

DARE'S STANDARDS
CONSULTANCY
PROGRAM

By
DARe Market Access Unit

Background

- Standards are designed to ensure companies meet the minimum requirements to become an integral part of almost every industry from food to cosmetics to healthcare.
- For MSMEs, Standards can assist to:
 - Build customer confidence that their products are safe and reliable
 - Meet regulation requirements
 - Reduce costs across all aspects of your business
 - Gain market access across the world
- Many MSMEs do not consider adopting standards as a priority, either because they do not see the significance or they find it too costly.
- Hence, DARe has introduced a new initiative in September 2018 called the **Standards Consultancy Program**. Along with this program, DARe is also conducting more standards-related trainings through an existing DARe initiative – Industry Business Academy (IBA) – to increase awareness on international standards.

Why International Standards?

- They are designed **to make people's lives easier, safer and better** by...
 - Facilitating global trade
 - Driving economic growth
 - Protecting health and safety
 - Ensuring quality
 - Supporting innovation
 - Promoting sustainability



BENEFITS FOR...

- **Industry:**
 - Become more competitive by offering products and services that are accepted globally.
 - Enter new markets easily.
 - Raise profits by offering products with increased quality, compatibility and safety.
- **Regulators:**
 - Harmonize regulations across countries to boost global trade.
 - Increase credibility and trust throughout the supply chain.
- **Society:**
 - Wider choice of safe and reliable products and services.
 - Best practice at the organizational level to practically address global challenges like climate change and sustainability.

Examples of Standards in our Everyday Life

Paper sizes

- Standards for paper sizes (A4 family) make life easier for printer, photocopiers and office supplies manufacturers, because they know their products will work with available paper formats



Freight containers

- More goods can travel the world smoothly by air, sea and land thanks to containers defined in International Standards, boosting the global economy



Credit cards

- Credit cards can be used anywhere because they meet standards and specific dimensions, technology and communication protocols to work with payment systems



Halal

- Halal standards give assurance to Muslim consumers that the products are compliant and hygienic



DARe's Standards Consultancy Program

- **What it is:**

- A form of assistance whereby its participants will be receiving training and consultancy services from a DARe-appointed third-party consultant, who will help the companies to develop a system to comply with standards in order to achieve certification.

- **Objective:**

- To enable and encourage companies to adopt International Standards, which can help to drive business growth by developing capabilities, improve the business' processes, the quality and consistency of their products/services, increase their competitiveness and gain access to new markets.
- As getting certified for standards can be costly, this program enables companies by providing its participants with the consultancy services to help develop their documentation and system; but to ensure commitment, companies should be prepared to bear the cost of the subsequent process of audit and certification.

Program Process

1. Pre-Launch

- Identifying types of standards for this program's focus
- Engaging consultant for this program

2. Launch & Application

- Opening application for a min. 1 month
- Submission of:
 - Application form
 - Supporting documents

3. Assessment & Selection

- 2 stages of assessment:
 - Stage 1: Review of application form
 - Stage 2: Review of site / meeting with company management
- Successful applicants will sign an agreement (including T&C) with DARe for participation in this program.

4. Consultancy

- **Stage 1:** Gap Analysis & Awareness Training
- **Stage 2:** Documentation & System Development
- **Stage 3:** System Implementation, More Training & Pre-Audit
- **Stage 4:** Additional Support Until Certification

5. Audit & Certification

- Stage 1 Audit: Document Audit
- Stage 2 Audit: Compliance/Certification Audit (to rectify any non-conformance raised)
- **Certification upon successful audits**

6. Surveillance Audit

Certification will be valid for 3 years but the company will be subjected to an annual surveillance audit on Year 2 and 3. This is to ensure the system is maintained and complied too.

After Year 3, companies will undergo re-certification audit



Not covered in the consultancy program

Consultancy Contents

Within 6 months' timeline

- **Gap analysis** – A review of the existing activities, processes and systems to identify gaps against standards requirements.

- **Training** – Training and developing dedicated team to ensure capability in managing the system. Also, conducting the necessary training for both management and staff members involved in the company's system, staff members involved in the company's system, which includes awareness training and internal auditor training.

- **Documentation development** – Developing necessary documentation to satisfy standards requirements, and reviewing the documentation post-implementation to ensure its robustness.

- **System implementation** – Guidance in development of operational procedures necessary to ensure effective implementation of the system, and supporting the implementation of the developed system.

- **Pre-audit** – Ensuring readiness prior to audit by the certification body.

- **Corrective actions** – Assisting in proposing corrective actions following audit by the certification body, and provide support till certification.

The success of this project will depend as much on the efforts of individual companies as it is the consultants'. The consultant is there merely to guide and advise you on what you will need to do to ensure your own compliance

Eligibility Criteria for Participation



Registered with Registry of Companies and Business Names (ROCBN) and based in Brunei Darussalam.



Must have office/factory or separate kitchen/facility.



