



Standardization Process Certification System



Portugal
Susana Santos, October 2019





Portuguese Institute for Quality

Public Institute (under the Ministry of Economy)
with administrative, patrimonial and financial autonomy





Date of Establishment
July 1986

Date of Certification
NP EN ISO 9001, since 2011

Mission

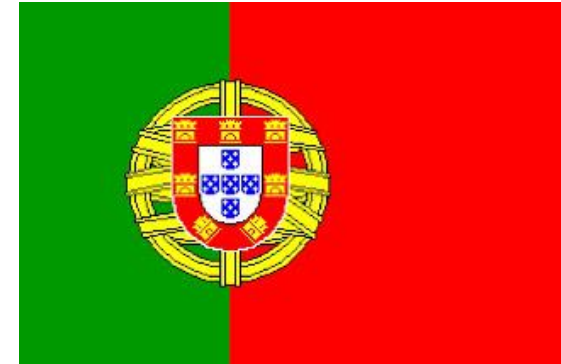
Develop policies, provide infrastructures and methodologies, that facilitate the affirmation and competitiveness of the national socioeconomic environment, in a context of globalization, through the 3 subsystems: **Standardization, Metrology and Qualification** and the integrated participation of society in the harmonious development of the Portuguese System for Quality (SPQ) - since 1993

Vision

Reinforce the SPQ as a support of the development of quality in all sectors of activity in Portugal.

Contributing to increase the productivity and real national competitiveness, aiming to improve the Quality of Life of the citizens.

Contributing to increase the national Quality Culture.



Standardization Subsystem

As an NSB, IPQ manages and coordinates the Standardization within the Portuguese Quality System

- IPQ represents Portugal in the “technical coordination bodies” of European (CEN/CENELEC) and International (ISO/IEC) Organizations;
- Establishes Portuguese Technical Committees of standardization;
- Promotes the development of Standards and other deliverables leading to the integration in the national normative acquis;
- Edits and sells standards and other normative documents;
- Participates in the work of several European and international standardization bodies.

Flash
IPQ



(SPQ)

Integrated set of interrelated and interacting entities and organizations which, following internationally accepted principles, rules and procedures, join forces to boost Quality in Portugal and ensure the coordination of the three subsystems:

- **Standardization**
- **Metrology and**
- **Qualification**

towards the sustained development of the country and an increase in the quality of life of society as a whole.





(SPQ)

