

Nigeria National Quality Policy



Nigeria 2020 - 2025

*National Commitment to Quality of
Products, Services & Persons*

FEDERAL REPUBLIC OF NIGERIA



NIGERIAN NATIONAL QUALITY POLICY (NNQP)

**For a more competitive and diversified economy
2020-2025**

FEDERAL REPUBLIC OF NIGERIA



NIGERIAN NATIONAL QUALITY POLICY (NNQP)

Federal Ministry of Industry, Trade and Investment

2020-2025

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Acronyms

AfCFTA	<i>African Continental Free Trade Area</i>
AFRAC	<i>African Accreditation Cooperation</i>
AFRIMETS	<i>Intra-Africa Metrology System</i>
AFSEC	<i>African Electro-technical Standardisation Commission</i>
AIDA	<i>Accelerated Industrial Development of Africa</i>
ARSO	<i>African Regional Standardisation Organisation</i>
ASHAM	<i>African Standards Harmonisation</i>
AU	<i>African Union</i>
AUC	<i>African Union Commission</i>
BIAT	<i>Boosting Intra-Africa Trade</i>
BIPM	<i>International Bureau of Weights and Measures (Bureau International des Poids et Mesures)</i>
BIPM	<i>Bureau International des Poids et Mesures</i>
CA	<i>Conformity Assessment</i>
CAADP	<i>Comprehensive Africa Agriculture Development Programme</i>
CAB	<i>Conformity assessment body</i>
CAI	<i>Conformity Assessment Infrastructure</i>
CIPM	<i>International Committee for Weights and Measures (Comité International des Poids et Mesures)</i>
CB	<i>Certification Body</i>
CMC	<i>Calibration and Measurement Capability</i>
CRM	<i>Certified Reference Material</i>
COMESA	<i>Common Market for Eastern and Southern Africa</i>
DI	<i>Designated Institute</i>
EAC	<i>East African Community</i>
ECCAS	<i>Economic Community of Central African States</i>
ECOSHAM	<i>ECOWAS Standards Harmonisation</i>
ECOWAS	<i>Economic Community of West African States</i>
EU	<i>European Union</i>
GRP	<i>Good regulatory practice</i>
IAF	<i>International Accreditation Forum</i>
IEC	<i>International Electro-technical Commission</i>
ILAC	<i>International Laboratory Accreditation Cooperation</i>
IMEKO	<i>International Measurement Confederation</i>
ISO	<i>International Organization for Standardization</i>
ICT	<i>Information and Communication Technology</i>
IPPC	<i>International Plant Protection Convention</i>
ITC	<i>International Trade Centre</i>
ITU	<i>International Telecommunication Union</i>
MDA	<i>Ministries, Departments and Agencies</i>
MDG	<i>Millennium Development Goal</i>
MoU	<i>Memoranda of Understanding</i>
MSM	<i>Micro, Small and Medium Enterprises</i>
MRA	<i>Multilateral Recognition Arrangement</i>
MSME	<i>Micro, Small and Medium Enterprises</i>

NGO	<i>Non-governmental Organization</i>
NINAS	<i>Nigeria National Accreditation Service</i>
NMIN	<i>National Metrology Institute of Nigeria</i>
NMS	<i>National Measurement Standards</i>
NNQP	<i>Nigerian National Quality Policy</i>
NQI	<i>National Quality Infrastructure</i>
NPL	<i>National Physical Laboratory</i>
NPS	<i>National Primary Standards</i>
NQI	<i>National Quality Infrastructure</i>
NSB	<i>National Standards Body</i>
NTB	<i>Non-Tariff Barrier</i>
NTRF	<i>National Technical Regulatory Framework</i>
OIE	<i>Office International des Epizooties (World Organization for Animal Health)</i>
OIML	<i>International Organisation for Legal Metrology (Organisation Internationale de Métrologie Légale)</i>
OPS	<i>Organised Private Sector</i>
PT	<i>Proficiency Testing</i>
PAQI	<i>Pan African Quality Infrastructure</i>
PPP	<i>Public-Private-Partnership</i>
QI	<i>Quality Infrastructure</i>
QMS	<i>Quality Management System</i>
QP	<i>Quality Policy</i>
RIA	<i>Regulatory impact assessment</i>
REC	<i>Regional Economic Community</i>
RMO	<i>Regional Metrology Organization</i>
SDO	<i>Standards Development Organization</i>
SADC	<i>Southern African Development Community</i>
SI	<i>International System of Units</i>
SME	<i>Small and Medium Enterprise</i>
SPS	<i>Sanitary and Phytosanitary</i>
SQA	<i>Standardization and Quality Assurance</i>
SQAM	<i>Standardization, Quality assurance, Accreditation and Metrology</i>
SQMT	<i>Standardization, Quality, Metrology and Testing</i>
STC – TIM	<i>Specialized Technical Committee for Trade, Industry and Minerals</i>
TBT	<i>Technical Barriers to Trade</i>
TC	<i>Technical Committee</i>
TOR	<i>Terms of Reference</i>
TR	<i>Technical Regulation</i>
UMA	<i>Arab Maghreb Union</i>
UNIDO	<i>United Nations Industrial Development Organisation</i>
WACIP	<i>West Africa Common Industrial Policy</i>
WTO	<i>World Trade Organization</i>
WMD	<i>Weights and Measures Department</i>

OPERATIONAL DEFINITIONS

The following terms and definitions apply to this Nigerian National Quality Policy (NNQP) unless the context determines otherwise. Should there be controversy in interpretation or application of any of these terms in Nigeria Quality Infrastructure System, the definition here shall override any other definition.

- I. **Accreditation** is a third-party attestation related to an authoritative, independent body conveying formal demonstration of its competence and impartiality to carry out specific conformity assessment tasks;
- II. **Calibration** is the set of operations that establish, under specified conditions, the relationship between values of quantities indicated by a measuring instrument or measuring system, or values represented by a material measure or a reference material and the corresponding values realized by standards;
- III. **Certification** is the procedure by which a third party provides written attestation that a product, process, system or person fulfils specified requirements;
- IV. **Conformity assessment** means the demonstration that specified requirements relating to a product, process, system, person or body are fulfilled;
- V. **Conformity assessment procedure** means any procedure used, directly or indirectly, to determine that relevant requirements in technical regulations or standards are fulfilled (WTO -TBT Agreement definition);
- VI. **Conformity assessment body** means a body that performs conformity assessment services;
- VII. **Conformity assessment system** means the rules, procedures and management for carrying out conformity assessment;
- VIII. **Harmonized standards** means standards on the same subject approved by different standardizing bodies, that establish interchangeability of products, processes and services, or mutual understanding of test results or information provided according to these standards;
- IX. **Inspection** means the examination of a product design, product, process or installation and determination of its conformity with specific requirements or, on the basis of professional judgement, with general requirements;
- X. **Metrology** means the science of measurement and includes scientific, industrial and metrology. No testing would be possible unless the characteristics of the product or service in question can be measured in a way, which compares them against physical or chemical reference of known values. Therefore, adequate methods for measuring the properties of products and services are fundamental to the quality assessment process.
- XI. **Metrologically traceable:** means property of a measurement result whereby the result can be related to a reference through a documented unbroken chain of calibrations, each contributing to the measurement uncertainty.
- XII. **Legal Metrology** means measurement covering mandatory technical requirements. It ensures that measurement pertaining to trade, environment, public health and safety are correct.
- XIII. **Measurement standard** means a material measure, measuring instrument, reference material or measuring system intended to define, realize, conserve or reproduce a unit, or one or more values of a quantity, to serve as a reference;
- XIV. **Mutual Recognition Arrangement (MRA)** The ILAC Mutual Recognition Arrangement (ILAC MRA) provides significant technical underpinning to the calibration, testing, medical testing and inspection results and provision of proficiency testing programs of the accredited conformity assessment bodies that in turn delivers confidence in the acceptance of results
- XV. **Multilateral Recognition Arrangement (MLA)** -The Multilateral Agreement (MLA) is a signed

agreement between the Members whereby the signatories recognize and accept the equivalence of the accreditation systems operated by the signing members, and also the reliability of the conformity assessment results provided by Conformity Assessment Bodies (CABs) accredited by the signing members. Once an accreditation body is a signatory of the IAF MLA it is required to recognize the certificates issued by conformity assessment bodies accredited by all other signatories of the IAF MLA, with the appropriate scope.

- XVI. National measurement standard** means a measurement standard recognized by national authority to serve in a state or economy as the basis for assigning quantity values to other measurement standards for the kind of quantity concerned;
- XVII. National Metrology Institute, NMI** means institution designated by national decision to develop and maintain national measurement standards for one or several quantities.
- XVIII. National Quality Infrastructure (NQI):** The totality of the institutional framework (public or private) required to establish and implement **standardization, metrology** (scientific, industrial and legal), accreditation and conformity assessment services (**inspection, testing** and product and system **certification**) necessary to provide acceptable evidence that products and services meet defined requirements, be it demanded by authorities (technical regulation) or the market place (contractually or inferred). The NQI is the key tool for the implementation of the National Quality Policy.
- XIX. National Quality Policy (NNQP):** An official national document adopted at a highest level of a Country (Government or National Assembly) which gives the general visions on quality and technical regulation issues that are in coherence with the general national policy adopted by the national authorities in all the areas.
- XX. National Standard** means a standard that is adopted by a national standards body and made available to the public.
- XXI. National Standards Body** means a standards body recognised at the national level that is eligible to be the national member of the corresponding international and regional standards organisations.
- XXII. Public** in the context of the private and public sector includes independent statutory bodies;
- XXIII. Policy** means a guide to the action or decisions of people, aimed at helping to achieve the objectives in a consistent manner;
- XXIV. Policy measures** means something that is done to implement a policy;
- XXV. Quality Infrastructure (QI)** is a system comprising the organizations (public and private) together with the policies, relevant legal and regulatory framework, and practices needed to support and enhance the quality, safety and environmental soundness of goods, services and processes. Quality infrastructure is required for the effective operation of domestic markets, and its international recognition is important to enable access to foreign markets. It is a critical element in promoting and sustaining economic development, as well as environmental and social wellbeing. It relies on metrology, standardization, accreditation, conformity assessment, and market surveillance;
- XXVI. Quality** means the degree to which a set of inherent characteristics or distinguishing feature fulfils requirements that are stated, generally implied or obligatory;
- XXVII. Quality Assurance** means part of quality management focused on providing confidence that quality requirements will be fulfilled.
- XXVIII. Quality management** means the coordinated activities to direct and control an organization with regard to quality;
- XXIX. Regulator** means authority that carries out the mandate given under the law to oversee implementation and administration of technical regulations and includes national and provincial government departments, local authorities and regulatory agencies established by legislation.
- XXX. Rules of Procedure** mean a set of formally adopted rules and/or guidelines for activities undertaken by constituted cooperation structures, committees, subcommittees or working groups.

- XXXI. SI Units of measurements** means a universal, practical system of units of measurement adopted by the General Conference on Weights and Measures, which is the international authority on the metric system.
- XXXII. Standard** means a document, established by consensus and approved by a recognized body, that provides, for common and repeated use, rules, guidelines or characteristics for activities or their results, aimed at the achievement of the optimum degree of order in a given context;
- XXXIII. Standardisation** means the activity of establishing, with regard to actual or potential problems, provisions for common and repeated use, aimed at the achievement of the optimum degree of order in a given context.
- XXXIV. Standards Body** means a body recognised at national, regional or international level that has as a principal function, by virtue of its statutes, the preparation, approval or adoption of standards that are made available to the public.
- XXXV. Supplier** means any organization or person that brings a good or a service into circulation or onto the market place, irrespective of who the manufacturer is.
- XXXVI. Technical regulation** means a document which lays down product characteristics or their related processes and production methods, including the applicable administrative provisions, with which compliance is mandatory. It may also include or deal exclusively with terminology, symbols, packaging, marking or labelling requirements as they apply to a product, process or production method;
- XXXVII. Technical Barrier to Trade:** Non-tariff barriers that generally result from the preparation, adoption and application of different technical regulations and conformity assessment procedures.
- XXXVIII. TBT Agreement:** The World Trade Organizations Agreement on Technical Barriers to Trade (TBT) – sometimes referred to as the Standard Code – aims to reduce impediments to trade resulting from difference between national regulations, standards and conformity assessment procedures.
- XXXIX. Traceability of Measurement:** The result of a measurement or the value of a standard that can be related to stated references, usually national or international measurement standards through an unbroken chain of comparisons; all having stated uncertainties.
- XL. Testing** means the determination of one or more characteristics of any particular material, product (including a service) or process according to a procedure.
- XLI. Third party** means a party independent from the supplier (first party) and the purchaser (second party) in the context of conformity assessment. For example, standard developer (supplier) and Conformity Assessment Body check for conformity to the standards (purchaser) and Accreditation is independent of the two (Third Party).



STATEMENT BY THE PRESIDENT OF THE FEDERAL REPUBLIC OF NIGERIA

Globalization has been changing the "rules of the game" for nations competing in international trade and investment, to such an extent that it has, in some cases, weakened states' ability to exercise sovereign control over internal economic activities and transactions across their borders. The globalization of the international economy and increased consumer awareness has added a new entry to the world of terminology: **Quality Infrastructure. It is a system which is formed by the public and private organizations that are needed to enhance the quality, safety and environmental performance when promoting the products, services and process, as well as relevant laws, regulations and practices.** The National Quality Infrastructure is taken as the totality of the institutional framework (public or private) that requires an establishment and implementation of standardization, metrology (scientific, industrial and legal), accreditation and conformity assessment services (inspection, testing and product- and system certification) necessary to provide acceptable evidence that products and services meet defined requirements, be it demanded by authorities (technical regulation) or the market place (contractually or inferred).

Globalization and technical change have strong policy implications for Nigeria. Nigeria needs a workforce with new skills to manage technical change and so has to change the institutional structure for education and training.

As a nation we need strong technical support agencies in standards, metrology, accreditation, and conformity assessment in addition to agencies concerned with productivity, Small and Medium Enterprise (SME) extension, and technology innovation. We must now more than ever before show commitment to acquiring advanced infrastructure in Information and Communication Technologies (ICTs). Just as our times changes, so shall our rules, legal systems and agencies to encourage enterprises to build competitive capabilities and allow talent and knowledge management.

Quality infrastructure is a term that most Nigerians are not familiar with, except for experts on the topic. Producers and consumers make daily use of its components without always being aware of it. This is intentional as the workings of these components are usually invisible for example: Bolts fit nuts, mobile phones connect and substances in drugs are correctly dosed. This trust assumes a high degree of general regulatory conditions and technical possibilities.

A quality infrastructure is based on a number of components. These are closely related and form a network whose logical links are based on a technical hierarchy. This national network must be geared to international requirements. Only if these requirements are met in international commodity trading is an exchange of services possible. National Quality Policy (NQP) and Quality Infrastructure (QI) enable countries to utilize the advantages of globalization and avoid its disadvantages. Capacities for the implementation of existing international trade regulations are increased to achieve the best possible benefit for the national economy and a sustainable development (strengthening capacity to implement). Moreover, quality infrastructure enables fair trade and contributes to a socially oriented development.

QI is essential to enterprises' competitiveness and creates a vital basis for production based on a division of labour and facilitates the international trade in goods. This can lend a considerable boost to the private sector. Furthermore, it is essential for breaking down technical barriers to trade, thus the key to the greater integration of the partner countries into the international trade system. It is required for the establishment of institutions and the shaping of the domestic enabling environment (good governance) and also the achievement of political objectives in the fields of environment, health and consumer protection.

Experience from developed economies have shown that it is more effective to promote the entire quality infrastructure system by means of an integrated approach than to focus in an isolated way on the individual components. An integrated approach must, however, also take in the political (macro) level and the level of individual businesses (micro level). At macro level, the necessary political support must be secured and must be sustained to ensure that all the institutions created through NQP and QI remain viable to serve the nations' economy.