Must have marketable products/services.



Must have adequate and committed team to run this certification project. The team must have knowledge of all aspects of product/services. The team must have a mix of both management and operational staff.



Must have commitment from top management to complete this project

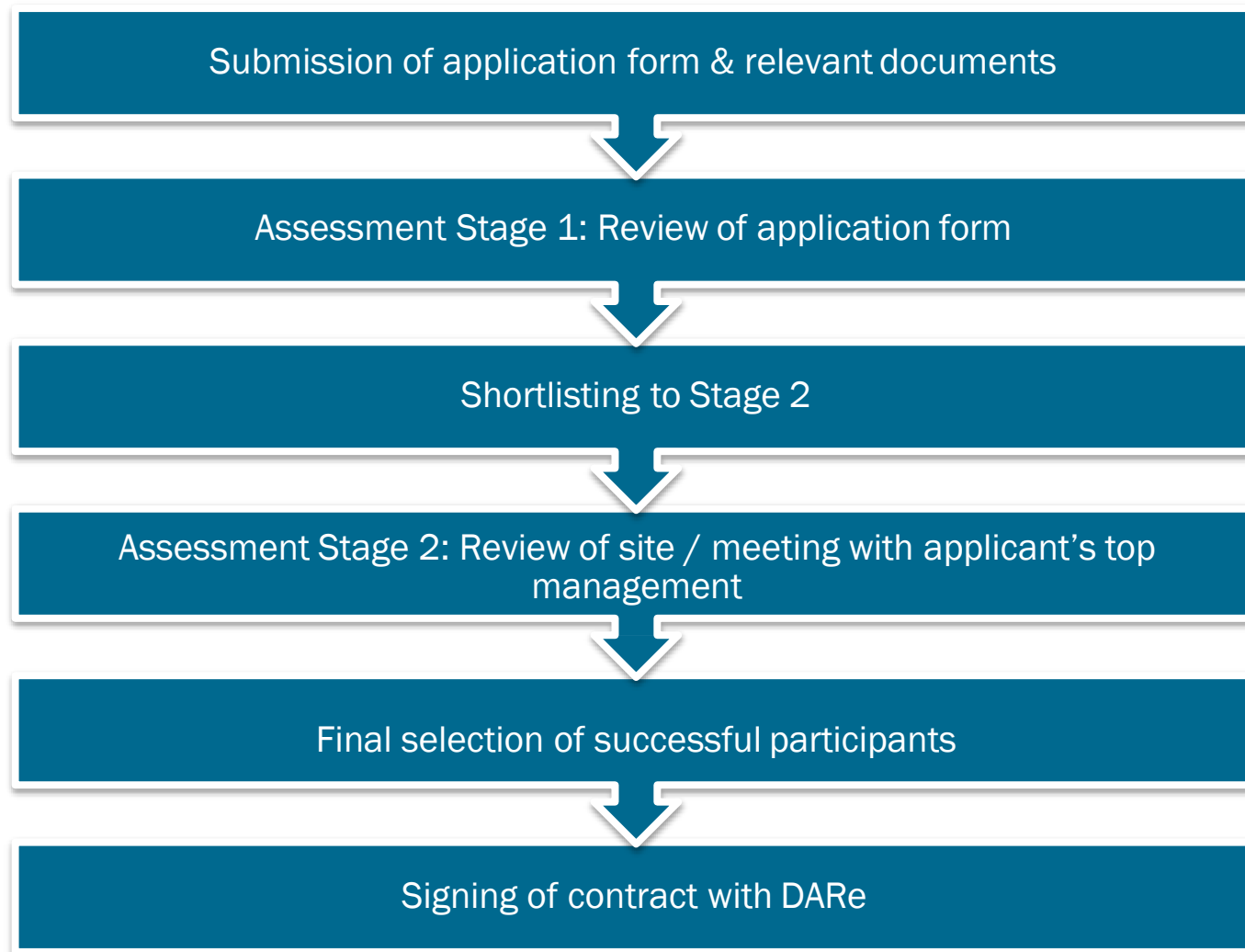


Must be willing to bear cost of audit and certification, and any other associated costs for successful project



•Scalability and export potential is an advantage

Application Process



Incentives for Joining Program



- ✓ Provision of training and consultancy services from an experienced consultant to help your company in getting certified at no cost to you.
- ✓ Additional assistance from DARe (subject to meeting requirements), including:
 - Priority access to funding via DARe's Co-Matching Scheme
 - Assistance in getting information and connections from the potential buyers/distributors of their target markets.
 - Priority for participation in:
 - Relevant international expos and trade missions according to their target markets
 - Relevant business matching sessions
 - Any potential FDI-SME Linkages
- ✓ Continuous support from DARe to achieve the certification.
- ✓ Benefits of certification:
 - Improved customer confidence/satisfaction
 - Increased operational efficiency
 - Potential market access

