

EXPORT QUALITY MANAGEMENT

An answer book for small and medium-sized exporters

This guide provides SME managers in developing countries and transition economies with answers to the most frequently asked questions on standards and conformity assessment. The guide addresses issues including technical regulations and standards, product certification, testing, metrology, quality management, ISO 9000, other management systems, accreditation and the WTO Agreements on Technical Barriers to Trade and Sanitary and Phytosanitary Measures. The publication has been customized by partner organizations in 18 countries and is available in eight languages.