



Qualitas International
 Certification

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9000 14000

ISO and auto sector harmonize quality system requirements

ISO and representatives of the automotive industry in the United States and Europe have successfully completed a project to develop ISO 9000 requirements for the sector.

"It represents an important milestone in the standardization of fundamental quality systems." (Continued on page 2)

How to manage a business aimed at ISO 9000, see p. 21.

Survey on ISO 14000 in Zimbabwe

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Mexican Survey

ISO 9000 benefits outweigh costs within three years

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7 000 years of business experience and Syrians turn to ISO 9000

by Majid Ahsani

With a population of 18 million, the authorization in Syria of only seven consulting firms has made the profession very much respected. Their fees are fair and the output and deliverables are better than other countries.

Worth mentioning is the "Company-Wide ISO 9000" concept developed by a Syrian consultant from Arab Quality Makers. This fulfils ISO 9000 requirements for manufacturing, while adding methodology and requirements for quality management of accounting, training, security, transport, personnel.

There are four certification bodies active: BSI, Lloyd's, QMI and SGS. The separation between consulting firms and certification bodies is clear to avoid any conflict of interest and it is to be hoped that this situation will remain.

The total number of ISO 9000-certified companies in Syria is 26 (see table for sector breakdown). Encouragement to implement ISO 9000 has been demonstrated by the Syrian Government which has instructed State-run plants to achieve certification. While interest is very high in the manufacturing sector, other important sectors still need more orientation on the benefits of ISO 9000. (Q)

In brief

Jordan-based quality consultant Majid Ahsani provides this report for The News on quality development in Syria. With a 7 000-year history behind Syrians, they have the reputation of being among the region's best businessmen and this regular JSC 9000 is being shown tangible benefits if they are to consider implementing the standards. So far, 26 organizations have been certified and the Syrian Government is encouraging the ISO 9000 movement by instructing State enterprises to seek certification.

Being the smart business people that Syrians are, ISO 9000 must offer them tangible benefits if they are to implement it

Syria is a land which has been inhabited since ancient times. Archaeologists have unearthed evidence of habitation dating back to about 5 000 BC. Damascus is probably the world's oldest continuously inhabited capital; it was in 1 000 BC that the Assyrian King, Sennacherib, established his capital at Tell Lelton, in north-west Syria.

Early industrial activity in Syria was based on the processing of agricultural products, but this changed in the 1970's with a governmental policy of rapid industrialization, when tariffs were raised on imported consumer goods. As a result, industrial output increased dramatically, particularly in such areas as iron and steel and the annual growth rate is now more than 10 %. Fertilizers, chemicals and the assembly of domestic appliances, such as refrigerators and televisions now form part of Syria's domestic programme.

The major manufacturing industry in Syria is the production of cotton and silk textiles. Cement production is also important and growing industries include glass, soap, flour, vegetable oil and tobacco.

Respect for quality

With a history of 7 000 years, people in this country are known to be the best businessmen in the region. When I first visited Syria to lecture about ISO 9000, I was struck by the level of interest and respect for quality and systems that evidence it.

Being the smart business people that Syrians are, ISO 9000 must offer them tangible benefits if they are to implement it. ISO 9000 can do just that: it will lower the percentage of waste, increase profits, enhance control and offer a whole raft of other benefits.

ISO 9000 certifications in Syria

Electronics and computers	1
Mechanical and metallurgical	7
Pharmaceutical	6
Food	6
Textiles and clothing	2
Printing	1
Services	3
Total	26

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