

Infrastructure Quality Of the Moroccan kingdom Experiences/Main orientations

Directorate of Consumer Protection, Market Surveillance and Quality

**22nd MEETING OF THE COMCEC TRADE
May 6th, 2024**



Plan

- **Governance framework**

- **Main achievements of the National Quality Infrastructure**

- **National Quality Policy 2035 - The vision**

- **Specific objectives of National Quality Policy**

- **Main orientations of the 5 pillars of the NQP**

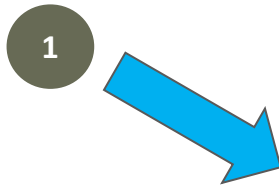
governance framework

Higher Council for Standardization, Certification and accreditation - CSNCA

Law N°12-06 relating to standardization, certification and accreditation promulgated by dahir No. 1-10-15 of 26 Safar 1431 (11 February 2010)

scope defined in the law 12-06

- Standardization
- Certification
- Accreditation
- Promoting quality

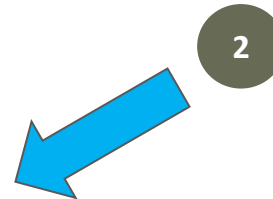


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Main mission of CSNCA

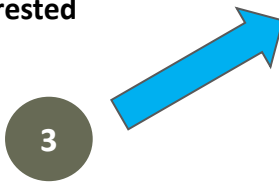
- Assist the government in defining a national quality policy in matters of certification, standardization, accreditation and quality promotion



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Ensure representation of interested parties:

- Ministerial departments
- The professional rooms
- Professional associations
- Institutions scientific research and training;
- Representative of certification, verification and control bodies;
- civil society

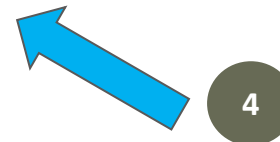


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- 25 members

Responsibilities:

- Coordinate and align the actions and recommendations of the CSNCA;
- Supervise the monitoring of actions undertaken by the CSNCA;
- Prepare the annual report on the CSNCA activities of the CSNCA;
- Examine questions relating to the activities and missions of the CSNCA.



4



Main achievements of the National Quality Infrastructure

IMANOR



Certification

- More than 800 valid certificates;
- 41 certification programs;
- NM National Brand: more than 144 NM certified products (IMANOR exclusivity);
- 117 Morocco Halal Label: IMANOR National Halal Authority;



Standardization

- More than 17,000 Moroccan standards approved;
- More than 130 technical standardization commissions;
- Participation in more than 120 technical international and regional standardization bodies.



Regulation

- 8 regulations techniques particular;
- More than 1133 mandatory standards
- 19 categories of regulated mesural instruments;



Regulatory control (in 2023) Law n° 24 - 09

- 5 international organizations and 15 approved laboratories;
- Industrial products: 120 k import files;
- merchant websites: 80 sites;
- Local control: 10 000 (Law 24-09 and LAW 31-08
- Measuring Instruments: 890 K control operations.



Metrology : Law 2- 79

- membership to Meter convention 24/05/2019
- Signature of CIPM MRA agreement 15/07/2019
- 20 CMC published in the KCDB by LPEE (Temperature : 4 ; Fluid Flow: 1; Mass: 1; high voltage and current : 2 ; DC voltage, current and resistance: 12)

