



Application Manual
Export Quality Programme
[Programa Exporta Calidad]

Code: ALA/93/57-M-03
Issue No: 01
Approval: 29 March 2001
Page 1 of 9

| | | |
|------------------|---|--|
| Prepared by: | Reviewed by: | Approved by: |
| PEC Coordination | Heiko Windolph Juan Carlos Ríos Co-Directos | Heiko Windolph Juan Carlos Ríos Co-Directors |

Application Manual
Export Quality Programme
[Programa Exporta Calidad]

| | |
|---------|----------------|
| Copy N° | Copy issued to |
| | |



Application Manual
Export Quality Programme
[Programa Exporta Calidad]

Code: ALA/93/57-M-03

Issue No.: 01

Page: 2 of 9

0.1. TABLE OF CONTENTS

| SECTION | TITLE | PAGE |
|----------------|--|-------------|
| 0.0 | Front Page | 1 |
| 0.1 | Table of Contents | 2 |
| 1 | Introduction to the Export Quality Programme | 3 |
| 2 | Scope and Field of Application | 4 |
| 3 | Referenced Documents and Definitions | 4 |
| 4 | Policy and Objectives | 5 |
| 5 | General Procedure for the Export Quality Programme (Flowchart) | 6 |
| 6 | General Procedure for the Export Quality Programme (Description) | 7 |
| 7 | Appendixes (Forms) | |
| | PEC-01 Company Data Sheet | |
| | PEC-02 Consultant Data Sheet | |
| | PEC-03 Executive Summary of Professional Experience | |
| | PEC-04 List of Selected Companies – HACCP | |
| | PEC-05 Listing of Selected Companies – ISO 9000 | |
| | PEC-06 HACCP Consultant Scoring System | |
| | PEC-07 ISO 9000 Consultant Scoring System | |
| | PEC-08 List of Approved HACCP Consultants | |
| | PEC-09 List of Approved ISO 9000 Consultants | |
| | PEC-10 Sample Letter of Compromise for Beneficiary Companies | |
| | PEC-11 Diagnosis of the HACCP System | |
| | PEC-12 Diagnosis of the ISO 9000 Quality System | |
| | PEC-13 HACCP Quality Profile | |
| | PEC-14 ISO 9000 Quality Profile | |
| | PEC-15 Action Plan | |
| | PEC-16 Progress Report | |
| | PEC-17 Final Report | |
| | PEC-18 Instructions for Beneficiary Companies | |
| | PEC-19 Company Status Matrix - HACCP | |
| | PEC-20 Company Status Matrix – ISO 9000 | |



Application Manual
Export Quality Programme
[Programa Exporta Calidad]

Code: ALA/93/57-M-03

Issue No.: 01

Page: 3 of 9

1. INTRODUCTION TO THE EXPORT QUALITY PROGRAMME

As a part of its promotional function, the ALA/93/57 Project makes the Export Quality Programme available to the export sector. This program is intended to promote a movement towards the quality and provide small-sized and medium-sized companies with technical and financial assistance for implementation of quality systems.

Quality systems are a business management tool that allows to reduce costs, improve the management and prevent the non-compliance with established requirements, which implies an increased competitiveness for a company against its international competitors. The implementation of ISO 9000 is considered particularly important to companies in general, and HACCP to sectors related to food industry.

The Export Quality Programme is applicable to both individual companies and company group, as well as to producer and exporter organizations in the sectors served by the Project, such as fruits, vegetables, natural dyes, fishing and clothing industry.



Application Manual

Export Quality Programme

[Programa Exporta Calidad]

Code: ALA/93/57-M-03

Issue No.: 01

Page: 4 of 9

2. SCOPE AND FIELD OF APPLICATION

2.1. SCOPE

This manual describes the activities to be developed at each of the stages of the Export Quality Programme.

2.2. FIELD OF APPLICATION

This Manual covers all the activities developed within the framework of the Export Quality Programme, from receiving the application from the interested company to completing the consultancy and receiving the notice of conformity from the company being advised.

