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METROLOGY, ACCREDITATION, STANDARDIZATION AND QUALITY ACTIVITIES IN CROATIA

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This publication was produced for review by the United States Agency for International Development. It was prepared by Edward Nemeroff.

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Preface

This report addresses in part, the trade related assistance program “Enhancing SME Performance” in the Republic of Croatia, funded by the United States Agency for International Development and implemented by the DAI/Nathan Group LLC. The report covers the mission by a short term consultant, Mr. Edward Nemeroff, a senior advisor in metrology, accreditation, standardization and quality (MAS-Q). Phase one (1) of the assignment commenced in October 2005 with a 30 day in country activity. The short term assignment was to address the current MAS-Q activities in Croatia in view to making recommendations, the implementation of which would facilitate trade, reduce trade constraints and achieve acceptance by international conformity assessment organizations and be compliant with WTO and European Union requirements.

The initial assignment objectives were to:

- 1) Assess the capacity and capabilities of the State Office for Standardization and Metrology and other government authorities for promoting standards implementation within the Croatian private sector.
- 2) Assess the capacity and capabilities of business service providers in supplying consulting, audit, certification, and verification services at internationally accepted levels to Croatian businesses;
- 3) Draft a timeline and action plan of what needs to take place over the next two to three years to improve standards implementation and make Croatian firms more competitive in regional export markets;
- 4) Design and carry out a training of trainers program which will equip trainers to present a half day course to businesses and local government authorities on the basics of quality control, standards, and certifications.

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and Vilim (William) Vranović, Consultant

1. Introduction

In seeking to expand trade both regionally and internationally, it is virtually impossible to underestimate the importance of adopting and implementing international norms, practices and rules in the areas of metrology, accreditation, standardization and certification (MAS-Q), as they provide a vital link to global trade, market access and export competitiveness. In view of the ever increasing globalization of trade and investment and the widespread adoption of WTO and other regional trade agreements rules on non-tariff trade barriers, adopting and implementing these approaches has become a central political task for many countries as well as an enormous challenge.

In many developing countries the technical infrastructure and the legal and regulatory procedures governing MAS-Q activities are outdated and lack international acceptance. Companies in export-oriented businesses may not have access to international product standards and governments may not be applying internationally-recognized standards for accreditation of testing laboratories and certification organizations. This places local companies at a disadvantage both in terms of market access and competitiveness as their products cannot meet the standards and certification requirements of the importing country.

Standards together with conformity Assessment is the internationally recognized procedure for demonstrating that specified requirements relating to a product, process, system, person or body are fulfilled, thus determining compliance. Conformity assessment activities include: testing, inspection, certification and accreditation. All conformity assessment activities are based on international standards. These procedures offer practical solutions to many of the problems of developing countries. Developing countries and countries making the transition from a centralized to a market economy make up some three quarters of ISO's membership and similar numbers for the World Trade Organization (WTO). For them, standards and conformity assessment are an important source of technological know-how for developing their economy and raising their capability to export and compete on global markets.

The importance of standards and conformity assessment in both domestic and international trade was prominently noted in the 1994 Agreement on Technical Barriers to Trade (TBT Agreement) of the WTO. The TBT Agreement recognizes that conformity assessment activities can expedite or seriously hinder the free flow of goods in international commerce and establishes procedural requirements for conformity assessment schemes to avoid the establishment of unnecessary obstacles to trade. The agreement requires that conformity assessment procedures be "prepared, adopted and applied so as to grant access for suppliers of like products originating in the territories of other Members [signatories to the agreement] under conditions no less favorable than those accorded to suppliers of like products of national origin or originating in any other country. The Agreement also requires that such procedures not be "prepared, adopted or applied with a view to or with the effect of creating unnecessary obstacles to international trade." Ideally, a properly conducted conformity assessment program benefits, not hinders the free flow of goods into the marketplace.

As a trade facilitation body, the WTO emphasizes through its various agreements the importance of ensuring that countries' regulations do not create unnecessary barriers to international trade. Despite its emphasis on ensuring that no unnecessary barrier to trade be created through technical regulations, the TBT Agreement recognizes that countries have the right to establish protection for human, animal, or plant life, or the protection of health and the environment. Granting treatment to imports that is not less favorable than that granted to local production (national treatment)

One of the main challenges facing the international trading system is the diverse conformity assessment practices and approaches that persist in different countries. Conformity assessment has become an important component of world trade. At its simplest, "conformity assessment" means providing assurance that products, materials, services, systems or people conform to specified requirements (technical regulations, standards, etc.). Unless trading partners adhere to identical or equivalent conformity assessment procedures and requirements, or recognize each other's conformity assessment results, then the costly problem of discriminatory, non-transparent and unnecessary obstacles to trade will persist.

In expanding trade, in particular, standards and technical regulations are essential for market access. Standards (voluntary) and technical regulations (mandatory) define what goods and services can and cannot be exchanged, and outline procedures under which such exchanges are and are not permissible.

There are presently 148 members of the WTO and some 33 countries/separate Customs territories that have formally stated their intention to accede to the World Trade Organization (WTO) and, in doing so; they have committed to complying with the WTO Technical Barriers to Trade (TBT) Agreement and the Agreement on Sanitary and Phytosanitary Measures (SPS). Compliance to these two agreements is mandatory as well as acceptance of the WTO/ISO "Code of Good Practice" The TBT Agreement establishes the rules for the creation, publication and enforcement of technical regulations.