You may recall that Nigeria began National Quality Infrastructure Programme (NQIP) improvement with funding by European Union and Government of Nigeria. NQIP was implemented from 2013-2019 with the United Nations Industrial Development Organization (UNIDO) as the technical partners. The core objectives were:

- i. To strengthen the National Metrology System and, in particular, raise the profile of Metrology as a significant component in the country's overall activities;
- ii. To establish the appropriate framework of the development and publication of National Standards, to clearly define the role of the **National Standards Body** at the pinnacle of all standardization work, and to involve Stakeholders in the process;
- iii. To expand the use of Accreditation into all of the National Regulatory Environment and establishment of the Nigeria National Accreditation Service (NiNAS);
- iv. To provide a framework for the establishment of Conformity Assessment Service providers in both the Public and Private domain, that are, in addition, technically competent;
- v. To give clear mandates and elaborate a proper division of work regarding the administration of Technical Regulation and **Sanitary and Phytosanitary (SPS)** measures; and
- vi. To provide a National Quality Promotion Strategy that builds on the National Quality Infrastructure and assists the Country's enterprises in becoming globally competitive.

I am quite aware that as of this time, Standards, Accreditation, Metrology and Conformity Assessment bodies are already in existence. It is however incumbent on my administration to show commitment to strengthening and sustaining these bodies in the interest of our economy. I am emboldened by the interest shown by international organizations in developing the NQP. I want to assure Nigerians that the government will provide full support of the effective implementation of the Nigerian National Quality Policy (NNQP).

Quality is a journey Nigeria must undertake and I am confident that the implementation of the NNQP will industrialize our great country and it will create the jobs and wealth to make Nigeria achieve the fullness of its potential and reach the heights of her glory.

.....
MUHAMMADU BUHARI, GCFR.
 PRESIDENT,
 COMMANDER-IN-CHIEF OF ARMED FORCES,
 FEDERAL REPUBLIC OF NIGERIA

MESSAGE FROM THE HONOURABLE MINISTER OF INDUSTRY TRADE AND INVESTMENT

In a world where local products can no longer be protected from foreign products due to the globalization of the market, governments of other countries are carefully reconsidering the overall arrangement of their national quality infrastructure. In today's context, the strategic importance of national quality is evident, thus, Nigeria should look to establish, implement and optimize the policy potentials with a sense of great urgency as the contribution of effective and efficient quality infrastructure to good governance is unquantifiable. The Nigerian National Quality Policy (NNQP) satisfies the long-awaited need of Nigeria to develop all sectors of the economy including industry, mines, agriculture and services.

The NNQP, was articulated on several occasions but for the first time a meaningful step has been taken by the Ministry of Industry, Trade & Investment for the formulation of a Nigeria National Quality Policy in close collaboration with other relevant stakeholders, national agencies and experts. The policy document is meant to provide direction to all Quality and Productivity initiatives in the country. It is also a documented declaration of the Federal Government's commitment to systemic institutionalization of the culture of quality in our national life and economy.

This policy framework is imperative especially for our small and medium-sized industries, agriculture and services sectors, which must be prepared not only to survive but also compete in the new and emerging World Trade Order. Working within such a policy framework will allow our industry, agriculture and service sectors develop quality strategies which would improve our credibility & reputation as a supplier of quality products and services both in the local and international markets.

In fashioning out this policy, the Committee considered the rationale of a national Quality Policy with respect to Nigeria's realities such as: -

- i. The desire of the government to efficiently and effectively manage their regulatory responsibilities in order to achieve two of its primary mandates, namely the protection of society and the environment;
- ii. The need of those that are being regulated to deal with a transparent and reliable state-regulatory system without having to battle with bureaucratic vagaries on a day to day basis;
- iii. The need of government to give industry a supportive Standards, Metrology, Accreditation and Conformity Assessment Service that is accepted globally; and
- iv. The need of industry to have access to Conformity Assessment Services that are affordable and accepted globally so that their products can be marketed under the motto: "Tested once, certified once, and accepted everywhere".

We shall pursue overall government commitment as contained in this Nigerian National Quality Policy as this is also the trajectory of the Nigerian Industrial Revolution Plan.

MESSAGE FROM THE DIRECTOR GENERAL/CHIEF EXECUTIVE, STANDARDS ORGANISATION OF NIGERIA & SECRETARY, NATIONAL STEERING COMMITTEE

Globalization of the international economy and increased consumer awareness-has added "Quality infrastructure (QI)" as a new expression to the world of terms. Quality Infrastructure system includes: standardization, metrology, accreditation, and conformity assessment. Conformity Assessment is the umbrella of the system for checking conformity to standards set and metrological requirements for products and services. Conformity Assessment includes testing, technical control & certification, technical regulation fields and market surveillance.

Quality Infrastructure, in the provision of its services, ensures the compliance of products and services to the mandatory requirements, protecting the interests of consumers and businesses and also promoting and contributing to the preservation of the quality of the products and services. Quality infrastructure also promotes export, competition and innovation. QI is a trade facilitator by building confidence and trust in the process that led to the final product and services.

Every day producers and consumers use quality infrastructure components without even realizing it. And it is not accidental that these components operate quietly in the environment and do not give rise to suspicion. Quality infrastructure essentially affects every fabric of our socioeconomic life. It is a vitally important and integral part of every economy and is the major facilitator of national, regional, and international trade. In all, neither environmental protection and health, nor consumers' rights can function without quality infrastructure.

Like in any other matter of serious national concern, there has to be a policy to provide direction and guidelines to the various activities coming under Quality Infrastructure scope. The best intentions and honest efforts of the Government, organizations, and individuals can bear only limited results without an organized and structured policy framework in place. It is in this background that the Federal Government of Nigeria is undertaking serious steps to providing the policy and institutional framework needed for the implementation of quality initiatives in virtually all segments of the Nigerian society. This national quality policy intends legal, institutional, capacity strengthening and awareness-raising events in the fields of technical regulation, standardization, metrology, accreditation, conformity assessment, technical control and market surveillance.

It is hoped that with the proper implementation of the Nigerian National Quality Policy, there will be a greater awareness in the Country and consequent continual improvement of the quality, productivity, and greater trust in our products and services to enable Nigeria face the challenges posed by the global economy. The Nigerian National Quality Policy, I believe when fully implemented, shall see Nigeria benefiting fully from our free trade arrangements both at ECOWAS community and entire African Continental Free Trade Area.

SON will continue to play her leadership role in ensuring that our journey to "quality" continues even in a faster pace so that we can make Nigeria a just, prosperous, and dignified nation. I commend the Federal Government of Nigeria for her commitment to installing a vibrant and reliable quality infrastructure to serve our economy.

.....
OSITA ANTHONY ABOLOMA (ESQ)
 DIRECTOR GENERAL/CHIEF EXECUTIVE
 STANDARDS ORGANISATION OF NIGERIA

FOREWORD

“Quality is a journey without a destination”. As the globalization of the markets continues its relentless pace and as it is shaped by technological developments, more governments are carefully reconsidering the overall structuring of their National Quality Infrastructure. This has become essential because enterprises in the developing economies in particular face daunting challenges in accessing markets in the more developed economies. They are oftentimes either in disarray, fragmented or non-compliant with WTO-TBT and SPS Agreement requirements, with massive overlaps occurring amongst various regulatory agencies.

In July 2013, the European Union (EU) and the United Nations Industrial Development Organisation (UNIDO) signed an agreement to support Nigeria to improve its quality infrastructure – in a bid to expand its economic base towards the productive and non-oil sectors. This support was based on the premise that with the establishment of a national quality infrastructure with all its pillars will result in much improved quality of products and services. It was therefore intentional to focus the intervention towards strengthening existing pillars while creating new ones found to be lacking. This is expected to allow private sector businesses grow to be more competitive while guaranteeing consumers’ rights are protected as they receive value for every Naira spent.

In order to compliment the UNIDO/EU initiatives and also appreciating that a comprehensive quality policy is needed to address the emerging global requirements of trade, environment, health and safety of the consumers, the Federal Government of Nigeria inaugurated a National Steering Committee with the then Honourable Minister of Trade and Investment, Mr. Olusegun Aganga as its Chairman and the then Director General/Chief Executive (Standards Organisation of Nigeria), Dr. Joseph Odumodu as the Secretary; saddled with the responsibility of establishing a National Quality Policy.

In September, 2013, the Honourable Minister of Industry, Trade and Investment, nominated a multi-stakeholder committee which was tasked by the Ministry to produce the National Quality Policy for Nigeria under the supervision of the Standards Organisation of Nigeria (SON). To achieve the task, seven (7) sub-committees were formed as working groups in January 2014 namely; Metrology, Standardisation, Accreditation, Conformity Assessment, Technical Regulations, Certification, Communication & Publicity and Budget/Planning to focus on the key thematic areas. With funding support from the European Union (EU), foreign and local consultants were engaged to assist in the formulation of the policy. Experience garnered from the study visits to some developed and developing countries were pooled and relevant policy documents were examined. A Technical Secretariat under the chairmanship of Dr. Paul Angya was inaugurated in SON to provide secretarial support for the Steering Committee and also coordinate all relevant activities relating to the formulation of the policy.

The various sub-committees met to develop initial draft discussion paper. The draft was circulated among the various committees and stakeholders for their views, comments and inputs. At this juncture, relevant agencies were again invited to submit proposals for inclusion in the working plan. Consequently, the Technical Secretariat organized a week-long retreat where relevant stakeholders met to consolidate the report of the various committees.

The work of the retreat culminated into a draft policy plan accompanied by a comprehensive working plan specifying cost and timeframe for implementation. The draft National Quality Policy was then prepared and placed on the NNQP website for further comments and contributions. Based on the feedbacks and inputs received from consultants, experts, public and private sector organisations, the draft was revised several times by the Technical Secretariat of the NNQP under the guidance of the National Steering Committee and UNIDO.

On the 5th March 2015, the National Steering Committee met to adopt the draft NNQP. The adopted Green Paper was presented to the Secretary of the National Steering Committee to be presented to the Minister of Industry, Trade and Investment for onward transmission to the Federal Executive Council (FEC) for Cabinet approval.

NNQP suffered setback and delays. In December 22, 2018, the then Minister for Industry, Trade and Investment called for a stakeholders' validation session on NNQP. During the validation session, the majority of the stakeholders endorsed NNQP. There were recommendations for a few changes to accommodate the new realities in our government and progress already made in our national journey to quality since 2013 when the programme began.

Yes, it has been a slow but steady journey towards getting a quality policy we can all be proud of. On September 27, 2019, stakeholders drawn from over forty-five (45) national institutions and international partners gathered once again to have a public dialogue on NNQP. The National Dialogue became necessary again in order to obtain the approval of the stakeholders before updating the draft document to meet our current national realities and lessons learnt in our collective national effort towards creating a reliable, sustainable and productive quality infrastructure.

Inputs and recommendations from this national public dialogue were collated and used to update the draft copy of NNQP. The new draft was shared for final comments from over 45 institutions and bodies including international partners namely the World Bank Group, USAID-ACFNA, USP and British High Commission. I am thankful to the World Bank for their expert review and opinion.

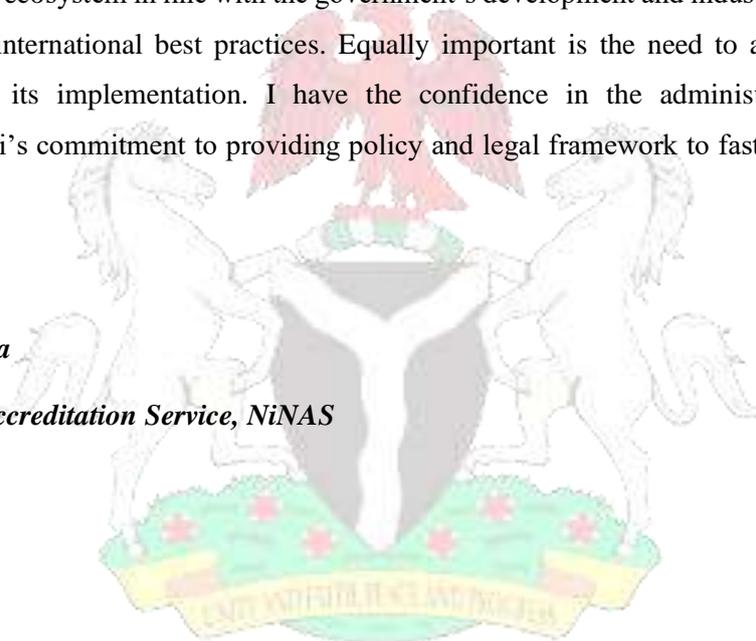
It is my hope that effective and timely implementation of NNQP shall improve Nigeria's competitiveness

in the international market as well as the competitiveness of Nigerian products and services in our domestic market. The organized private sector leaders from MAN, NACCIMA, NASME, NASSI and NECA played significant roles in the development and shaping of this policy. I sincerely appreciate the kin interest and contributions of all the MDAs.

I am proud of our final product of this painstaking process. Though, it may not be perfect, but the good news is that it is a living document that shall be reviewed and updated from time to time as prescribed or as it may please the Federal Government of Nigeria. Finally, I wish to thank the government and stakeholders for the opportunity given to me as the Secretary for the national review exercise.

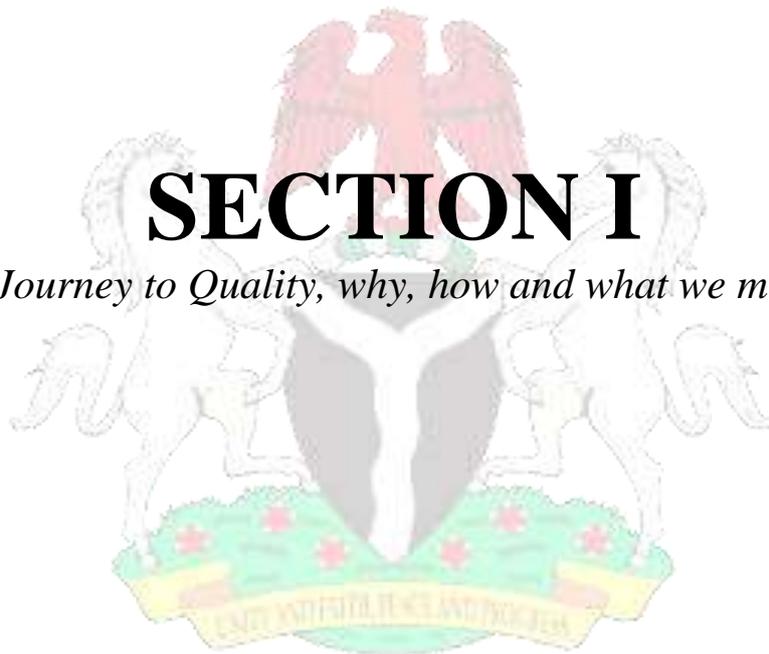
The Nigerian National Quality Policy (NNQP) needs to be adopted and approved by the Federal Government. This is an urgent need for the economy to consolidate, refine, and sustain an effective and efficient national QI ecosystem in line with the government's development and industrialization plans and according to good international best practices. Equally important is the need to allocate the required needed budget for its implementation. I have the confidence in the administration of President Muhammadu Buhari's commitment to providing policy and legal framework to fast track our economic growth.

Celestine O. Okanya
Director General
Nigeria National Accreditation Service, NiNAS



SECTION I

Our Journey to Quality, why, how and what we must do



Introduction

As the globalization of the markets continues with its relentless pace and as it is shaped by technological developments, more and more governments are carefully reconsidering the overall arrangement of their national quality infrastructure. This is happening because enterprises in the developing economies in particular face daunting challenges in accessing markets in the more developed economies. Apart from challenges faced in logistics, financial and management issues, one of the main impediments is the attainment of demonstrable product and/or service quality demanded by major players in the markets as well as the regulatory authorities. Thus in order to attain the acceptance by foreign markets, Nigeria's industry needs to have access to an internationally recognized, but supportive national quality infrastructure that can provide the required independent evidence of product compliance.

The low quality of made-in- Nigeria goods has been a recurrent challenge in Nigeria's drive towards industrialization. Also, the widespread use and application of sub- standard products and services in the local market is a serious threat to the health and safety of its consumers. There is no comprehensive Quality Policy to ensure supply of safe and quality products in the market. An urgent need to protect the rights of the consumers and establish a strong and effective regulatory mechanism using accredited laboratories, certification bodies and inspection agencies to control the use of sub-standard products and services in the market is therefore, considered essential.