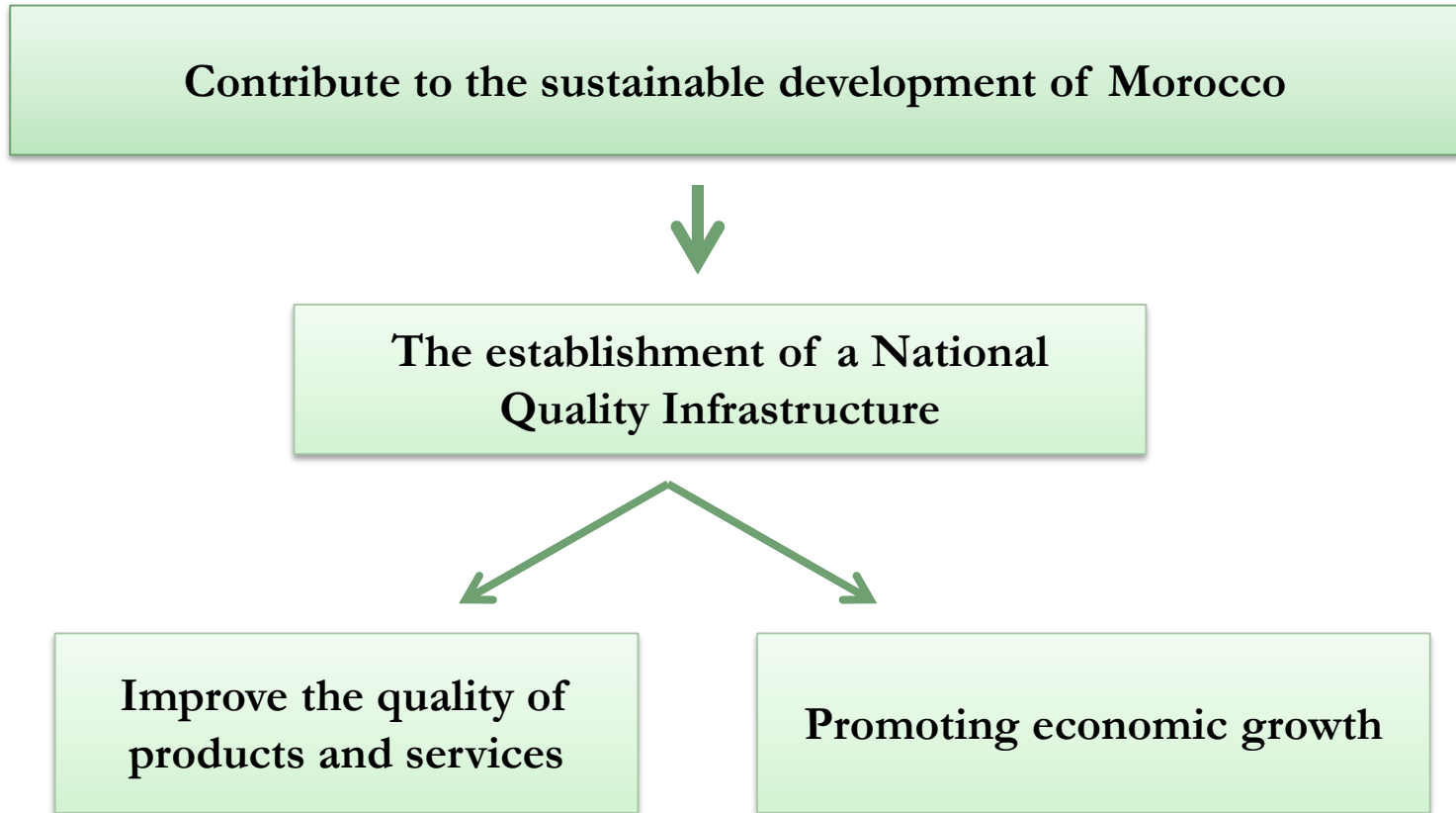


Accreditation: Law 12-06 and its decrees

- 5 programs accreditation;
- 179 organizations accredited; -
- More than 120 qualified assessors

DPCSMQ

National Quality Policy by 2035 : The vision



Specific objectives :

- ❑ Establish an internationally recognized national quality infrastructure;
- ❑ Guarantee consistency between market needs, the legal framework and the national quality infrastructure;
- ❑ Increase the level of penetration of standards in all spheres of socio-economic activity, in particular medium and small businesses, in order to achieve an economy combining efficiency, environmental protection and consumer protection and also contributing to improving the quality of life of citizens;
- ❑ Recognize and encourage certification in public procurement, and as proof of compliance with technical regulations;
- ❑ Strengthen the participation of the private sector, non-governmental organizations in the development of quality infrastructure (for example by providing conformity assessment or consultancy services);
- ❑ Further develop the promotion of quality in the different regions of the Kingdom.

