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WAQSP NEWS



ECONSUMERS

Supply of quality goods and services,
appropriate protection of consumers and
preservation of the environment for sustainable development:

ECOWAS ENGAGES AND EMPOWERS CONSUMER PROTECTION ASSOCIATIONS





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3. The mechanism for appointing consumer representatives to the Community Quality Council, Community Quality Committees, the Jury for the Regional Quality Award and ECOWAQ, has made it possible to appoint the following countries over 3 years:

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WAQSP NEWS

Published by West Africa Quality System Programme

UNIDO -WAQSP

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EDITORIAL



Mamadou Traoré

Industry and Private Sector Promotion Commissioner

Dear readers,

ECOQUAL, the Quality Policy of the Economic Community of West African States (ECOWAS), aims to ensure the region's competitiveness and sustainable development through the provision of quality goods and services, appropriate consumer protection and environmental conservation.

Thanks to the financial support of the European Union, the West African Quality System Programme (WAQSP) of the ECOWAS Commission, implemented by the United Nations Industrial Development Organisation (UNIDO), helped from 2014 to 2017 to finalise the legal framework for the Community's quality system. It should be noted that the primary beneficiaries of quality are undoubtedly consumers. Indeed, with a population estimated by the ECOWAS Commission at 356 million inhabitants in 2016, which could double by 2050, it was necessary to ensure effective involvement of the latter right away, particularly through the inclusion of consumer associations, within the regional quality system.

To this end, we have worked in an inclusive manner to appoint representatives of these associations within each of the quality structures of the community system, where they were legally entitled to sit. These include the Community Quality Council, the Community Committee on Technical Regulation (ECOREG), the Community Committee on Metrology (ECOMET), the Community Committee on Conformity Assessment (ECOCONF), the Regional Accreditation System (ECORAS) and the ECOWAS Quality Award Jury.

The second challenge after ensuring effective involvement of consumer associations within the regional quality system, was to ensure that an appropriate legal framework was established to deal with all key issues in the field of consumer protection. The principal stakeholders, namely consumer associations, but also national structures in charge of consumer protection, therefore examined the draft Community Regulations on Consumer

Protection for three days from 19 to 21 November 2018, in Ouagadougou, Burkina Faso. This draft Regulation addresses consumer protection harmoniously and ensures that key issues are handled in a transversal and consensual manner throughout all the States.

Also, taking into account the strategic role that information plays in a consumer protection system, practical tools for information exchange have been developed, in particular social networks and an online exchange platform - Econsumers. Similarly, consumer associations were able to unanimously adopt a logo that better defines their identity.

Today, there can be no hesitation in confirming that after several attempts to organise and empower consumer associations, the results obtained have achieved their goal. The next steps will be devoted not only to the adoption of the draft text discussed in Ouagadougou but also to the sustainability of the communication tools (social networks and online platform)

Finally, if consumer associations now occupy their rightful place in regional quality structures, it is necessary to ensure that they work in accordance with international requirements, in particular ECORAS and ECOCONF, two key elements of the region's Quality Infrastructure Scheme. We will report on the progress of these two projects in our next edition. ■

Happy reading,

► **Mamadou Traoré**

NEWS ► ACCREDITATION

Personnel from the region's public and private sectors trained in the requirements of ISO/IEC 17021-1



TRAINING WORKSHOP ON THE REQUIREMENTS OF ISO 17021-1 ACCRA FEBRUARY 2019

A training workshop on the requirements of ISO 17021-1 for bodies carrying out audits and certification of management systems was organised by the WAQSP, from 25 to 26 February 2019, in Accra, Ghana. This workshop, aiming to build the capacities of the accreditation bodies that are members of the regional accreditation system, strengthened the participants' skills in this framework. The objective is to make a body of experts available to the bodies that make up the Regional Accreditation System (ECORAS), namely NiNAS (Nigeria's accreditation body), GhaNAS (Ghana's accreditation body) and SOAC (WAEMU member countries' accreditation body), on whom they can rely to accredit management systems certification bodies.

Indeed, as workshop attendee Dr. Donatus Uchekwue Onyishi from the Department of Electrical and Electronic Engineering of Nigeria's Federal Ministry of Science and Technology pointed out, "the ISO/IEC 17021 standard, which sets out the principles and skills required by management systems certification bodies, will help to improve the practices of those operating in West Africa. The ultimate objective is to strengthen the confidence of all parties interested in the quality of the services provided by certified companies".

Thus, Mr. Fakhruddin Azizi, UNIDO's representative in Ghana and Liberia, recalled that UNIDO is firmly committed to continuing its work with other stakeholders of the WAQSP (EU, ECOWAS, UEMOA, representatives of the private sector and Programme Member States) in order to achieve the expected results. Through the WAQSP, UNIDO is making a full contribution to the implementation of the Sustainable Development Goals (SDGs) by 2030, in particular SDG 9 - (Building a resilient infrastructure, promoting inclusive and sustainable industrialisation and foster innovation).

In his opening address, Ghana's Deputy Minister of Trade and Industry congratulated «(...) the European Union, UNIDO and ECOWAS for their continued support in building strong and functional quality infrastructure institutions to improve the competitiveness of the sub-region's products and the quality of life of our citizens». Mr. Carlos Kingsley Ahenkorah informed the meeting that the adoption of the National Quality Policy (NQP) was well under way. «It will enable finalisation of the procedures for the establishment of GhaNAS as an accreditation body for compliance-assessment activities (at the national level, NDLR).»

After the two days of training, the participants expressed their satisfaction. Mr. Youssouf Mama Sika, Head of the Quality Management Unit of Benin's National Agency for Standardisation, Metrology and Quality Control (ANM), in charge of certification activities, recalled that this was the third training session in the series of ISO 17000 standards organised by the WAQSP, in which he has participated. «Today, I am well able to construct a considered argument on the accreditation of testing laboratories, inspection bodies and system certification bodies. There are extensive construction sites throughout the country. I am already looking at supplier tender applications with sector stakeholders. With this series of training courses, the WAQSP has made it possible to make the accreditation focal point in Benin operational and dynamic, as it has almost all the technical information to satisfy national accreditation requests.»