New Batch & How to Apply

- We have opened application for new batch focused on ISO 9001 and GMP
- Application was open since 1 July 2019
- New extended deadline is **19 Aug 2019**

- **TARGET PARTICIPANTS?**

- ISO 9001 – companies of all industries, esp. service-based
- GMP – F&B, cosmetics & pharmaceuticals

- **HOW TO APPLY?**

Step 1: Complete application form downloadable from:

- DARE website at www.dare.gov.bn > Market Access > Market Access Program
- DARE IG at @darussalamenterprise

Step 2: Submit to market.access@dare.gov.bn latest by **Monday, 19 Aug 2019**



Thank You

Design & Technology Building
Simpang 32-37, Kg Anggerek Desa
Bandar Seri Begawan, BB3713
Brunei Darussalam

WWW.DARE.GOV.BN

**MORE INFO ARE AVAILABLE AT:
DARE.GOV.BN > MARKET ACCESS**



IMPORTANCE OF INTERNATIONAL ORGANIZATION FOR STANDARDIZATION (ISO)

What Standards Are

Introduce standards and get your business accredited so that your products, services or business systems meet the fixed specifications and quality benchmarks adopted by the industry.

- ▶ Standards are tried and tested industry best practices. They are voluntary, providing guidance to businesses in areas such as design, products and processes.
- ▶ Standards encourage you to focus on the products and services you deliver, the business processes you follow and the way you manage your business as a whole.
- ▶ They do this by providing a practical framework for you to examine, review and continually improve any area of your business.

Some well-known international standards are:

- International Organization for Standardization (ISO)
- International Electrotechnical Commission (IEC)

Why They Are Important Now

“Standards are one of the hallmarks of an industrialized society. As a society becomes increasingly complex and its industrial base begins to emerge, it becomes necessary for the products, processes, and procedures of the society to fit together and to interoperate.... [which in turn] provides the basis for further integration of the elements of the society...”



Roles of Standards

- ▶ Standards are Business Management Tools
 - They aid in change management and structured market development
 - They allow another avenue of competition
 - They can mitigate Governmental regulatory activity

- ▶ Standards Are Social Policy Tools
 - They can Balance or Manage Social Growth
 - They can unify diverse cultures

- ▶ Standards Have Multiple Policy Roles
 - They can be used to Create, Develop, and Regulate Markets
 - They can set Industry Policy
 - They can help to create an industrial base

As Management Tools



- ▶ Standards help manage industry change
 - They allow the market a way to adjust and adopt
 - Act as a “Third Party Agency”
 - Standards mediate between government and market
 - Standards provide neutral and protected venue
 - They are world wide and provide interoperability possibilities for commerce

- ▶ Standards enable interoperation, certification, and inspection
 - Can be used to permit multiple technologies to fit together
 - Can require objective tests and conformance
 - Validates standardization claims
 - This may encourage participants to cooperate
 - Gives users a method of feature and value comparison

Social Policy Tools



- ▶ Standards are “Impure Public Goods”
 - Standards have long term social impact
 - The government may manage them to:
 - Prevent private sector from exploiting power
 - Prevent markets from needing constant regulatory oversight
 - Comply with WTO and technical barriers to trade
- ▶ Standards can serve to solve social issues
 - Permit and encourage social growth and cohesion
 - Permit national or regional identity, growth, and development

As Policy and Economic Drivers



- ▶ Standards can be used to create, manage, or defend markets
 - Market growth can follow standards adoption
 - Standards are part of a package that can grow an industry
 - Prevents fragmentation and duplicative activities
 - Allows smaller markets to coalesce can grow larger
- ▶ Industrial Policy Usage
 - Standardization can be a major part of an Industrial Policy
 - Manage and control how standards are created and deployed
 - Manage Intellectual Property Regimes
 - Can help to facilitate innovation in a managed economy

OBJECTIVE



Objectives:

“To **Encourage** and **Create Awareness** for Company to get certified for **INTERNATIONAL STANDARD**”

WHAT IS ISO???

- International standard setting body composed of various national standard organization
- Founded 23rd February 1947, head quarter Geneva Switzerland.
- As of January 2018 total of 162 membership
- An Independent and Non-Governmental Organization
- World largest developer of voluntary international standards
- > 20K standards has been set up covering **Manufactured Product** , **Food**, **Agriculture** and **Healthcare**
- ISO creates documents that provide **Requirements, Specifications, Guidelines or Characteristics** ensuring product and service **Fits** for it **Purpose, Safe** and **Customer Requirement are Met**

WHY ISO???



- ISO are documented agreements containing safety or technical specifications
- ISO provide uniformity, worldwide acceptance and application on product or material
- ISO aim to facilitate trade, exchange and technology transfer.
- ISO eliminate any doubts arise in determining such decision
- ISO provides systematic working environment
- ISO contribute in products and service in more efficient, safer and cleaner manner
- ISO also serve to safeguard consumers and user in general
- ISO brings benefits to the company or the organizations
- **Standards** facilitate everyday life. They increase safety and can be used to rationalize operations. Standardization ensures that products, services and methods are appropriate for their intended **use**. It ensures that products and systems are compatible and interoperable.