Main orientations of the NQP in terms of standardization and technical regulation

- ❑ Establish a national strategy for standardization and sectoral standardization strategies by ministerial department responding to the needs of the various public, private and civil society stakeholders;
- ❑ Improvement of the standardization process to meet the needs of the Moroccan economy in terms of the involvement of economic operators, national experts and the financing of scientific research actions;
- ❑ Take into account the two components : Sustainability and Ecological footprint in standardization programs;
- ❑ Encourage the exchange of experiences with cooperation partners and participate in the transfer of expertise between members ;
- ❑ Promote the use of standards in the regulation and implementation of public policies.

Main orientations of the NQP in terms of Certification

- ❑ Develop more certification schemes adapted to small and medium businesses and cooperatives and facilitate their access to certification in order to meet the needs of public policies ;
- ❑ Establish an appropriate testing infrastructure in terms of technical capacity and skills, with a view to contribute to the development of certification and give testing organizations visibility on new certification projects;
- ❑ Develop the certification of services and skills and encourage stakeholders to call on certified skills;
- ❑ Require certification for products and services affecting consumer health and safety (example: services provided by local authorities, and medical devices);
- ❑ Establish incentive mechanisms to encourage companies to use certification;
- ❑ Encourage the exchange of experiences with cooperation partners and participate in transfer of expertise between members.

Main orientations of the NQP in terms of Metrology

- ❑ Revision of the law and its implementing texts with a view to establishing a System National Metrology;
- ❑ Extension of regulations to instruments not yet submitted, on the basis of consultations with the parties concerned;
- ❑ Strengthening the PPP for the delegation of metrological verification operations of Regulated Instruments
- ❑ Development and integration of Industrial Metrology into the industrial companies;
- ❑ Development of continuing education programs for the benefit of interested parties;
- ❑ Establishment of a sustainable financial support mechanism for the development and recognition of scientific metrology;
- ❑ Call for funds to set up Designated Laboratories and support the National Institute of Metrology;
- ❑ Encourage the exchange of experiences with cooperation partners and participate in the transfer of expertise between members and establish a collaboration framework around specific projects.
- ❑ Communication about metrology with a view to raising awareness

Main orientations of the NQP in terms of Accreditation

- ❑ Revision of the SEMAC Quality system in accordance with the requirements of the new version of the ISO/IEC 17011 standard;
- ❑ Sizing of resources in relation to the guidelines set (planned budget, human resources, dematerialization of the system etc...);
- ❑ Identify accreditation programs of interest to the national economy in consultation with the various stakeholders;
- ❑ Encouraging the exchange of experiences with cooperation partners and participating in the transfer of expertise between members (examples: inter-laboratory tests, expertise, etc.);
- ❑ Encourage the establishment of a national platform for developing inter-laboratory tests

Main orientations of the NQP in terms of quality promotion

- ❑ Raise awareness and train companies on management system standards certifiable and target a number of entities to be certified by category;
- ❑ Develop a communication strategy for promoting quality;
- ❑ Setting up a Quality Dashboard;
- ❑ Strengthen and coordinate communication on support mechanisms for businesses to access quality infrastructure services;
- ❑ Integration of quality and pride in Moroccan consumption in primary level, secondary and university;
- ❑ Strengthen capacities at the level of consulting and supporting businesses in the area of quality;
- ❑ Development of guides to improve business performance;
- ❑ Signature of partnership agreements with foreign organizations responsible for promoting quality.

THANK YOU FOR YOUR ATTENTION