Recognizing these realities, the Federal Government of Nigeria, through this policy framework, seeks to re-engineer the quality infrastructure to achieve the national economic plans and to determine the proper division of the responsibilities through a National Quality Policy to facilitate trade, enhance export, accelerate sustainable economic development beneficial to all, and protect environment, health and safety of the consumers.

The National Quality Policy which will propel the development of global best practice in the quality infrastructure in Nigeria is in sync with the underlying philosophy of the Nigeria Industrial Revolution Plan, NIRP and the National Economic Recovery and Growth Plan. and the current administration's transformation agenda central on creating an enabling environment for private sector led inclusive growth.

1.0 Rationale/ Reasons for National Quality Policy of Nigeria

- 1.1 The Constitution of the Federal Republic of Nigeria states that the fundamental obligation of Nigeria is to harness resources and promote national prosperity, and an efficient and self-reliant economy; to ensure suitable adequate shelter, suitable adequate food, health and safety for all citizens. The constitution also states that the State shall protect and improve the environment. The Nigeria Industrial Revolution Plan (NIRP) launched in 2012 under the auspices of the Federal Ministry of Industry, Trade and Investment provides a strategic and integrated roadmap towards industrialization. NIRP provides an actionable plan across three sectors: agro-allied, solid minerals and Oil and Gas-related industries, where Nigeria's comparative and competitive advantage are apparent. A national quality policy is required to achieve this plan. In the era of rapidly growing international trade and overall globalization coupled with increasing consumer expectation, market entries require compliance to international standards and evidence of such compliance through internationally recognized accreditation system of conformity assessment bodies. This requires strengthening and where needed establishment of an internationally recognized infrastructure of accreditation and conformity assessment.
- 1.2 The Government of Nigeria is therefore committed to strengthening and upgrading the national standardization system, regulatory framework, accreditation and certification in order to

facilitate production, trade, increase export, accelerate economic development and protect health and safety of the consumers, protect the environment and improve quality of imported products through well-defined legislation of the quality infrastructure

- 1.3 The effective implementation of the National Quality Policy will require development of national sectorial quality action plans and strategies in consultation with all the stakeholders to contribute towards the improvement of products and services that will ultimately lead to the improvement of the quality of life of the citizens of Nigeria

2. Regional and Sub-Regional Industrial and Quality Policies

2.1 Africa Quality Policy (AQP)

African Quality Policy provides guidelines and directions for the continental commitment for enhancing the quality of products and services. It sets out the role of standardisation, metrology, accreditation and conformity assessment in driving intra-Africa and Global trade. The African Quality Policy thus embodies a vision, objectives and specific functional policies for implementing quality at national, sub-regional (REC) and continental levels. The Africa Union, by agreeing to lead the implementation of the AQP, demonstrates its political will and its commitment to provide the necessary human and financial resources to achieve an effective continental QI

The African Quality Policy (AQP) has been validated. The AQP lays down policy directions for the operation of a continental-level QI, with the aim of aligning the AQP with the policies governing national and REC-level QIs. The alignment works in both directions, meaning that national and REC-level quality policies (QP) constitute building blocks for the continental AQP while at the same time the latter lays down directions for the former. AQP provides the framework and interconnectivity among African countries' quality infrastructure and how they will be utilised to ensure compliance and conformity to prescribed quality standards within the free trade area of AfCFTA. Nigeria is therefore taking the right step in the right direction in developing and implementing a national policy. This policy mirrors both regional and continental policy with careful domestication to the unique needs and aspirations of our people and our economy.

2.2 West Africa Common Industrial Policy (WACIP)

The West African Common Industrial Policy (WACIP) was adopted in May 2010. The vision of WACIP is “to maintain a solid industrial structure which is globally competitive, environment-friendly and capable of significantly improving the living standards of the people”. The policy is to be implemented through ten (10) coherent programmes centred on specific key objectives geared towards increasing the following indicators by 2030;

- Manufacturing industries contribution to Regional GDP from 7% to 20%;
- Intra-Community trade from 12% to 40%; and
- Exports of ECOWAS manufactured goods to the global market from 0.1% to 1%.

The priority programme for the implementation of WACIP is the establishment of suitable, efficient and internationally recognized Quality Infrastructure (QI) which is a trade facilitation tool. Establishment of QI depends on a well-researched Quality Policy which is formulated with full involvement of stakeholders and provides the required policy direction.

ECOWAS Quality Policy (ECOQUAL) aims at establishing a framework for the development and operation of suitable, relevant, efficient and effective quality infrastructure to facilitate intra-regional and international trade, protect the consumer and the environment, and promote sustainable economic development. ECOQUAL reflects the needs of Member States and provides an essential foundation for the development of National Quality Policies that will direct the establishment of suitable, effective and internationally recognized National QI.

3.1 Member States Obligation

Nigeria is a key Member of ECOWAS and is therefore expected to fulfil a number of obligations in accordance with ECOQUAL approved by the ECOWAS Heads of State:

- a. Establishment of National Standards Bodies
- b. Coordinate the development and enforcement of Technical Regulations
- c. Establish suitable NPL or National Metrology Institutes and Legal Metrology Systems
- d. Establish repair and instrumentation centres to offer regular repair, maintenance and calibration services to measuring instruments.
- e. Ensure access to affordable accreditation services to Conformity assessment bodies
- f. To create the condition under which testing laboratories, in Member States, will have access to regular proficiency testing.
- g. Partner with the relevant private sector organizations to facilitate the establishment of suitable conformity assessment infrastructure.
- h. Create public awareness
- i. Create suitable and favourable condition for the setting up of sustainable Consumers' Associations that will create quality and safety consciousness among consumers
- j. Support membership drive of National Quality Organizations to the relevant Regional, Continental, and International
- k. Facilitate the development of new laws and of review of existing laws to eliminate any overlapping functions and support the development of enabling rules and regulations to promote effective operations.

3.2 The status of the Nigeria Quality Infrastructure

The status of the Nigeria Quality infrastructure is based on four categories weighted between 0 and 4 as follows:

Status of the Nigeria Quality Infrastructure

Category	Institution	Status	Rating
2	Accreditation (NINAS)	National Accreditation Body in Place, Participates in international Membership of ECORAS, AFRAC, ILAC, IAF, IHAF. Will achieve mutual recognitions in 2020.	3
3	Legal Metrology (WMD)	Legal Metrology exists but with very limited resources	3
3	National Metrology Institute NMI	Basic Scientific Metrology Infrastructure	2
1	Standardization (SON)	National Standards Body in place. Participates in regional and international standardization; Membership to AFSEC, ARSO, IEC & ISO	4
	Overall Rating		12/16

Criteria for Categorization

Category	Criteria	Rating
1	Well-developed QI Institution	4
2	Reasonably developed QI Institution	3
3	Partially developed QI Institution	2
4	Limited QI Institution	1
5	Non or very limited QI Institution	0

QI STATUS OF NIGERIA

4. Aim of the Nigerian National Quality Policy

The Nigerian National Quality Policy aims at strengthening/ development of the National Quality Infrastructure (NQI) in order to achieve accelerated economic growth, increase in exports, ensure supply of safe quality product at competitive prices and contribute towards the protection of the environment. NNQP shall contribute to poverty reduction and economic prosperity by realizing an effective National Quality Infrastructure (NQI) capable of raising the quality of goods and services, thus increasing Nigeria's export-led growth and leading to industrial expansion and diversification. in line with the National Industrial Revolution Plan and the National Economic Recovery and Growth Plan. This policy supersedes other provisions in any other national sectorial quality related policies.

5. Vision

All Nigeria's goods, services and persons' certification comply with relevant standards, technical regulations and applicable accredited conformity assessment requirements of domestic, regional and international markets and yet be competitive.

6. Objectives

6.1 Pursuant to achieving the Nigeria National Quality Policy, the following objectives are relevant:

- 6.1.1 The Primary objective of the NNQP is to ensure that goods and services emanating from, imported into and traded in Nigeria are designed, manufactured, packaged, labelled and supplied in accordance with the needs, expectations and requirements of the purchaser and the consumer as well as the requirements of the regulatory authorities in the local and export markets.
- 6.1.2 The NNQP aims to develop an environment in which both public and private sectors can achieve excellence for in product and services the benefit of the society. This will also improve the reputation of Nigeria as a provider of quality goods and services in the international market.
- 6.1.3 NNQP aims to guide the Federal Government in her leading the process for demanding quality in Nigeria's industrial, commercial, and entire economic space as well as in government businesses.
- 6.1.4 The Specific objectives of the NNQP are:
 - 6.1.4.1 To strengthen the national metrology system and, in particular, raise the profile of metrology as a significant component in the country's overall activities
 - 6.1.4.2 To establish the appropriate framework for the development and publication of national standards, to clearly define the role of the national standards organization at the pinnacle of all standardization work, and to involve all stakeholders in the process.
 - 6.1.4.3 To institutionalise, support and sustain the Nigeria National Accreditation Service, NiNAS, created out of National Quality Infrastructure Programme, NQIP.
 - 6.1.4.4 To enhance the effectiveness, and efficiency of NQI institutions.
 - 6.1.4.5 To assure that the technical regulatory framework complies with the requirements of the AfCFTA, the WTO TBT and SPS Agreement through the application of good regulatory and voluntary conformity assessment practices.
 - 6.1.4.6 To provide for arrangements for the acceptance of conformity assessment systems among sectors and trading partners in the areas of inspection, certification, testing and calibration.
 - 6.1.4.7 To provide a quality promotion strategy that builds on the QI and assists Nigeria's enterprises in becoming globally competitive, including better integration into regional and international value chains.
 - 6.1.4.8 To raise the quality of locally manufactured goods and services in Nigeria, leading to improved protection of consumers and the environment.
 - 6.1.4.9 To prevent Nigeria from becoming a dumping ground for sub-standard goods by ensuring that imported goods comply with both national and agreed international standards.
 - 6.1.4.10 To expand the use of accreditation into all of the national regulatory environment to support regulatory bodies and reduce cost of conformity assessment;
 - 6.1.4.11 To provide a framework for the establishment of conformity assessment service

providers in both the public and private domain, that are, in addition, technically competent;

- 6.1.4.12 To give clear mandates and elaborate a proper division of work regarding the administration of technical regulation measures and voluntary standard practices
- 6.1.4.13 To provide a national quality promotion strategy that builds on the national quality infrastructure and assists the country's enterprises in becoming globally competitive.
- 6.1.4.14 To support SMEs to conform to national standards and comply with technical regulations thus enhancing economic growth.
- 6.1.4.15 To ensure availability of quality products to the consumers.

6.1.5 NNQP provides the overarching principles under which all other national policies relating to quality shall make reference to for clarity. Efforts will be made to coordinate the activities of the NNQP with all other relevant national policies and plans in order to avoid overlaps and duplication.

7 GUIDING PRINCIPLES FOR DEVELOPMENT AND IMPLEMENTATION OF THE PROVISIONS OF NNQP;

7.1 Demand Assessment

- 7.1.1 QI programme are multifaceted and complex and developing QI services require resources, expertise, and know-how; developing unnecessary QI service may be a costly investment with little or no return. Therefore, assessing the demand for QI service is fundamental in deciding where to target government resources to maximize economic and social benefits to the country. Developing QI services based on demand would also ensure financial viability and sustainability of the QI institutions
- 7.1.2 NNQP designed to be all embracing but implementation shall be driven by priority sectors/products, Regulatory requirement of target markets, the requirement by the national regulatory authorities to implement technical regulations and support market surveillance.
- 7.1.3 NNQP shall fulfill the public policy objectives related to public health and safety (e.g., sanitary water and clean air). The implication is that NNQP shall drive the economic development of Nigeria in a responsible manner enough to address issues of climate change, impacts on the most vulnerable poor and small businesses struggling to survive.
- 7.1.4 NNQP recognizes the future QI services projections especially about technological advancements. Therefore, the relevant QI institutions need to work together and develop mechanisms to assess demand such as surveys, workshops, and meetings with stakeholders. The implementation of NNQP shall be modern IT- driven where applicable, leveraging on smart technologies.

7.2 Re-alignment of other sectoral quality related policies

- 7.2.1 NNQP provides a benchmark for measuring the correctness, adequacy and usefulness of other sectoral quality related policies that may already exist. The intent here is that NNQP shall provide ultimate guidance to all sectors on issues of quality.
- 7.2.2 All sectoral activities, practices and operations should therefore seek to re-align to the standards prescribed in this document. In particular, all sectoral policies are required in their interpretation of quality refer to Standards, Metrology, Accreditation or conformity assessment requirements of NNQP as it may apply to them.

7.3 Coordination and Engagement of Stakeholders

7.3.1 QI services require deliberate and systematic engagement of the different stakeholder's groups to ensure that the QI services enable and support their goals and aspirations. Therefore, the QI institutions need to engage in the following systematically:

- 7.3.1.1 The first step is to identify and map QI stakeholder and interested parties from the private sector, the public sector, NGOs, academia, international organizations and peer organizations. These groups are essential to ensure the QI system in the country is fulfilling its objectives capable of providing efficient, effective and integrated services.

- 7.3.1.2 Developing targeted communication strategy(s) and plan(s) to raise awareness about the importance of QI services and its contribution to consumer protection, growth, trade, and competitiveness.
- 7.3.1.3 Establish and institute cooperation and collaboration mechanisms at different levels within and across the QI institutions.
- 7.3.1.4 Within the QI institutions; there needs to be a systematic and coherent approach to coordination and collaboration among the different units to ensure effective service delivery to the clients. For example, developing a standard requires close collaboration with the conformity assessment unit to ensure proper testing and certification schemes are feasible and available, and the needed accuracy levels and measurement devices are available and trusted. Understating the interrelatedness of the QI functions is indispensable for effective implementation and service delivery without which the service will be suboptimal and incomplete.
- 7.3.1.5 The QI institutions shall seek to ensure complementary of services at the national level not only at the institutional level. For example, if some testing services are available in one lab and could be utilized by other QI institution or regulatory authorities then arrangement should be made to make the best use of these resources, before considering investing in creating these services.
- 7.3.1.6 NNQP seek to usher an economic environment of robust collaboration with the regulatory authorities especially those involved in health, food safety, consumer protection, environment and the public safety. Organizations such as NAFDAC, Customs, Ministry of Industry, Trade and Investment, and other ministries of health, agriculture, energy, should work very closely together with the QI institutions, to ensure there is no overlap or duplication across the services provided or regulated domains, ensure that the QI services are available and could be utilized across the national institutions, and conformity assessment services are available to verify compliance.
- 7.3.1.7 Especially important, in this context, is for the regulatory authorities to identify accredited conformity assessment bodies (CABs), and calibration bodies, from the public and private sectors, to be authorized to provide conformity assessment and calibration services in the regulated domain. Such arrangements need to be governed by proof of technical competency and legal liability (accreditation) and clearly stated in the legislation or designation agreement. The principle of designation shall be utilised making the best use of QI services in the country and provide timely and efficient services to the different stakeholders' groups.
- 7.3.1.8 Collaboration and partnerships with universities and research centers is here demanded as of high priority. It addresses a broad, long-term objective to build awareness and sensitize the next generation of professionals and decision-makers on the importance of QI and its role to support the advancement of the society. On the other hand, it would bring direct, short-term benefits to Nigeria's QI organizations, by providing future human resources with basic qualifications aligned with the organizations' needs.

7.4 International Engagement and Cooperation

- 7.4.1 NNQP shall require all QI institutions to adopt a strategic approach to international engagement and cooperation with the ultimate objectives to have the QI services internationally recognized. This requires effective participation in the international organizations including effective and proactive participation in ISO standardization activities, memberships with BIPM, OIML, ILAC, IAF, AFRAC and other regional organizations. Memberships in this case should not be limited to attending ad hoc meetings and general assemblies but to be actively involved in the technical committees, policy dialogue, and capacity building programmes.
- 7.4.2 NNQP further demands that all institutions and national bodies achieve all the required recognition required to achieve reciprocal acceptance of the results of conformity assessment services carried in Nigeria in all member countries of QI forum of interest. Nigeria seeks to benefit maximally from the following:

7.4.2.1 Bilateral and regional cooperation agreements, especially within the ECOWAS region, are important to facilitate trade across the member states; agreements should be built with clear objectives, concrete programmes, and action plans. The QI institutions are required to plan their cooperation based on clear deliverables and targets.