IPQ
Portuguese
Institute for Quality

METROLOGY

Scientific (*Fundamental*)
Applied
Legal



STANDARDIZATION

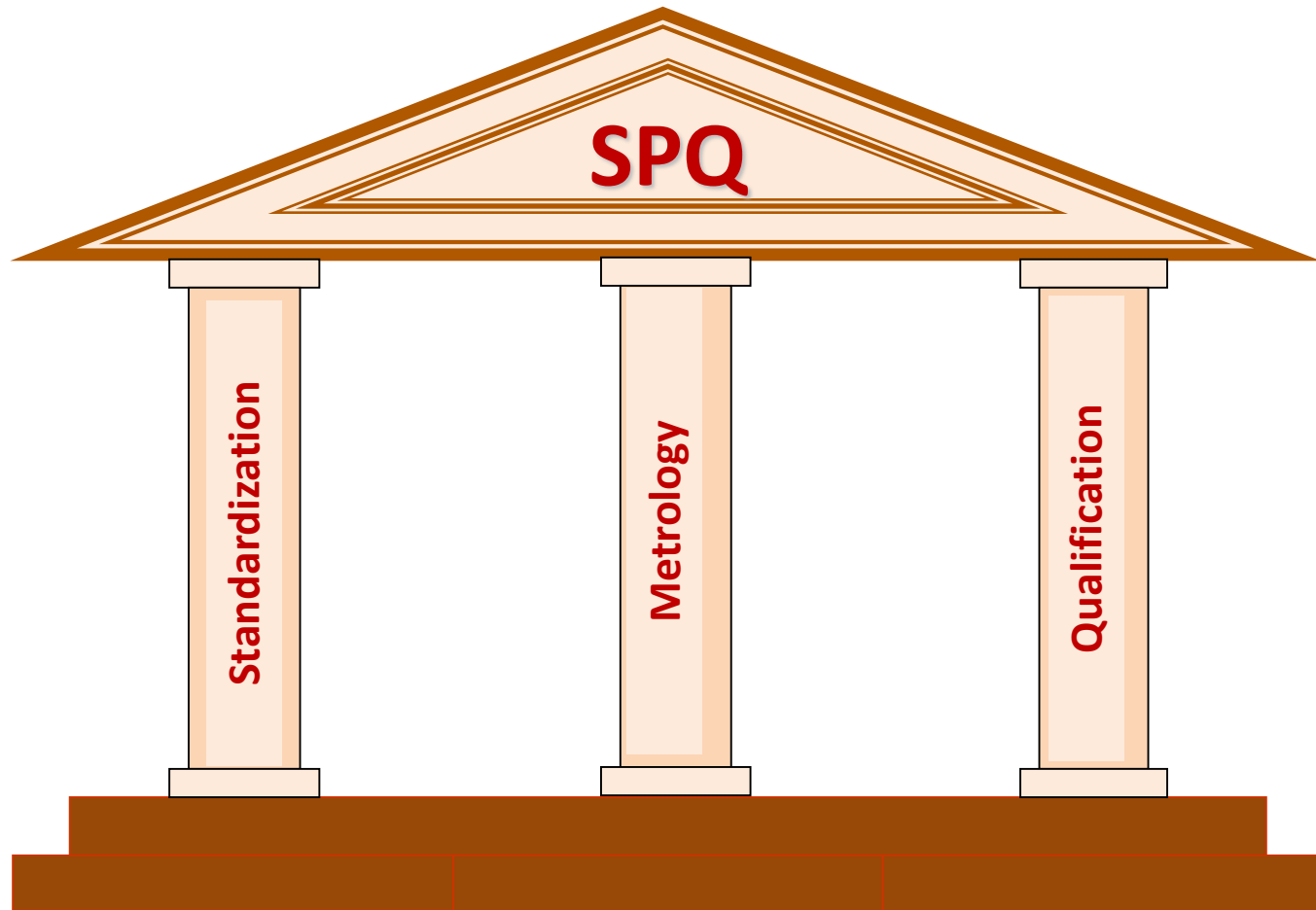
- National Standardization Body (NSB)
- Sectorial Standardization Bodies (ONS)
- Portuguese Technical Committees (CT)

