



## Regional Competitiveness

- Through Quality and Quality Infrastructure Development

# Presentation Format

- What is CROSQ ? - What do we do?
- How can we cooperate ?



**What is CROSQ ?  
&  
What do we do ?**

# What is CROSQ?



CROSQ is the *CARICOM Regional Organisation for Standards and Quality* :

- Council - board of directors
- Secretariat (based in Barbados) - technical specialists, resource mobilizers, network brokers, project managers (5 TOs and 2 PCs)
- Regional Special Committees - Standards, Metrology, Accreditation and Conformity Assessment, Quality Promotions and TBT



Operationally, CROSQ is the cooperative network of the 15 National Standards Bureaux (NSBs) of the Member States of CARICOM working towards :

- Harmonize **standards** and **technical regulations**.
- Ensure transparency and effective regional **stakeholder consultation** in the development and **implementation** of regional standards.
- Help to develop and share **Metrology** infrastructure and systems between Member States
- Promote the mutual recognition of **conformity assessment procedures** across trading nations - **inspections, testing, certifications**.

- Help Conformity Assessment bodies to become **accredited** to international standards – labs, inspection and certification bodies
- Offer **technical assistance and resource mobilization opportunities** to educational institutions, private or state-owned companies or agencies or other entities in the Community and familiarizing them with the application of standards and standards-related matters.
- Provide guidance to **Community Organs and Bodies** regarding matters of QI development, including disputes settlement.
- Facilitating ***quality infrastructure (QI)*** development at the national and regional levels, to international standards.

## In Summary, CROSQ is involved in :



- Trade facilitation
- Enhancing efficiency with the private sector in the production and delivery of goods and services
- Improving the quality of goods and services traded within the Community and with third states
- Securing consumer and environmental protection
- Advancing a quality culture in CARICOM
- Developing, promoting and facilitating the use of an accessible, affordable, internationally recognized RQI



# How can we Cooperate? - Three ways



# (1) Reminder Messaging

# Reminder : Quality is Everyone's Responsibility

*Quality is not an act, it's a habit – Aristotle ( 3<sup>rd</sup> Century BC)*

*Quality is the best business plan*

*Quality is not a problem to be solved; it's a business strategy*

*Quality means doing it right when nobody is looking*

*Quality is something that is remembered long after the price is forgotten*

*Quality is doing something better today, that you did it yesterday*

- Don't be afraid of chaos theory and complex adaptive thinking. The journey of a 1000 miles begins with one step.
- One size does not fit all - things need to be fit for purpose - optimize and one day, evolve - you do not walk alone
- Anyplace is a good place to start; Q and QI is contagious - it spreads
- There is no best way; but there is always a better way. So just start.
- Don't reinvent the wheel - adopt and adapt
- Don't let others define your reality for you - define it how you will use it and get it funded
- Its not "*challenge and gaps*" - its "*opportunities for development*"
- You don't need institutions, you just need people to coordinate – start with what you have – the coalition of the willing and able
- Don't think that you are always playing catch - up; there are many at this stage of development

## (2) Where to Start :

Ready to take off in regards knowing what to do and where to head, But not too sure what is the next step and how to take it ?

**RQI  
STRATEGY**

National Quality Policy

Strategy

Legislation

**CAPACITY  
BUILDING**

People - PM & TO : look for QI problems and solve them

Systems : solve them, sustainably by cooperative networks of people

Institutional Constructs

**RESOURCE  
MOBILIZATION**

Target Sectors and partner with donors / technical organizations for support

Design and implement NQI demonstration projects – Trade, PSD, VCs etc

# Institutional Resources to Start

## **Programme Manager**

- Coordinate the development of the National Quality Infrastructure
- Build and maintain relationships with Development Partners.
- Mobilise resources in support of National Quality Infrastructure development – network government, private sector and donors; write proposals and win them; and outsource project implementation
- Implement National action plans, programmes and projects.

## **Technical Officer (TO)** *(specialist or generalist)*

- Provide national technical guidance
- Coordinate the work of national technical experts and development etc.
- Represent the interests of the FICs at international and hemispheric fora.
- Provide technical advisory services to the Programme Manager.
- Later on : add other TOs

## **(3) Action Mentoring**

**(Share information, knowledge & Experiences)**

- **National Level** : Suriname Standards Bureau & Trinidad and Tobago Bureau of Standards & Costa Rica / Colombia & Netherlands
  
- **Regional Level** : Observer for a time on CROSQ Regional Technical Committees :
  - Standards
  - Metrology
  - Accreditation and Conformity Assessment
  - Quality Promotions



# THANK YOU!!



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