7.4.2.2 The regulatory authorities and the QI institutions are encouraged to expand their regional and international partnerships to bring in the expertise and know-how. It could engage in bilateral collaboration with regional or international regulatory authorities to enhance the skills and competencies of its staff and transfer good practices and know-how as quickly as possible.

7.5 Drivers for the National Quality Policy (NNQP)

- 7.5.1 The desire to efficiently and effectively manage regulatory responsibilities to achieve the primary mandates of protecting the society and environment
- 7.5.2 The need for stakeholders to deal with a transparent and reliable state-regulatory system without having to battle with bureaucratic vagaries.
- 7.5.3 The need to eliminate duplication of regulatory activities by different agencies, thus increasing the overhead for producer.
- 7.5.4 The need to give industry supportive standards, metrology, accreditation and conformity assessment schemes that are affordable and accepted globally.
- 7.5.5 The need to rebuild the confidence and trust of the international community on the potentials of Nigeria's manufacturing sector and our determination as a nation to shift our economic gear towards quality non-oil products and services- driven economy.



CHAPTER I

1.1 Governance structures of NQI institutions

1.2 Establishment of a National Quality Council

The Government shall set up a National Quality Council, as the apex body, independent of any ministerial influence and entrusted with entrenching a quality culture throughout Nigeria's economic systems both in private and public space. The NQC shall develop strategies and promote the overall sectoral quality initiatives and strategies. While NQC shall not be directly involved in regulatory activities, it shall be saddled with the development of strategic directions for all regulatory bodies to fully deliver on their respective mandates. The structure of the NQC shall demonstrate inclusive representation of all key players from the public and private sectors of the economy and society.

1.3 Objectives of the National Quality Council

1.3.1 The main objectives of the NQC are to:

- 1.3.1.1 To provide the Federal Government unbiased guidance on quality related issues, policies, and legal instruments of both local and international consequences.
- 1.3.1.2 Coordinate activities related to technical regulation development and implementation amongst the regulatory authorities and the NQC;
- 1.3.1.3 Advise and support all regulatory authorities to follow the Technical Regulation Framework in developing and implementing technical regulations;
- 1.3.1.4 Advise and support all regulatory authorities to consistently meet the requirements of the WTO SPS and TBT Agreements and the African trade instruments;
- 1.3.1.5 Oversee the review of any technical regulation already on the statute books by the regulatory authorities, in order to revise, confirm or withdraw such a regulation and to make sure that it complies with the Technical Regulation Framework;
- 1.3.1.6 Contribute to the setting of national priorities for standardization, and to monitoring the implementation of the National Standardization Strategy;
- 1.3.1.7 Provide recommendations on Nigerian policy regarding the relationship between standards (voluntary) and regulations (mandatory);
- 1.3.1.8 Develop and implement a Communications Strategy for awareness creation on the National Quality Policy;
- 1.3.1.9 Raise the level of awareness in government on the benefits of standards in all government policies, regulatory system and public procurement;
- 1.3.1.10 Raise the level of awareness in the business sector and among the population on the benefits of using standards at the different levels of business such as purchasing, manufacture and supply;
- 1.3.1.11 Integrate standards awareness into educational curricula at all levels;
- 1.3.1.12 Develop and implement plans for provision of continuous training on standards implementation and promotion of quality culture; and
- 1.3.1.13 Disseminate widely all approved national standards, technical regulations and conformity assessment requirements

1.4 Government commitment

- 1.4.1 In fulfillment of its role, the Federal Government of Nigeria will act in the best interest of Nigeria and see to it that actions are jointly governed with transparency, coordination and cooperation amongst the various sectors.
- 1.4.2 **Quality:** The government shall encourage local consumers to demand high quality products and services at affordable prices and facilitate procedures to meet such requirements. On the other hand, the producers and all value chain actors shall commit to producing products and offering services that meet national or international adopted standards. The Government is committed to providing resources and enabling environment for the regulators and QI bodies to function effectively.
- 1.4.3 **Actions:** Ministries, Departments, and Agencies of Federal Government of Nigeria shall be responsible for identifying, planning and implementation of specific sections or provisions of this policy as it may affect them. All government physical infrastructure projects shall be designed to meet all prescribed accredited conformity assessment standards specific to such projects. MDAs shall utilise accredited conformity assessment results in their procurements and award of contracts. All MDAs shall be monitored and evaluated on progress on implementation.
- 1.4.4 **Establish a National Quality Council NQC:** The Federal Government shall establish a NQC to achieve all the objectives set out chapter 1, sections 1.1, and 1.2. The Government commits to ensuring that the membership shall include representatives from relevant quality agencies and institutions recommended under subsection 1.4.4.1.

1.4.4.1 Recommended Bodies and Agencies include:

- 1.4.4.1.1 Office of the President
- 1.4.4.1.2 Standards Organisation of Nigeria, SON
- 1.4.4.1.3 Federal Competition and Consumer Protection Commission, FCCPC
- 1.4.4.1.4 National Agency for Food and Drug Administration and Control, NAFDAC
- 1.4.4.1.5 Nigeria National Accreditation System, NiNAS
- 1.4.4.1.6 National Metrology Institute, NMI
- 1.4.4.1.7 Weights and Measures Regulatory Agency (as proposed)
- 1.4.4.1.8 Federal Ministry of Industry, Trade and Investment, FMITI.
- 1.4.4.1.9 Federal Ministry of Science and Technology
- 1.4.4.1.10 Federal Ministry of Communications
- 1.4.4.1.11 Federal Ministry of Health
- 1.4.4.1.12 Federal Ministry of Environment
- 1.4.4.1.13 Federal Ministry of Transport
- 1.4.4.1.14 Federal Ministry of Aviation
- 1.4.4.1.15 Manufacturers Association of Nigeria, MAN
- 1.4.4.1.16 National Association of Chambers of Commerce, Industry, Mines and Agriculture, NACCIMA
- 1.4.4.1.17 National Association of Small and Medium Enterprises, NASME
- 1.4.4.1.18 National Association of Small Scale Industries, NASSI
- 1.4.4.1.19 National Employers Consultative Association, NECA
- 1.4.4.1.20 Non-Governmental Organization, NGO with a broad base and membership of key stakeholders of the business community, organized private sector with proven record of

commitment to national quality related issues to be appointed by Government to represent other NGOs.

- 1.4.4.1.21 The Council Chairperson – An appointee with a Quality Infrastructure institution leadership experience, understands the national economic policy direction and areas of Nigeria’s comparative advantage in non-oil trade.
- 1.4.4.1.22 Others: As it may please The Presidency.
- 1.4.5 **NQC shall ensure** that all other policies that have quality of the products or services as a factor of its success should make reference to the requirements of this national quality policy particularly in demanding compliance to requirements of established national or adopted national standards, accreditation and conformity assessment requirements of both regional and international markets
- 1.4.6 **Government to Promote Purchase of Quality Goods & Services:**
The government shall promote the purchase of products and services supplied to all public sector organizations in accordance with national or international standards. The government agencies will publicize this policy and specify quality requirements for goods and services like agriculture products, health, banking etc. Producers and consumers shall be required to use standards and accredited conformity assessment schemes.
- 1.4.7 **Organize a Scheme for National Quality Award on Annual Basis:**
Government is committed to improving the National Quality Award scheme to reward excellence and best quality improvement practices in various fields.
- 1.4.8 **Promote Best Management Practices:**
The government will support the public and private sector organizations to develop and implement best management practices according to national and international standards such as ISO 9000, ISO 14000, etc.
- 1.4.9 **Promote Quality Culture:**
The Government shall promote consumers’ rights related to the quality of products and services that they buy through a quality awareness campaign, the use of advertisement campaign, newspaper articles and education of the masses through appropriate means. Industries and other organizations will be encouraged to adopt quality improvement practices in their day-to-day activities, conducive to enhanced labour welfare. The concepts and understanding of quality assurance shall be promoted. Educational Institutions shall be encouraged to offer quality related programme or courses in field of standards, accreditation, metrology and conformity assessment.
- 1.4.10 **Small and Medium Scale Enterprises (SME):**
Government is committed to promoting the use of standards by the SMEs and to assist them meet certification requirements, with special attention to vulnerable sectors, areas Nigeria has competitive advantage and producers.
- 1.4.11 **Education and Training:**
Government and private academic institutions shall take the necessary steps to ensure that various stakeholders have the opportunity to obtain the knowledge and the skills they need to cope with the economy triggered by globalization challenges.
- 1.4.12 **Quality Culture**
They shall establish appropriate programs at different education levels including specialized adult training programmes, with the aim to improve the quality culture, and to develop the specialized knowledge and expertise required for implementing the Quality Policy.
- 1.4.13 **Experts and Expert Database**
They shall also take measures to develop and implement training and registration programs for auditors and consultants in quality and environmental management systems, health and safety in the workplace, and other relevant certification activities as defined in international

requirements.

1.4.14 **World Trade Organization TBT- SPS**

Government shall educate small manufacturers, exporters and producers regarding threats and opportunities arising out of WTO regime

1.4.15 **Use of Conformity and Accreditation Certificate:** Government will utilize Nigerian Industrial Standards to the fullest extent possible in state purchases, and shall demand independent proof of compliance such as accredited certificate of conformity or accreditation issued by an accredited CAB or an accreditation body products and services as the case may be with relevant standards through an appropriate mix of inspection, testing and certification.

1.4.16 **Information Network:** Government shall create adequate information network that involves all the various quality infrastructure institutions to guarantee the success of quality-related activities.

1.4.17 **Incentives to SMEs:** Government shall encourage SMEs through strategic funding to enable active participation in standardization, accreditation and conformity assessment activities.

1.4.18 **Incentives to Processors, Manufacturers, and Exporters:** Government shall encourage Processors, Manufacturers and Exporters through strategic funding and provision of infrastructure that enables cost effective production. Processors, manufacturers and Exporters are required to utilise services of accredited conformity assessment service providers to ensure their compliance to standards and metrological requirements.

1.5 **Governance of the Quality Infrastructure Institutions**

Good governance is a culture and a style of governing the relations between different stakeholders in a climate of transparency, rule of law and ethical behaviour. The QI Organizations should;

1.5.1 Define its stakeholders, its policies for involving them in governance process and its approach to communication with them

1.5.2 Issue a “Declaration of Principles and Values” that represent the culture of the organization, including respect of law, transparency, respect of human rights, honesty, and respect of internationally accepted conduct

1.5.3 Endeavour to continually improve its management and operational systems
The QI institutions shall be responsible for its decision and activities with a view to improving competence and efficiency.

1.5.4 QI institution shall be required to ensure that all technical team members are trained, tested and qualified to occupy their positions. All such technical staff shall be re-trained and evaluated for competence at regular intervals defined and documented by the institution or regulator.

1.5.5 All QI institutions shall entrench the tradition of service delivery marked by impartiality and competence.

CHAPTER II

2.1 National Quality Infrastructure

The National Quality Infrastructure is taken as the totality of the institutional framework (public or private) that requires an establishment and implementation of standardization, metrology (scientific, industrial and legal), accreditation and conformity assessment services (inspection, testing and product- and system certification) necessary to provide acceptable evidence that products and services meet defined requirements, be it demanded by authorities (technical regulation) or the market place (contractually or inferred).

- 2.1.1 NNQP lays the policy and legal foundation for a National Quality Infrastructure. Implementation shall result in strengthening and upgrading of Metrology, Standardization, Accreditation and Conformity Assessment services available within Nigeria to best international practices.
- 2.1.2 A strong NQI is a pre-requisite to export enhancement and market control of products and services. Standardization, Accreditation, Certification, Testing, calibration services as well as formulation and enforcement of technical regulations will be strengthened and upgraded in accordance with national and international requirements. The National Quality Infrastructure of Nigeria comprises or shall comprise (for those functions that are not yet fulfilled, all or in part, by existing organizations):
 - 2.1.2.1 A National Metrology Institute (National Metrology Institute of Nigeria, NMIN) which, operating in line with international best practices, is entrusted with upgrading and strengthening the national measurement system.
 - 2.1.2.2 A National Standards Body (SON, Standards Organisation of Nigeria) that, as per the National Standardization Law, is responsible for standardization activities in all sectors and to represent Nigeria in International and regional standardization activities.
 - 2.1.2.3 A National Accreditation body (Nigeria National Accreditation Service, NiNAS), responsible for accrediting conformity assessment bodies. To fulfil the needs of the Industry, testing, certification and inspection shall be carried out by the accredited bodies and laboratories. The National Accreditation body, NINAS shall accredit and designate conformity assessment bodies. NiNAS shall represent Nigeria at regional and international forum of Accreditation bodies including but not limited to ILAC, IAF, IHAF, AFRAC and ECORAS.
 - 2.1.2.4 Conformity Assessment Bodies: a network of private and public organizations able to provide conformity assessment services (such as: testing, calibration, inspection and certification) to organizations from the private and the public sectors and to individuals.
 - 2.1.2.5 In the light of this new knowledge, standard, metrology, accreditation and conformity assessment bodies shall cooperate in ensuring entronement of a quality culture in Nigeria while maintaining their independence as required.

2.2 Development of Standards

- 2.2.1 The development of standards is a process that involves in an open and transparent way all the interested and affected parties (stakeholders), from the public and private sectors.
- 2.2.2 SON also referred to as the National Standards Body is recognised as the apex authority on national standards. It is responsible to provide coordination of national positions and to act as a single depository of national standards.
- 2.2.3 Consequently, all private and public institutions, bodies that develop curriculum, guidelines or procedures that may wish to apply it on a national scale or for use in national institutions or national professional system are required to seek the adoption by the National Standards Body. Use of such technical documents without official adoption by the National Standards Body (NSB) will be a

violation of this policy.

2.2.4 The NSB is also responsible to define and maintain standards development procedures aligned with international good practice.

2.2.5 NSB shall ensure the active participation of Nigeria in the sub regional, regional and international standardization programmes and activities.

2.2.6 For what concerns the role and responsibilities of the public sector, effective coordination and collaboration among Regulatory Authorities is needed for effective and efficient utilization of financial, technical and human resources in order to maximize synergies among the standards and related institutions.

2.2.7 To achieve this, the Government of Nigeria shall

2.2.7.1 Revise the existing Standards Act to be in conformity with international best practices and to maximize synergies among standardization activities and all institutions interested in or affected by them.

2.2.7.1 Establish a clear coordination and collaboration platform for planning, communication and interaction among all public sector entities concerned with standards-related matters. This platform shall be provided by NQC.

2.2.7.2 Recognize and support the voluntary nature of the standards development process, an activity that depends on achieving consensus amongst stakeholders in line with international good practices

2.2.7.3 Contribute to the setting of national priorities for standardization.

2.2.7.4 Ensure sharing of information on the latest developments on standards and quality issues such as product recall and non-conforming products

2.2.7.5 Provide an environment that will create and strengthen public awareness on Standards

2.3 Technical Regulations

2.3.1 Adoption of Technical Regulations

2.3.1.1 Technical regulations play a key role with respect to health, safety, environmental protection and other aspects of primary social importance.

2.3.1.2 Through technical regulations as enacted, Ministries, Departments and Agencies (MDAs) shall set mandatory requirements, aimed at ensuring health and safety of the consumer and environmental protection. These regulations shall be revised at predetermined intervals and as necessary to address national needs.

2.3.1.3 Clear definitions and legal procedures for adoption of technical regulation are provided in the Technical Regulation Framework. MDAs shall review, update and vet existing relevant regulations in conformity with new Technical Regulation Framework.

2.3.1.4 Standards are voluntary – as recognized by international good practices and explicitly stated in the WTO TBT Agreement.

2.3.1.5 Technical regulations can incorporate content extracted from standards (in which case that content becomes mandatory) or make reference to standards (which may remain voluntary or become mandatory, depending on the mechanism of reference applied). Policy and procedures regarding the relationships between standards and regulations are defined under the Technical Regulation Framework.