QUALIFICATION

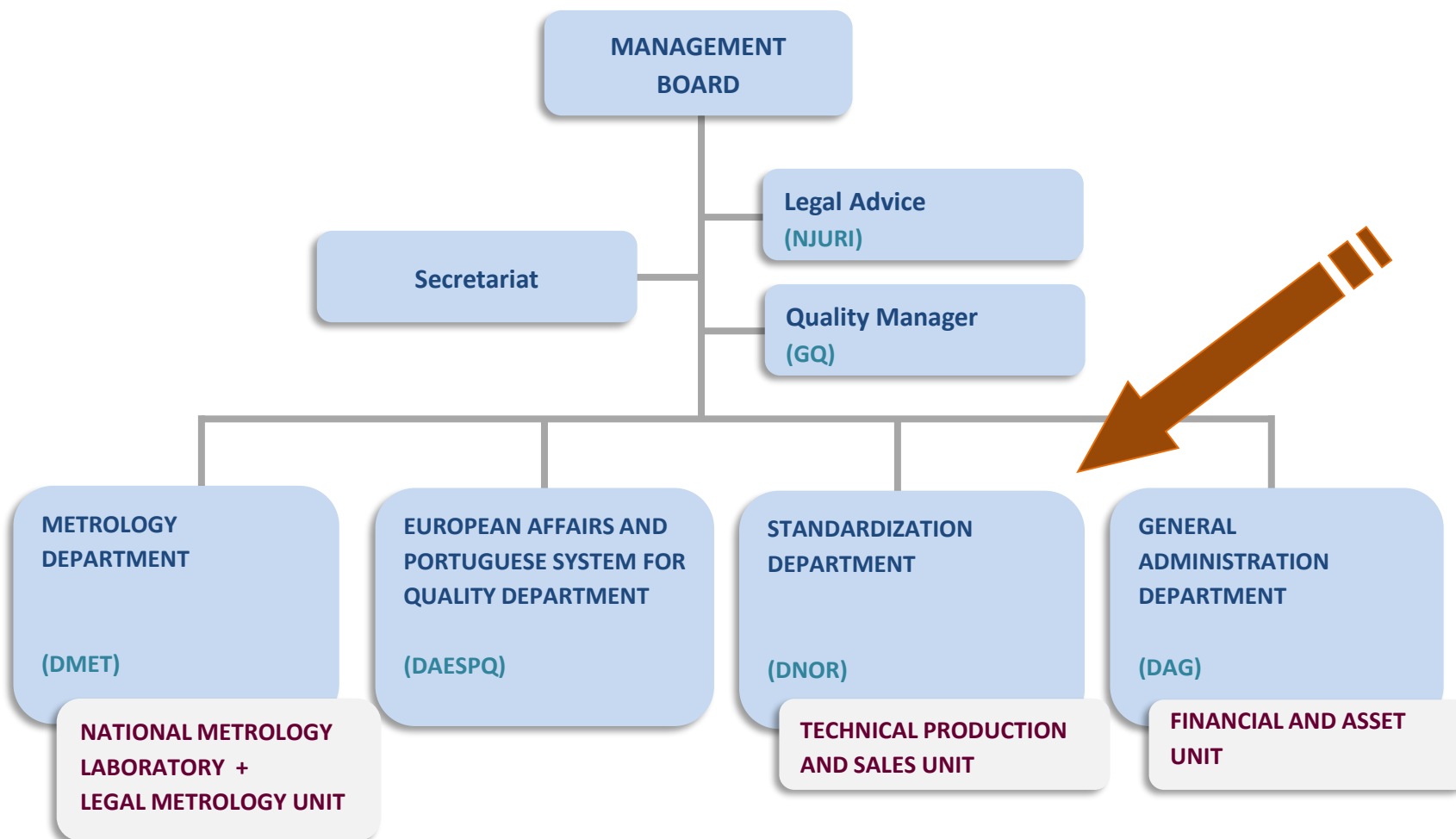
- Accreditation (IPAC)
Laboratories
Inspection bodies
Certification bodies
- Certification
Organizations
Products
People



SPQ Infrastructure



IPQ organizational chart



Standardization Department

Strategic Goal



Promote and support
the development of the
Portuguese standardization activity,
in a credible and sustainable way,
aiming to systematically reinforce
the whole network of actors and users



European Standards Organizations



Portuguese Institute for Quality



International Standards Organizations



Standardization Process



As member of standardization organizations...

Portugal and IPQ comply with all International Directives and European Internal Regulations

ISO/IEC Guide 59 - ISO and IEC recommended practices for standardization by national bodies

World Trade Organization (WTO)
Technical Barriers to Trade (TBT)

CEN-CENELEC Internal Regulations Part 1 – Organization and structure
Guide 22 – Guide on the organizational structure and processes for assessment of the membership criteria of CEN and CENELEC

Regulation (EU) N.º 1025/2012, of the European Parliament and of the Council, concerning legal framework for European standardization

...and others Europeans Regulations...