According to Ms. Edwige De Souza, IRCA certified trainer, Quality, Environment and Safety Consultant, «(...) the training and capacity-building option is not only beneficial for the development of the West African region's infrastructure, but also a requirement for the quality system's sustainability and market and consumer confidence levels. With this training, I can commit to the creation of a certification body, especially since SOAC is now operational». ■

COMPLIANCE ASSESSMENT

A national product-certification service soon to be set up in Togo

NEWS

Supported by WAQSP, the Republic of Togo has taken measures to accelerate technical activities aimed at setting up a national product-certification service (SNCP), in accordance with its National Quality Policy (NQP) action plan. Activities within this framework took place in Lomé from 28 February to 1 March 2019, at the National Free Zone Authority (Société d'Administration de la Zone Franche (SAZOF) premises, which houses the National Authority for Quality and the Environment (Haute Autorité de la Qualité et de l'Environnement, HAUQE). Several stakeholders and actors from the industry and quality sectors took part in the diagnostic and awareness-raising activities led by Mr. Chérif EZZINE, the expert recruited by UNIDO.

The objective pursued in the implementation of this national product-certification service is to enable production structures and consumers to easily distinguish products that comply with the standards by means of their certification. In the long-term, the aim will be to have the structure accredited according to ISO/IEC 17065, thus enabling it to contribute to consumer protection.

At the start of the meeting, Mr. François Fidégnon KPAKPO, National Focal Point of the WAQSP and President of the National Authority for Quality and the Environment (HAUQE), recalled that the 2009 framework legislation on quality in Togo had provided for the deployment of all aspects concerning quality, including product certification. He noted that Togo has already set up 17 technical standardisation committees, which to date have adopted more than 1,000 standards, the most recent being the SPS committee. Finally, he referred to the availability of accredited laboratories in Togo to help achieve the objectives. The UNIDO expert Mr. Chérif EZZINE took the opportunity to welcome the creation of the ECOWAS Quality Agency (ECOWAQ), which planned to mandate national bodies to certify regional products on its behalf. To this end, the expert recommended that Togo appoints a general manager who should, inter alia:

«Receive certification requests, make contracts with accredited auditors and laboratories; set up a unit composed of people who will perform the tasks necessary for the functioning of the product certification system; upgrade through capacity-building and appoint a quality manager who must ensure the monitoring of the internal documentation system, relations with accreditation bodies and manage non-compliance, etc.». This was an opportunity for him to clarify the concept of product certification in response to participants' concerns, but also to develop other themes, including the various product certification programmes; the steps in developing a product certification framework; external communication and business action plans for product certification.

At the end of the activities, the HAUQE authorities and the expert (on behalf of the WAQSP) undertook to continue the collaboration until the final establishment of the national product certification service.

To this end, Mr. EZZINE carried out a second mission to strengthen the capacities of the steering committee members and the impartiality preservation committee (CPI) on certification issues. This took place from 27 to 28 May 2019, at the HAUQE headquarters. During these two days, activities focused mainly on the presentation of product certification, its challenges and advantages, a reminder of the work and achievements of the inaugural mission, a presentation of the certification process and the examination and validation of the documentation system.

Participants, were instructed on their roles and tasks as members of CPI to successfully implement the NCPS and its functioning, even if additional funding must be used to complement that provided by the WAQSP. According to Mr. KPAKPO, the establishment of the SNCP is the will of the political-administrative authorities and consumers. This second mission enabled Mr. EZZINE to transmit the documents required for the functioning of the SNCP for their examination and validation to the Steering Committee. ■



A NATIONAL PRODUCT-CERTIFICATION SERVICE SET UP IN TOGO

NEWS

Benin: WAQSP has trained calibration and testing laboratory managers on the requirements of ISO 17025 v 2017

In Cotonou, from 30 April to 3 May 2019, the WAQSP organised a training workshop on the requirements of the ISO 17025 v 2017 standard for managers and resource personnel from a dozen calibration and testing laboratories in Benin. The aim was to ensure that they were upgraded to the requirements of this standard published in 2017.

Mr. Youssouf Mama Sika, National Technical Coordinator in Benin, highlighted the various components and axes of the training course: the accreditation body (SOAC), quality management in a laboratory and finally, technical organisation in a laboratory.

He said that « (...) this training, funded by the WAQSP, enables us to provide laboratories with the necessary tools to facilitate their transition to the new ISO IEC 17025 standard by 2020”.

Mr Hubert Charles Kona, Quality Manager for the Civil Engineering Test and Research Laboratory (LERGC), welcomed the training course, which strengthens the technical skills of the participants and contributes to upgrade the laboratories targeted for the application of ISO 17025 version 2017.

He stated: «This training comes at the request of accredited laboratories, since they must comply with the new standard.»

At the end of the three days, participants became cognisant of the technical requirements related to measurement systems, equipment management and measurement traceability in order to integrate them into their quality system. ■



TRAINING WORKSHOP FOR CALIBRATION LABORATORIES RESOURCE PERSONS FROM BENIN MAY 2019

Support towards accreditation: WAQSP continued its support

During the first half of 2019, the WAQSP continued its support to Compliance Assessment Bodies. Three (3) laboratories of the Ghana Standards Authority (GSA) passed their accreditation assessment from 2 to 5 April 2019, and in parallel with these accreditation activities, following an international call for tenders, the Programme selected the AFNOR Middle East certification body to conduct the ISO 9001 version 2015 certification audit of four (4) national pharmaceutical inspection structures.

This follows the implementation of quality management systems from April 2018 to February 2019 within these structures. Subsequently, certification audits were planned for the first half of 2019. They were indeed conducted in

Nigeria, at NAFDAC (National Agency for Food and Drug Control Administration) from 22 to 30 May and in Liberia, at LMHRA (Liberia Medicines and Health Products Regulatory Authority) from 28 to 31 May.

Finally, the PBSL will also be audited (Pharmacy Board of Sierra Leone) from 5 to 7 June 2019 and finally the MCA (Medicines Control Agency) in Gambia will be audited from 12 to 13 June 2019.. ■



SUPPORT OF WAQSP TO NATIONAL PHARMACEUTICAL INSPECTION AGENCIES

PROMOTION OF QUALITY

Toward the second edition
of the ECOWAS Quality Award

NEWS

At regional level, in 2013, the ECOWAS Commission adopted Regulation C/REG.17/12/13 adopting the rules for the organisation of the ECOWAS Quality Award. The mission of the ECOWAS Commission's Quality Programme, WAQSP, was to support the organisation of the first edition of the ECOWAS Quality Award. Following the success of this edition, the ECOWAS Commission requested the support of WAQSP to organise the second edition of this Award.

This Award, open to the participation of companies located in all countries of the region, requires the organisation of a National Quality Award in each Member State. It is within this framework that the first half of 2019 saw the coordinated organisation of the National Quality Awards in ECOWAS Member States. These national awards have made it possible to nominate winners in the different categories for each country.