2.3.1.6 Technical regulations shall be based, whenever possible and relevant, on regional and International standards.

2.3.2 The Technical Regulation Framework

2.3.2.1 The National Quality Council (NQC) shall establish a framework which defines criteria and procedures to coordinate the development and implementation of technical regulations,

including policies and procedures regarding the relationships between standards and regulations.

- 2.3.2.2 The development and implementation of technical regulations shall be coordinated by the Technical Regulation Office under the (NQC).
- 2.3.2.3 Technical regulations shall take into account national peculiarities but must comply with the regional integration requirements and the WTO-SPS and TBT Agreements.
- 2.3.2.4 Products manufactured in other countries that fall within the scope of technical regulations, and for which demonstrable conformity assessment procedures have been followed in the respective countries shall be granted free cross-border movement without further testing and certification in line with international instruments.

2.4 Metrology

- 2.4.1 The Federal Government of Nigeria shall complete the establishment of the National Metrology Institute of Nigeria (NMIN) to provide traceability of measurements, maintenance of the measurement standards and dissemination of the SI Unit.
- 2.4.2 Other functions of the NMIN shall be
 - 2.4.2.1 Linkage to international metrology hierarchy of measurement
 - 2.4.2.2 Linkage to the regional metrology organizations
 - 2.4.2.3 Ensure existence of a National measurement hierarchy by the dissemination of the SI Unit.
 - 2.4.2.4 All measuring instruments in the country shall maintain unbroken chain of traceability to NIMN or another NMI.
 - 2.4.2.5 The NMIN may designate any accredited laboratory (private or public) to give traceability to particular measurement where the NMI has no capability to do so. Non-accredited laboratories cannot be so designated.
 - 2.4.2.6 There shall be a body established to be known as the Nigerian Weights and Measures Regulatory Agency (hereby referred to as “the Agency”).
 - 2.4.2.7 The Agency shall perform its functions pursuant to the Weights and Measures Act Cap W3 Law of the Federation of Nigeria, 2004 (as amended), which are for the enforcement of Legal Metrology Standards, regulations, rules, laws, policies and guidelines;
 - 2.4.2.8 The Agency shall be responsible for the establishment of a National Legal Metrology Infrastructure, and the strategies for its operations covered under the Weights and Measures Act Cap W3 LFN 2004, (as amended), which are traceable to the International Measurement Standards so as to attain both Regional and International recognition.
 - 2.4.2.9 The Agency is a semi-autonomous body, with flexibilities, freedoms, and Authorities over its resources. Management of the Agency shall align with International best practices of service delivery through business-like manner, customer focused and publicly accountable organization.

2.5 Accreditation

- 2.5.1 Government shall strengthen and maintain a National Accreditation Body (NAB), the Nigeria National Accreditation Service, NiNAS. NiNAS shall work in accordance with international standards, pursue international recognition and sign mutual recognition agreements on behalf of Nigeria with relevant international accreditation organizations.
- 2.5.2 The National Accreditation Body (NiNAS): the National Accreditation Body shall be the Sole National Body charged with the accreditation of conformity assessment activities in line with ECOWAS and Africa Union Policies.
- 2.5.3 NiNAS shall conform to internationally established criteria for accreditation bodies to be eligible to receive and maintain international recognition of its accreditations
- 2.5.3 Regulatory authorities responsible for the protection of health and safety of the public and the environment shall use conformity assessment bodies (such as testing, inspection and

- certification) that are accredited where appropriate in order to ensure that products sold to consumers are tested and certified to meet national or international health and safety standards.
- 2.5.4 The Government shall promote and support the accreditation of conformity assessment bodies (CABs) in accordance with international standards in line with the National Quality Infrastructure.
- 2.5.5 Government will encourage accreditation of testing laboratories to enhance international credibility of product certificates issued by them and give confidence to the importers, exporters and other users of such products.
- 2.5.6 NiNAS shall work collaboratively and innovatively with private and public institutions and bodies carrying out a mix of both conformity assessment and accreditation activity (not acceptable norm by international QI systems) to come up with a model that shall serve our National Interest better and restore trust in our NQI systems. Institutions and bodies from both private and public sectors, performing conformity assessment and accreditation activities are required to choose one of the two and relinquish the other to maintain competence and impartiality.

2.6 Conformity Assessment

- 2.6.1 Conformity assessment service providers shall be required to achieve accreditation as proof of their competence. CABs shall conduct their activities according to international standards and guidelines and shall pay attention to national needs, be transparent, impartial, non-discriminatory and avoid unnecessary barriers to trade.
- 2.6.2 They shall favour mutual recognition arrangements and multilateral recognition arrangements that would minimize retesting or recertification.
- 2.6.3 Testing, Inspection Services, Certification of Products, Management Systems and Personnel for technical regulations or the market place shall be provided by laboratories, certification bodies and inspection bodies in both the private and public domain that demonstrably fulfil the requirements of the relevant international standards and are accredited by the national accreditation body.
- 2.6.4 To provide conformity assessment services, especially for SME sector, the government shall establish, maintain and continuously improve the conformity assessment service providers and all quality-infrastructure related institutions in the public domain.
- 2.6.5 Government shall create a policy environment that will facilitate the development of private conformity assessment service providers, including sustainable development initiatives and shall utilize their services in public procurement and technical regulation provided that they can demonstrate their technical capability and competence through accreditation.
- 2.6.6 All indigenous conformity assessment bodies shall be required to achieve accreditation before the end of 2025 in order to continue doing business in Nigeria. No foreign unaccredited conformity assessment body shall be permitted to conduct business in Nigeria.
- 2.6.7 Foreign Accreditation bodies and conformity assessment bodies are not permitted to provide services in Nigeria except in the area or scopes where Nigerian equivalent body (ies) lack the competence. In such cases, the foreign body shall be required to collaborate with her Nigerian Counterpart to provide this service either jointly or with Nigerian body as observers.
- 2.6.8 Foreign Conformity Assessment Bodies with operational office in Nigeria who wish to be treated as Nigerian Companies or bodies shall be required to comply with requirements of CAC, meet the definition of indigenous company (local content policy) and obtain and maintain their accreditation from National Accreditation body.

CHAPTER III

3. Role of other stakeholders

3.1 Government shall promote a public-private partnership approach in implementing the National Quality Policy, as well as establish an effective coordination and collaboration mechanism with the private sector, development agencies, NGOs, consumer organizations and civil society.

3.1.1 In particular, the government shall:

3.1.1.1 Support the private sector to comply with national standards especially vulnerable sectors and producers, and adopt quality management systems in their operations in order to competitively produce and trade in quality products and services.

3.1.1.2 Ensure that interests of consumers are represented at appropriate fora.

3.1.1.3 Improve the quality of Nigeria's products and services, hasten the introduction of international best practices in the field of quality and so contribute to the competitiveness of Nigeria's products and services.

3.1.1.4 The Professional bodies, Institutes, Councils, trade and skill acquisition centers, test centers, examination bodies and all private and public institutions carrying out business of certification of persons shall themselves comply with **International** standards relevant to their activities. This provision is to ensure that certificates issued in Nigeria possess equal value and standard as the ones obtained elsewhere.

3.1.1.5 Encourage the private sector to participate actively in representative structures and technical committees dealing with standardization, accreditation and conformity assessment.

3.1.1.6 Encourage the Private Sector to invest in the development of quality infrastructure, benefiting from the improved market opportunities that result from the implementation of the NNQP.

3.1.1.7 Mobilize resources from public funds, international development partners and the private sector for the implementation of the NNQP.

3.1.2 Citizens and the private sector are the ultimate beneficiaries of the QI system. Therefore, their engagement, sharing of information and seeking their feedback is key to the success of the QI institutions. The Quality Infrastructure Institutions shall:

3.1.2.1 Improve information dissemination through a comprehensive information and communications scheme. For example, the websites should be updated to include all the needed information by the different stakeholders' groups in multiple languages (French and English at the least). The website should support public inquiries, purchase of standards online, provide information about new projects, alert services, regulatory requirements and the like. The website could be made user-friendly to facilitate navigation and search functions, and updates need to be provided promptly.

3.1.2.2 The mandate and the scope of the regulatory authorities should be published so the private sector would know what the compliance requirements are and which authority(s) enforces them.

3.1.2.3 NQC when established shall publish on their website, official inventory/portal that provides information about the different regulatory authorities, their mandates, and all other technical information that the public sector may wish to verify.

3.1.2.4 Provide support to SMEs through training and capacity building programmes; cooperation with business support organizations is essential to ensure they fully understand the importance of QI services to their members' growth and competitiveness and enable them to provide consultancy and training services to help companies upgrade their quality systems and improve confidence in their products.

3.1.2.5 Non-governmental bodies shall provide the platform for the public and private sectors to openly discuss and express the needs of the ultimate users of the QI services. The NGO shall be an organization registered under the laws of the Federal Republic of Nigeria with a broad base board composition from: at least a representative of all the 5 OPS, representatives of at least 3 BMOs playing in the Quality space and with National

coverage, have support and relationship with international donor or development partners, and have large membership of professionals actively working in different certifications related standards. NQC shall ensure that such NGO is recognized by the major Quality Institutions.

- 3.1.2.6 NGOs shall engage and dialogue with stakeholders through meetings, workshops, conferences, online notice and comments and the like. NGOs shall share documented resolutions or core outcomes of such engagements with relevant QI institutions for purpose of further actions. NQC is responsible for identifying and selection competent NGOs as defined in NQC TOR.
- 3.1.2.7 QI institutions concerned with any submission or recommendation from NGOs or organized private sector should document the issues referred to them (e.g., minutes of meetings, resolution or petition) and ensure follow up actions and recommendations are acted upon where in line with the national aspirations and interest.
- 3.1.2.8 QI institutions are required to embrace ICT tools and fully exploit smart technologies and social media to ensure wide range information sharing, participation and dissemination of information to the public.
- 3.1.2.9 It is expected that QI institutions create targeted meetings and workshops to meet with their stakeholders at least once a year.

3.2 Non-governmental Organizations (NGOs) – This policy considers all bodies whose creation or formation is based on individual or group without any influence of the government on its leadership, change of management or day to day management, as NGOs. An NGO may not receive directly from government funding of her overhead. NGOs in this policy may be contracted by government to provide QI services. In such a case, the NGO shall be paid for her services.

3.2.1 Government MoU with NGOs – Government may enter into MOU with an NGO to provide exclusive services on behalf of the government where independence and non-governmental influence is a huge factor for international recognition, competence and cost effectiveness. In this case, government shall be responsible for the full operational and capital budget of such organization as long as the monitoring and evaluation report remain positive. Ministry of Finance shall maintain financial oversight over such organization.

3.2.2 The successful implementation of the Quality Policy shall require the active involvement of all of society, in particular of associations for the promotion of quality and excellence, of chambers of industry, trade and commerce, and of the media in order to realize proclaimed objectives.

3.2.3 Therefore, within the implementation process of the Quality Policy, NGOs are encouraged to undertake the following proactive initiatives in coordination with relevant MDAs:

- 3.2.3.1 Promote and participate in quality education and training activities;
- 3.2.3.2 Participate in the dissemination of quality-related information;
- 3.2.3.3 Implement activities that promote the improvement of quality and the environment;
- 3.2.3.4 Promote the representation of relevant bodies in the technical committees in the field of standardization, metrology, accreditation and quality and
- 3.2.3.5 Propose suggestions on quality policy improvement and better ways to implement the Quality Policy.
- 3.2.3.6 The media is encouraged to become actively involved in the dissemination of information related to standardization and quality, and the improvement of productivity, thereby contributing to the multiplication effect of sharing information relating to quality to the consumers.

3.3 International Development Agencies

All the partner or recipient organizations of the international development agencies' funds in Nigeria shall ensure that their development and capacity building programmes deliberately include Quality Infrastructure capacity building and technical support because there is no area of intervention that does not require quality.

3.3.1 In furtherance of this goal they should:

- 3.3.1.1 Support the implementation of the NNQP;
- 3.3.1.2 Coordinate support of other partners for the execution of priority programmes;
- 3.3.1.3 Support the transfer of quality-related technology to the country;
- 3.3.1.4 Support the transfer of knowledge and information which allows for the development of an adequate quality and technology infrastructure;
- 3.3.1.5 Ensure that all project positions of their projects are open to, and can be occupied by, qualified Nigerian Experts except in obvious cases where such expertise is not available. Such unavailability shall be documented with pieces of evidence such as publications of the vacancies, applications received and interview related document. It shall be required that such unavailable skill or experience be transferred to a Nigerian within the duration of such intervention as one of the deliverables.
- 3.3.1.6 Support the country's participation in relevant regional and international organizations' events designed to build capacity and enhance strategic partnership and cooperation;
- 3.3.1.7 Provide training for national specialists and technicians who would ease the implementation of the Quality Policy.
- 3.3.1.8 Provide training to national NGOs in order to actively participate in technical committees and make positive contributions to the Quality Infrastructure

3.4 Relationship with international organizations

- 3.4.1 The NQI institutions of Nigeria shall be actively involved in the appropriate international forums and Nigeria's regulatory authorities and industry shall remain firmly in touch with developments at the international level.
- 3.4.2 All the stakeholders shall cooperate to create conditions favourable for active participation in international organizations related to the various functions of the NQI institutions.

CHAPTER IV

4. Financing of the implementation of the National Quality Policy

- 4.1** The government shall be responsible for financing the development, upgrading and restructuring of the NQI institutions within the public sector.
- 4.2** The National Quality Council will mobilize resources from public funds, development partners and the private sector for the implementation of the National Quality Policy including the augmentation of QI institutions within the public sector.
- 4.3** The financing of private sector institutions and organizations will remain the responsibility of the private sector, as is their involvement in technical committees and similar structures at the national, regional and international levels.
- 4.4** Where the government designates a private institution to serve as a national quality institution, there shall be a specific agreement or contractual arrangement between the state and the specific institution to fund the activities of the institution towards fulfilling its role in the National Quality Policy.
- 4.5** In particular, the government will retain the full responsibility for the funding of:
- 4.5.1** The development and publication of national standards by the National Standards Body as well as the maintenance of the standards information centre;
- 4.5.2** The establishment and maintenance of the national measurement standards by the National Metrology Institute;
- 4.5.3** Capacity building for the Metrology institute to provide essential services for the emerging national calibration system, and incentives to service providers from the private sector to expand the offer of calibration services to industry.
- 4.5.4** The legal metrology services in so far as they cannot be funded through the fees and levies paid by the users of measuring equipment falling within the scope of legal metrology legislation;
- 4.5.5** The expansion of scopes, operational expenses and capital expenses of the National Accreditation Body, until it can be sustained by accreditation fees;
- 4.5.6** The establishment a training Centre for the National Accreditation Body.
- 4.5.7** The establishment and maintenance of the membership of the National Standards Body, National Accreditation Body, National Metrology Institute, and other relevant institutions in regional and international organizations such as ARSO, ISO, IEC, BIPM, OIML, CAC, IAF, ILAC, etc. relevant to the proper functioning of NQI activities;
- 4.5.8** The establishment and maintenance of testing and calibration capacity in support of the Quality Policy, with the proviso that these services be commercialized as soon as possible in order not to compete with private industry on an unequal basis. Strategically important testing capacity that can never be successfully commercialized will continue to receive the appropriate funding until such time as it is no longer a strategic necessity;
- 4.5.9** The establishment of proper market surveillance operations to ensure that technical regulations are complied with. The funding for the testing and certification of products falling within the scope of technical regulations remains the responsibility of the suppliers. The establishment of training facilities and knowledge material within all NQI bodies until training operations become self-sustainable.
- 4.6** In order not to distort the market, and to provide for a steady self-earned income of the NQI institutions in the public domain, private industry, and also government institutions that make

use of the conformity assessment services of the NQI, have the responsibility to pay for such services. The pricing levels shall be set by the NQI institutions to cover costs, taking into consideration the capacity of especially the SME sector to pay for such services. Special incentives for vulnerable producers shall be taken into consideration.