IPQ in its standardization activity:

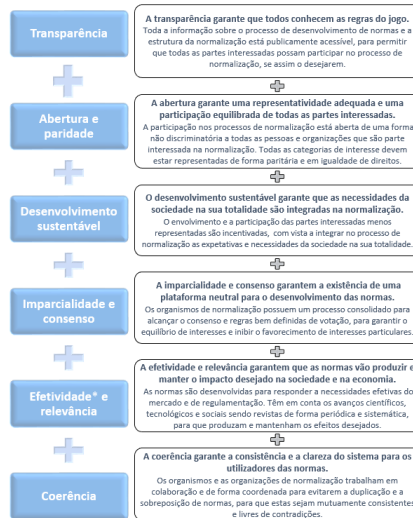
➤ Obey the **PRINCIPLES** of european and international standardization

- Transparency
- Openness
- Impartiality and consensus
- Effectiveness and relevance
- Coherence
- Development dimension



➤ Applies the **Portuguese Standardization Rules and Procedures** which are indexed to the guidelines and recommendations of European and international organizations:

- **RPNP 030/2014** - Technical Committees for Standardization, Constitution, Recognition and Operation
- **RPNP 040/2010** - Portuguese Normative Documents, typology, homologation, approval, review and withdrawl
- **RPNP 041/2019** - Portuguese Normative Documents, principles and general rules for structure and writing



*efetividade = capacidade de produzir e manter um efeito (diferente de eficiência ou eficácia)

Standards are voluntary, but...

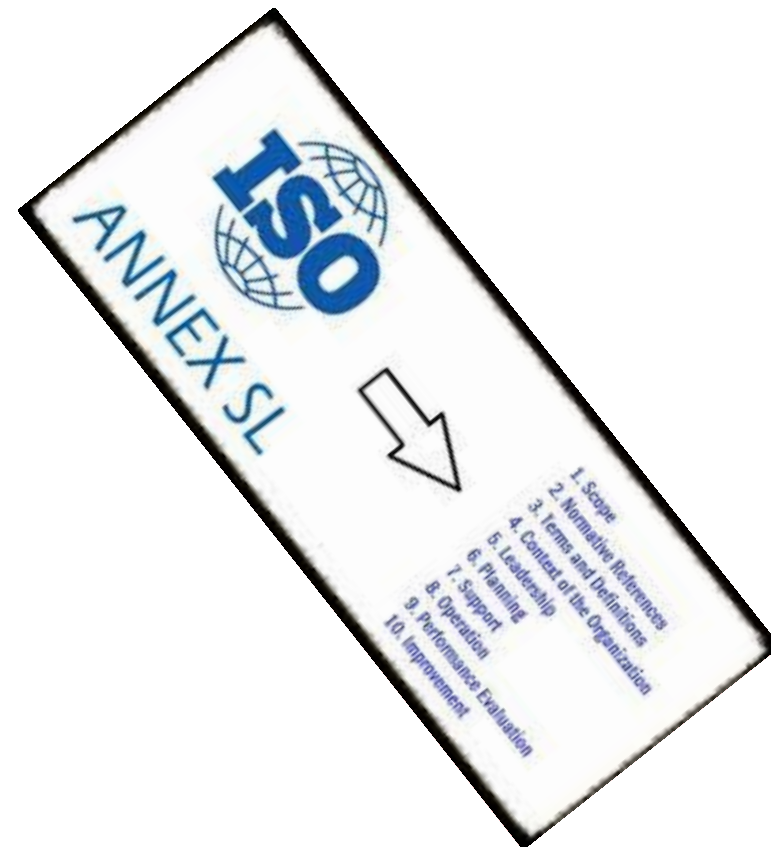


In compliance with international and european rules, IPQ will...

