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Dr Thomas Facklam
President

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To whom it may concern:

**UNIDO Project TE/RAS/09/003
(Impact of ISO 9001 certification in Developing Asian Economies)**

Dear Sir / Madam

As you are probably aware, ISO 9001 (*Quality management systems – Requirements*) is one of the most successful standards ever published by ISO. The standard specifies requirements for a quality management system where an organization needs to demonstrate its ability to consistently provide products (including services) that meet customer and applicable statutory and regulatory requirements, thereby enhancing customer satisfaction. There are several ways in which an organization may choose to demonstrate conformity to ISO 9001, but the most common method is by accredited third party certification*. There are currently around 1,000,000 organizations worldwide that have achieved such certification.

In order to assess the impact of ISO 9001 in developing Asian economies, we are pleased to announce the initiation of the above mentioned project, which will be conducted during the period May 2009 – September 2010. The countries involved in the study are Bangladesh, India, Indonesia, Malaysia, Nepal, Pakistan, Philippines, Sri Lanka, Thailand, and Vietnam.

The project is being coordinated by the Trade Capacity Building Branch of UNIDO, with cooperation from ISO and the IAF regarding the assessment methodologies.

* NOTE: Accredited certification is only one way that an organization may demonstrate conformity to ISO 9001. ISO does not promote accredited certification over other conformity assessment methodologies.

The project will be divided into three main phases:

Phase 1: Gathering data on the impact of ISO 9001 certification on the quality of products as perceived by customers. This survey will be aimed at customers of ISO 9001-certified organizations, identifying the benefits and areas for improvement regarding the use of accredited ISO 9001 certification as a basis for supplier selection and evaluation.

Phase 2: Assessing the effectiveness of the ISO 9001 certification process and the status of the quality management system in ISO 9001-certified organizations. This survey will be carried out using independent assessors with the aim of obtaining the supplier's perspective regarding the benefits and effectiveness of the ISO 9001 certification process.

Phase 3: Providing feedback and recommendations for improvement.

The Trade Capacity Building Branch of UNIDO is pleased to announce the appointment of Dr Nigel H Croft as Lead Consultant on this project. Dr Croft has many years of practical experience in the implementation and assessment of Quality Management Systems, and over the next few months he will be working closely with the IAF and with ISO to develop and agree the survey methodologies.

It is envisaged that Dr Croft will conduct a series of workshops and other activities in each of the participating countries over the course of the project, beginning with a programme of seminars (scheduled for September 2009) to explain the objectives and methodologies of the project to all interested parties (National Standards Bodies, Accreditation Bodies, Certification Bodies, Universities and Industry Associations). This will be followed at a later stage by more detailed training courses for those involved in conducting the surveys, and a series of seminars presenting the results (towards the end of the third quarter 2010).

Over the next few weeks Dr Croft will be contacting those organizations likely to be involved in the study to discuss how they might be able to contribute to the success of this project, and to go over the logistics and commitments that are likely to be involved.

We hope to be able to count on your collaboration.

Yours Faithfully



Beer Budoo



Dr Lalith Goonatilake



Dr Thomas Facklam