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1. Lead Tajik auditors received international certificates



After successfully taking exam, 12 leading Tajik auditors, representing local businesses and government agencies, have received international standard certificates, issued by British company "Nigel Bauer and Associates". These certificates reflect that the auditors have mastered the requirements of the International Standardization Organization (ISO) for the food safety management system.

For the first time in Tajikistan, a special 6-day training course was held for auditors on ISO 22000. This event was organized within the framework of the Trade Promotion Program in Tajikistan.

The participants had the opportunity to familiarize with the fundamental purpose of a food safety management system as well as to learn about the principles, processes and techniques used for the assessment and management of food safety hazards.

Mr. Subhash Arora and Mrs. Namrata Wakhloo, ITC international consultants who conducted the course, said that the participants have learned to interpret the requirements of ISO 22000-2005 in the context of an audit of an organizations' food safety management system. They also noted that the participants also familiarized with the role of the auditor in planning, conducting and reporting, and follow-up actions in accordance with ISO 19011.

The certificates issued to the participants after the training course are valid for three years.

2. Khujand hosted ITC summer events

Khujand city was the host of two workshops conducted under the Trade Promotion Programme in Tajikistan in the past quarter. Representatives of the fruit and vegetable processing enterprises, relevant governmental structures and business support services organizations participated in these events.



The first workshop on "Introduction to and Implementation of a quality management system according to ISO 9001" was held in the end of June. It was conducted by Mr.

Shiyam Kumar Gujadur, ITC Senior Adviser and Mr. Subhash Arora, ITC international consultant on quality management.

The objective of the event was to create understanding of ISO 9001 quality management system (QMS) and its implementation methodology.

According to Saidmumin Kamolov, National Manager of the Trade Promotion Program in Tajikistan, implementation of ISO 9001 standard will improve the product quality and the level of customer satisfaction and makes the companies more efficient and competitive.

Implementing the new Quality Management System will also increase the clients and potential

The second workshop on "Supply-Chain Management for Export Delivery" was conducted in the beginning of August.

This training was held to demonstrate how to manage and improve the company supply-chain in order to meet international customer requirements and enhance the export readiness of six Tajik companies in the agro-business sector. Its aim was to improve purchasing and supply-chain management skills and competences of a group of managers from the selected enterprises.

The training was very pragmatic with a focus on learning by doing e.g. parallel to the training supply-chain experts visited the factories of participating companies in Dushanbe and Sughd region to analyze their supply-chain processes. Consequently, the training participants were able to define an improvement action plan and implement marketing and supply-chain improvements in their companies.

The training was based on the Total Quality and Knowledge-based Management approaches applied to supply-chain management and was conducted by ITC



partners' confidence, assist in improving an enterprise image and create favorable conditions for attraction of investments.

experts Ms. Catherine Taupiac, Mr. Henry Grzesiak and Mr. Olivier van Lieshout.

3. Our Partners: LLC "Elita"

Afghanistan will be the next foreign market after Kazakhstan for LLC "Elita Istaravshan". Naim Narzulloev, Deputy Director of LLC "Elita" says that they already sell their products in almost all local markets of Tajikistan and also has export to Kazakhstan and planning to enter Afghanistan market too.

LLC "Elita" is the second guest of this section dedicated to our partners. The company was established in 1995 and specializes in processing of agricultural products and production of different kind of canned products and fruit and vegetable juices. Mr. Narzulloev says that "Elita" employs more than 60 people during a year and even in winter period they continue production using fruits in stock. The company has its own dehqan farm to grow fruits and vegetables for its further processing.

LLC "Elita" began its collaboration with ITC from Phase I in 2004 and now is trying to implement HAASP system with ITC support. Deputy Head of "Elita" noted that collaboration with ITC gave them a lot of benefits and HAASP implementation could be as a good example. He says, *"Implementation of this system will improve the company's image, will increase partners and clients' trust. If the company's products meet international standards, business will be developed and we can open new window to the world market."*

But in order to secure a stable supply of raw materials for processing enterprises, dehqan farms should also be supported, says Mr. Narzulloev. He also noted that taking into account the fact that number of fruits and vegetable processing enterprises is increasing, now it became more difficult for them to find sufficient volume of fruits and vegetables to process.



4. ITC Report on Improving National Quality Infrastructure in Tajikistan

A report on "Recommendations for improving the National Quality Infrastructure in Tajikistan" was prepared by Mr. Martin Kellermann, ITC International Consultant after his mission to Tajikistan this summer. This report includes analysis and recommendations regarding the National Quality Infrastructure (NQI) and Regulatory Infrastructure of Tajikistan and recommendations for optimization of the NQI and market surveillance functions.

In the report noted that Tajikistan, like most Central Asian countries that emerged after the demise of the Soviet Union in 1991, inherited a mandatory standards system. In the WTO TBT Agreement however, standards are considered to be in themselves "voluntary" and only technical regulations are mandatory.

Mr. Kellermann notes that the detailed recommendations presented in this report are in many respects a radical departure from the current, well-established, well-meaning but often ineffective, inefficient and outdated practices in Tajikistan.

Among Mr. Kellermann's recommendations to increase Tajikistan's NQI effectiveness are:

- Initiating the development and adoption of an overall strategy for the reform of the NQI;
- The development and implementation of a Technical Regulation System by the Government of Tajikistan with the participation of all stakeholders;
- The authorities in Tajikistan must seriously consider separating the accreditation function from Tajikstandart and establish an independent national accreditation body;
- The accreditation body should develop and implement procedures that are fully in compliance with the requirements of ISO/IEC 17011;
- Tajikstandart should develop and implement a modern standards development and publication system, based on the principles of consensus, transparency and inclusiveness, complete with national technical committees and appropriate publication and marketing mechanisms for standards;
- Tajikstandart should embark on a major program to upgrade the facilities and national metrology standards in order to support the industry and authorities with appropriate metrology services;
- Developing and implementing a modern legal metrology system based on OIML recommendations.

Mr. Kellermann's report was disseminated among relevant government authorities and international organizations.

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