

Country paper on QUALITY MANAGEMENT LINKING TPOs AND NSBs FOR EXPORT SUCCESS

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Country: Viet Nam

I. INTRODUCTION

Small and Medium Enterprise Development Support Center 1 (SMEDEC1), is a non-profit techno-scientific organization is a division of the Directorate for Standards, Metrology and Quality (STAMEQ). It's main functions are to implement policy and strategy for development and improvement of productivity and quality of goods of small and medium enterprises under direction of the General Director of STAMEQ.

II. THE ROLE STRUCTURE AND SCOPE OF THE ORGANIZATION

- Our main services:
 1. Provision of training and consulting services in the following areas:
 - Quality (Quality Management System, Product Certification..)
 - Environment (Environment management system, green productivity..)
 - Productivity improvement (5S, Kaizen, SPC, six-sigma..)
 - Metrology
 - Management skills (Leadership, human motivation..)
 - Soft-skills (Presentation skills, Time management..)
 2. SME supports activities:
 - Providing information and guidance to SMEs on Quality, Standards, Metrology.
 - Organizing seminars on topics of current interest: WTO, TBT, MRA's.
- 3. Planned activities for next 3 years
 - Organizing seminars on: WTO, TBT...
 - Providing information related to Standards , Metrology, and Quality
 - Providing training, consulting services (for specific sectors)
 - Developing mid-term training courses with a practical approach on Standards, Metrology, and Quality, focusing on graduate students intending to work for SMEs.

III. THE EXISTING RELATIONSHIP BETWEEN NSBs AND TPOs

- SMEDEC1 is part of STAMEQ, as is the NSB(Institute of Standards). As a result the two organizations have a very close relationship.
- We receive directly all the standards and related information from Institute for Standards and participate in training common courses, workshops and seminars.
- There are no constrains that restrict our organization of linking up with the counterpart NSB.

IV. THE POTENTIAL FUTURE RELATIONSHIP BETWEEN NSBs AND TPOs

- SMEDEC1 belongs to STAMEQ, so that we have very close relationship with Institute for Standards (NSB), wich belongs to STAMEQ also.
- The most potential cooperation between our organization and NSB is in the area of developing and implementing standards for supporting small and medium enterprises in improvement of their productivity and quality of goods, especially for export.
- In my opinion, for an effective cooperation and working relationship with the NSB/TPO, the relationship should be a formal arrangement.

V. CONCLUSION

Vietnam is a of deverloping country. Most of companies and enterprises are at very low level of development. The enterprises suffer from a shortage of finance and technology, and lack experience.. The quality and productivity of their products is still very low. Recently, Vietnam joined into WTO, and this has created a lot of challenges for Vietnamese companies and enterprises and a need to be competitive. The main functions and tasks of SMEDEC1 are researching and implementing the measures for supporting Small and Medium Enterprises to improve quality and productivity. I hope I can share a lot of information and experience during this seminar when I have a chance to talk and discuss with experts from other countries.