ORIBA-JUS (agri-food company) and the Société de Transformation Alimentaire (STA) (children's food supplement company), are the three winners of the sixth edition (2018) of the Nigerien Quality Awards.

They were awarded respectively the Quality Control Award, the Encouragement Award and the Excellence Award.

In his introductory speech, Mr. Abdou Mato, President of the Awards Committee, thanked the WAQSP and the sponsors before highlighting the difficulties encountered. «I appeal strongly to all partners to support this laudable initiative to promote SMEs in Niger;» he said. In turn, Niger's Minister of Industry, Mr. Malam Zaneidou Amirou, recalled that the sixth edition of the Niger Quality Award had eight (8) participating companies, having competed at three out of the four different levels that comprise the Award.



NIGER QUALITY AWARD 2018

In Niger, the official award ceremony took place in Niamey on Thursday, 2 May 2019, in the presence of state institutions, industry and trade sector actors, economic operators, professionals from the Chamber of Industry and development partners. SONIA Dallol (agri-food company),

He also indicated that the Government of Niger, in its dual desire to support companies in their quest for greater competitiveness and to protect consumers, had instituted this «(...) Niger Quality Award since 2004 and adopted Niger's Quality Policy in 2018 to promote the development of

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NEWS ► PROMOTION OF QUALITY

Toward the second edition
of the ECOWAS Quality Award



THE WINNER COMPANIES OF QUALITY AWARD AWARDED IN LIBERIA

the Quality Infrastructure and enable the various public or private organisations to establish amongst themselves a genuine culture of quality». Finally, he congratulated all the winning companies because through their commitment to quality they contribute, in the most wonderful way, to raising Niger's competitiveness within the rank of emerging nations. The three winning companies can participate in the second edition of the ECOWAS Quality Award. The first edition was organized in June 2017 in Abidjan (Côte d'Ivoire).

In Liberia, the first edition of the Liberia Quality Award ended with the award for the diamond category winner, Duraplast Inc. The award ceremony took place on Friday, 5 April 2019 at Cape Hotel (Mamba Point) in Monrovia, Liberia's capital. Representatives of public and private institutions, academics and actors from the industrial and economic sectors honoured the event with their presence.

Duraplast Inc. was awarded the trophy in the Diamond category and two other companies, Metallum and Fouani Brothers Inc., received certificates of participation.

On this occasion, Mr. Stephen Y. Mambu, WAQSP National Technical Coordinator in Liberia, congratulated the winning company and the other two participants. «The quality award remains a major asset for companies that aim to perform their best within their sectors. I therefore invite Liberian companies to participate heavily in the quality award to gain national, regional and even international recognition,» he said.

Mr. Nyenti Kaffey, Head of the National Award Technical Secretariat (PNQ), briefed the participants on the organisation of the Regional Quality Award's second edition, inviting company managers to submit their applications.

«The issue of quality remains at the heart of promoting standards for private sector development and the ceremony is a crowning moment of official recognition of your commitment to the quality process,» added Lasana Donzo, Standards Coordinator at the overseeing ministry, who also informed the public about the activities of the LiSHAM (Liberia Standardisation Harmonisation Model Scheme) regarding standards in Liberia. ■

PROMOTION OF QUALITY

Capacity-building for private sector companies

NEWS

WAQSP has planned a series of training workshops for personnel from member companies of the Federation of West African Employers' Organisations (FOPA). These training workshops on the ISO 9001 version 2015 standard are planned in the sixteen (16) countries of the region. The process started with the Togo workshop held in Lomé in May 2019. During June 2019, it will be held in Benin, Ivory Coast, Mali, Gambia, Cape Verde, Burkina Faso and Guinea. The remaining countries will follow in the second half of 2019.

our companies in the current context of accelerating change, increasing complexity and hardening markets due to fierce competition, as well as ever-increasing customer demands for quality and safety.» In the opinion of Mr. Koffi Vinyo MENSAH, Director of Private Sector Development and representing the Minister overseeing quality; the Government of Togo is well aware of the challenges facing national companies, and it was right to adopt, as early as 2009, framework law no. 2009-016/PR on organising the national scheme for the coordination of standardisation, authorisation,



TRAINING WORKSHOP FOR MEMBER COMPANIES OF FWAEA IN TOGO

In Togo, from 22 to 24 May 2019, activities took place within the National Council of the Patronage of Togo with the effective presence of European Union representatives and those of the Minister in charge of quality and UNIDO. At the opening of the meeting, on Wednesday, 22 May, Mr. Coami Laurent TAMEGNON, President of the National Council of the Togolese Employers' Federation, noted that it was at the request of FOPA companies that WAQSP organised the workshop in collaboration with the Togolese Ministry of Trade, Industry, Private Sector Development and Local Consumer Promotion.

He stated that the objective of the workshop was «(...) to strengthen the capacity of private sector companies in quality management, including companies and associations run by women. Training in this standard is indeed of crucial importance for

certification, accreditation, metrology, environmental protection and quality promotion activities in Togo. «Article 8 of this law prescribes the introduction of the quality approach in public administration structures and those of the private sector», he said, before inviting all member companies of FOPA to engage in the quality approach, and to participate in the Togolese Quality Award, which offers many advantages to companies. He concluded by expressing the Government's gratitude to the European Union, the ECOWAS Commission and UNIDO for their valuable contribution to quality development in Togo.

At the end of the training course, participants stated that they had developed quality management skills with the promise of becoming more involved in the quality process and competing in future editions of the Togolese Quality Award. ■

NEWS

PROMOTION OF QUALITY



WEST AFRICA JOURNALISTS NETWORK FOR QUALITY

The WAQSP trains heads of regional media organisations to strengthen the promotion of Quality



In November 2018, WAQSP organised a regional workshop in Abidjan that brought together media managers from all ECOWAS countries and Mauritania to enhance their skills in the concepts of Quality Infrastructure: standardisation, metrology, accreditation, conformity assessment and quality promotion.

At the end of this workshop, the participants created a West African Journalists' Network for Quality (JNQ) and initiated steps to integrate the governance structures of the Regional Quality Infrastructure as observers (Editor's Note: Since then, they have been regularly associated for media coverage of the Programme's activities in their respective countries).

In an interview by the newspaper L'Economiste du Bénin, the Chief Technical Advisor of WAQSP, Mr. Aka Jean Joseph KOUASSI, revisits the role of the press in the policy of promoting quality within the Programme's strategy. He answers questions from L'Economiste du Bénin regional journalist, Joël YANCLO, who participated in the workshop, and is therefore a member of the RJQ that he and his colleagues set up on this occasion.