CLASSIFICATION OF ISO

- ISO standards can be classified into common 3 element.

CERTIFICATION	Standard can be audited and organization is certified according to the standard
GUIDELINES	Standard which give guidelines or reference
TECHINCAL	Standard which provide technical specification

- Examples

CERTIFICATION	GUIDELINES	TECHNICAL
ISO 9001 2015, ISO 14001 2015 ISO 45000	ISO/TS 9002:2016	

TYPE OF CERTIFICATION



CERTIFICATION	DESCRIPTION	APPLICABLE TO
ISO 9001	QUALITY MANAGEMENT SYSTEM	ANY ORGANIZATION FROM ALL TYPE OF BUSINESS SECTOR AND ACTIVITIES
ISO 14001	ENVIRONMENTAL MANAGEMENT SYSTEM	ANY ORGANIZATION RELATED TO ENVIRONMENTAL MANAGEMENT
OHSAS 18001/45001	HEALTH AND SAFETY MANAGEMENT SYSTEM	ANY ORGANIZATION RELATED TO THE SAFETY ASPECT
GREENHOUSE GAS/CO2 EMISSIONS TRADING VERIFICATION	CLIMATE CHANGE SERVICES EU EMISSIONS TRADING SCHEME ENERGY MANAGEMENT SYSTEM	ANY ORGANIZATION
BS 255999-2 ISO 27001 ISO 20000	BUSINESS CONTINUITY MANAGEMENT SYSTEM CERTIFICATION, CERTIFICATION & IT SERVICE MANAGEMENT	SPECIFICALLY IT, BANKING,
ISO 22000 FCCC 22000 HACCP	FOOD MANAGEMENT SYSTEMS(FMS) CERTIFICATION	ANY ORGANIZATION FROM ALL TYPE OF FOOD BUSINESS AND SECTORS
ISO 22716	COSMETICS GOOD MANUFACTURING PRACTICES	ANY ORGANIZATION FROM ALL TYPE OF COSMETIC GOOD MANUFACTURING BUSINESS AND SECTORS
FSC & SUSTAINING OUR FORESTS	WOOD MANAGEMENT SYSTEMS CERTIFICATION	ANY ORGANIZATIONS RELATED TO FOREST ACTIVITY, TRADING AND PROCESSING