Technical regulations, product standards and conformity assessment procedures vary from country to country, having different standards and regulations makes life difficult for producers and exporters. If regulations are set arbitrarily, they could be used as an excuse for protectionism. The TBT Agreement tries to ensure that regulations, standards, conformity assessment procedures do not create unnecessary obstacles to trade

Conformity Assessment is the internationally recognized procedure for demonstrating that specified requirements are met, thus determining compliance. At its simplest, "conformity assessment means providing assurance those products; processes, etc are safe and conform to technical regulations, standards, etc Accreditation (a conformity assessment activity) is the system that recognizes the competence of testing and calibration laboratories, product certification bodies, quality system certification bodies and inspection bodies. Accreditation establishes assurance of the quality of test data and provides discipline and a sense of professionalism that is internationally accepted. Unless trading partners adhere to similar conformity assessment procedures, then the costly problem of redundant testing, discriminatory, non-transparent and unnecessary obstacles to trade will persist.

In July the WTO issued their 2005 World Trade Report “**Exploring the links between trade, standards and the WTO**” The 377 page report addresses the importance and relationship of standards and conformity assessment as they relate to trade facilitation and export competitiveness and the economics of standards and trade.

Written by WTO economists, the report underlines the important benefits that standards can deliver in terms of information for consumers, environmental protection and compatibility of related goods and services.

“International standards help ensure technical compatibility across countries and convey information to consumers about products that have been produced abroad or processes that took place in another country,” the report states, adding, “International standards thus reduce transaction costs and facilitate international trade.”

The report goes on to state “The application of technical standards by national governments can have both constructive and detrimental effects on international trade.”

For those interested, the complete report can be downloaded free via the Internet at http://www.wto.org/english/news_e/pres05_e/pr411_e.htm

In a press release by ISO, the following comments by the Director General were presented.

“The report identifies ISO and its partners the IEC (International Electrotechnical Commission) and the ITU (International Telecommunication Union) as “the most important” of the 49 international standardizing bodies, and comments, “The expansion of membership in both ISO and IEC over recent decades reflects the growing importance of international standards.” On the reasons for this growth, the report states: “Increased standardization activity reflects, among other factors, demand by consumers for safer and higher quality products, technological innovations, the expansion of global commerce and the increased concern paid by many governments and nongovernmental organizations to social issues and the environment. Standards have played an important role in fulfilling these needs.”

ISO Secretary-General Alan Bryden commented: “It is certainly very encouraging for ISO and its 153 national members to see the importance of international standardization to trade and the economy, as well as to social issues such as the environment and social responsibility, recognized and analyzed so thoroughly in the *World Trade Report 2005*.”

While the private sector provides the biggest impetus to developing standards, the report points out that nongovernmental organizations have become involved, working with industry and international organizations to develop standards in such areas as the environment and corporate social responsibility. “ISO and IEC standards are voluntary,” the report continues, “but some are referred to in technical regulations and some become de facto mandatory. A certain number of their standards – mainly those concerned with health, safety or the environment – have been adopted in some countries as part of their regulatory framework, or are referred to in legislation for which they serve as the technical basis.”

“Although voluntary, some ISO and IEC standards become a market requirement, as has happened in the case of ISO 9000 quality management systems, or of dimensions of freight containers, bank cards or electric batteries.”

The WTO report states, “Ideally, an attestation of conformity with regulatory requirements should be carried out only once and in the most cost-effective manner and should be recognized in all markets. For this to become a reality, confidence in the work of conformity assessment bodies in other countries needs to be established through multilateral cooperation. “Cooperation is facilitated if harmonized standards on best practices in conformity assessment are adhered to, such as in the international standards/guides on conformity assessment established by ISO’s Committee on conformity assessment, ISO/CASCO.”

The report adds that the ISO/IEC 17000 series developed by ISO/CASCO establishes best practice for conformity assessment bodies, encouraging consistency, transparency and candor. Turning to the standards’ development process, the report notes that ISO’s work is strictly regulated by the organization’s own procedures and the WTO’s “code of good practice” [Editor’s note: Annex 3 to the Agreement on Technical Barriers to Trade (TBT), “ Code of Good Practice for the Preparation, Adoption and Application of Standards”]. The report also underlines that improving the participation of developing countries in international standardization is “crucial”.

2. Croatia – the World Trade Organization and Accession to the European Union

Croatia became a member to the World Trade Organization (WTO) in November 2000, and in 2001 formally stated their intention to accede to the European Union.

Based on the June 29, 2000 (WT/ACC/HRV/59) "REPORT OF THE WORKING PARTY ON THE ACCESSION OF CROATIA TO THE WORLD TRADE ORGANIZATION" Croatia was granted membership to the WTO.

Sections 112 through 135 of the working party report address Technical Barriers to Trade, Standards and Certification and Sanitary and Phytosanitary Measures. Of specific interest to the working party and a condition of Croatia's accession to the WTO was the opening remarks and commitment made by the representative of Croatia who stated that

"Croatia was implementing the requirements of the TBT and SPS Agreements in laws and regulations which would be in force prior to accession to the WTO"

The Scope of Work for the short term consultant for the ESP project included the assessment of the present MAS-Q activities in Croatia, the consultant determined that many of the commitments made to the WTO working party had been carried out on paper, ie: laws and procedures were created and adopted, inquiry points established, fundamental activities introduced, but many of the activities were never implemented or only partially implemented

In January, 2003 the State Office for Standardization and Metrology - Ministry of Economy - Ministry of European Integrations issued "The National Strategy for Harmonization of Technical Legislation with the Legislation of the European Union"

The strategic goal of harmonization was to develop legislation and technical infrastructure that will facilitate the improvement of product safety, protection of health and occupational safety, environmental protection and consumer protection and thus help the Republic of Croatia to fulfill international commitments it has assumed by acceding WTO (WTO/TBT and WTO SPS Agreements) and by signing the Stabilization and Association Agreement with the European Union.