INTERVIEW



L'Economiste du Bénin: what is your first impression after the workshop?

Aka J. J. KOUASSI: The ECOWAS Commission was absolutely right to invite journalists to this seminar because in the area of quality, we are dealing with a subject that affects people, a subject that is approached in a slightly too technical way. When we talk about quality in general, standardisation, accreditation, certification, inspection, etc. people do not know what this means. As part of the support for the ECOWAS and UEMOA Commissions, we developed a number of regional tools to protect and defend the quality of life of their populations and these tools have started to become operational. It was important to start now, to find out how to let people know what we do and journalists are one of

the best relays, especially due to their ability to simplify technical information. We were right because the journalists who took this training showed their interest in the topics addressed as demonstrated by the quality of their questions, we feel that there is interest in conveying the message to the people.

L'Economiste du Bénin: What was the content of this workshop?

Aka J. J. KOUASSI : The journalists we invited are consumers. They asked questions that in my opinion consumers are asking themselves. We explained to them how to present the concepts of quality and its different components.

They then experienced it with a visit to the ENVAL Laboratory, an important laboratory that benefited from the support of quality programmes. A multinational distribution company, a customer of the laboratory in question, gave an account. Before offering its products for consumption, it has them tested by this accredited laboratory, i.e. one whose skills are internationally recognised.

So this part of the visit was one of the most important moments for me. Then we tried to get our guests to understand that all the processes we are implementing must be reliable. When you have a laboratory, the analyses and their certifications which are issued by these laboratories must be recognised. This recognition requires highly skilled laboratory personnel, but also high-quality equipment, to avoid the use of non-compliant equipment that does not give true values.

PROMOTION OF QUALITY

The WAQSP trains heads of regional media organisations to strengthen the promotion of Quality

NEWS

L'Economiste du Bénin: Within this dynamic, what role should countries play?

Aka J. J. KOUASSI: Countries must be made to understand that quality is an essential element of economic development. It helps to protect populations, secure imports, and also build confidence in products that are exported. It should be recalled that ECOWAS has led countries to adopt a regional quality policy, called ECOQUAL. It defines all directions that must be taken at regional level by all countries. Subsequently, ECOWAS supported each country in adopting its own national quality policy, which must be in harmony with the regional quality policy. Today, all countries have harmonised texts. This is important when you are in the same economic space where you want products to move freely, knowing that standards and quality issues can be obstacles.

L'Economiste du Bénin: Why should structures be set up at regional level?

Aka J. J. KOUASSI: This is because the development of a quality culture has a cost. So, basically, ECOWAS has put in place structures to rationalise resources. For example, in the area of accreditation, WAEMU member countries have opted for a common body for all eight (8) countries because it would have been more costly to create an accreditation institution for each country. This is how we should understand the approach of ECOWAS

L'Economiste du Bénin: What can you say about the aspects of education and quality culture in West Africa?

Aka J. J. KOUASSI: I would say that this is another pillar of quality. In other words, quality is ultimately a matter of culture. When you go to Europe, to countries like Switzerland, it is almost impossible to see citizens throwing garbage in undesignated places. To achieve this, we must educate, we must above all raise awareness, to the highest level. As far as consumers are concerned, we want to work with you journalists to help us get this message across. But there are other ways to educate people. Quality should be taught as the norm in schools and universities, in our opinion. Currently, we are addressing this issue at the ECOWAS Commission level where we will start with Higher Education. The study is currently underway.

L'Economiste du Bénin: Some words in conclusion?

Aka J. J. KOUASSI: It is essential that people see the importance of quality. We've tried to show you some aspects; it's a start, we'll certainly continue the process. This is why we are delighted that you set up a West African Journalists' Network for Quality (RJQ) during the workshop. Education and awareness must be reinforced and I am convinced that the representatives of this network in each of the sixteen (16) countries of the region will play a leading role.

Imagine, when you go to a restaurant, you eat, but do you ever take a walk to the back where the food is prepared? You will find quality and hygiene issues. So, it's a question of education. When people are better educated, they will be more concerned about quality and when the population becomes demanding about quality, those who provide services will be forced to go for quality; so the best investment in this area is education.

We have to invest in education, training and awareness because service providers will then have to meet the standards that are required. As long as there is a market, companies will invest in that. If the market demands quality, companies will be supported by laboratories. But if no one demands quality, they will do nothing.

Because they know that if people demand quality and they do not offer quality products, they are doomed to disappear. So it's a big project where we need everyone, consumer associations, journalists to help us get the message across and the workshop we held is a first step. Ideally, we should have a group of quality journalists who can work on different committees to guide us in how to promote quality.

I know that you have drafted a collective request to this effect and are in the process of organising yourselves. I encourage you to continue the initiative and I am convinced that you will find that Commissioner Mamadou TRAORE has an attentive ear. ■

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CONFÉRENCE REGIONALE DE FORMATION SUR LE GUIDE PRATIQUE S ACTEURS DES NATIONS UNIES POUR LA PROTECTION DU CO

LOMÉ, TOGO, 11 – 12 AVRIL 2018



UR LES PRINCIPES
NSOMMATEUR



SENEGAL

NEWS

UNIDO HAS SET UP A WACQIP TECHNICAL COORDINATION UNIT AT ECOWAS IN ABUJA



ROBERT IRIMAT AND AKA JEAN JOSEPH KOUASSI, RESPECTIVELY ASSOCIATE EXPERT AND CTA (FROM LEFT TO RIGHT), ALONG WITH KOLA SOFOLA, WACOMP COORDINATOR FOR ECOWAS

UNIDO participated in the launch meeting of the West Africa Competitiveness Programme (WACOMP) held on 8 and 9 October 2018 in Abuja, which was attended by all stakeholders, namely member countries, the European Union, ECOWAS, UEMOA, ITC and UNIDO. The priorities of national value chains were presented by member countries.

The final decision on the value chains to be supported at regional level was taken on 16 May 2019, the products concerned are: cassava and its derivatives, mango, textiles and clothing.

To stimulate industrialisation in the West African region, UNIDO is implementing a Quality Infrastructure and Competitiveness for West Africa (WACQIP) project. This project is one of the two regional components of WACOMP; the second was implemented by ITC. The project aims to strengthen the industrial competitiveness of 16 West African countries through the development of value chains to increase the production, processing and export capacities of the private sector, particularly through support for micro, small and medium-sized enterprises (MSMEs) and the creation of a platform for dialogue on industrialisation between West African States and the private sector, including by strengthening the capacity of Member States in the development and implementation of value chain policies.