CHAPTER V

5.0 Legal Framework

- 5.1 To facilitate the implementation of the Quality Policy, the government of the country shall commit to reviewing the existing legal framework as a priority measure, to benchmarking it against international best practices, and to ensuring that it complies with the international and regional obligations of Nigeria.
- 5.2 Legislation that shall be reviewed or developed shall include legislation for, but not limited to, the following:
- 5.2.1. Legal framework of NSB and the requirements for the development and publication of national standards;
- 5.2.2. Fundamental metrology/measurement bill and the establishment of a National Metrology Institute of Nigeria (NMIN);
- 5.2.3. Elevating the weights and measures Department in the Ministry (FMITI) to a full fledged Agency of the government.
- 5.2.4. The Federal Government shall do as a matter of urgency one of the followings concerning the legal status of the National Accreditation Body (NiNAS)
- 5.2.4.1 To make a Presidential Proclamation of NiNAS as an Agency situated within the Presidency to maintain the required high level of independence from all the ministries.
- 5.2.4.2 To situate NiNAS an Agency within the Federal Ministry of Industry, Trade and Investment.
- 5.2.4.4 Federal Government to sponsor a NiNAS Bill.
- 5.2.5. In establishing the Quality Infrastructure, the current institutions shall be reviewed, new structures shall be established and responsibilities shall be allocated to ensure that the quality infrastructure environment is conducive to delivering the services required to support all trade related policies.
- 5.2.6. An integrated approach shall be adopted to ensure that there are no oversights, overlaps, duplication and conflicts of interest amongst the various institutions that constitute the Quality Infrastructure of Nigeria.
- 5.2.7. Definition of a National Quality Council/National Technical Regulation Framework and the establishment of a Technical Regulation Office at the highest political level.

CHAPTER VI

6.0 Technology Up gradation and Measures to Improve Products, Services, Quality

6.1 Emphasis shall be laid on the improvement of technology up gradation, product quality and services through the following measures:

6.1.1 Improvement of Product / Service Quality: Producers cannot rely on government's initiatives alone. They shall be encouraged and supported to build capacity through education and training programmes necessary to improve the skills and productivity of their employees and ensure they are at par with international requirements.

6.1.2 Adoption of an Efficient Quality Assurance System: Enterprises shall be encouraged to adopt international standards of management, such as ISO 9000 and ISO 14000 to work towards continuous improvement of their management system.

6.1.3 Sizable Industrial Production: SME's shall be encouraged to specialize in one or two products of similar nature thereby increasing their production volumes, improving quality and reducing cost of their products.

6.2 Technology Up-gradation

6.2.1 Replacement of Obsolete Machinery

6.2.2 The government shall encourage local entrepreneurs to replace the obsolete machinery and the out dated processes by new ones with a view to enabling them to compete in the international market.

6.2.3 Banks would be advised to extend special line of credit entrepreneurs to facilitate acquisition of appropriate technologies, from both indigenous and foreign sources

6.3 Research and Development Requirements for Vital Sectors

6.3.1 The Ministry of Science and Technology shall undertake a number of studies to identify the requirements of industries' and other key sectors of the economy including agriculture.

6.3.2 The priority areas for these studies will be those sectors with strong potential for export. The Ministry will establish a mechanism to identify the needs of the private as well as public sector for the development of new technologies.

6.3.3 A system shall be introduced to provide government funding for selected research projects, which will be evaluated and monitored by teams selected from the public and private sectors, and Research & Development Institutes.

6.3.4 All government funded R & D must be conducted in accredited laboratories to ensure international acceptance of results of such R &D.

6.3.5 Research projects eligible for government funding shall enhance the existing trade mark promotion scheme supporting the image of high quality products made in Nigeria. The government shall give subsidy and incentives to the enterprises which have established R & D activities in their organizations.

6.3.6 R & D institutions shall be reorganized to make them result-oriented. This is only possible if R & D staff pays regular visits to the industrial units in order to study the country's requirements and suggest ways and means for meeting these requirements.

6.3.7 Efforts shall be made to improve linkages between R & D institutions and the end- users. Cluster Councils

6.3 The government shall strengthen the dissemination of technology information, incentives for

R & D, test & calibration services and take other necessary measures to support initiatives of the small scale industry to develop niche technology in respective field.

- 6.4** Application and use of technology shall be promoted to improve continuously the products and services offered by various sectors of the economy. This can be achieved through matching grants for R & D, incentives for innovations and establishment of Cluster Councils.



CHAPTER VII

7.1 Consumer Protection

7.1.1 Legal Framework

- 7.1.1.1 The government shall provide a legal framework in which the consumer associations can operate and consumer's rights are protected.
- 7.1.1.2 Education and awareness raising programmes would help in raising awareness on quality issues among consumers. This can be reinforced by the establishment of effective consumers' associations that have the ability to pursue cases or claims against fraudulent suppliers and producers.
- 7.1.1.3 The consumer associations shall have access to the legal process.

7.2 Quality Assurance

- 7.2.1 The activities pertaining to Quality Assurance in various ministries and all public and private sector organizations shall be rationalized in accordance with national or international requirements provided the national is stronger than international.
- 7.2.2 This will ensure the provision of quality items to consumers besides improvement in efficiency and productivity of the government agencies providing services such as electricity, water and gas etc.
- 7.2.3 All public sector organizations will ensure adoption of Quality Principles in the execution of their functions and have a quality management system as minimum requirement.
- 7.2.4 Preventing the Supply of Unsafe Products; The government shall ensure the availability of quality products to the consumers and prohibit the import and supply of sub-standard and unsafe products including construction materials and equipment used in factories and at sites through technical regulations and use of standards and conformity assessment bodies.
- 7.2.5 Control on Sub-standard Imports - All the industrial raw materials especially used in food, beverages and pharmaceutical sector shall be imported from companies certified to national & international standards.
- 7.2.6 Import of waste or scrap shall not be permitted.

Chapter VIII - Special Provisions: Producer, Service Providers, Distributors, Sellers, Government and Non-Governmental Organizations.

- 8.1 This special provision highlights quality related responsibilities of the producers, distributors, sellers, MDAs involved in conformity assessment or registration of products as well as nonprofit organizations. Articles of this provision do not invalidate existing sectoral policies but rather provides a national framework for them.
- 8.1.1 This Policy is meant to strengthen the supervision and control over product quality, to improve product quality, to define the liability relating thereto, to protect the legitimate rights and interests of consumers and to safeguard the social and economic order.
- 8.1.2 Anyone who manufactures or sells any products within the territory of the Federal Republic of Nigeria shall abide by all relevant laws and comply with requirements of this NNQP.
- 8.1.3 “product” means one which is processed or manufactured for sale.
- 8.1.4 This policy shall be applicable to those materials, components, fittings and equipment used for constructions which fall within the scope of the definition mentioned in the preceding paragraph.
- 8.1.5 Producers and sellers shall establish and improve their internal system for product quality control, and strictly apply the quality standards to jobs, the quality responsibility system and the related check measures.
- 8.1.6 Producers and sellers shall be liable for product quality in accordance with this policy.
- 8.1.7 It is prohibited to forge or fraudulently use authentication marks or other product quality marks; it is prohibited to forge the origin of a product, or to forge or fraudulently use the name and address of another producer; and it is prohibited to mix impurities or imitations into a product that is manufactured or for sale, or pass a fake product off as a genuine one, or pass a defective product off as a quality one.
- 8.1.8 The government encourages the popularization of scientific methods for quality control and the adoption of advanced science and technology, and encourages enterprises to make their product quality reach and surpass their respective sectoral standards, national standards and international standards.
- 8.1.9 Units and individuals that have made outstanding achievements in exercising advanced control over product quality and in raising their product quality to advanced international standards shall be recognized through awards as may be instituted.
- 8.1.10 The Government of Nigeria at various levels shall incorporate the improvement of product quality into their plans for national economic and social development, improve their overall planning, organization and leadership in respect of product quality, provide guidance to producers and sellers and urge them to tighten control over product quality and improve product quality, ensure that the government Ministries, Departments and Agencies concerned will, in accordance with this policy and other applicable laws, take measures to stop any violations of this policy committed in the process of manufacture and sale of products, and guarantee that this policy is implemented.
- 8.1.11 The Agencies already mandated to ensure product quality shall be responsible for supervision over product quality throughout the country within the scope of their respective functions and responsibilities.
- 8.1.12 No functionaries of the government at various levels or of other State organs may abuse their power, neglect their duty, engage in malpractices for personal gain, shield or connive with anyone to violate of this policy in a manner that it influences negatively in the process of manufacture or sale of any product and services or obstruct or interfere in the investigation and handling of such violations.

- 8.1.13 No person or persons on the employment or payroll of any quality institution is allowed to act as a contractor, Consultant or an agent to a manufacturer, producer or importer of products while on active employment of government of Nigeria. Staff of all quality institutions are not allowed to recommend a particular consultant or a service provider to their clients.
- 8.1.14 Where government at any level or a State organ shields or connives at violations of this policy, committed in the process of manufacture, distribution or sale, the person who is chiefly responsible shall be investigated for legal responsibility in accordance with the law.
- 8.1.15 All units and individuals shall have the right to inform the MDAs responsible for quality such as NAFDAC, SON, FCCPC and NiNAS over failure of product or services quality without fear of reprisal consequences.
- 8.1.16 All MDAs responsible for product quality and other relevant departments shall keep secrets the sources of their information or identity of their informants

8.2 Supervision over Product Quality

- 8.2.1 Products shall undergo prescribed inspection, certification, testing or registration process and found to be of approved standards before marketing. For purpose of the section 'Inspection' may be interchangeable for testing, certification and registration).
- 8.2.1.1 The quality of a product shall undergo inspection until it proves to be up to the standards. No sub-standard product may be passed off as an up-to-standard one.
- 8.2.1.2 Industrial products constituting potential threats to human health, personal safety and safety of property shall be in conformity with the national standards and sectoral standards for ensuring human health, personal safety and safety of property; with regard to products for which there are no national or sectoral standards to measure up to, products shall meet the requirements for ensuring human, personal safety and safety of property.
- 8.2.1.3 Manufacturing and selling of industrial products that do not conform to the standards and requirements for ensuring human health, personal safety and safety of property are prohibited.
- 8.2.1.4 All packaging products shall be required to have product barcode on it packaging material. The barcode shall contain valuable information about product such as its origin, shelf life, etc imbedded. The Government shall encourage the regulators of products to required barcode as part of mandatory labelling requirements.
- 8.2.1.5 All products must obtain necessary approvals, certification or registration with relevant agencies as the case may be before entering the market both local and foreign.
- 8.2.1.6 This policy mandates a system of supervision and inspection with random checking (surveillance) of products constituting potential threats to human health, to personal safety and to safety of property, important industrial products which have a bearing on the national economy and the people's wellbeing, and products with quality problems as reported by consumers or relevant organizations shall be subjected to random checking. Samples for random checking shall, at any time, be selected from the market or from among the finished products ready for sale in the storehouse of an enterprise. Supervision and random checking shall be planned and arranged by the agencies granted such powers by law already. The NQC shall have the power coordinate these joint responsibilities and ensure that activities and resources are not duplicated.
- 8.2.1.7 Products may be inspected where random checking of such products so requires, but the amount of samples selected for inspection may not exceed the reasonable need of the inspection and no fees may be charged.
- 8.2.1.8 Where producers or sellers have objections to the result of inspection, they may, within 15 days from the date the result is received, apply to the same MDA that conducted the

inspection of product quality or its superior for re-inspection. The MDA involved shall carry out re-inspection and conclusion afterwards.

8.2.1.9 No producers or sellers may refuse to undergo supervision over and inspection of their product quality conducted in accordance with existing laws and powers granted to Agencies such as NAFDAC, SON, FCCPC etc.

8.2.1.10 Where the quality of a product is proved to be not up to standard after random checking is conducted in accordance with the provisions of this Law, the MDA that has conducted random checking shall order the producer and/or seller to improve it within a time limit. If the producer and/or seller fails to do so at the expiration of the time limit, the matter shall be announced by MDA involved in this process to the public for purpose of protecting the health and safety of the people.

8.2.1.11 The Producer of such product (8.2.1.9), can continue to work towards improving the product quality, however if it fails to pass re-inspection, testing or certification conducted after the announcement, the producer shall be ordered to discontinue production and/or business operation for overhaul within a time limit; if it again fails to pass another re-inspection conducted at the expiration of the time limit, the producer's and /or seller's business license shall be revoked.

8.2.1.12 Where a product is found through random checking to have serious quality problems, punishment shall be meted out in accordance with the relevant provisions of the law.

8.2.1.13 On the basis of the obtained evidence for or information against suspected violations of this policy, exercise the following functions and powers when investigating and handling such violations:

8.2.1.13.1 To conduct on-the-spot inspection of the place where the party is suspected of engaging in production or sale activities in violation of this policy.

8.2.1.13.2 To conduct investigation among the legal representative of the party, the Chief Executive and other persons concerned for information related to the production or sale activities engaged in by the suspected party in violation of this policy;

8.2.1.13.3 MDAs responsible for investigating quality related violation shall have the power to look into and duplicate the contracts, invoices and account books concerning the parties involved and other relevant material; and

8.2.1.13.4 To seal up or seize the products which are regarded, on the basis of evidence, as not being in conformity with the national or sectoral standards for ensuring human health, personal safety and safety of property or as having other kinds of serious quality problems, and the raw and supplementary materials, package materials and production tools that are used directly for the manufacture and sale of such products.

8.2.1.13.5 Product quality testing, certification, inspection and calibration institutions shall have the necessary testing facilities and competence.

8.2.1.13.6 Institutions for product quality testing, certification, inspection or any form of authentication shall, on the basis of relevant standards, be objective and impartial in issuing their testing, certification, inspection or calibration certificate.

8.2.1.13.7 Institutions for product quality certification, registration, inspection or authentication shall, in accordance with the relevant regulations of the government conduct surveillance of the products bearing the quality or authentication mark of approval; where products not conforming to the standards for quality or authentication bear such mark, it shall demand recertification; if the circumstances are serious, the products shall be disqualified from using the mark.

8.2.1.13.8 Consumer shall have the right to make inquiries to the producers and sellers about the quality of their products. Where a complaint is made to any MDA concerned, same

that receives the complaint shall be responsible for handling the case or in some case refer properly to another MDA.

- 8.2.1.13.9 Public organizations protecting the rights and interests of consumers may advocate for to MDAs address issues of the product quality problems as reported by consumer, and may support consumers in their efforts to bring a suit to the court with respect to the damage caused by quality problems of products.
- 8.2.1.13.10 No quality institutions may recommend any manufacturer's products to the public, or participate in business activities in the form of supervision over the manufacture or sale of products.

8.3 Liability and Obligation of Producers and Sellers in Respect of Product Quality

- 8.3.1 Producers, Importers and Distributors shall be liable for the quality of the products they produce, import or distribute. The products shall meet the following quality requirements:
- 8.3.2 Constituting no unreasonable threats to personal safety or safety of property, and conforming to the national standards or the sectoral standards for ensuring human health, personal safety and safety of property, where there are such standards;
- 8.3.3 Possessing the properties as required, except for those with direction stating their functional defects; and
- 8.3.4 Conforming to the product standards marked on the products or on the packages thereof, and to the quality conditions indicated by way of product directions, samples, etc.
- 8.3.5 Marks on the products or on the packages thereof shall be authentic and meet the following requirements:
- 8.3.5.1 With certificate showing that the product has passed quality inspection;
- 8.3.5.2 With Name of the product, Product information, and Address of the Producer, all marked in English; To avoid being misled, all products without product information in English language shall not be allowed into the Nigerian market.
- 8.3.5.3 With the necessary indications in English regarding the specifications and grade of the product, the main ingredients and their quantities contained in the product, where such particulars are required to be indicated according to the characteristics and the instructions for use of the product; with the indications on the package of information necessary for consumers to know in advance, or providing consumers in advance with documents indicating such information;
- 8.3.5.4 With production date, safe-use period or date of expiry clearly indicated in easily spotted areas if the product is to be used within a time limit; and
- 8.3.5.5 with a warning mark or statement in English for a product which, if improperly used, may cause damage to the product itself, or may endanger personal safety or safety of property.
- 8.3.5.6 The packages of dangerous products, such as fragile, inflammable, explosive, poisonous, corrosive, radioactive products, of products that should be kept upright during storage and transportation, and of other products with special requirements shall meet the necessary requirements in respect of their quality and carry warning marks or statements in English indicating directions for storage and transportation, as required by relevant State regulations.
- 8.3.5.7 No producer may produce or import any product that has been eliminated or banned by the Federal Government.
- 8.3.5.8 No producer may forge the origin of a product, or forge or illegally use another producer's name and address.
- 8.3.5.9 No producer may forge or illegally use another producer's authentication marks or other product quality marks.

