sector	
	x	x	x	Accreditation achieved	PSI Ministries		
x	x	x	x	MRA signed	MoNE	Ministries and institutions	
x				Procedures available	MoNE	Ministries and institutions	
x	x	x	x	Government purchase quality based on defined quality requirements	MOF	MoNE Ministries and institutions	
x	x			National plan available	MoNE PALAC PSI	Incorporated associations of the private sector	
x	x	x	x	Membership secured	MoNE PALAC PSI		
x	x	x	x	No of membership and events attended.	PSI		

**Policy Objective 3:**

- To establish a common and effective national approach to technical regulation in Palestine to safeguard the people, fauna and flora and the environment – including its related legislation – that meets international requirements such as the WTO TBT and SPS Agreements and international good practices.

Item No.	Policy Measure	Activity	Time			
			Y 1			
			Q1	Q2	Q3	Q4
3.1	To bring about clarity regarding the delineation of responsibilities in technical regulation development and implementation [NQP Section 4.7.1]	Remove illegal conflicts whenever they exist	x	x	x	x
		To approve the technical regulation Bylaw including specific responsibilities of regulatory agencies by the Ministerial Cabinet.				
		To form the technical regulations team (office) as described in section 4.7.1.				
		To establish a technical regulation focal point in each ministry				
3.2	Develop and promulgate the Technical Regulation Guidance Legislation [NQP Section 4.7.2]	Develop and agree on the modalities for technical regulation in Palestine				
		To initiate and implement Technical Regulation Statute Book containing the agreed TR modalities				
3.3	Ministries establish the appropriate regulatory agencies in coordination with the Technical Regulation Office. [NQP Section 8.3]	To establish Technical Regulation reference points in each relevant Ministry				
		To train staff in technical regulation development, risk analysis, market surveillance and application of sanctions				
3.4	Establish a Technical Regulation Office in MoNE	Establish a Technical regulation Office with budget, accommodation and staff				
		Initiate the committee Team Technical Regulation by a more formal and permanent structure				
		Initiate review process for all newly developed TRs in all Ministries				
		Initiate and monitor review programmer of all old TRs on statute books to align them with the new approach				

- The establishment of effective cooperation amongst the NQI institutions and the national regulatory authorities, and with their international and trading partner counterparts.

Time				Indicator/outcome	Leading/ Implementing organization	Stakeholders or supporting institution	Resources and estimated Cost
Y 2	Y 3	Y 4	Y 5				
				Removal of illegal conflicts whenever they exist	Respective ministries		
x				Approved bylaw Approved structure and bylaw.	MoNE	Ministries, Regulatory Agencies and PSI	Illegal conflict removed
	x			Formed and active team Technical regulation team established and operational	MoNE		Bylaw
	x			Focal points established TR focal points established	Respective ministries		Bylaw
	x			Agreed modalities for TRs available	MoNE Team Technical Regulation		Bylaw
		x		TR Statute Book available	MoNE / Related Ministry, Technical Regulation Office	Ministries, Regulatory Agencies and PSI	Guidance legislation issued
		x		Points established Relevant TR Agencies established	MoNE Relevant Ministries Technical Regulation Office	Ministries, Regulatory Agencies and PSI	Bylaw TR office established
		x		Staff trained Relevant staff trained – training records available	Ministries		Ref. Points established
	x			Technical Regulation Office established	MoNE		Bylaw
		x		Decree	MoNE		Team formed
		x	x	Review process underway	Technical Regulation Office		Team trained Team established
		x	x	Monitoring results available	Technical Regulation Office		Team trained Team established

**Policy Objective 4:**

The development of the human resources necessary to support the various metrology, standardization, accreditation, conformity assessment and technical regulation programs

Item No.	Policy Measure	Activity	Time			
			Y 1			
			Q1	Q2	Q3	Q4
4.1	Establish secondary and tertiary level education programs in respect of quality management, systems and total quality. [NQP Section 5]	Form a working committee to assess the contents of the current secondary and tertiary level education program and the need for new programs in respect of quality management systems and total quality management and to propose and approve new programs in this regard	x	x	x	x
		Build the capacities in the field of quality management systems and total quality management programs in universities and secondary schools				
		Promote for the new secondary and tertiary level education program				
4.2	Establish specialized training and registration of metrologist, auditors and consultants [NQP Section 5]	Form a committee to design training packages for qualifying (metrologist, auditors, assessors, inspectors, consultants, etc.) in respect of quality infrastructure components and technical regulations programs.	x	x	x	x
		Support MAHARAT Center in MoNE, PSI training center and other training centers to be recognized as national training centers in issues related to quality and quality infrastructure	x	x	x	x
		Design and registration scheme of professionals that would be acceptable at the international level.				
		Training of trainers in respect of quality infrastructure components and technical regulations programs				