The project will improve the performance and growth of selected priority value chains and related service elements involving processing, industrialisation, regional trade and exports. It is funded under the 11th European Development Fund (EDF) and is

part of the West African Competitiveness Programme (WACOMP).

WACQIP is part of the vision of the Third Decade of Industrial Development in Africa (IDDA III), which is to firmly anchor Africa on the path to inclusive and sustainable industrial development (ISID). Achieving this vision requires the transformation of African countries into places of competitive industrial production. The framework conditions necessary for this industrial transformation include strengthening key elements of industrial productive capacity, such as infrastructures, innovation and transfer of technologies, industrial financing, industrial knowledge and skills, as well as the support of public and private sector institutions that regulate and promote industrial development.

Thus, in the specific area of the Quality infrastructure, the Project aims to consolidate UNIDO's support through the Quality Programmes it has been implementing since 2001 to improve regional quality infrastructure, through the application of standards and regulations that focus on selected value chains. This will undoubtedly involve:

- support for the establishment and promotion of reference laboratories at regional level;
- Promotion of quality and the ECOWAS Certification Mark;
- Harmonisation of Member States' quality policies and the incentive to network national quality structures.

In the business environment, the following are envisaged:

- Assisting ECOWAS/UEMOA in putting the industrial and private sector regional strategy into operation by developing a regional directive on key value chains of regional and national interest and by implementing regional investment and competition policies and regulations;
- Supporting the implementation of the ECOWAS strategy for MSMEs and interaction between MSMEs;
 - Setting up a regional PPP network and an online platform;
 - Setting up, within ECOWAS/ UEMOA, expertise/experience-sharing and evaluation mechanisms, etc., in the areas of quality promotion, management tools, supervision and coordination.

UNIDO has established a technical coordination unit in Abuja (at ECOWAS headquarters in Nigeria) to lead the implementation of WACQIP. ■

Provision of quality goods and services, appropriate consumer protection and environmental conservation for sustainable development:

FOCUS

ECOWAS ENGAGES AND UTILISES CONSUMER PROTECTION ASSOCIATIONS

In most Member States, consumers are not sufficiently «equipped» to cope with the massive presence of products and services of questionable quality in their supply markets. This facilitates the distribution of substandard and unsafe products in the region. It is in this context that several associations have been created in the region to protect consumers from the effects of the use/consumption of these goods and services. Unfortunately, until that point, these associations have often encountered:

- The absence of a national and regional legal framework;
- The existence of legal and institutional provisions that do not allow the establishment of a favourable climate for all economic actors (producers, sellers & consumers). It is to support the consumer protection system that ECOWAS, through its quality programme, WAQSP, has decided to strengthen these associations. This action is in line with the ECOWAS Commission's Quality Policy (ECOQUAL) adopted in 2013, that has, among others, one objective to «put in place laws for the effective protection of consumers against the use of dangerous, inadequate and substandard products».

Also, within the implementation framework of the West African Quality System Programme (WAQSP), the following three activities were planned for consumer associations:

- Training of consumer associations on international guides regarding consumer information and protection;
- Support for the adoption of draft national texts in accordance with international guides;
- The establishment of a platform for the exchange of information between consumers.

To this end, in April 2018, the WAQSP trained consumer associations and national consumer structures on the United Nations Guide to Consumer Protection, in conjunction with the United Nations Conference on Trade and Development (UNCTAD).

Thus, fourteen (14) consumer protection associations participated in the training: Benin Santé et Service du Consommateur, Ligue des Consommateurs from Burkina

Faso, Associação para Defesa do Consumidor from Cape Verde, Fédération Nationale des Associations de Consommateurs from Cote d'Ivoire, Associação do consumidor de Bens e Serviços from Guinea Bissau, Fédération nationale pour la défense des droits des consommateurs from Guinea, National Consumers Council from Liberia, Association des Consommateurs from Mali, Association mauritanienne de protection des droits des consommateurs, Association de défense des droits des consommateurs - Wadata from Niger, Consumers Empowerment Organisation from Nigeria, Consumer Protection Agency from Sierra Leone, Consumer Protection association of the Gambia, et Association Togolaise des Consommateurs.

Most of them have strong local roots - existence of branches (or local associations in the case of federations), public utility status, integration into civil society networks, boards of directors, etc. - but only 7 mentioned partnerships at regional level. These include: the African Consumer Union (UAC), the UEMOA Consumer Association Network (RAC), the Consumer Association Network (TIC), the West African Consumer Network (RACAO), and the Africa Consumer Protection Dialogue. At international level, the partnerships mentioned above include: Consumer International, International Network of Civil Society Organisation on Competition (INCSOC), or UNCTAD. Two (2) associations mentioned bilateral relations established with associations: Portugal (Cape Verde) and Tunisia (Guinea).

This was an opportunity for the Programme to conduct a survey of their representatives on their information practices. 28 responses were collected, including two from an employer association and one from ECOWAS. Thus, 14 associations and 11 public services and authorities are represented in the results presented below.

In general, the level of consumer protection organisation in the region is mixed: the number and weight of national associations, mechanisms and policies varies from one country to another.

However, all structures are involved in consumer protection through at least one of the following areas of intervention: information, protection, monitoring and representation for associations; control, enforcement, support and governance for public services and authorities.

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FOCUS

Provision of quality goods and services, appropriate consumer protection and environmental conservation for sustainable development:

ECOWAS ENGAGES AND UTILISES CONSUMER PROTECTION ASSOCIATIONS



NOW A COMMUNITY REGULATORY FRAMEWORK FOR CONSUMER PROTECTION

Intervention sectors also involve: agri-food and basic necessities, petroleum products, mobile phones, press, health, energy, environment, shops and points of sale as well as administrative services.

The organisations in charge of consumer protection obtain the information necessary for their activities through the traditional press, the Internet, national authorities, but also their own networks and collaborative partnerships (other associations and services, chambers of commerce and industry, international institutions etc.).

It should be noted that some of them also produce extensive information: consumer surveys, complaint registrations, inspection and investigation reports, policies and other regulatory texts, etc.

The information fields they prioritise concern: quality domains (health safety, standardisation requirements, accredited laboratories, etc.), basic social infrastructures (water, energy, telecommunications, education, health, etc.) and, more generally, good consumer protection practices (laws, mechanisms, structures, etc.).

The vast majority of organisations deplore the lack of information and visibility of consumer protection issues at regional level and would like to be better informed concerning ECOWAS actions in this area.