Comment: At the June 2000, WTO working party meeting, *"The representative of Croatia confirmed that Croatia would apply all obligations under the WTO Agreement on Technical Barriers to Trade from the date of accession without recourse to any transition period."*

Note: A similar statement regarding the Agreement on the Application of Sanitary and Phytosanitary Measures was also made

Please note the following events:

1. In June 2000, Croatia informed the WTO that "all TBT and SPS obligations would be in place prior to accession. Based on these and other commitments, Croatia was granted WTO membership
2. In November 2001, Croatia signed the Stabilization and Association Agreement (SAA) with the European Union.
3. In January 2003, Croatia's National Strategy program was adopted to help Croatia to fulfill international commitments it has assumed by acceding WTO (WTO/TBT and WTO SPS Agreements) and meet the SAA requirements

4. In January 2005, the Croatian Accreditation Agency, the Croatian Standards Institute, Croatian Metrology Institute and the State Office for Metrology was created, replacing the State Office for Standards and Metrology.

5. In October 2005, Croatia entered into negotiations with the EU on the SAA, based on the signed agreement (November 2001) many of the obligations that relate to WTO/TBT/SPS, compliance should have been completed. This would have simplified compliance to meeting EU requirements.

6. In October 2005 the Croatian Parliament adopted a Resolution, which is a strategic document in the process of accession negotiations between Croatia and the European Union. The resolution, supported by all parliamentary groups, proposed by the National Committee for Monitoring the EU Accession Negotiations, states that one of the key goals of the negotiations is accession before the elections for the European Parliament in 2009.

7. As of November 2005, Croatia still hasn't met all their WTO obligations in the area of TBT and SPS compliance,

Comment: Can we believe that Croatia will meet their EU obligations, when it's been 5 years since the Government of Croatia made similar commitments to the WTO?

By Article 73 of the Stabilization and Association Agreement referring to technical regulations, standardization, metrology, accreditation and conformity assessment, the Republic of Croatia has undertaken to "take the necessary measures in order to gradually achieve conformity with Community technical regulations and European Standardization, metrology and accreditation and conformity assessment procedures".

Under this Article, "to this end, the Parties shall start at an early stage to promote the use of Community technical regulations and European standards, tests and conformity assessment procedures, conclude, where appropriate, European Conformity Assessment Protocols, foster the development of the quality infrastructure: standardization, metrology, accreditation and conformity assessment, promote the participation of Croatia in the work of specialized European organizations, in particular CEN, CENELEC, ETSI, EA, WELMEC, EUROMET etc." The Republic of Croatia must fulfill these obligations within 6 years.

According to the obligations of the Stabilization and Association Agreement between the Republic of Croatia, the European Communities and its Member States regarding technical harmonization (Article 73) new following new laws were adopted in 2003:

- Law on Technical Requirements for Products and on Conformity Assessment (Official Gazette 158/03)
- Law on General Product Safety (Official Gazette 158/03)
- Law on Standardization (Official Gazette 163/03)
- Law on Accreditation (Official Gazette 158/03)
- Law on Metrology (Official Gazette 163/03)

With Croatia now actively pursuing membership in the European Union, they are re-addressing activities that relate to barriers to trade, conformity assessment and standardization. This has led to the current institutional changes of the State Office of Standards and Metrology and related MAS-Q activities. These new changes are being implemented to meet the conformity assessment and standardization requirements of the EU.

WTO ACCESSION OF CROATIA

Draft Decision

The General Council,

Having regard to the results of the negotiations directed towards the establishment of the terms of accession of the Republic of Croatia to the Marrakesh Agreement Establishing the World Trade Organization and having prepared a Protocol for the Accession of Croatia,

Decides, in accordance with Article XII of the Marrakesh Agreement Establishing the World Trade Organization, that the Republic of Croatia may accede to the Marrakesh Agreement Establishing the World Trade Organization on the terms set out in the said Protocol.

PROTOCOL OF ACCESSION OF CROATIA
TO THE MARRAKESH AGREEMENT ESTABLISHING
THE WORLD TRADE ORGANIZATION
DRAFT

The World Trade Organization (hereinafter referred to as the "WTO"), pursuant to the approval of the General Council of the WTO accorded under Article XII of the Marrakesh Agreement Establishing the World Trade Organization (hereinafter referred to as "WTO Agreement"), and the Republic of Croatia (hereinafter referred to as "Croatia"),

Taking note of the Report of the Working Party on the Accession of Croatia to the WTO in document WT/ACC/HRV/59. (hereinafter referred to as the "Working Party Report"),

Having regard to the results of the negotiations on the accession of Croatia to the WTO

Agree as follows:

Part I – General

1. Upon entry into force of this Protocol, Croatia accedes to the WTO Agreement pursuant to Article XII of that Agreement and thereby becomes a Member of the WTO.
2. The WTO Agreement to which Croatia accedes shall be the WTO Agreement as rectified, amended or otherwise modified by such legal instruments as may have entered into force before the date of entry into force of this Protocol. This Protocol, which shall include the commitments referred to in paragraph 225 of the Working Party Report, shall be an integral part of the WTO Agreement.
3. Except as otherwise provided for in the paragraphs referred to in paragraph 225 of the Working Party Report, those obligations in the Multilateral Trade Agreements annexed to the WTO Agreement that are to be implemented over a period of time starting with the entry into force of that Agreement shall be implemented by Croatia as if it had accepted that Agreement on the date of its entry into force.