**Create a portuguese
Technical Committee**

+

**Develop the standard
“Equal Wage
Management System”**





Stages to create the Technical Committee

DATE	ACTIVITY
October 2019	Translation of Icelandic standard ÍST 85:2012 (EN to PT)
October - November 2019	Identify Stakeholders - entities for the constitution of the Portuguese Technical Committee: SMEs, Industry and Commerce, Universities and Technological Centers, Public Administration, Regulatory Authorities, Certifiers, NGOs, Trade Unions, consumer representative bodies, experts, ... (Participant Categories - about 20 entities)
November 2019 (10 dec.)	Invite stakeholders/entities to integrate the Portuguese Technical Committee
<u>December 2019 – February 2020</u>	Establish (make official) the Portuguese Technical Committee
March 2020	1.st Meeting of the Portuguese Technical Committee (TC)
January 2020 - May 2022	<ul style="list-style-type: none">• <u>IPQ provides the methodology, documentation, tools to support the activities of the TC: RPNP, Principles, Codes of Conduct, Welcome Manual, Good Practices to promote meeting effectiveness, Working Rules, Guides, Vocabularies, Training and provides many models for a practical/operational management TC's activity</u>• <u>IPQ coordinates and follows closely the work of the TC until the edition and publication of Portuguese Standard in May 2022</u>



Who does Standards?



Include in TC,
whenever is possible,
all relevant stakeholders

Participant categories

(stakeholders)





Commission for Equality in
Labour and Employment

CITE

COMISSÃO PARA A IGUALDADE
NO TRABALHO E NO EMPREGO



REPÚBLICA
PORTUGUESA

TRABALHO, SOLIDARIEDADE
E SEGURANÇA SOCIAL

Instituto Português da **Q**ualidade

Technical Committee depends directly on the IPQ and in its constitution we will have:

- **President** - CITE
- **Secretary** - IPQ

+

**Strategic and Planning Office of the Ministry
of Labour, Solidarity and Social Security**

+

Other members (NOV. 2019)



...a curiosity...

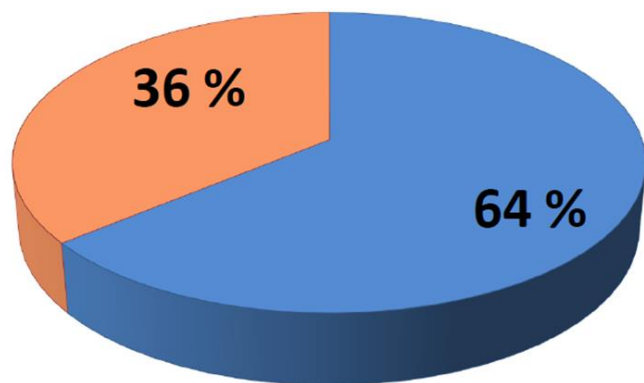
Portuguese Technical Committees



MEN	WOMEN
64 %	36 %
$\frac{2}{3}$	$\frac{1}{3}$

Portugal works with:

IPQ \approx 4000 national experts



Sectors with low female representation

Refrigeration and air conditioner	2,8 %
Mechanical and Industrial Engineering	3,7 %
Electric Vehicle	8,3 %
Standardization and Certification railway	8,6 %



Supporting countries to achieve the SDGs



2030 Agenda
Convey this need to TC



Declaration on Gender Responsive Standards and Standards Development

Organization: Instituto Português da Qualidade

We, as a national standards body / standards development organization:

- Acknowledge Goal 5 of the Sustainable Development Goals in the United Nations 2030 Agenda for Sustainable Development, which is to achieve gender equality and empower all women and girls;
- Acknowledge the pervasive and influential role of standards in society;
- Acknowledge that representation of women in standards development is almost always below parity and that the outcomes for men and women are not explicitly addressed during the standards development process;
- Recognize that the content of standards and engaging in the standards development process are opportunities for women's empowerment;
- Recognize that different national standards bodies and different standards development organizations operate in different ways and within different infrastructures;
- Express our resolve to work towards:
 - gender inclusive standards development organizations;
 - gender responsive standards;
 - gender balance at all levels within our wider infrastructure (including in governing bodies);
 - enhanced expertise to create and deliver gender inclusivity.