In order to address this concern, ECOWAS through the WAQSP, organised a regional workshop, from 19 to 21 November 2018, in Ouagadougou (Burkina Faso) to vali-

date a communal regulatory framework for consumer protection and a mechanism for consumer representation in ECOWAS quality infrastructure bodies. The participants exchanged and adopted the provisions of this legal text, which now harmonises the activities of consumer associations in the region. Their involvement in community consumer protection initiatives in the region has been formalised through their representation in ECOWAS Quality Infrastructure bodies.

In the opinion of Mr. Mamadou TRAORE, ECOWAS Commissioner for Industry and Private Sector Promotion, « (...) The aim is to propose, on the one hand, an environment more adapted to the activities of these independent bodies (consumer associations) that work to protect consumer rights and regularly initiate actions to inform or protect us as consumers and, on the other hand, a mechanism allowing consumer associations in the region to be represented in regional quality infrastructure bodies. Furthermore, the regulatory framework will reinforce regional judicial provisions regarding quality, implemented with contributions from States, technical partners and financiers».

Mr. Charles Eugene NABOLLE, Technical Advisor representing the Minister of Trade, Industry and Crafts, said: «It is expected that you will validate the draft community regulatory framework prepared in accordance with the UN guide for consumer protection and the mechanism for appointing representatives of consumer associations and that you will be aware of the platform and be able to use it». ■

Provision of quality goods and services, appropriate consumer protection and environmental conservation for sustainable development: ◀

ECOWAS ENGAGES AND UTILISES CONSUMER PROTECTION ASSOCIATIONS

FOCUS

INTERVIEW



Dr. SACKO Seydou

SACKO (ECOWAS Senior Programme Officer for Trade, Customs and Free Movement), makes the point

“The designated representatives of consumer associations at the level of the Technical Committees of the ECOWAS Community Quality Council (CCQ) will be able to use the specificities of each of them to defend consumers in the region”

At the closing ceremony, Dr. Seydou SACKO (Senior Programme Officer, Trade, Customs and Free Movement, ECOWAS), Vice-Chairperson of the Presidium that led the proceedings, thanked all participants, UNIDO, the European Union and ECOWAS for this important step towards better consumer protection in the region.

Dr. Sacko was one of the key players in the successful outcome of the regional workshop to validate a community regulatory framework for consumer protection, held in Ouagadougou, Burkina Faso, from 19 to 21 November 2018. Democratically appointed to lead the activities, he was able to make his mark through his knowledge of the sector, particularly by ensuring that the representatives of consumer associations appointed to sit on the various CCQ technical committees had the necessary prerequisites to carry out their duties.

He comments in more detail on this subject in the following interview.

WAQSP: Could you return to the context and results that were expected from the workshop?

Dr. Seydou Sacko: The workshop was a great challenge for us. It follows a training workshop organised by the ECOWAS Quality Programme, hosted by the Department of Industry and the Private Sector, in conjunction with the United Nations Conference on Trade and Development (UNCTAD), on 11 and 12 April 2018 in Lomé.

The aim was to strengthen the capacities of consumer associations and consumer support structures for better protection of the latter. At this workshop, the consumer associations of ECOWAS Member States present strongly recommended, in view of the legal vacuum that exists at regional level, the possibility of setting up a harmonised regulation for the protection of consumers in the West African region. For greater efficiency, it was therefore important that these stakeholders be represented in the various CCQ Technical Committees. It was therefore necessary to find a mechanism for the designation of consumer associations.

WAQSP: Having moderated the discussions, you are in a very good position to revisit the highlights of the work, especially in relation to the ECOWAS regulatory framework?

Dr. Seydou Sacko: It should be said at the outset that this workshop has fully achieved the desired results. Initially and in a short period of time, the ECOWAS Quality Programme was able to find consultants who quickly developed a draft of consumer protection regulations at regional level, by drawing on successful experiences. In addition, the workshop enabled a consensual mechanism to be chosen for the representation of consumer protection associations and structures in ECOWAS Quality Infrastructure bodies.

We can therefore say that the end results of the workshop were highly satisfying. Especially since we benefited from the notable support of the ECOWAS Commissioner in charge of Industry and Promotion of the Private Sector, Mr. Mamadou TRAORE, accompanied by his counterpart at UEMOA, in the presence of a representative from Burkina Faso's Minister of Industry, who opened the workshop. Returning to the essence of the document itself, it was reviewed, step by step, by the participants. It was therefore a joint effort in all senses. Today, we are moving towards a consumer protection directive at regional level as is the case with the other Regional Economic Communities (RECs).

WAQSP: How do you rate the quality of the exchanges during these activities, especially between consumer associations?

Dr. Seydou Sacko: I am totally satisfied. The workshop was attended by highly committed consumer associations.

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Provision of quality goods and services, appropriate consumer protection and environmental conservation for sustainable development:

ECOWAS ENGAGES AND UTILISES CONSUMER PROTECTION ASSOCIATIONS

As we know, acting as a consumer association at Member State level is not an easy task. The exchanges were responsible and very productive, so based on this result, we are assured that the consumer association representatives who will sit on the various CCQ Technical Committees will contribute fully. All those appointed specifically, in relation to each Technical Committee, will be sufficiently informed to be able to defend consumer associations with specialist knowledge. ■

Certain representatives of these structures and associations were in agreement.



Mr Amadou Ceesay

Head of the Gambian Competition and Consumer Protection Commission

“This wonderful ECOWAS initiative has brought together consumer associations and national anti-fraud bodies, because we all work together, even if our objectives are sometimes different.

As regulatory bodies, we ensure the protection of consumer populations while consumer associations are more geared toward advocacy. I think that’s very good. But above all, we must share our experiences in this field: what we are doing in Gambia, Burkina Faso and Nigeria, etc. This is one of the advantages of the ECOWAS Quality Programme».



Mr Henry P. Wolokollie

President of Liberia’s Consumers’ Defence Association

«The Ouagadougou meeting will really help improve our experience in advocating more effectively for consumers in Liberia, and we are really grateful for what ECOWAS is doing. This ECOWAS regulatory framework will strengthen us and give us the means to protect consumers in Liberia.»



Ms N’guessan née Cissé Karidjatou

Deputy Director of Consumer Affairs and Consumer Relations at the Ministry of Trade, Industry and SME Promotion in Cote d’Ivoire.

«We all wanted this ECOWAS Community regulatory framework. Especially, since it doesn’t call into question the regulatory provisions protecting consumer rights at country level. During the workshop, we were reassured about this fact. We also appreciate the creation of an exchange platform. We are honoured to be able to outline Ivory Coast’s experience in protecting consumer rights.»