Figure 1 – Decision and recommendation by the WTO working party – June, 2000, taken from the working party report reference above (full text of this section pertaining to TBT and SPS is provided in the annex of this report)

The following statements were made at the conclusion of negotiations concerning the TBT and SPS agreements by the members of the Croatian delegation

“The representative of Croatia confirmed that Croatia would apply all obligations under the WTO Agreement on Technical Barriers to Trade from the date of accession without recourse to any transition period.” “The Working Party took note of this commitment”.

“The representative of Croatia confirmed that Croatia's sanitary and phytosanitary standards system would be in compliance with WTO provisions under the Agreement on the Application of Sanitary and Phytosanitary Measures as of the date of accession to the WTO, and that Croatia would apply the Agreement on the Application of Sanitary and Phytosanitary Measures from the date of accession without recourse to any transition period”. “The Working Party took note of this commitment”.

The following comments and commitments, concerning TBT and SPS compliance were made by the Croatian delegation to the WTO Working Party. On the surface, Croatia appeared to have had meet the requirements or committed to meeting the requirements of the TBT and SPS Agreements, prior to accession.

Listed below are a few of the major commitments made by the Croatian delegation to the working Party, with comments by the consultant:

- The State Office for Standardization and Metrology has accepted the Code of Good Practice for the Preparation, Adoption and Application of Standards. ISO/WTO was notified of acceptance October 1998.

Comment: The State Office for Standardization and Metrology (DZNM) advised the ISO of their acceptance of the Code.

- Conformity assessment procedures would be performed by testing laboratories and certification bodies accredited according to the new Croatian accreditation scheme, which was in compliance with international guides and recommendations. The new accreditation system had been established by the State Office for Standardization and Metrology (DZNM) in September 1997. DZNM was affiliate to EAL (European Co-operation for Accreditation of Laboratories). A Regulation on recognition of foreign test reports issued by internationally-recognized testing organizations had been published in July 1997, and had been in force since 1 September 1997.

Comment: Accreditation activities in Croatia appear to be in line with international principles, but mutual recognition has not been achieved. Progress has been made in this area, much additional work required to meet new international standards and procedures.

- The Government was examining all existing regulations and, where necessary, completing them with new provisions to ensure full conformity with the procedures for preparing, adopting and applying new technical regulations and standards established in the TBT and SPS Agreements. Croatia's implementing regulations would include a checklist of points addressing the issues regulated in the TBT and SPS Agreements.

Comment: since 2000, new law and regulations have been issued, many have not been implemented.

- The Law on Standardization (Standardization Act) had entered into force on 10 July 1996, and the application of Croatian standards was no longer obligatory as from 1 January 1997. The new Law mandated new Croatian standards to be based also on international (ISO, IEC) or regional/European standards, or where these did not exist, on the standards of other countries. A large number of Croatian standards would be prepared by accepting international and European standards.
- A TBT enquiry point had been established in the State Office for Standardization and Metrology and had been fully functional since 1 March 1999.
- New technical regulations or national standards would be prepared only when the regulatory authorities considered international standards to be ineffective or inappropriate in Croatia due to climatic, geographical, or technological factors. In such cases, the regulatory authority would publish a notice in the Official Gazette of the State Office for Standardisation and Metrology about the draft technical regulation or standard, and supply a copy of the draft to the WTO Secretariat.

Comment: The TBT enquire point has been established, but is marginally functional, Technical Regulations (TR) was being developed and issued with participation or knowledge of the National Standards body thus making it impossible to the enquiry to fulfill their WTO obligations. I.e.: notification to WTO members of a proposed new TR.

- The regulatory authority would allow all interested parties 90 days to comment on draft technical regulations or standards. Any comments would be duly considered and parties making comments would be informed, and an explanation would be provided, if their comments could not be accepted. The final technical regulation or standard would be published in the Official Gazette of the Republic of Croatia, with copies submitted to the WTO Secretariat, and become applicable three months after publication in the Official Gazette.

Comment: Since the Croatian Standards Institute (TBT inquiry point) is not involved in the technical regulations process, it is not always being kept informed of technical regulations being issued, applied or enforced

- A number of products were subject to mandatory quality control, based on 55 regulations on mandatory testing and certification. The rules on quality control applied equally to domestically-produced and imported goods.

Comment: This does not appear to be the case, equal treatment is not being applied, there are additional requirements for domestic produced products for export. It is easier to import products into Croatia than to export.

- The representative of Croatia said that quality controls were required to prevent deceptive practices or to protect human health and safety, animal or plant life and health, or the environment. The only products controlled were those imported by a large number of importers and those widely dispersed in the Croatian market. The respective government regulations were mostly

former Yugoslav standards, based on international standards or national standards of other countries, or more recently adopted regulations based on international or regional (European) standards. The Law on Standardization envisaged acceptance of international standards, European standards, or standards of other countries, including recognition of foreign laboratory tests and documents issued abroad. Croatian standards had been voluntary since 1 January 1997.

Comment: At present there are some 12,000 documentary standards left over from Yugoslav times, these were mandatory and in many cases still are being treated as mandatory. A program to either, revise and re issue, officially make voluntary or withdraw these from then system.