And therefore, we hereby pledge to make standards and the standards development process gender responsive by:

1. Affirming this Gender Responsive Standards and Standards Development Declaration;
2. Creating and proactively implementing a gender action plan for our organization;
3. Tracking progress; collecting and sharing data, success stories and good practices.

Instituto Português da Qualidade

Mr. António Mira dos Santos
President

United Nations
Economic Commission for Europe

Ms. Olga Algayerova
Executive Secretary



**EQUAL
WAGE**

Men

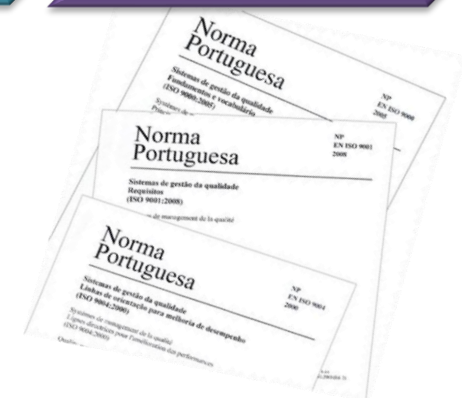
Women



= EQUAL PAY

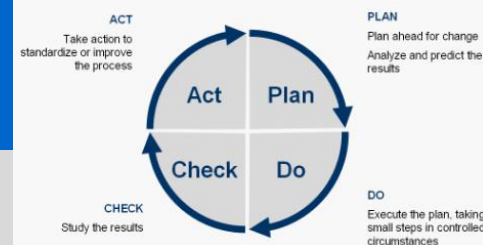


Stages to develop the Portuguese Standard



Portuguese Standard development Process

Stages to develop the Portuguese Standard



DATE	ACTIVITY
March 2020	<p>1.st Meeting of the Portuguese Technical Committee (TC) and definition of work's methodologies Translation of Icelandic standard ÍST 85:2012 (EN to PT) is finished</p>
March 2020 - September 2021 (aNP)	<ul style="list-style-type: none"> . Portuguese TC meetings to build the “Equal Wage Standard Management System”, according to the Deming cycle (methodology PDCA) <i>Preliminary draft (PD) and Committee draft (CD)</i> . Portuguese TC approves by consensus the CD and sends to IPQ
October - December 2021 (prNP)	<ul style="list-style-type: none"> . IPQ verifies/checks: <ul style="list-style-type: none"> - Normative Consistency with the Rules and Procedures of Portuguese Standardization - Public Inquiry Procedure . After approval of IPQ, the normative document becomes a Standard Project and IPQ does editorial formatting (<i>receives a n.º</i>) . Portugal notifies CEN - European Committee for Standardization (iProjex)
15 January - 15 February 2022	National Public Inquiry/Consultation (30 days)
16 February - 15 April 2022	<ul style="list-style-type: none"> . During the Inquiry stage IPQ receives public comments about the projet standard and sends to portuguese TC to evaluate . TC appreciates the comments made by society, answers who commented and decides on their integration, by consensus . TC sends the Final Project of the standard to IPQ
16 April - 14 May 2022 (NP)	<ul style="list-style-type: none"> . IPQ verifies/checks: <ul style="list-style-type: none"> - Normative Consistency with the Rules and Procedures of Portuguese Standardization - Procedure of homologation/ratification and edition . IPQ does editorial formatting and the normative document becomes a Portuguese Standard . Production of a Fact Sheet
15 May 2022	Edition of the Portuguese Standard “Equal Wage Standard Management System”
June 2022	Dissemination of the Portuguese Standard “Equal Wage Standard Management System”



“Project Management” Methodology

Because each standard is a project...