8.3.5.10 In making products, no producer may mix impurities or imitations into the products, or substitute a fake product for a genuine one, a defective product for a high-quality one, or pass a substandard product off as an up-to-standard one.

8.4 Liability and Obligation of Sellers in Respect of Product Quality

- 8.4.1 A seller shall establish and practice a check-for-acceptance system for replenishment of his stock, and examine the quality certificates and other marks.
- 8.4.2 A seller shall adopt measures to keep the products for sale in good quality.
- 8.4.3 No seller may sell products which are eliminated and the sale of which is stopped by State organs, or expired and deteriorated products.
- 8.4.4 The marks of a seller's products shall conform to the provisions of applicable laws.
- 8.4.5 No seller may forge the origin of a product, or forge or fraudulently use another producer's name and address.
- 8.4.6 No seller may forge or fraudulently use another producer's authentication marks or other product quality marks.
- 8.4.7 In selling products, no seller may mix impurities or imitations into the produces, or substitute a fake product for a genuine one, a defective product for a high-quality one, or pass a substandard product off as an up-to-standard one.

8.5 Compensation for Damage

- 8.5.1 A seller shall be responsible for repair or change of the product, or for refund of the purchase price if the product he sold is found to be in any of the following conditions and, if losses are caused to the consumer who bought the product, the seller shall compensate for the losses:
 - 8.5.2 The product does not possess the properties as required and there are no prior indications of the same.
 - 8.5.3 The product does not conform to the product standards marked on it or its package; or
 - 8.5.4 The product does not conform to the quality conditions indicated by way of product directions, samples, etc.
 - 8.5.5 After the repair, change, refund or compensation has been made in accordance with the provisions of the preceding paragraph, if it is the producer or the preceding paragraph, if it is the producer or another seller who supplied the product to the seller (hereinafter referred to as supplier) that should bear the liability, the seller shall have the right to recover his loss from the producer or the supplier.
 - 8.5.6 Where a seller fails to make the repair, change, refund, or compensation in accordance with the provisions in the first paragraph, the victim shall report to FCCPC or the Nigeria Police for further action.
 - 8.5.7 Where the sale contract or processing contract concluded between a producer and another, a seller and another or between a producer and a seller provides otherwise, the parties concerned shall act in accordance with the provisions of the contract.
 - 8.5.8 If a producer's defective product causes physical injury to a person or damage to property other than the defective product itself (hereinafter referred to as another person's property), he shall be liable for compensation.
 - 8.5.9 A producer shall not be liable for compensation if he can prove the existence of any of the following circumstances:
 - 8.5.9.1 The product has not been put in circulation;
 - 8.5.9.2 Defect causing the damage does not exist at the time when the product is put in circulation;
 - or

- 8.5.9.3 The science and technology at the time the product is put in circulation is at a level incapable of detecting the defect.
- 8.5.9.4 Where physical injury is caused to a person or damage to another person's property by a product's defect resulting from the seller's fault, the seller shall be liable for compensation.
- 8.5.9.5 Where the seller can identify neither the producer of the defective product nor the supplier thereof, he shall be liable for compensation.
- 8.5.9.6 Where a defective product causes physical injury to a person or damage to another person's property, the victim may claim compensation from the producer or from the seller of such product. Where the seller has made the compensation when it is the producer that should bear the liability, the seller shall have the right to recover the loss from the producer. Where the producer has made the compensation when it is the seller that should bear the liability, the producer shall have the right to recover the loss from the seller.
- 8.5.9.7 Where physical injury is caused by defects in product, the person liable shall compensate the victim for the expenses of medical treatment, expenses of nursing care during treatment, and the decreased earnings due to the loss of his working time; where the victim is disabled, the person liable shall, in addition, pay for the self-care equipment, subsistence allowances, disability compensation to the victim, living expenses necessary for any other person(s) supported by the victim, etc. Where such defects cause death to the victim, the person liable shall also pay for the funeral expenses, compensation for death, and the living expenses necessary for any other person(s) supported by the deceased before his death, etc.
- 8.5.9.8 Where the damage to the property of the victim is caused by the defect in a product, the person liable shall restore the damaged property to its original state, or pay compensation at the market price. If the victims suffer other serious losses, the person liable shall compensate for such losses.
- 8.5.9.9 The limitation period for bringing an action claiming compensation for the damage done by the defect in a product is three years, counting from the date on which the party concerned knows of or should know of the infringement of his rights and interests.
- 8.5.9.10 The right to claim compensation for the damage done by the defective product shall be forfeited upon the expiry of a period of ten years from the date on which the defective product causing the damage is delivered to the first consumer, except where the clearly stated period of safe-use has not expired.
- 8.5.9.11 For the purposes of this Law, "defect" means one that constitutes an unreasonable threat to personal safety or to safety of another person's property; where there are national or sectoral standards for ensuring human health, personal safety and safety of property to measure up to, "defect" means failure to measure up to such standards.
- 8.5.9.12 Where a civil dispute over product quality arises, the parties may seek settlement through negotiation or mediation. If the parties are not willing to do so, or if negotiation or mediation fails, they may apply to an arbitration institution for arbitration, as agreed upon between the parties; if the parties fail to reach an agreement for arbitration or the agreement is invalid, they may bring a suit directly before a court of law.

8.6 Service Providers Responsibilities

- 8.6.1** All provisions of subsections 3.0 – 3.5 applies to service providers in similar manner. This policy sees service in same manner as a product. Service provider are therefore responsible for the quality of the services.
- 8.6.2** The service Providers must ensure that they have supervision over the entire stretch of their service to their clients. They have the obligation to provide quality services according to

terms of their contract and in compliance to approved standards and conformity requirements.

8.6.3 Service Providers shall be liable where damages are incurred due to their failure to provide quality service and compensation shall be required of them as the Nigeria laws may prescribe.

8.6.4 Distributors, Sellers or dispensers of government price controlled essential commodity must ensure that the quality of such products or commodities complies with applicable, approved national standards and technical regulations.

8.6.5 Distributors, Sellers or Dispensers described in (8.6.4) shall be liable for loss or damages that may be incurred by consumers, customers or clients of such businesses due to the deliberate manipulation, alteration, or re-setting of equipment, machines or any instrument used in the distribution or dispensing of such product. Intentional alteration of the calibration of any equipment with the intent of defrauding a buyer shall constitute a crime.

8.7 Re-Call of Products from Circulation

8.7.1 Products already in circulation discovered to be defective, not meeting set standards for such product or adulterated or fake shall be subject to a recall procedure either voluntarily by the producer or by order of a regulator or the government.

8.7.2 All producers shall have a documented standard operating procedure (SOP) for re-call of products in case of 8.7.1, that can be activated immediately. Failure to have this SOP shall be judged as negligence and endangerment of public health or safety as the case may be.

8.7.3 The producer of such product or their representative in Nigeria shall be culpable for losses, damages or injury that may result from the use of such products re-called due to lack of conformity to the standards.

8.7.4 Distributors, Wholesalers, Retailers or consumers having such products in stock shall be required to comply immediately with the recall order. They shall be entitled to full refund of their cash equivalent of the product(s) in their stock. Failure to comply with the recall order shall be treated with same measure of subsection 8.7.2.

8.7.5 For life threatening cases, the producer or regulator, depending on who is ordering the recall is required to use all media options; radio, television, social media and print media to disseminate the recall message nationwide immediately.

8.7.5 The regulator /government shall demand a refund of the exact cost of recall activities from the producer or manufacturer of such product.



THE NATIONAL QUALITY POLICY IMPLEMENTATION PLAN AND COST

The National quality policy will be implemented at the cost of 5 503.000. 000 (approximately N5.6 billion Naira) over a period of 5 years as detailed below:

	Programme	Activities	Expected Outputs	Verifiable Indicators	Responsibility	Funding Source(s)	Time	Cost N'000,00 0
I.	Governance structures of NQI institutions							
<i>1a</i>	Establishment of a National Quality Council (NQC): Prepare Legal framework for the establishment of NQC as an apex body to oversee the promotion and implementation of the quality infrastructure and programmes and operationalize the Council to implement the NNQP.	Constitute the NQC members	Council member in place	Members of the council	Minister of industry, trade & Investment As approved by the President.	FGN	1 Month	50
		Establish the necessary legal framework	Enabling Law in place	The statute law	Presidency	FGN	12 Months	50
<i>1b</i>	Implementation and Operationalization of the NNQP	Constitute the implementation committee	Implementation committee in place	Members of the committee	NQC/Presidency	FGN	12	10
		Constitute a cell for monitoring	Monitoring Committee in place	Members of the committee	NQC/Presidency	FGN	12	10

THE NATIONAL QUALITY POLICY IMPLEMENTATION PLAN AND COST

The National quality policy will be implemented at the cost of N 5 503 000 000 (approximately N5.6 billion Naira) over a period of 5 years as detailed below:

		&evaluation						
Subtotal – Governance Structure								120
2	Technical Regulation Framework							
	Programme	Activities	Expected Outputs	Verifiable Indicators	Responsibility	Funding Source(s)	Time	Cost NGN 000,000
2a	<p>Establish office of Technical Regulation (TR) under the National Quality Council (NQC).</p> <p>Identify Regulatory agencies involved in initiation, development and enforcement of TRs</p>	<p>Produce a list of Regulatory agencies responsible for enforcement of TRs</p> <p>Prepare a list of Government Legislation setting up the Regulatory agencies</p> <p>Determine and review areas of overlap in responsibilities of the regulatory agencies in enforcing TRs</p>	<p>Framework for removing overlaps existing in the Regulatory agencies functions developed</p>	<p>List of Regulatory agencies with clear mandate for each agency.</p>	<p>NQC to coordinate the Regulatory agencies, Federal Ministry of Justices, Office of the Secretary to Federal Government, all Federal Ministries that supervise the regulatory agencies and National Standards Body (SON)</p>	<p>Federal Government and International Funding sources (Donor Partners)</p>	<p>2 Years</p>	<p>50</p>

THE NATIONAL QUALITY POLICY IMPLEMENTATION PLAN AND COST

The National quality policy will be implemented at the cost of N 5 503 000 000 (approximately N5.6 billion Naira) over a period of 5 years as detailed below:

2b	National Technical Regulation Committee	Constitution of the National Technical Regulation Committee by Federal Government (Inter-ministerial Committee).	Conflicts in mandates of agencies resolved. .National Technical Regulation Committee inaugurated	Regulatory agencies with non-conflicting mandates	To be assigned by the National Quality Council (NQC)	Federal Government and International Funding sources (Donor Partners) Running Expenses of the committee that will meet	2 years	50
2c	Initiate, Develop, Enforce and coordinate TR activities	Prepare guidelines on initiation, development, enforcement and coordination of TRs Validate the guidelines Educate stakeholders on the guidelines Publish the guidelines for use Carry out periodic	Guidelines on Development and enforcement of TRs developed. TRs developed and enforced	- List of TRs - List of cases of non-compliance	NQC National Standards Body (NSB) Regulatory Agencies	Federal Government and International Funding sources (Donor Partners)	2 years	50

THE NATIONAL QUALITY POLICY IMPLEMENTATION PLAN AND COST

The National quality policy will be implemented at the cost of N 5 503 000 000 (approximately N5.6 billion Naira) over a period of 5 years as detailed below:

		review of the TRs						
2e	Provide Legal Framework to sustain the establishment and implementation of the TR policy	Promulgation of appropriate law to support the TR policy	Enabling laws promulgated	Laws are gazetted	Federal Ministry of Justice, NSB Regulatory Agencies	Federal Government and International Funding sources (Donor Partners)	2 year	50
Subtotal – Technical Regulation								200
3	Standardisation							
	Programme	Activities	Expected Outputs	Verifiable Indicators	Responsibility	Funding Source(s)	Time	Cost NGN 000,000
3a	Improve stakeholders participation in standards development	Identify key stakeholders of products for which standards would be developed Involve relevant stakeholders in the initiation of the standards development and the TC for developing standards	Stakeholder involvement in the initiation and development of standards improved. Stakeholders own and implement the developed standards	List of Members of TCs. Record of attendance at TC meetings. List of standards developed	National Standards Body (NSB) – SON and relevant manufacturers, Consumer, Universities and Research Institutes, Government Ministries, Departments and Agencies, Non-governmental organisations, Sectoral	Federal Government and International Funding sources (Donor Partners)	3 years	150

THE NATIONAL QUALITY POLICY IMPLEMENTATION PLAN AND COST

The National quality policy will be implemented at the cost of N 5 503 000 000 (approximately N5.6 billion Naira) over a period of 5 years as detailed below:

		<p>Educate TC members on appropriate guidelines</p> <p>Involve TC members in the development and implementation of the work program</p> <p>Develop the standards, evaluate and monitor the work program.</p> <p>Encourage and motivate TC members</p>			<p>groups, Trade Associations, and Testing organisations in both public and private sectors.</p>			
3b	<p>Harmonize Standards of interest.</p>	<p>Identify and prioritise products for which standards would be harmonised</p> <p>Form relevant TCs</p> <p>Draw work program</p>	<p>Trade facilitated and unhindered</p> <p>Standards of interest harmonised</p>	<p>Established program for standards harmonization</p>	<p>National standards Body(NSB) And manufacturers, Consumer, Universities and Research Institutes,</p>	<p>Federal Government and International Funding sources (Donor Partners)</p>	3years	50

THE NATIONAL QUALITY POLICY IMPLEMENTATION PLAN AND COST

The National quality policy will be implemented at the cost of N 5 503 000 000. (approximately N5.6 billion Naira) over a period of 5 years as detailed below:

		Use standards harmonization models (eg ASHAM, ECOSHAM etc) to harmonize the standards.			Government Ministries, Departments and Agencies, Non-governmental organisations, Sectorial groups, Trade Associations, and Testing organisations in both public and private sectors.			
3c	Create and strengthen public awareness on standards	Determine the scope of coverage of the public awareness raising; Identify the target groups; Designate and fund appropriate agencies for implementation of	Public awareness on standards and standardisation activities promoted	Population educated	National Standards Body (NSB) and relevant manufacturers, Consumer, Universities and Research Institutes, Government Ministries, Departments and Agencies, Non-governmental	Federal Government and International Funding sources (Donor Partners)	4 years	100

THE NATIONAL QUALITY POLICY IMPLEMENTATION PLAN AND COST

The National quality policy will be implemented at the cost of N 5 503 000 000 (approximately N5.6 billion Naira) over a period of 5 years as detailed below:

		the public awareness program Monitor and review as necessary.			organisations, Sectorial groups, Trade Associations, and Testing organisations in both public and private sectors			
3d	Provide education and training services on standards	Develop common curriculum on standards Promote the development of relevant books on standards Introduce Standards as a subject in educational institutions.	Stakeholders educated on standards and relevant operators of the standardisation activities are qualified for specific duties	Certificates Records from training institutes and common curriculum	National standards Body (NSB), relevant government agencies,, Training institutes, Publishers of books	Federal Government and International Funding sources (Donor Partners)	4 years	100
Subtotal for Standardization								360
4	Metrology							
	Programme	Activities	Expected Outputs	Verifiable Indicators	Responsibility	Funding Source(s)	Time	Cost N'000,00 0

THE NATIONAL QUALITY POLICY IMPLEMENTATION PLAN AND COST

The National quality policy will be implemented at the cost of N 5 503 000 000 (approximately N5.6 billion Naira) over a period of 5 years as detailed below:

4a	Enhance & Upgrade the National Metrology system by establishing the National Metrology Institute(NMI) and the National Metrology council for the Administration of the NMI	<p>Establish the necessary legal framework</p> <p>Provision of Equipment</p> <p>Training of personnel</p> <p>Establish National Primary Measurement Standards to provide traceability and dissemination for all measurement standards to SI Units.</p> <p>Establish National system to conduct Pattern Evaluation of all measuring instruments</p> <p>Prepare NMI for accreditation</p>	<p>Enabling Law in place</p> <p>Trained personnel</p> <p>Primary and reference measurement standards and measurement procedures</p> <p>A functional Pattern Evaluation System for all measuring instruments</p> <p>Accreditation of NMI</p>	<p>A functional and internationally recognized NMI</p> <p>Certified personnel</p> <p>Primary and reference measurement standards and measurement procedures</p> <p>Pattern evaluation report/ certificates</p>	NSB/NMI	Federal Government and International Funding sources (Donor Partners)	2years	1,500
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THE NATIONAL QUALITY POLICY IMPLEMENTATION PLAN AND COST

The National quality policy will be implemented at the cost of N 5 503 000 000 (approximately N5.6 billion Naira) over a period of 5 years as detailed below:

4b	Link up internationally with calibration and measurement capability recognized bodies (BIPM CMCs, OIML, AFRIMET TCs, IMEKO other NMIs)	<p>Participation in Inter-comparison</p> <p>Post CMCs in the KCDB of the BIPM</p> <p>Participate in AFRIMET TC and inter-comparison</p> <p>Membership of AFRIMET, BIPM, IMEKO and OIML</p>	<p>Global acceptance and traceability of Nigerian measurements</p> <p>Approved membership</p>	<p>Inter-comparison report</p> <p>Certificate of membership</p> <p>Posted CMCs</p> <p>Inter-comparison report</p> <p>Certificate of membership and evidence of meeting attendance</p>	NMI/NSB/WMD /other stakeholders	Federal Government and International Funding sources (Donor Partners)	3years	50
4c	Establish & Maintain national calibration service to ensure measurement traceability and acceptability in the field of metrology	Disseminate measurement standards to industry, regulators and other stakeholders to ensure measurements originating from Nigeria are	International acceptance of Nigerian measurement capabilities	Acceptance of Nigerians products and services in the international market	NMI NMI	Federal Government and International Funding sources (Donor Partners)	2years 5years	100 100

THE NATIONAL QUALITY POLICY IMPLEMENTATION PLAN AND COST

The National quality policy will be implemented at the cost of N 5 503 000 000 (approximately N5.6 billion Naira) over a period of 5 years as detailed below:

		internationally accepted						
		Collaborate with other government agencies, industries and other private calibration laboratories for provision of measurement services	Accredited laboratories in place	Evidence of accreditation	NMI		5years	100
				Calibrated measurement instrument in place			5years	100
4d	Upgrade the Instrument Support Service Unit to a full- fledged Instrument Repair and Maintenance Centre	Train personnel Provide equipment Establish National Equipment Inventory	A functional Instrument Repair and Maintenance Centre A National Equipment Inventory	A functional Instrument Repair and Maintenance Centre A national equipment inventory	NMI	Federal Government and International Funding sources (Donor Partners)	3 years	50
4e	Upgrade the Weights& Measures Department to a full-	Establish the necessary legal framework	Enabling Law in place	A functional Weights and Measure Agency WMA	WMD/NMI/FMITI	Federal Government and International Funding sources (Donor Partners)	3years	50

THE NATIONAL QUALITY POLICY IMPLEMENTATION PLAN AND COST

The National quality policy will be implemented at the cost of N 5 503 000 000 (approximately N5.6 billion Naira) over a period of 5 years as detailed below:

	fledged Legal Metrology Agency	Establish National system for pre-packaged goods and to type-approve and verify measuring equipment used for trade, after pattern evaluation by the NMI, based on recognized international standards Training of Personnel Provision of equipment	National pre-packaged goods regulation(s) National Type Approval Regulation(s) Trained personnel	Certified personnel	Trade & Investment	Federal Government and International Funding sources (Donor Partners)		
4f	Increase awareness on calibration services	Awareness campaigns	Increase in stakeholders awareness	Increase in demand for calibration services	NMI/MITI/NSB/WMD/other stakeholders	Federal Government and International Funding sources (Donor Partners)	5years	100
							Subtotal - Metrology	2,150
5	Accreditation							

THE NATIONAL QUALITY POLICY IMPLEMENTATION PLAN AND COST

The National quality policy will be implemented at the cost of N 5 503 000 000 (approximately N5.6 billion Naira) over a period of 5 years as detailed below:

	Programme	Activities	Expected Outputs	Verifiable Indicators	Responsibility	Funding Source(s)	Time	Cost NGN 000,000
5a	Institutionalization of NiNAS	Establish the necessary legal framework	Enabling Law in place	Statute law in place	NiNAS, FMITI, Presidency, MoJ	Federal Government and International Funding sources (Donor Partners)	1 year	200
5b	Establishment of the Management Committee of NiNAS	Constitute the NiNAS Board and Management	Constituted board and management	Members of the Board & Management	Presidency, FMITI, NiNAS	Federal Government and International Funding sources (Donor Partners)	1 year	3
5c	Expand operational base of NINAS	Establish the needed programmes Furnish and equip offices Employ the necessary staff	Certification, inspection and Testing department in place Office furniture Employed staff	NINAS offices Purchased furniture Staff employed	NiNAS & Board	Federal Government and International Funding sources (Donor Partners)	2 years	500
5d	Strengthen Its activities through training & acquiring	Conduct trainings on Accreditation Create training Department	Training programme/trained staff Training Stakeholders training	Trained staff Trained Private sector Trained Public Sector	NINAS	Federal Government and International Funding	5 year	50

THE NATIONAL QUALITY POLICY IMPLEMENTATION PLAN AND COST

The National quality policy will be implemented at the cost of N 5 503 000 000 (approximately N5.6 billion Naira) over a period of 5 years as detailed below:

	recognition from renowned international accreditation bodies.	Participate in Peer-Review	Peer-Review result	Signed MRA				20
5e	Secure full recognitions by AFRAC, IAF & ILAC to enhance international recognition of issued accreditations	Apply for membership Attend AFRAC, IAF & ILAC Meeting	Membership application and evident of attending AFRAC, IAF & ILAC meetings	Evident of membership/meetings attended	NINAS	Federal Government and International Funding sources (Donor Partners)	5years	10
Subtotal - Accreditation								783
6	Conformity Assessment							
	Programme	Activities	Expected Outputs	Verifiable Indicators	Responsibility	Funding Source(s)	Time	Cost NGN 000,000
6a	Develop and upgrade calibration and testing facilities & capabilities.	Equip testing/calibration labs Accredit the labs to international standards Provide personnel training	Adequately equipped labs Accredited labs in Place Skilled personnel & public awareness	Ability of the labs to provide necessary tests International acceptance of test results from the labs Achievement of Accreditation	Conformity Assessment Bodies (Person, certification, inspection) NINAS to Accredite	Federal Government and International Funding sources (Donor Partners)	5years	500

THE NATIONAL QUALITY POLICY IMPLEMENTATION PLAN AND COST

The National quality policy will be implemented at the cost of N 5,503,000,000 (approximately N5.6 billion Naira) over a period of 5 years as detailed below:

		programmes & stakeholders awareness			NIW among others			
6b	Strengthening of national agriculture Research Centre's labs	Properly equipping the labs Train lab staff Accredit the Lab	Functional research centres	Equipped research centres	Ministry of Agriculture & Natural Resources, Agric Research Centres NiNAS	Federal Government and International Funding sources (Donor Partners)	5years	250
6c	Identify and establish directory for Accredited CABs- medical, testing, and calibration laboratories, Certification, inspection	Conduct surveys to identify the CABs Developed a directory of Accredited	Developed CABs directory	Developed CABs directory	NiNAS	Federal Government and International Funding sources (Donor Partners)	2years	150
6d	Facilitates the development of private conformity assessment service providers	Develop the necessary legal framework	Required legal statute in place	Policies on the private providers in place	FMITI, NiNAS SON	Federal Government and International Funding sources (Donor Partners)	5year	100
6e	Promote product quality, services & processes	Ensure quality through training and education programmes	Safe & Quality product in circulation	Product with assured quality	SON, FCCPC, NGOs	Federal Government and International Funding	3years	100

THE NATIONAL QUALITY POLICY IMPLEMENTATION PLAN AND COST

The National quality policy will be implemented at the cost of N 5 503 000 000 (approximately N5.6 billion Naira) over a period of 5 years as detailed below:

		Test food and drug product to ensure compliance with the standards			NAFDAC (Regulatory), Accredited Testing Laboratories			
6f	Quality awareness for SMEs	<p>Develop competence on product quality through training for selected SMEs</p> <p>Certify selected SMEs to ISO 9000:2008 (Quality Management System) at supplementary cost</p> <p>Conduct quality awareness fora for selected SMEs</p>	Knowledge about product quality by SMEs	Knowledge about product quality by SMEs	<p>FMITI, SON</p> <p>SON, Accredited Certification bodies</p> <p>FCCPC, SON, NASME</p>	Federal Government and International Funding sources (Donor Partners)	3years	150
Subtotal – Conformity Assessment								1,250
7	Quality Awareness, Education & Training							
	Programme	Activities	Expected Outputs	Verifiable Indicators	Responsibility	Funding Source(s)	Time	Cost NGN 000,000
7a	Improve quality consciousness	Organise stakeholders (consumers, traders,	Quality awareness	Consciousness of safe and quality products by consumers	FMITI, Ministry of information, Ministry of Education SON, FCCPC	Federal Government and International Funding sources (Donor	5years	100

THE NATIONAL QUALITY POLICY IMPLEMENTATION PLAN AND COST

The National quality policy will be implemented at the cost of N 5 503 000 000 (approximately N5.6 billion Naira) over a period of 5 years as detailed below:

	Quality Improvement	<p>manufactures & others) campaigns through sensitisation workshops, seminars and the media on the use of quality products & services</p> <p>Include quality in school curriculum as a subject to be taught in selected schools and colleges, expanding the programme as thought fit</p> <p>iii. Establishment of Business Training Institute for SMEs</p>	To teach SMEs quality culture in their production processes.	<p>i. Certificate of honour</p> <p>ii. Photo-evidence for the Training Resource person</p> <p>iii. list of management staff</p> <p>iv. Evidence of registration with relevant bodies</p> <p>v. Profile of the school</p>	<p>NAFDAC, NINAS SMEDAN, FCCPC NGOs</p> <p>FCCPC NAFDAC SON</p>	Government partners, independent donors	3 years	240
7b	Adopt relevant Management Systems standards	<p>Certify various ministries & MDAs to relevant Management Systems standards to improve their quality of service</p> <p>Certify SMEs in clusters to relevant Management</p>	Improvement in service delivery & production volume/margins	Customer satisfaction with the level of services rendered	Ministries, MDAs & SMEs	Federal Government and International Funding sources (Donor Partners)	5years	150

THE NATIONAL QUALITY POLICY IMPLEMENTATION PLAN AND COST

The National quality policy will be implemented at the cost of N 5 503 000 000 (approximately N5.6 billion Naira) over a period of 5 years as detailed below:

		Systems standards & encourage them to specialize to improve productivity						
7c	Develop Human resources	<p>Government and Private institutions to establish appropriate educational/training programmes to improve the quality culture and expertise required for the implementation of the quality policy</p> <p>Launch training programmes on cost sharing basis for management of manufacturers & SMEs on quality issues</p> <p>Establish affiliation arrangement with foreign institutions.</p>	Trained & skilled personnel for the implementation of the quality policy	Capacity to execute the policy	FMIT&I, Federal Ministry of Education, Tertiary Institutions (Public or Private), SMEDAN, IPAN Others	Federal Government and International Funding sources (Donor Partners)	5year	50

THE NATIONAL QUALITY POLICY IMPLEMENTATION PLAN AND COST

The National quality policy will be implemented at the cost of N 5 503 000 000 (approximately N5.6 billion Naira) over a period of 5 years as detailed below:

		of repute Fellowship/training programmes for training & development of local faculty of training institutions						
7e	Conduct R & D for key industries	establish a mechanism to identify the needs of the private & the public sectors for the development of new technologies with potential for product export Implement the R & D projects identified on cost sharing basis or through subsidized incentives by the government	R & D Needs identified Projects implemented	Enhance quality of made in Nigeria products Products from the new technology	FMITI, Ministries of Agric, Environment, Science & tech, Manufacturers, others FMT&I, Ministries of Agric, Environment, Science & tech, Manufacturers, others	Federal Government and International Funding sources (Donor Partners)	2years 5years	10 100

THE NATIONAL QUALITY POLICY IMPLEMENTATION PLAN AND COST

The National quality policy will be implemented at the cost of N 5 503 000 000 (approximately N5.6 billion Naira) over a period of 5 years as detailed below:

7d	Protect the consumers' right	Prevent unsafe products and services and protect the rights of consumers Expand the certification mark scheme to protect consumers and prohibit the supply of unsafe products Promulgate a law to limit import only from companies certified to international standards especially for food, beverages & pharmaceutical products	Provision of Safe & quality products for consumers The enabling law in place	Safe products in the market Safe products in the market	Consumer protection council, SON, Customs, Consumer association FMITI, FMOJ	Federal Government and International Funding sources (Donor Partners)	5year 2years	50 10
	Quality Awareness, Education & Training							470
	Grand Total							5,503



1.0 REVIEW AND UPDATE

- 1.1 Nigeria National Quality Policy, NNQP is a life document and will be affected by changes in national priorities, technologies, global trade requirements, changes in standards, metrology, accreditation and conformity assessment procedures.
- 1.2 The Federal Government of Nigeria through the National Quality Council, NQC may call for its review and update as may be necessary. A stakeholder group can also recommend for amendment. Such recommendations should be directed to NQC for considerations. If found valid, NQC may call for a review in line with such request if it is in national interest and may depend on availability of funds to do so.
- 1.3 Regardless of above provisions, the NQC shall call for review of NNQP every five (5) years. NQC shall be responsible for selection Experts for and commissioning of a national review exercise. While undergoing review, the current version remains valid until a new version is approved by NQC.
- 1.4 Next review shall be in December 2025.

2.0 ACKNOWLEDGEMENTS

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2.1 DONORS

- 2.1.1 World Bank Group WBG
- 2.1.2 European Union EU
- 2.1.3 United Nations Industrial Development Organization UNIDO
- 2.1.4 United States Agency for International Development –USAID/ACFNA
- 2.1.5 British High Commission BHC-GTP
- 2.1.6 Standards Organisation of Nigeria, SON
- 2.1.7 Nigeria National Accreditation System, NiNAS

2.2 PARTICIPATION AND TECHNICAL SUPPORT

- 2.2.1 World Bank Group
- 2.2.2 United Nations Industrial Development Organization UNIDO
- 2.2.3 United States Pharmacopeia UPS
- 2.2.4 Standards Organization of Nigeria, SON
- 2.2.5 Federal Competition and Consumer Protection Commission FCCPC
- 2.2.6 National Agency for Food and Drugs Administration and Control, NAFDAC.
- 2.2.7 Federal Ministry of Industry, Trade and Investment FMITI
- 2.2.8 Manufacturers Association of Nigeria MAN
- 2.2.9 National Association of Chambers of Commerce, Industry, Mines and Agriculture, NACCIMA
- 2.2.10 Small and Medium Enterprise Development Agency of Nigeria, SMEDAN
- 2.2.11 National Association of Small and Medium Enterprises, NASME
- 2.2.12 National Association of Small Scales Industries
- 2.2.13 National Agency for Standards and Regulations Enforcement Agency
- 2.2.14 Institute of Public Analysts of Nigeria IPAN
- 2.2.15 Medical Laboratory Science Council of Nigeria, MLSCN
- 2.2.16 National Institute for Laboratory Science and technology NILST
- 2.2.17 Nigeria National Accreditation System, NiNAS
- 2.2.18 United States Agency for International Development –USAID/ACFNA
- 2.2.19 Nigeria Export Promotion Council NEPC
- 2.2.20 Nigeria Quality Infrastructure Forum NQiF









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