3. Assessment of the present MAS-Q infrastructure in Croatia

The State Office on Standardization and Metrology (DZMN) under the Ministry of Economy was established in 1991 as an umbrella organization responsible for metrology, accreditation, standardization and certification in Croatia. In 1997 there were revisions in January, 2003 the State Office for Standardization and Metrology - Ministry of Economy - Ministry of European Integrations issued "The National Strategy for Harmonization of Technical Legislation with the Legislation of the European Union" (see figure 1)

One of the goals of the harmonization of technical legislation, standardization, metrology, accreditation and conformity assessment is to build the appropriate national technical infrastructure to fit a contemporary market economy, as well as to facilitate the development of the competitiveness of the Croatian industry on the international market and its inclusion in the global trade in goods and services on an equal footing.

The 26 page National Strategy paper addresses the importance for international harmonization of technical standards, measurements, tests and conformity assessment procedures and to promote the importance of accreditation and their international recognition. This increasing importance attached to the equivalence of measurements, tests and conformity assessment procedures has far-reaching effects on trade and the involvement of national economies in the international trade. This is the reference against which future national needs in respect of technical infrastructure and future needs for international cooperation should be assessed.

The paper address the institutional /infrastructure requirements needed to comply with both the WTO and EU policies. Overall this is an excellent document; it indicates that there is a clear understanding of the technical and legal aspects of Croatia's present (WTO) and future (EU) obligations

Starting in 2003, Croatia initiated a series of laws as recommended as part of the National Strategy Program.

- Law on Technical Requirements for Products and on Conformity Assessment (Official Gazette 158/03)
- Law on General Product Safety (Official Gazette 158/03)
- Law on Standardization (Official Gazette 163/03)
- Law on Accreditation (Official Gazette 158/03)
- Law on Metrology (Official Gazette 163/03)

In July, 2005 the State Office for Standardization and Metrology was replaced with four independent government agencies, each reporting to the Ministry of Science. The new structure is consistent with international and regional standards (EU) and conformity assessment procedures.

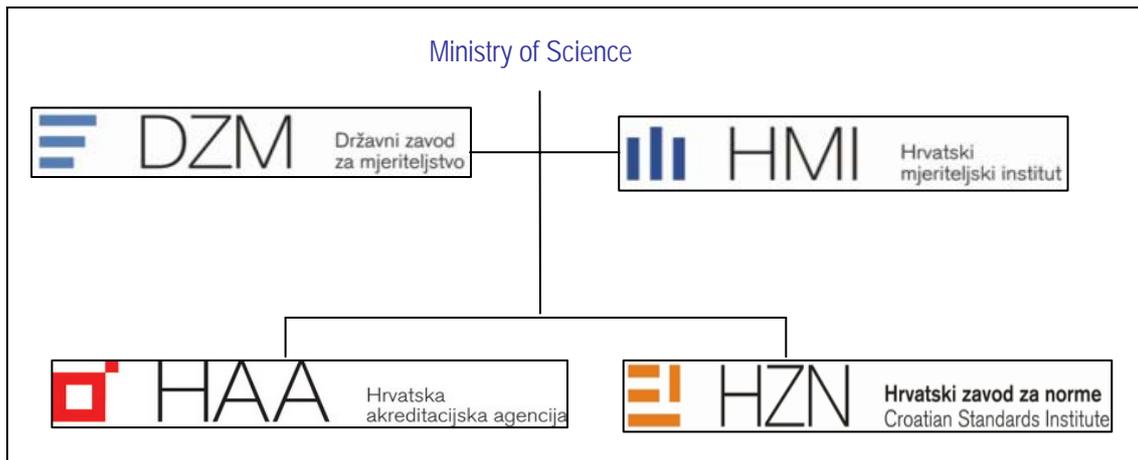


Figure 1: Croatian MAS-Q infrastructure

DZM = State Office for Metrology
HMI = National Metrology Institute
HAA = Croatian Accreditation Agency
HZN = Croatian Standards Institute

3.1. Metrology –General comments

Metrology activities in Croatia appear to be some what fragmented, the functions previously carried out by the State Office for Standardization and Metrology have been split into two separate organizations, the now National Metrology Institute (HMI) and the State Office for Metrology(DZM) This part of the restructure is acceptable as per international norms. It should be noted that there is not a central laboratory facility that maintenances the National measurement standards (etalons). The etalons laboratories are housed in the University of Zagreb and other academic institutions and government agencies. This type of arrangement is not consistent with most EU National Metrology Institutes, but can be found in some developing countries. On the positive side, some of the laboratories have been accredited by the German accreditation system; this meets the requirements of the European and international accreditation norms.

Within Croatia, there exist the “Croatian Metrology Society”; this is an NGO that has some 300 members representing over 50 laboratories. The Society is a voluntary association concerned with metrology, testing, and technical regulations. It is registered in the Register of Associations with the Ministry of Administration.

Activities of the Croatian Metrology Society include:

- to participate in designing and carrying out metrology, testing, standardization, accreditation and certification policies in the Republic of Croatia;
- to provide technical reports and evaluations, studies, projects and other technical documentation;
- to participate in creating technical terms;
- to publish and provide support in publishing technical papers, journals, etc;
- to organize conferences, meetings, seminars, exhibitions, round tables and other scientific gatherings
- to participate in scientific conferences home and abroad;

- with the aim to improve the quality of products and to increase productivity

Comment: HMD participates in many international conferences and activities, but there is very little joint activity with the DZM. There appears to be a lack of communication between the Society and the State Office. Prior to commencing this report I was made aware of this situation from members of the international metrology community. We need to try to bring these organizations together for the benefit of the private sector and for trade facilitation. The assessment of metrology activities requires additional effort. I was unable to meet with the Director General during the assessment period, he was on international travel.