Ation Plan: **ACTIVITY/TEAM/LEADER/DEADLINE**

- ✓ Portuguese Technical Committee will **adopt project management methodologies**
- ✓ This methodology **will assist** the chairmen and secretaries of the portuguese TC **to effectively use the resources** of the Members and the Entities that **voluntarily commit** to participate in the standardization projects
- ✓ The big challenge for the Vowels and the participating entities is the **time and money that they invest** in standardization’s activity
- ✓ By ensuring that activities - *by this methodology* - are **planned and scheduled**, and that **available resources are continuously monitored and adjusted**, will be easier for Vowels to plan their participation in the TC



ISO 21500:2012
Guidance on project management

NP ISO 21500:2015
Linhas de orientação sobre gestão de projetos

Certification System





Certificado Certificate

NÚMERO 2011/CEP.3889
Number

O Sistema de Gestão da Qualidade do
The Quality Management System of

INSTITUTO PORTUGUÊS DA QUALIDADE

Rua António Gião, 2
2829-513 CAPARICA
PORTUGAL

implementado na coordenação e dinamização do Sistema Português da Qualidade (SPQ); Actividade de Normalização, enquanto Organismo Nacional de Normalização; Actividade de Metrologia (Legal, Científica e Aplicada), enquanto Instituição Nacional de Metrologia; Cumprimento dos procedimentos das Directivas Comunitárias e processo de Notificação prévia de normas e regras técnicas, no âmbito da União Europeia e da Organização Mundial de Comércio, **cumpr**e os requisitos da norma

implemented in the management and co-ordination of the Portuguese Quality System; Standardization activities, as National Standardization Body; Metrology activities, as National Metrology Institution; Monitoring of Community Directives and Notified Bodies; Management of Community prior notification system of technical regulations and standards (EU/EFTA and WTO), meets the requirements of the standard

NP EN ISO 9001:2008



José Leitão
CEO

Emitido em 2014-03-25
Date of issue
Válido até 2017-03-24
Valid until

APCER – Associação Portuguesa de Certificação
Edifício de Serviços da Exponor, 2º Andar, Av. Dr. António Macedo
4450-617 Leça da Palmeira
www.apcer.pt



Internal Audits (requirements)

All IPQ processes and procedures are annually audited by an Internal Auditors team, under:

- **NP EN ISO 9001:2015** (Quality Management Systems)
- **CEN/CENELEC – Guide 22** (Guide on the organizational structure and processes for the assessment of the membership criteria of CEN and CENELEC)

IPQ will also be certified by NP 4552: 2016 - Work, family and personal life balance Management System (March 2020)



Norma Portuguesa

NP 4552
2016

Sistema de gestão da conciliação entre a vida profissional, familiar e pessoal
Requisitos

Système de gestion de concilier vie professionnelle, familiale et personnelle
Exigences

Work, family and personal life balance management system
Requirements



External Audits

Third party evaluation

Portuguese System for Quality

The Qualification Subsystem integrates accreditation, certification and other competency recognition/conformity assessment activities.

Portuguese Accreditation Body (IPAC), says that in **2018**, in Portugal, were accredited:

- ✓ 18 Management System Certification Bodies - ISO/IEC 17021
- ✓ 44 Product, Process and Service Certification Bodies - ISO/IEC 17065
- ✓ 8 People Certification Bodies - ISO/IEC 17024

and much more...

STANDARDIZATION

- National Standardization Body (NSB)
- Sectorial Standardization Bodies (ONS)
- Portuguese Technical Committees (CT)

**Renewal Cycle
of Certification
3 years**



External Audits (requirements)

IPQ is annually audited by a third party, under:

- NP EN ISO 9001:2015 (Certification Body - APCER)
- CEN/CENELEC – Guide 22 (Certification Body - APCER)

HOW IS CREDIBILITY ASSURED in QUALITY CHAIN ?

In Portugal, certification bodies has to be accredited by IPAC, Portuguese Institute of Accreditation, which is audited by EA - European Accreditation.

IPAC is also member of:

- ILAC - International Laboratory Accreditation Cooperation
- IAF - International Accreditation Forum

External Audits

Portuguese Certification Bodies

- Examples -





Why Portugal/IPQ is interested in the development and implementation of this Standard?