3. REFERENCED DOCUMENTS AND DEFINITIONS

3.1. REFERENCED DOCUMENTS

- Overall Operating Plan
- ALA/93/57-M-01 ALA/93/57 Project Quality Manual
- ALA/93/57-P-01 Procedure for Contract Review
- ALA/93/57-P-08 Procedure for Subcontracting Consultants
- ALA/93/57-P-11 Procedure for Evaluating Technical Assistance
- ALA/93/57-P-12 Procedure for Corrective Action on Nonconforming Services
- ALA/93/57-E-01 Specification for Provision of Technical Assistance
- ALA/93/57-I-03 Instruction for Criteria for Selecting Companies
- ALA/93/57-I-06 Instruction for Reporting Assessment Visit

3.2. DEFINITIONS

- **PEC:** Export Quality Programme



Application Manual
Export Quality Programme
[Programa Exporta Calidad]

Code: ALA/93/57-M-03

Issue No.: 01

Page: 5 of 9

4. POLICY AND OBJECTIVES

4.1. Quality Policy

a. Quality Policy

As a part of the general quality policy of the ALA/93/57 Project and the policy of the Export Quality Programme, it is our duty to promote the quality culture among companies in the export sector, as a element of distinguishing and improving their competitiveness in the international trade.

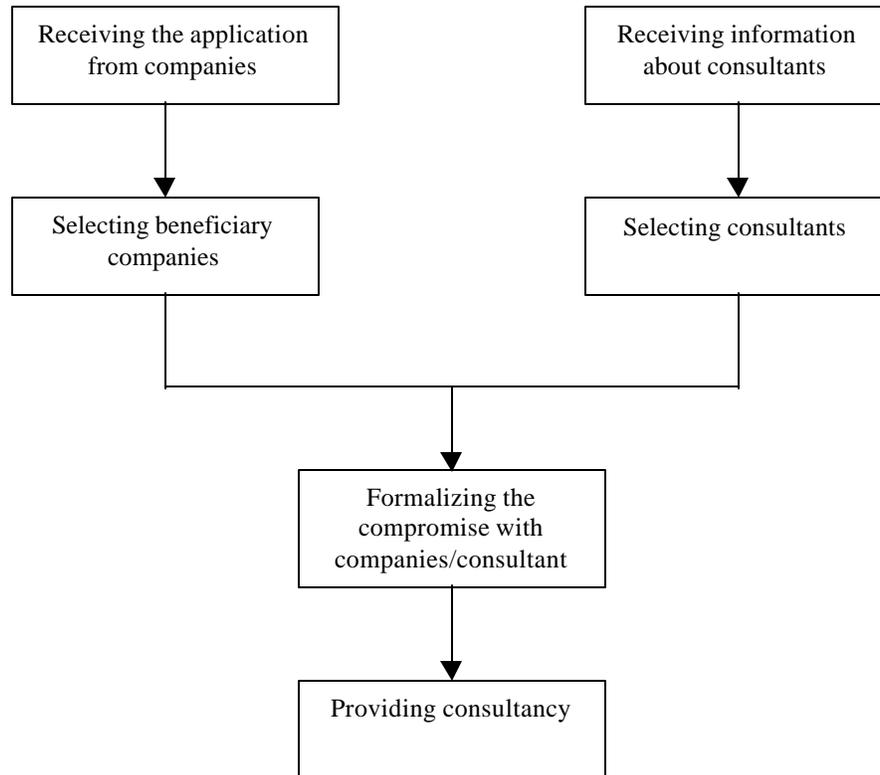
b. Quality objectives

The general objectives of the ALA/93/57 Project are defined in the Project Planning Matrix of the Overall Operating Plan. The specific objectives of the Export Quality Programme are:

- Promote a movement toward the quality in the export sector.
- Contribute to improving the competitiveness of exporting companies through cost reduction, increase in productivity and confidence level with their clients.
- Provide small-sized and medium-sized companies with technical and financial assistance for implementation of quality systems.
- Break the widespread myth that quality systems are not applicable to small-sized and medium-sized companies.

It is the responsibility of the Co-Direction to supervise the fulfillment of the quality policy and objectives of the Export Quality Programme. Such fulfillment shall be evaluated at the Co-Direction reviews.

5. GENERAL PROCEDURE OF THE PEC (FLOWCHART)



6. GENERAL PROCEDURE OF THE PEC (DESCRIPTION)

The stages indicated on the general flowchart of the PEC are described below:

GENERAL PROCEDURE OF PEC

| STAGE | DESCRIPTION | REFERENCED DOCUMENTS | RECORDS |
|-------|---|---|---|
| 1 | Receiving the application from companies Applications are received from companies interested in participating in the PEC and the form “Company Data Sheet” (PEC-01) and the Terms of Financial Assistance of the Project are sent to them | <ul style="list-style-type: none"> • ALA/93/57-P-01 Procedure for Contract Review | Company Data Sheet (PEC-01) |
| 2 | Selecting beneficiary companies From the Company Data Sheet and other required information, companies are selected according to the criteria established by the Project. When considered necessary by the Co-Direction, a visit to the company shall be made to have better knowledge of it. Companies are informed about whether or not they have been selected to participate in the PEC. If deemed convenient by the Co-Direction, the information about non-selected companies is sent to Prompex or another organization for assessment. The PEC prepares a list of selected companies and send the following documents to them: <ul style="list-style-type: none"> • List of approved consultants (PEC-08 or PEC-09, as appropriate) • Instructions for beneficiary companies (PEC-18) | <ul style="list-style-type: none"> • ALA/93/57-P-01 Procedure for Contract Review • ALA/93/57-I-03 Instruction for Criteria for Selecting Companies • ALA/93/57-I-06 Instruction for Assessment Visit Report | <ul style="list-style-type: none"> • Company Data Sheet (PEC-01) (including comments and decision by the Co-Direction) • Visit Report • List of Selected Companies (PEC-04 y PEC-05) |
| 3 | Selecting consultants Consultant Data Sheets (PEC-02) and Executive Summary of Professional Experience (PEC-03) for consultant candidates are received, and evaluated and selected by using the consultant scoring system (PEC-06 and PEC-07, as appropriate). When considered necessary, the Co-Direction shall meet with consultant candidates to know them better. The PEC informs consultant candidates about whether or not they have been approved, and registers the approved consultants on the List of Approved Consultants (PEC-08 and PEC-09, as appropriate) | <ul style="list-style-type: none"> • ALA/93/57-P-08 Procedure for Subcontracting Consultants • ALA/93/57-E-01 Specifications for Providing Technical Assistance | <ul style="list-style-type: none"> • Consultant Data Sheet (PEC-02) • Executive Summary of Professional Experience (PEC-03) • Results of Consultant Evaluation • List of Approved Consultants (PEC-08 and PEC-09) |

| STAGE | | DESCRIPTION | REFERENCED DOCUMENTS | RECORDS |
|-------|---|---|--|---|
| 4 | Formalizing the compromise with companies | <p>A communication including the bid from the consultant chosen to provide consultancy is received from the company.</p> <p>The PEC reviews the bid and gives consent to the choice of the consultant, determining the amount and terms of financial assistance.</p> <p>The following forms are sent to the beneficiary company:</p> <ul style="list-style-type: none"> • Sample letter of compromise (PEC-10) • Diagnosis of the Quality System (PEC-11 and PEC-12, as appropriate) • Quality Profile (PEC-13 and PEC-14, as appropriate) • Action Plan (PEC-15) <p>The PEC receives the letter of compromise, where the beneficiary company expresses its wish to implement a quality system and receive technical and financial assistance from the PEC.</p> | <ul style="list-style-type: none"> • ALA/93/57-P-01 Procedure for Contract Review • ALA/93/57-E-01 Specifications for Providing Technical Assistance | <ul style="list-style-type: none"> • Bid from the consultant • Letter of confirmation of assistance from the Project • Letter of Compromise (PEC-10) |
| 5 | Formalizing the compromise with consultants | <p>According to the amount and terms of financial assistance, a contract is signed between the PEC and the consultant.</p> <p>The contract shall contain the following:</p> <ul style="list-style-type: none"> • General terms • Terms of reference (including the bid for services and the Project specifications) • Commercial terms | <ul style="list-style-type: none"> • ALA/93/57-P-08 Procedure for Subcontracting Consultants | <ul style="list-style-type: none"> • Work Sheet • Services Agreement between the Project and the Consultant. |

| STAGE | | DESCRIPTION | REFERENCED DOCUMENTS | RECORDS |
|-------|-----------------------|--|---|---|
| 6 | Providing consultancy | <p>Preparation of the Action Plan: The diagnosis of the quality system, quality plan and quality profile prepared by the consultant in coordination with the beneficiary company are received.</p> <p>Provision of consultancy: The consultancy is provided according to the action plan sent to the PEC. The PEC requests the consultant to submit consultancy progress reports, and the beneficiary company to present the consultant performance evaluation.</p> <p>Throughout the consultancy provision, the beneficiary company is visited by PEC members to verify the performance of the action plan, according to the established procedure.</p> <p>Submission of the Final Report: Once the time established for consultancy has expired, the final report by the consultant as well as the final evaluation of consultant performance are received.</p> | <ul style="list-style-type: none"> • ALA/93/57-P-11 Procedure for Evaluation of Technical Assistance • ALA/93/57-P-12 Procedure for Corrective Action on Nonconforming Services | <ul style="list-style-type: none"> • Diagnosis of the Quality System (PEC-11 and PEC-12) • Action Plan (PEC-15) • Quality Profile (PEC-13 and PEC-14) • Progress Report (PEC-16) • Final Report (PEC-17) • Company Status Matrix (PEC-19 and PEC-20) • Consultant Performance Evaluation • Service Verification |