3.2. Overview of the State Office for Metrology

The State Office for Metrology was formally established in June 2005. The primary activities of the Office are legal metrology (weights and measures). Legal Metrology is the activity that is concerned with equity in the market, i.e.: labeling and declaration of the weight content, calibration and certification of instruments, apparatus, equipment that applied for all measurements performed for commercial purposes, industry, commerce, trade, medical, clinical, construction, etc. (the scale in the butcher shop, the gasoline pump, the electric meter in a house)

- Preparation of drafts and amendments to the laws within the field of metrology, technical requirements for products and conformity assessment, surveillance of precious metals articles and summer-time arrangements
- Adoption of by-laws (regulations, decrees and instructions) concerning the law enforcement
- Making decisions in administrative matters, surveillance over the legality of work, keeping prescribed registers
- Metrology inspection, surveillance of articles of precious metals and surveillance of prepackages
- Proclaiming national metrology standards
- Adoption of regulations in the field of homologation and granting type or individual homologation of vehicles, tractors and tires
- The State Office for Metrology represents the Republic of Croatia in European and international organizations for legal metrology

3.3. Overview of the National Metrology Institute

The Croatian Metrology Institute was formally established in June 2005

The Institute's primary activities include scientific and industrial metrology and the following:

- Establishment of a material basis for the national system of measurement units
- Realization, development and maintenance of national metrology artifact standards
- Maintenance of the traceability of national standards to international standards
- Maintenance of the traceability of reference measurement standards
- Calibration of standards for the purpose of the legal metrology
- Certification of reference materials
- Arrangement and performance of inter-laboratory comparisons

- testing of prepackages and bottles as measuring containers
- Croatian Metrology Institute represents the Republic of Croatia in European and international organizations for metrology and participates in their work including EUROMET EURACHEM REMCO, they recently became an associate member of BIPM (The international Bureau of weights and Measures)

3.4. Overview of the Croatian Accreditation Agency

The Croatian Accreditation Agency was formally established in June 2005

The agencies primary activities include:

- Providing accreditation of testing and calibration laboratories, product certification bodies, Quality management system certification bodies and inspection bodies.
- Maintain surveillance of accredited laboratories and conformity assessment bodies
- Maintain register of accredited laboratories and conformity assessment bodies
- Provide information to administrative bodies for accreditation policy implementation in the field of conformity assessment
- Participate in international and regional mutual recognition arrangements
- Conduct and promote accreditation activities and training in the field of accreditation
- Represent Croatian Accreditation activities in European and international organizations for accreditation and participate in their work – EA, ILAC and IAF

At the present time, the Croatian Accreditation Agency is undergoing a major restructure to align the agency with EU conformity assessment requirements (note: similar requirements for WTO/TBT compliance) The HAA is currently not signatory to any international MRA's at this point, there are plans to become a full member of the European Cooperation for Accreditation (EA) in 2006 and participate in their MRA. This will be first step to achieving mutual recognition that will have international acceptance. The HAA is an associate member of the International Laboratory Accreditation Cooperation (ILAC) and hope to become full members in 2006 and becoming a signatory to their MRA as well, this is a bit optimistic, but possible if they the HAA were provided with international technical assistance in the area of meeting the ISO/IEC standard 17011 "Conformity assessment – *General requirements for accreditation bodies accrediting conformity assessment bodies*" and training a number of technical specialist to become laboratory accreditation assessors. In addition the NAA must adopt and implement IAF/ILAC-A2:2005, "*Multi-Lateral Mutual Recognition Arrangements - Requirements for Evaluation of a Single Accreditation Body*". 100% compliance to the above referenced standard and guide is required before Mutual Recognition can be achieved. Compliance to 17011 has commenced, but still a long way to go .No activity for IAF/ILAC A-2 compliance is presently being planned.

The HAA Interim Director General, Mrs. Biserka Bajzek Brezak is an extremely competent individual with in-depth knowledge and experience in the field of accreditation,. She is a major asset to the agency.

It is my opinion that she is a potential “Champion” and an individual that is prepared to stand up and be counted.

3.5. Overview of the Croatian Standards Institute

The Croatian Standards Institute was formally established in June 2005,

The institute’s primary activities include:

- Establishment and coordination of advisory and technical bodies
- Preparation, adoption, and publication of Croatian standards
- Support to the implementation of Technical Regulations
- Maintain and provide information on national, European and international standards
- Enquiry point in the context of the WTO/TBT Agreement and contact point for Codex Alimentarius
- Establishment, development and maintenance of the Croatian technical terminology
- Croatian Standards Institute represents the Republic of Croatia in European and international organizations for standardization and participates in their work ISO, IEC, CEN, CENELEC, ETSI

Financing for the HZN comes from sales of standards and other publications, membership fees, payments received for services provided, and the government budget. The institute is headed by a Temporary Director General, Mrs. Snjezana Zima and governed by the Law on Standardization. Mrs. Zima is a professional with in-depth experience and understanding of standardization. She is also outspoken and knows the short comings of the standards activities in Croatia, basically how standards should be applied vrs how they are being used in Croatia.

There appears to be three (3) fundamental standards related activities that are presently constraints to trade.

1. At present there are some 11,000 (new –since 1996) standards in use in Croatia, all with the exception of 20 are adopted international (ISO-IEC, CEN etc) standards. The 20 are national developed standards. All, 11,000 are voluntary. In addition there are some 12,000 standards left over from Yugoslavia times, some are 5in excess of 50 years old. Many of these are based on out of date technology, and virtually impossible to achieve compliance. In theory these 12,000 standards are voluntary, but in reality they are still referenced and used in most instances they are being use by various Ministries as mandatory. Mrs. Zima has tried to have these mandatory standards withdrawn and officially declared obsolete. She has not had cooperation from the primary users of these standards.