- Promote Social justice (combat gender-based wage discrimination)
- Lead us to a reduction of unfounded pay gaps (inequalities)
- Helps having a transparent remuneration policy
- Government public policies (3 in row)
- Portugal signed the UNECE Declaration and is implementing a “*Gender Action Plan*”;
- SDG’s
- A “Management System” means to involve top management and the entire hierarchical chain; make clear the processes and procedures about the payment criteria, career progression, equal opportunities; promotes a more efficient division of labour, can reduce costs,...

The “*Equal Wage Management System*” can be integrated into other Management Systems!

Mandatory Adoption?!

To make the standard mandatory ...

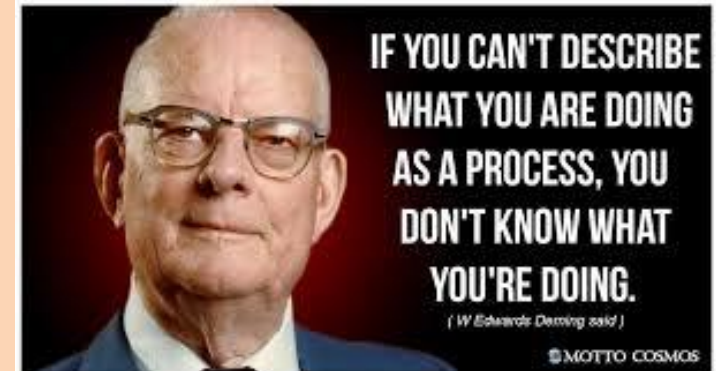
we have to highlight the real impacts on the economy and articulate with the Government

We can learn from icelandic experience (now are reviewing ÍST 85:2012)!



Some items for adaptation/reflection:

- **What is the sphere of action - private, public, both?**
(in PT the wages of public workers are tabulated)
- **Difficulties in the practical application of mandatory procedures?**
(Legal and others requirements (4.3.2), Communication (4.4.3),
Control of documents (4.4.5), Monitoring and measurement (4.5.1),
Assessment of compliance (4.5.2), Control of records (4.5.4),
Nonconformities, corrective and preventive actions (4.5.3), Internal Audit (4.5.5),...)
- **In PT the Gender Pay Gap is 16 %**
(potential “resistants” reactions of all parties involved, ex.: trade unions, employers’s representatives,...)
- **Obstacles that we will may have to overcome**
- **Advices related to the informative Annexes:**
 - B - Guidelines on the classification of jobs
 - C - Guidelines on the preparation of wage analyses
 - D - Judgments and decisions





**Standardization contributes
to the World
we all want...we all need!**



Questions?!...

Thank you very much!

ssantos@ipq.pt



EN 60598-1
Luminaires

EN 50528
Insulating ladders

EN 13269
Maintenance

EN 397
Industrial safety helmets

EN 14439
Tower cranes

EN ISO 5674
Tractors and machinery for agriculture and forestry

HD 21 series
Electric cables

EN 61223
X-ray equipment

EN 15733
Services of real estate agents

EN 13549
Cleaning services

EN 60335-2-67
floor treatment and floor cleaning machines

EN 60974
Arc welding equipment

EN 60598-2-3
Luminaires for road and street lighting

EN 169
Filters for welding and related techniques

EN 13040
Soil improvers and growing media

EN ISO 20345
Safety footwear

EN 81 series
Safety rules for the construction and installation of lifts

EN ISO 12870
Spectacle frames

EN 60335-2-8
Shavers, hair clippers

EN 61558-2-8
Bell and chime transformers

EN ISO 13998
Aprons, trousers and vests protecting against cuts and stabs by hand knives

EN 28653
Jewellery - Ring-sizes

EN 60601-2-41
surgical luminaires and luminaires for diagnosis

EN 1501 series
Refuse collection vehicles

EN 352-1
Hearing protectors

EN 1938
Goggles for motorcycle and moped users

EN 13954
Bread slicers

EN 13595 series
Protective clothing for professional motorcycle riders

EN 471
High-visibility warning

EN 840