ISO Certificates - World

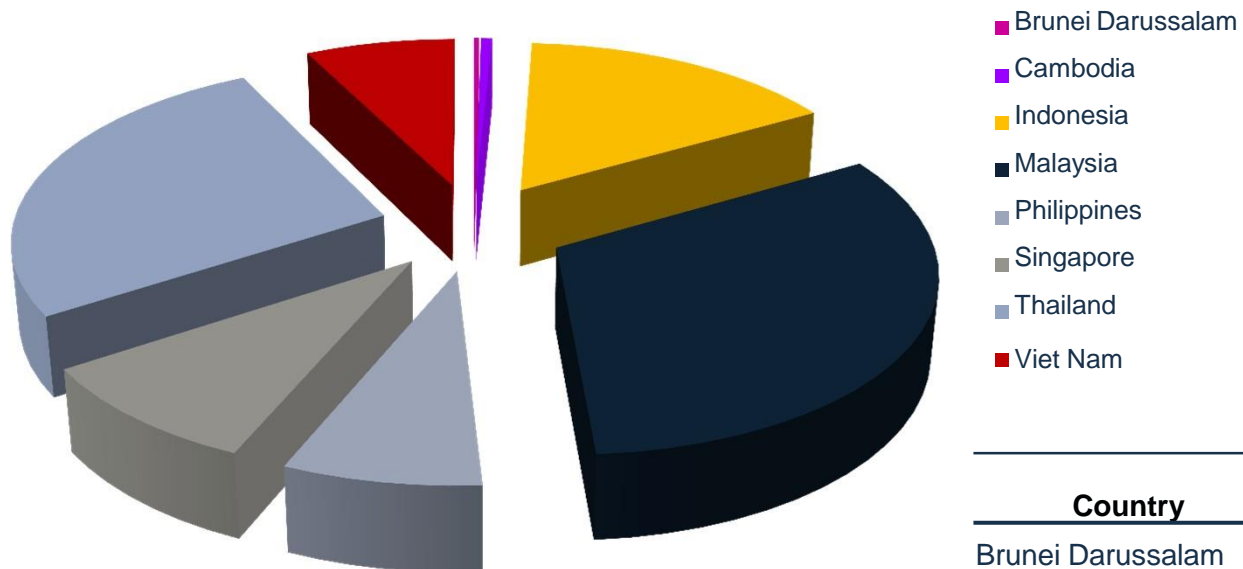
► Worldwide ISO Certificate Status 2017

	Number of certificates in 2016	Number of certificates in 2017	Change	Change in %
ISO 9001	1 105 937	1 058 504	-47 433	-4
ISO 14001	346 147	362 610	16 463	5
ISO 50001	20 216	22 870	2 654	13
ISO 27001	33 290	39 501	6 211	19
ISO 22000	32 139	32 722	583	2
ISO 13485	29 585	31 520	1 935	7
ISO 22301	3 853	4 281	428	11
ISO 20000-1	4 537	5 005	468	10
ISO 28000	356	494	138	39
ISO 39001	478	620	142	30
TOTAL	1 576 538	1 558 127	-18 411	-1

Source - <https://isotc.iso.org/livelink/livelink?func=ll&objId=18808772&objAction=browse&viewType=1>

ISO 9001 Distribution SEA

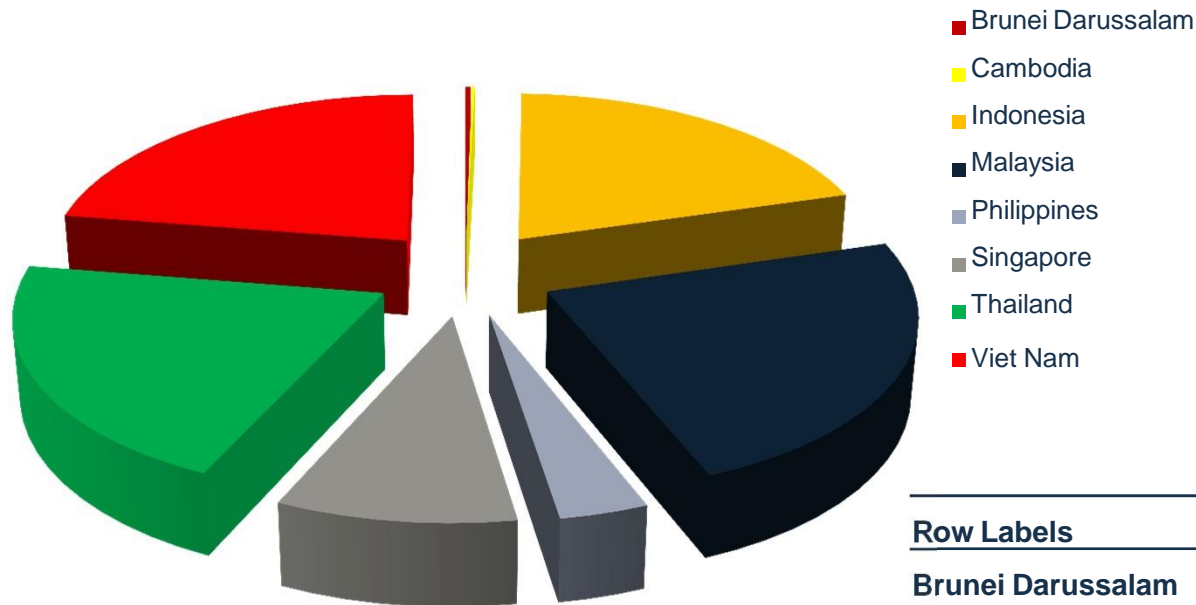
ISO 9001 Certificates



Country	Sum of Total	%
Brunei Darussalam	64	0.25
Cambodia	144	0.56
Indonesia	4079	15.92
Malaysia	8263	32.25
Philippines	1897	7.40
Singapore	2402	9.38
Thailand	6854	26.75
Viet Nam	1916	7.48
Grand Total	25619	