2. The National Standards institute is the official WTO/ TBT enquiry point and CODEX contact point.

Under article 10 of the TBT Agreement requires each WTO Member to operate an inquiry point that can answer all reasonable inquiries from other WTO Member countries as well as from interested parties from other Member countries. The inquiry point must provide relevant documents regarding technical regulations and

standards adopted or proposed and conformity assessment procedures implemented or proposed. There is a formal notification process required. The HZN is hampered in carrying out their obligations since they are not involved in the technical regulations process. I.e: A Ministry can develop and issue and enforce a technical regulation without knowledge, input or advice to or from the National Standards Institute. This leads directly to the 3rd constraint

3. Article 2 of the TBT Agreement establishes the rules for the *Preparation, Adoption and Application of Technical Regulations by Central Government Bodies*, this is further supported by TBT ANNEX 2 addresses the establishment and responsibilities of “*TECHNICAL EXPERT GROUPS*” these form the basics rules for implementing technical regulations.

In Croatia, there is not a uniform structure or set of rules for meeting the above requirements. The National Standards Institute does not formally participate in these activities.

Note: The EU has similar requirements when it comes to the New Directives and conformity assessment activities.

3.6. Overview of certification activities in Croatia

- Certification of products, quality management systems were addressed as part of the assessment process. A pre-in country assessment included research and communications with the WTO, international accreditation, standards and metrology organizations, (including in Europe EA, EUROMET, ISO and BIPM. The in-country assessment included a review of the following documents;
- WTO – working party Reports
- EU –Stabilization and Association Agreement
- National Program for the integration of the Republic of Croatia into the EU
- The National Strategy of Harmonization of Legislation with the EU
- Laws on Technical Requirements for Products, Metrology, Accreditation, Standardization, General Product safety

and meetings with:

- 7 -Government agencies
- 5 - Private sector organizations
- 2 Business/Trade Associations
- 5 Certification bodies
- 1 Consulting firm
- Attended 1 seminar

See complete list (Annex XX)

3.7. Observations and comments:

- EU accession the driver for the recent government actions in MAS-Q
- New legislation, institutional changes of MAS-Q activities appear to be in line with EU principles and requirements.

- Quality is on government agenda, there are incentive programs.
- ISO Quality Management certification on the rise, many see this as major requirement for doing business in EU and other markets.
- There is still misunderstanding in the private sector of what ISO 9000 is. It is not a guarantee of product quality, it doesn't certify a product. ISO itself doesn't certify anything.
- Private sector has many certifications, but continuous compliance is questionable.
- The value of some certifications that companies are obtaining is questionable. Is it the right one? Will be it recognized in the EU?
- Laboratory Accreditation activities need to be addressed – demand will grow especially in the food processing sector due to the new ISO standard 22000. There is a lack of understanding of how to meet the laboratory accreditation requirements as per ISO/IEC 17025...
- Under the current system, Croatian products are disadvantaged vis a vis imported products (unequal treatment).
- Likewise, Croatian products are at a disadvantage when producers seek to export. Outdated technical regulations (mandatory) prevent producers from adopting new processes and technologies, and often from meeting buyer's requirements or import regulations of the foreign market.
- Croatia has been a member of the WTO since 2000; the MAS-Q requirements are largely the same as for EU accession. If compliance actions were taken as agreed 5 years ago, Croatia would be far ahead in meeting EU requirements.
- Is there the political will to make the necessary changes? If so, do the reorganized agencies have the technical and financial resources to implement what is on paper?
- There is a communication gap between public and private sector, private sector feels that they are not kept informed of the proposed changes and how it will impact them
- In the area of mandatory product certification, a large gap exists between agencies in standards and technical regulations - A national system for the creation, implementation, and enforcement of technical regulations needs to be established.
- If Croatia is to be competitive, government policies need to be aligned towards helping Croatian companies compete in an EU/global market:
- Facilitating process of obtaining CE marking – currently not available in Croatia.
- State promotion of quality systems should be geared towards certificates and test results which are recognized in export markets.
- Personnel within government agencies, particularly in the regions, are not always kept up to date with policy changes.

4. Recommendations for future activities

4.1. Recommendation 1: Removal (reduction) of 12,000 mandatory standards

As stated above, there are some 12,000 documentary standards left over from Yugoslavian times. From an industry standpoint, many of these standards are being used as mandatory technical regulations. Being imposed on local industry, in most cases, these standards are in excess of 20 years and are based on outdated technology, thus making their compliance virtually impossible. They provide no technical or market value.

The Croatian Standards Institute (HZN) has adopted the WTO-ISO “Code of Good Practice” for the Preparation, Adoption and Application of Standards. Adoption and implementation of this Code is mandatory to all members of the WTO, the EU references the code in many of its accession and conformity assessments procedures. Internationally, there are best practice procedures regarding the life cycle of standards. The accepted cycle is that within a 5 year period, a standard should be reviewed, reissued, (with revisions and updated) or withdrawn. It is obvious that the best practice procedures have not been applied to these 12,000.

In discussions with the Interim General Director of NZN, she has expressed her desire to address these standards and declare the vast majority of them obsolete and withdraw them from circulation. She has requested our assistance.

It is recommended that ESP start by working with her to establish the frame work and road map to take to achieve this. One possible method that should be considered is the “Guillotine” method recently presented to the ESP. The start can be accomplished with the NZN after a round table with appropriate representatives of concerned Ministries.

4.2. Recommendation 2: Develop and propose a model for the creation, publication and enforcement of technical regulations that will meet EU requirements.

