

Managing Quality in Nepal

A directory of services for SMEs



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Companion guide and supplement to the publication, *Export Quality Management: A Guide for Small and Medium-sized Exporters*, country adaptation for Nepal. This publication provides an overview of the country's national quality infrastructure that includes food safety and animal and plant health; it also provides contacts of quality-related service providers in Nepal.

Descriptors: **Nepal, Quality Control, Quality Management, Quality Standards, Technical Regulations, Conformity Assessment, SPS, TBT, Directories, SMEs.**

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Foreword FNCCI

The Federation of Nepalese Chambers of Commerce and Industry (FNCCI) is an apex organization of the private sector in Nepal, which has been advocating for economic growth through private sector development. With the mission of facilitating Nepalese business becoming globally competitive, FNCCI has been working in enhancing and strengthening Nepalese small and medium-sized enterprises (SMEs) as well as promoting Nepal's international trade and industry.

In today's globalized world, the wall of tariff barriers has been lowered to pave a way for free movement of goods across the borders. But various non-tariff barriers, in the name of quality and standards, are creating hurdles for free trade. It is imperative for exporters and importers to get acquainted with various sanitary and phytosanitary (SPS) and technical barriers to trade (TBT) related measures being implemented in the international market as well as domestic market to make their product competitive.

In this connection, FNCCI joined hands with the International Trade Centre (ITC) and Physikalisch-Technische Bundesanstalt (PTB) in bringing out the National Addendum to its flagship publication *Export Quality Management*, which aims to apprise the private sector about the quality infrastructure and its management in Nepal. We believe that this publication would be very useful to exporters and importers to know more about quality and standards procedures, SPS and TBT measures, existing Nepalese policy, rules and regulations on quality and standards, and various institutions involved in this sector.

I sincerely thank ITC and PTB for their support. I also thank all individuals who have been directly and indirectly involved in developing this publication.



Pashupati Murarka
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Foreword by ITC and PTB

Today's competitive global trade environment demands that small and medium-sized enterprises (SMEs) invest in productivity and quality. Having goods and services that can compete in international markets requires attention to standards and meeting the technical requirements behind these standards. For many SMEs, however, this can be a challenge – especially in view of the growing number of these standards, both public and private.

Governments impose a range of legitimate technical requirements to protect the health and safety of their citizens as well as to safeguard plant and animal life and the environment. Industry associations, multinationals and retailers also develop a range of 'voluntary' private standards to meet the increasingly discerning demands of consumers. ITC surveys of more than 22,000 businesses in over 60 countries, recently launched also in Nepal, confirm that exporters and importers face many challenges related to non-tariff measures. Quality-related technical regulations, sanitary and phytosanitary (SPS) measures and related conformity assessment procedures are among the most significant trade obstacles, especially for smaller businesses, which struggle with the cost of compliance and the lack of transparency of both regulations and related procedures.

To ensure that enterprises can remain competitive and participate in value chains, they need up-to-date information about the applicable technical requirements in their target markets. These SMEs must adapt their products and processes to satisfy market requirements and demonstrate compliance with these regulations. They must check whether recognized conformity assessment services are available in their country, or whether they must turn to recognized but more costly foreign certification bodies. Gathering such information is costly and burdensome for small businesses, but necessary if they are to internationalize into regional and global markets.

Given this context, the International Trade Centre (ITC) and Physikalisch-Technische Bundesanstalt (PTB – the National Metrology Institute of Germany) are joining forces with partners in developing countries to help SMEs gain wider access to relevant quality management information. ITC and PTB are working with national partners to develop a series of customized national versions to accompany the ITC/PTB guide *Export Quality Management: A Guide for Small and Medium-sized Exporters*.

National versions are tailored to the needs of each economy. They explain the quality infrastructure and SPS system in the economy; outline local services related to standards, metrology, accreditation and conformity assessment; and point to further information sources on standards, technical regulations and SPS measures in target markets. The national publications also serve as directories, with contacts for quality-related institutions. These targeted documents are published in English and, wherever possible, in the national language of the economy. They are accompanied by a series of training programmes for SMEs to raise awareness and knowledge of how to improve

market access through compliance with standards, technical regulations and SPS measures.

We are confident that this guide will be a useful resource and practical tool for SMEs in Nepal in their efforts to improve competitiveness and increase their participation in international trade.



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This guide, originally launched in 2001, has been customized and distributed to national partners in 15 countries, showing the need to provide relevant information to SMEs wishing to expand their businesses through trade.

ITC updated and published a new edition of this guide with PTB. The methodology to customize and distribute local versions has been upgraded too. This is the first local adaptation of the revised guide. It was done with the support of numerous Nepalese stakeholders, who provided content, advice and peer review. We would specifically like to acknowledge the Nepal Bureau of Standards and Metrology of the Ministry of Industry, and the Department of Food Technology and Quality Control under the Ministry of Agricultural Development of the Government of Nepal.

This publication has been prepared by a group of experts led by Dr. Deva Bhakta Shakya, Senior Food Technologists and former Executive Director of Agro Enterprise Centre of FNCCI. It has been conceptualized by Ludovica Ghizzoni and Khemraj Ramful, International Trade Centre, and reviewed by Daniel Böhme, Physikalisch-Technische Bundesanstalt. Special thanks go to the experts and peer reviewers.

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