Time				Indicator/outcome	Leading/ Implementing organization	Stakeholders or supporting institution	Resources and estimated Cost
Y 2	Y 3	Y 4	Y 5				
x				Report about the situation in secondary and tertiary level education about quality management systems and total quality.  Proposed and approved new secondary and tertiary programs that meet the needs of the Palestinian market is available.	MoNE / Ministry of Higher Education (MoHE) PSI	Universities, Conformity assessment bodies, Palestine Accreditation Unit (PALAC), Incorporated associations of the private sector	To be specified later during committee meetings.
	x	x	x	Qualified teachers; new curricula available in education establishments (programs, educational plan)	MOHE Education establishments (universities and secondary schools)	MOHE, PSI,	
	x	x	x	Number of students enrolled; Evaluation reports	MoNE Education establishments	PSI, PALAC, Incorporated associations of the private sector	
				Needs assessment available and training institutions designated; training programs estimated numbers of trainees; number of certified trainers	MoNE / MoNE, PSI, PALAC, Professional Organizations and Personnel certification bodies	Universities, Incorporated associations of the private sector, Conformity assessment bodies, Palestine Standards Institute (PSI), Palestine Accreditation Unit (PALAC) and Professional organizations	To be specified later during committee meetings.
x	x	x	x	Training programmers available; certified trainers; approved programs	Inter-Ministerial Steering Committee PSI MoNE		
	x	x	x	Training programmers available; approved programs, accredited T.C.	Inter-Ministerial Steering Committee		
	x	x	x	Trainers fully trained – training records available	Designated training institutions PS	Related ministries and institutions	

**Policy Objective 5:**

- To raise the quality consciousness amongst both the suppliers and the consumers, i.e. an undertaking to introduce and maintain a quality culture in public life and throughout society.

Item No.	Policy Measure	Activity	Time			
			Y 1			
			Q1	Q2	Q3	Q4
5.1	Develop and implement a communication strategy for raising quality awareness. [NQP Sections 4.1, 6 and 7]	Appoint a communications expert to develop a comprehensive communications strategy	x	x		
		Draft a quality communication and raise awareness strategy and to approve it from the Ministerial cabinet.			x	x
		Develop relevant communication materials (i.e. brochures, posters, CDs, etc.) and implement the approved Communication Strategy				
5.2	Dialogue with Ministries, Regulatory Agencies and local authorities on quality issues. [NQP Sections 4.1, 6.2 and 7]	Facilitate dialogue between experts and key policy makers and private sector key persons on quality issues through targeted meetings and get-together events	x	x	x	x
5.3	In collaboration with PSI and PALAC undertake national quality awareness activities among public and private sector [NQP Section 6, 9.2]	Undertake mass media campaign with newspaper supplements, TV talk shows, magazine supplements, etc.				
		Spread quality message through newspaper supplements, TV talk shows, etc. and holding workshops to celebrate world standards day, metrology day and accreditation day.				

Time				Indicator/outcome	Leading/ Implementing organization	Stakeholders or supporting institution	Resources and estimated Cost
Y2	Y3	Y4	Y5				
				Communications expert appointed	MoNE		
x				Strategy for communication and raising awareness approved,	MoNE / MoNE, PSI and PALAC Public relations and communication company	Ministries, Regulatory Agencies, Industries Representative, Trade Representatives, Consumer Protection Agencies and related NGOs on quality issues	To be specified later during committee meetings.
	x	x	x	Communication Strategy implemented communication materials (CDs, brochures, posters...)	MoNE PALAC  PSI		
x	x	x	x	Reports and records of events available	MoNE PALAC PSI		
x	x	x	x	Records of media campaigns available	PALAC PSI		
x	x	x	x	Records of seminars available	PALAC  PSI		

## Acronyms and abbreviations

<b>ARAC</b>	Arab Regional Accreditation Cooperation
<b>IAF</b>	International Accreditation Forum
<b>ILAC</b>	International Laboratory Accreditation Cooperation
<b>MoA</b>	Ministry of Agriculture
<b>MoH</b>	Ministry of Health
<b>MoNE</b>	Ministry of National Economy
<b>NQI</b>	National Quality Infrastructure
<b>NQP</b>	National Quality Policy
<b>PALAC</b>	Palestinian Accreditation Unit
<b>PSI</b>	Palestinian Standards Institution
<b>PSO</b>	Private Sector Organization
<b>QI</b>	Quality Infrastructure
<b>SPS</b>	Sanitary and Phytosanitary
<b>TBT</b>	Technical Barriers to Trade
<b>WTO</b>	World Trade Organization