ISO 14001 Distribution SEA

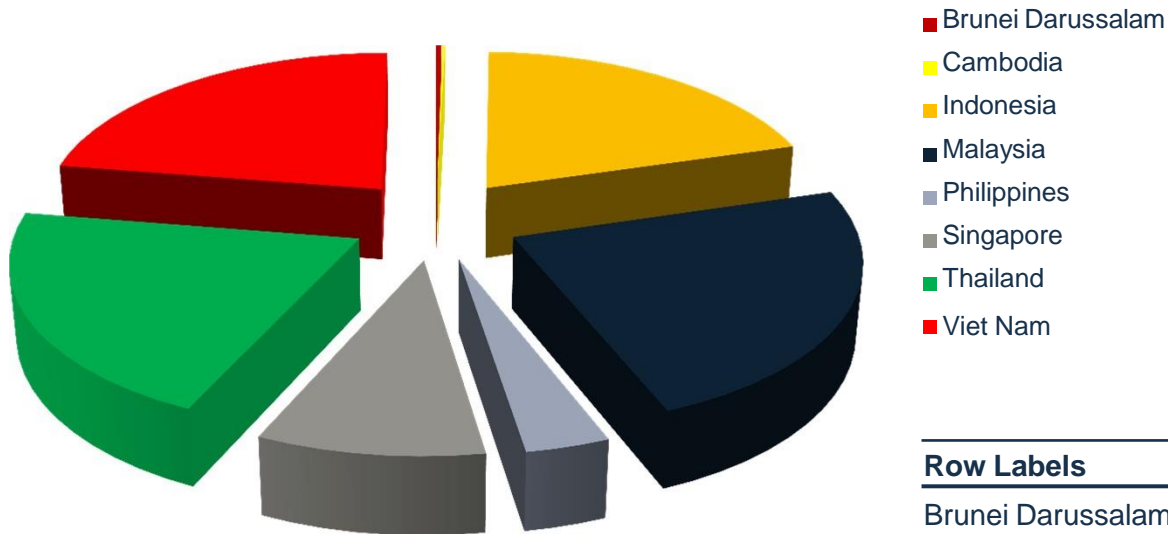
ISO 14001 Certificates



Row Labels	Sum of Total	%
Brunei Darussalam	13	0.27
Cambodia	31	0.65
Indonesia	1150	24.02
Malaysia	1692	35.34
Philippines	515	10.76
Singapore	790	16.50
Viet Nam	597	12.47
Grand Total	4788	

ISO 22000 Distribution SEA

ISO 22000

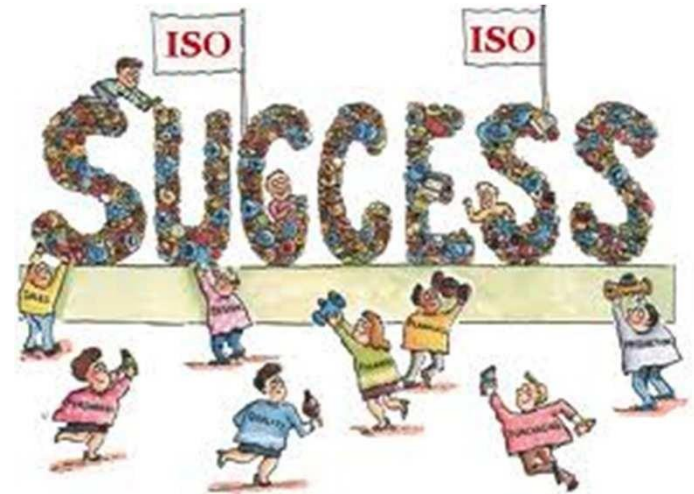


Row Labels	Total No. Of Certificate	%
Brunei Darussalam	5	0.27
Cambodia	3	0.16
Indonesia	371	20.01
Malaysia	437	23.57
Philippines	64	3.45
Singapore	172	9.28
Thailand	385	20.77
Viet Nam	417	22.49
Grand Total	1854	

Importance of ISO Standards

The Importance of Standards:

- ▶ Standards provide people and organizations with a basis for mutual understanding, and are used as tools to facilitate communication, measurement, commerce and manufacturing. Standards are everywhere and play an important role in the economy, by: facilitating business interaction.
- ▶ **Certification** to ISO Standard will provide maximum **benefit** to your organisation if it approaches **ISO 9001** implementation in a practical way. This will ensure that the Quality Management Systems that are adopted, work to improve the business and are not just a set of procedures that your employees will find hard to manage.



BENEFITS OF GETTING CERTIFIED



BENEFITS OF GETTING CERTIFIED

► For Organizations:

- Improve Company and product quality
- Increase Customer Satisfaction
- Through Quality objectives and procedures, management and employees should be able to focus on what's important.
- Each and every one has their roles and responsibility defined.
- Provide continuous assessment and improvement