These different activities have had a great impact.

- A knowledge transfer process has been initiated at national level.

On 12 June 2018, a knowledge transfer workshop on the recommendations of the UN Guide for Consumer Protection was held in the conference room of the Directorate for the Promotion of Quality and Standardisation (DPQN) in Abidjan-Plateau. «This workshop is organised to equip you to fully play your role in the implementation of this ECOWAS quality policy,» said Ms. Azoda Deli Berthe, who represented the responsible Minister. Benin followed suit on 9 and 10 October 2018, in the conference room of the General Directorate for Industrial Development (DGDI), by bringing together twenty-five (25) participants from nine (9) national associations and structures in charge of consumer protection.

- An Exchange Platform with consumer associations was developed and validated during the workshop. It will be promoted as part of the promotion of the ECOWAS global database on quality and industry.

- A draft text entitled: «Community Regulation on Consumer Protection» to meet both the needs expressed by consumers and ECOWAS in the specific objective 6 of ECOQUAL.

THANKS TO THE SUPPORT OF WAQSP,
SOAC IS NOW A KEY COMPONENT OF
THE ECOWAS ACCREDITATION SYSTEM

PARTNER ACTIVITIES



SOAC ISSUED ITS FIRST CERTIFICATES OF ACCREDITATION

S SOAC, set up by the West African Economic and Monetary Union (WAEMU) Commission to meet the accreditation needs of its member countries, covers eight of the fifteen ECOWAS member states. It thus plays a central role in the regional accreditation system. SOAC was created in 2010, but was officially launched in March 2018. An advantage of these eight years has been the creation of conditions for a real demand for accreditation services. The latter is driven by new economic challenges, including, notably, the ECOWAS Common External Tariff, international economic agreements, such as the Economic Partnership Agreement (EPA/European Union) and the African Continental Free Trade Area (AFCFTA), (Zone de Libre Echange Continentale Africaine (ZLECA).

SOAC's role is to help ensuring the movement of safe, healthy products and services within and outside the community market within the context of trade.

The common denominator of all these trade instruments remains the quality and safety of products and services. Indeed, for Member States to be able to take full advantage of these economic opportunities, guarantees should be provided on the quality and safety of products and services that are exported by the region, but also those purchased by ECOWAS consumers. SOAC's mission is, therefore, to ensure that the quality control structures for these products and services, which are the Conformity Assessment Bodies (CABs) and in particular inspection and certification bodies and laboratories, are competent to carry out their activities.

In this context, the first half of 2019 was decisive for SOAC, in particular with the issuance of the first accreditation certificates, combined with an extensive promotion and information exercise on the ECOWAS quality infrastructure, in particular accreditation.

A major campaign to promote accreditation within the States conducted as part of the celebration of World Accreditation Day. A series of national information workshops on SOAC were organised. They are the result of the implementation of the recommendations of the last SOAC governance meetings held on 25 and 26 April 2019 in Abidjan, Ivory Coast. These workshops are being organised in the context of the World Accreditation Day Celebration whose theme this year is: "Accreditation: A Real Added Value in the Supply Chain", which is being addressed during these promotional days.

Thus on 6 June 2019, after Burkina Faso (2 May), Senegal (17 May) and Ivory Coast (22 May), Benin was the fourth country to organise a national workshop on SOAC's legal framework and services.

«Benin is fortunate to host a national information workshop on the West African Accreditation System (SOAC), a supra-national body set up by the WAEMU Commission, to accredit conformity assessment bodies in its Member States; it is a tool that will facilitate the circulation of safe, healthy products in the region and develop exportation of Beninese products», said Mr. Ernest Gbaguidi, President of the Consumer Association, Benin Sante Et Survie Du Consommateur (BSCC), during a radio show of RADIO TOKPA, based in Cotonou (Benin).

Indeed, the workshops are open to a wide public audience bringing together all parties involved in accreditation, particularly conformity assessment bodies (CABs), but also quality firms, consumer associations, employers and chambers of commerce, the press, public administrations, technical and financial partners, and particularly two new types of actor:

- National Assemblies: one of whose mandates is to monitor the implementation of government policies, including those relating to quality and accreditation. This is the meaning to be given to the

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PARTNER ACTIVITIES

THANKS TO THE SUPPORT OF WAQSP,
SOAC IS NOW A KEY COMPONENT OF
THE ECOWAS ACCREDITATION SYSTEM

participation in the Cotonou Workshop of the Honourable Deputy Mr. Paulin GBENOU, member of the Committee on Planning, Equipment and Production, of the National Assembly of Benin, as well as to the audience granted by the President of said Committee, the Honourable Deputy Barthélémy KASSA.

- Universities and training schools: WAQSP and the WAEMU Commission are leading several initiatives for the development of quality in higher education. In support of these actions, SOAC informed student body, particularly those specialising in quality management, of the opportunities that may arise in the field of accreditation (assessor, technical committee member, etc.) after their studies. The possibilities of ISO 17024 accreditation for vocational training schools were also discussed during exchanges with the heads of higher education institutions. Thus, in Dakar, Abidjan and Cotonou, key actors such as the Institut Supérieur de Management (ISM) - UEMOA Centre D'excellence en Management de Qualité (Dakar), the Institut Sainte Jean d'Arc post Bac (Dakar), the Centre Régional de Formation Supérieure en Métrologie (CRFSM) of the Institut National Houphouët Boigny (Yamoussoukro), the Institut Africain de la Qualité Totale (Abidjan), and Representatives of l'Université d'Abomey Calavi actively participated in the workshop in the presence of students.

Aboubacry Baro, President of SOAC reiterated «The sustainability of SOAC depends on the appropriation of accreditation concepts by higher education stakeholders and state parliaments.»

The first SOAC accreditation certificates are officially issued

Since its launch, SOAC has developed priority accreditation schemes in the field of calibration, analysis, testing and medical biology. To date, 6 laboratories have already been accredited. On 24 April 2019, in Abidjan, Ivory Coast, as a side event at its second General Assembly, SOAC officially handed over the accreditation certificates for these 6 laboratories: one for mass calibration (LEMA/ANM Benin), 4 for agri-food products (Ivory Coast: BIOTITIALE, ENVAL, Laboratoire National de Santé Publique (LNSP) and VAGNY LAB), and 1 in medical biology (INH Togo).

