

12:00 Lunch

13:00 **Workshop 2**

Group questions:

- Are, and if so, how, are consumers organized in your country?
- How do local laws, culture and standards organizations affect consumer representation in standardization?
- What are the common themes of consumer representation?
- What are consumer priorities?
- What is the consumer impact?

(Discussion of actual experiences)

Facilitators: (see Workshop 1)

13:45 **Feedback**

Group discussion results:

Reporting from 1-2 groups, comments from the floor (as time allows) and summary

Participants: Groups 3 and 4 (+ floor)
Mr. Folke H. Snickars

14:15 **Input 3**

The way forward: ways to develop consumer participation in standardization

Developing participation

Coverage to include: developing experience and confidence in consumer representation, maximizing consumer impact, outreach and awareness

Speakers: Ms. Sadie Homer
Mr. Folke H. Snickars

14:45 Short break

15:00 **Workshop 3**

Group questions:

- What challenges currently exist and how might they be overcome?
- How can the consumer impact be maximized?

- What improvements can be made at national level?
- How can countries from the region contribute at the international level?

(Discussion of actual experiences, development of ideas)

Facilitators: (see Workshop 1)

15:45 **Feedback 3**

Group discussion results:

Reporting from 1-2 groups, comments from the floor (as time allows) and summary

Participants: Groups 5 and 6 (+ floor)
Mr. Folke H. Snickars

16:15 **Input 4**

What are the resources?

The work of ISO/COPOLCO and CI, and how these organizations can help

Coverage to include: the importance of ISO, The role of CI and COPOLCO, national bodies/standards development organizations, Resources (Web sites, publications)

Speakers: Mr. Amadou Kanoute
Ms. Caroline Warne

16:45 **Questions and answers**

Open forum and conclusions

Conclusions from break-out sessions and wrap-up

Speakers: Mr. Folke H. Snickars, Panel of speakers, Ms. Dana Kissinger-Matray

17:15 **Closure**



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Making an impact: Consumer representation in standardization

6 April 2004

Helnan Shepheard
Hotel, Cairo, Egypt

Active participation of all stakeholders in the process of standards-making is a prerequisite for the success of that process. In turn, it is an opportunity for stakeholders to benefit fully from the improved safety, fitness for purpose, environmental protection, and other aspects of products and services defined by International Standards.

Among the many stakeholders in the development of standards are representatives from industry, trade, government, professionals and consumers. While some stakeholders are already well represented in standards work, other groups, such as consumers, have traditionally had fewer opportunities to participate.

Seminar participants will have the opportunity to explore issues relating to standardization and consumer representation, and develop an effective contribution to these activities. Furthermore, information exchange and mutual support between consumer associations and standards organizations will be discussed. Finally, participants will be introduced to various resources

to support consumers' participation in standardization (relevant organizations, publications, websites).

This seminar aims to enhance the partnership between standards-makers and consumers, and thereby to improve the quality and safety of products and services which standards define.

This seminar has been organized at the kind invitation of the Egyptian Organization for Standardization and Quality Control (EOS), with support from the Swedish International Development Cooperation Agency (Sida).

Programme

09:00 **Opening ceremony**

Welcome by EOS

Dr. Mahmoud Eisa
President of EOS

09:20 **Introduction**

Explanation of the programme
and logistics

Chair: Mr. Folke Hermanson Snickars
Business Manager, International Training,
SIS, Sweden

09:35 **Input 1**

Setting the stage: *What is
standardization?*

Establishing the key principles –
*Identifying the importance
of standardization*

Coverage to include the standardization
principles (process), transparency,
stakeholders, mechanisms, regulatory
framework, benefits to consumers

Speaker: Mr. Malcolm Bassett
Principal Policy Advisor, Consumers'
Association, United Kingdom

10:05 **Workshop 1**

Group questions:

- How is standardization conducted in your country?
- How effective is it?
- How are consumer issues taken into account?
- What standards are needed in your country?

(Discussion of actual experiences)

Facilitators: Mr. Folke H. Snickars

Mr. Malcolm Bassett

Ms. Sadie Homer, Senior Standards Officer,
Head Office, Consumers International

Mr. Amadou Kanoute, Regional Director for
Africa, Consumers International

Ms. Riana Johnson, Project Leader, System
Standards, SABS, South Africa

Ms. Caroline Warne, COPOLCO Chair

Other facilitators to be announced

10:50 *Short break*

11:00 **Feedback**

Group discussion results:

Reporting from 1-2 groups, comments
from the floor (as time allows) and
summary

Participants: Groups 1 and 2 (+ floor)
Mr. Folke H. Snickars

11:30 **Input 2**

The current situation of consumer
participation in standardization
– different models and realities

*The importance of consumer
representation*

Coverage to include: representation
at national level leading to regional and
international levels, different national models
of consumer participation, influencing vs.
participation

Speaker: Ms. Caroline Warne