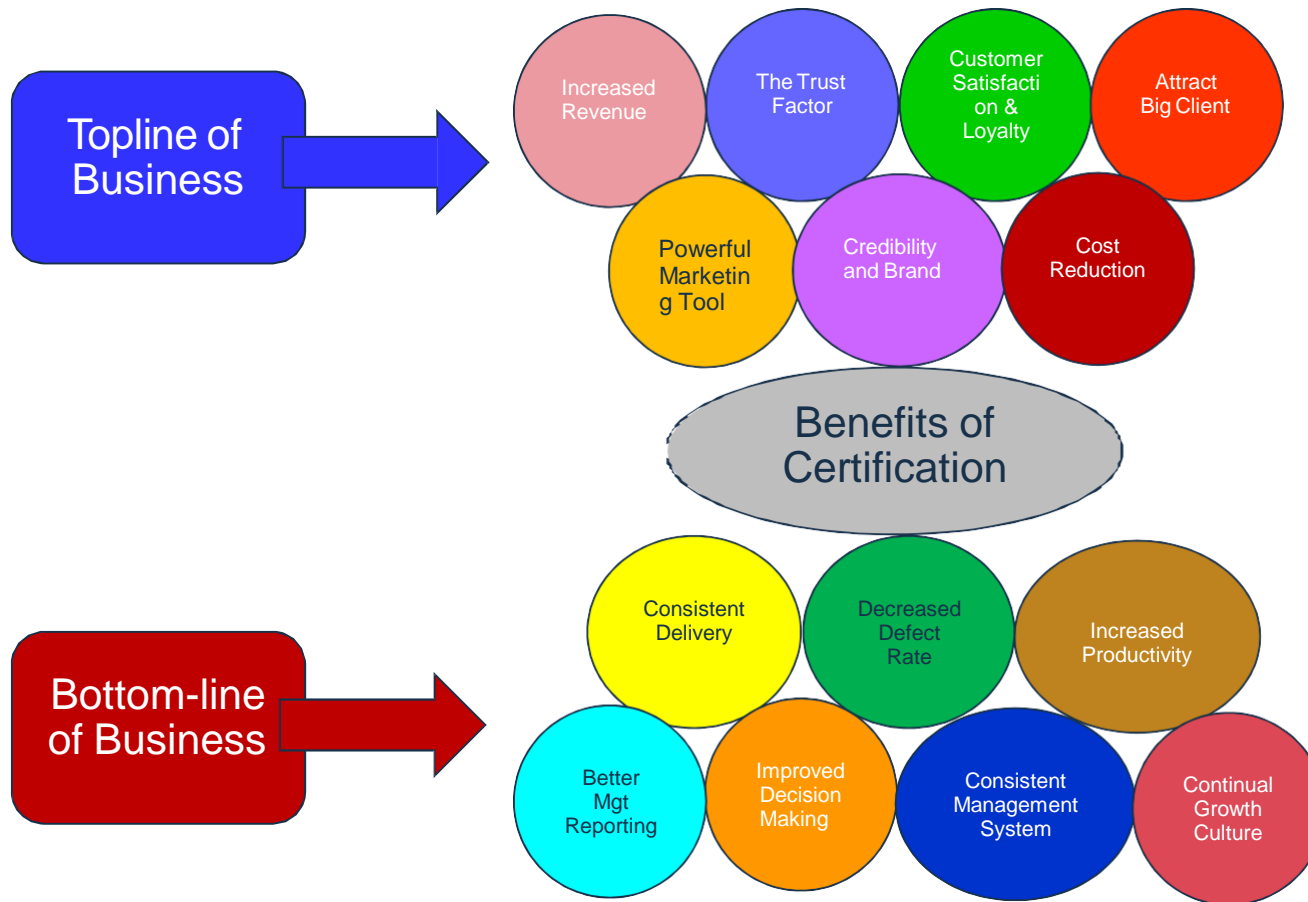
► For Customers:

- Product with improved quality and reliability
- Timely delivery
- Cost saving
- Data protection
- Third party audit helps to ensure proper verification process in place.



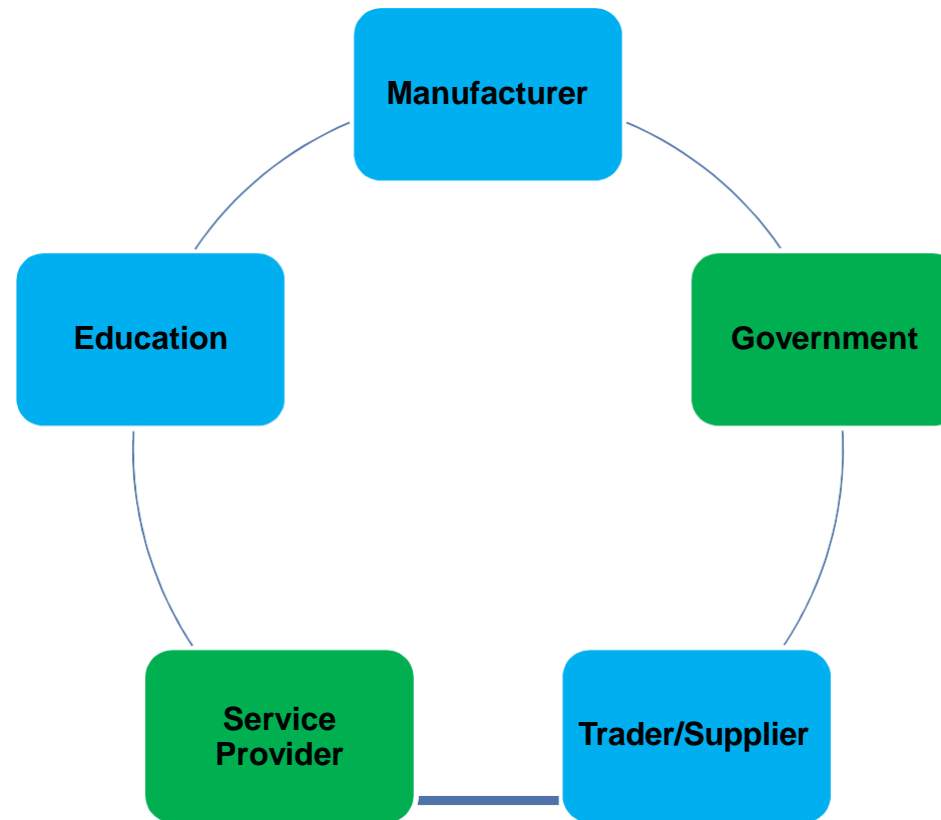
BENEFITS OF GETTING CERTIFIED

► Added Benefits of Certification:

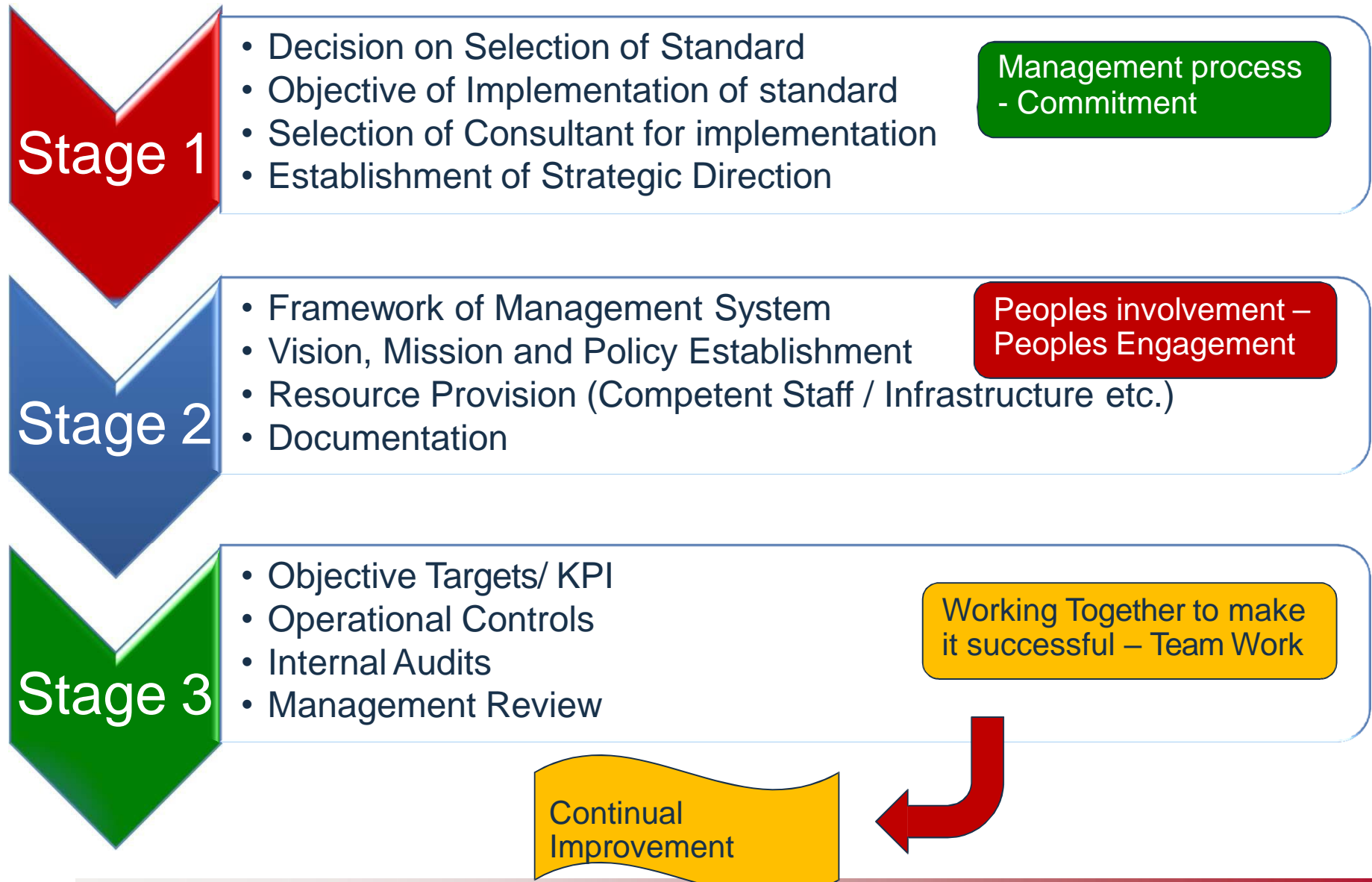


WHO SHOULD GET CERTIFIED

- In general there is no limitation of ISO implementation and certification, provided that the organization demonstrated the system effectively
- Organization can be from:



Implementation of Management System



CERTIFICATION AUDIT PROCESS



The Certification Journey



CERTIFICATION AUDIT PROCESS

➤ Standardize certification process



QUESTIONS??

THANK YOU!!!!



Move Forward with Confidence