The implementation of supported State health policies

In addition to trade, health is one of the essential axes of Community Policies. Furthermore, SOAC and the West African Health Organisation (WAHO) developed a draft joint action plan for the development of accreditation in the health sector, during a workshop held in Abidjan in March 2019. The promotional workshop on 22 May 2019 recorded the participation of several health stakeholders in Ivory Coast, including university hospitals,



THE SOAC (REPRESENTED BY ITS VICE-PRESIDENT) THANKING THE WAQSP (REPRESENTED BY ITS CTA) FOR SERVICES RENDERED

private clinics, but also professional associations such as l'Association Ivoirienne de Biologie Technique (AIBT). SOAC's Medical Biology Accreditation Programme authorises the organisation of new accreditation evaluations; for example, a second laboratory in Abidjan, Ivory Coast, is scheduled to be evaluated in June 2019. Specific workshops and consultations with health stakeholders are ongoing. Thus, on 15 June 2019, the Laboratories Department of the Senegal Ministry of Health and Social Action hosted SOAC as part of a joint-stakeholder information workshop.

New accreditation needs are being identified / SOAC is now a reference at national, African and international level.

The national workshops are an opportunity to identify the new accreditation projects to be launched with all stakeholders. Emerging needs include the certification of personnel, products and systems as well as inspection. They will be consolidated during the promotional workshops that will be organised in the remaining 4 States (Niger, Togo, Mali, Guinea Bissau).

At the same time, SOAC is strengthening its credibility at national, African and international levels. After its acceptance as a full voting member of the African Accreditation Cooperation (AFRAC) in August 2018, it became an associate member of the International Accreditation Cooperation (ILAC) on 8 May 2019. On the same day, the Government of Ivory Coast officially granted it the status of a non-profit association, thus further strengthening its institutional anchoring in the sub-region and giving credit for the services it offers.

In September 2019, SOAC will host the General Assembly of AFRAC which will be held in French-speaking West Africa for the first time, in Abidjan, Ivory Coast. ■

▶ DID YOU KNOW?

1

ECOWAS HAS PROPOSED A “COMMUNITY REGULATION ON CONSUMER PROTECTION” CONSISTING OF 6 CHAPTERS SUBDIVIDED INTO SECTIONS CONTAINING THE ARTICLES.

- ▶ **CHAPTER 1** deals with.....
 - Definitions and interpretation (Articles 1 and 2); and
 - Purpose, application and complaints regarding violations of this Regulation (Articles 3 to 5)
- ▶ **CHAPTER 2 (ARTICLES 6 TO 37)** establishes -
 - The institutional framework - the establishment of the various consumer protection institutions in the Member States and relative administrative matters.
- ▶ **CHAPTER 2 (ARTICLES 6 TO 37)**
 - The National Consumer Advisory Council is composed of:
 - Minister or his or her delegate (Chair)
 - Representatives of the most representative consumer associations
 - Manufacturers, distributors or retailers of goods or services.
 - National consumer authority headed by a director appointed by the Minister.
- ▶ **CHAPTER 3 (ARTICLES 38 TO 85)** sets out the substantive provisions concerning fundamental consumer rights and supplier obligations.
 - Right to equality in the consumer market
 - Consumer's right to privacy
 - Consumer's right to choose
 - Right to disclosure and information
 - Right to fair and responsible advertising and marketing
 - Right to a fair and honest transaction
 - Right to fair, just and reasonable conditions
 - Right to fair value, good quality and safety: the safety of infants' formula and food for children
- ▶ **CHAPTER 4** sets out civil society support procedures for consumer rights (Articles 86 to 88).
- ▶ **CHAPTER 5** sets out the provisions relating to complaints, alternative dispute resolution and Tribunal procedures (Articles 89 to 102), the administrative powers necessary to give effect to the Authority's powers (Articles 103 to 119); and finally, requests that may be made by the Tribunal (Articles 120 to 126).
- ▶ **CHAPTER 6 (ARTICLES 128 TO 135)** sets out the various provisions, including the promulgation of regulations and transitional provisions.

The proposed text is a compilation of consumer protection provisions from:

 - United Nations Guide to Consumer Protection;
 - National and international consumer protection texts;
 - Observations and recommendations of consumer representatives.

This text will enable:

 - Consumers to have a framework in place to effectively conduct their business;
 - ECOWAS Member States to organise consumers at national level and develop or improve their national consumer protection laws;
 - The ECOWAS Commission to have a regional legal framework for consumer protection in accordance with objective 6 of its quality policy.

▶ DID YOU KNOW?

2

ECOWAS HAS SET UP

A PLATFORM FOR EXCHANGES BETWEEN CONSUMERS: ECONSUMERS

3

THE MECHANISM FOR APPOINTING CONSUMER REPRESENTATIVES TO THE COMMUNITY QUALITY COUNCIL, COMMUNITY QUALITY COMMITTEES, THE JURY FOR THE REGIONAL QUALITY AWARD AND ECOWAQ, HAS MADE IT POSSIBLE TO APPOINT THE FOLLOWING COUNTRIES OVER 3 YEARS:

MANDATE	COMMUNITY CONFORMITY ASSESSMENT COMMITTEE	ECOWAS AWARD JURY	ECOWAS QUALITY AGENCY
1st year	Guinea	Mali	Benin
2nd year	Burkina Faso	Mauritania	Niger
3rd year	Ivory Coast	Togo	Senegal

MANDATE	REGIONAL ACCREDITATION SYSTEM	COMMUNITY METROLOGY COMMITTEE	COMMUNITY QUALITY COUNCIL
1st year	Nigeria	Gambia	Cape Verde
2nd year	Sierra Leone	Liberia	Guinea Bissau
3rd year	Nigeria or Gambia	Ghana	Cape Verde



TRAINING OF THE MEMBERS OF THE WEST AFRICA JOURNALISTS NETWORK FOR QUALITY (JNQ)



WAQSP IN A FEW WORDS

West Africa Quality System Programme

**Support to the implementation
of the ECOWAS Quality Policy**

DONOR

European Union

FUNDING AMOUNT

EUR 12 000 000

BENEFICIARIES

Regional Level

UEMOA Commission, ECOWAS Commission

National Level

Benin, Burkina Faso, Cabo Verde, Côte d'Ivoire, The Gambia, Ghana, Guinea, Guinea Bissau, Liberia, Mali, Niger, Nigeria, Senegal, Sierra Leone, Togo & Mauritania.

IMPLEMENTING AGENCY

UNIDO

ISSUES

Quality Infrastructure : Quality policy, Accreditation, Metrology, Standardization, Conformity assessment, Quality promotion
Technical regulations



ECOWAQ is the Executive Secretariat of the Community Council of Quality and its Committees.

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