The present system (lack of) in Croatia concerning issuing and imposing mandatory standards (Technical Regulations) is that there is not a formal consistent established procedure, each Ministry appears to develop, adopt, issue and impose technical regulations without following WTO required procedures.

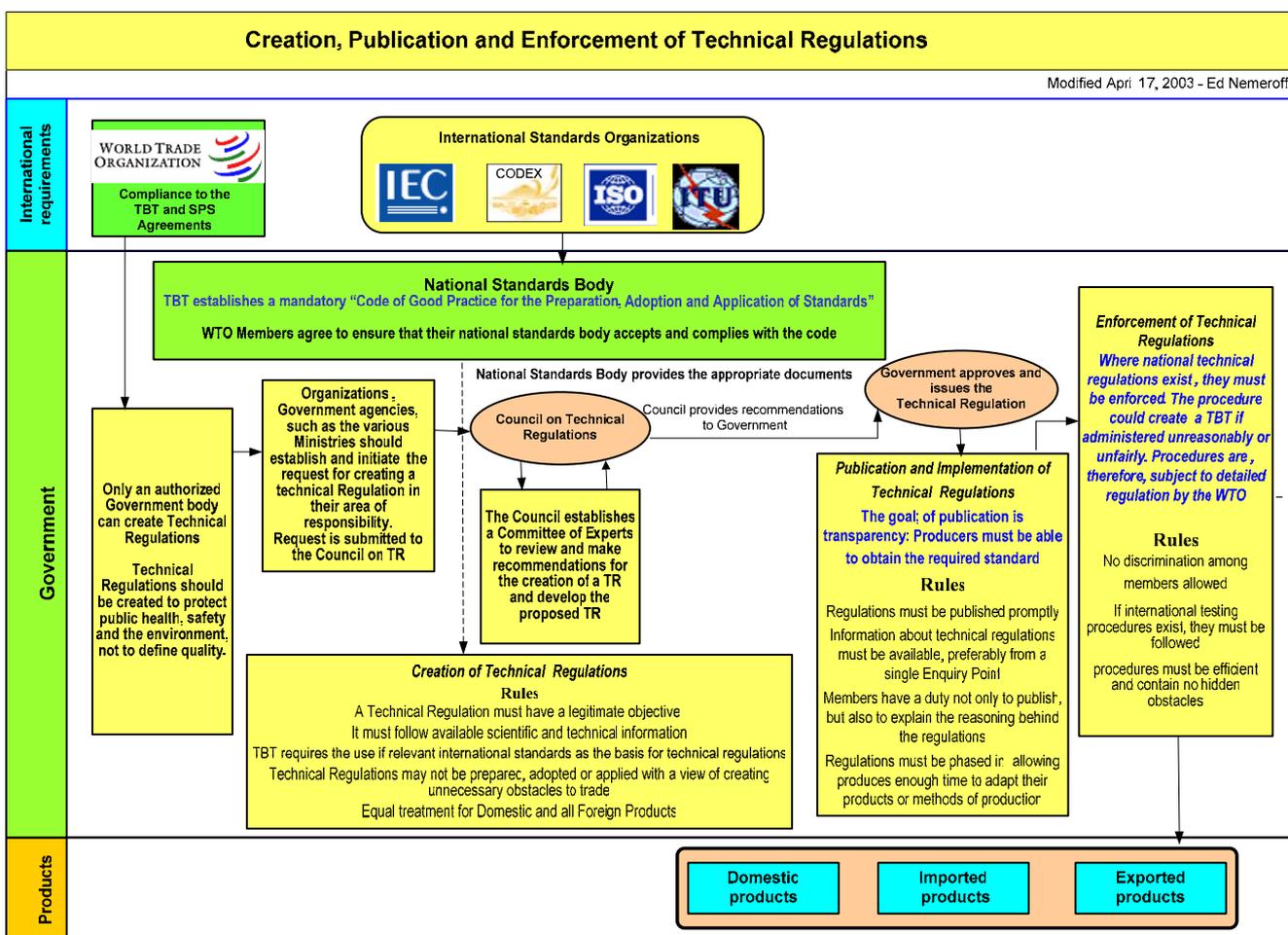
The WTO Agreement on Technical Barriers to Trade deals extensively with technical regulations, and lists a number of requirements that have to be fulfilled by WTO members.

WTO members are not to implement technical regulations that create unnecessary barriers to trade. Members are required to base the technical regulations specified in their regulations on international standards. (Similar statement for foodstuff in the Agreement on Sanitary Phytosanitary Measures – SPS). The TBT agreement sets forth the duty of members to notify other members of a proposed technical regulation so that comments from interested parties (other members) can be taken into account. There is an official notification procedure, which must be followed. The responsibility for notification lies with the TBT and SPS inquiry points. The NZN is

the official TBT inquiry point. The present procedure in Croatia does not include the NZN in any stage of adopting, creating or publicizing technical regulations. Thus they cannot fulfill the obligation of notification.

- It is recommended that the ESP take a lead role in providing assistance to the GOC to establish a uniform consistent system to achieve this. We can start with a meeting of interested Ministries and agencies at which time we can present a model for the creation, publication and enforcement of technical regulations that will meet WTO and EU requirements. This activity could be under the umbrella of the NZN, since they are the TBT inquiry point. The same system being proposed here will meet the requirements for the adoption of the European New Approach Directives. It will also tie in with Recommendation 1. It will help in removing many of the 12,000 mandatory standards. This recommendation can commence and be included in phase 2 of the short term consultant

Below is an example of a model, we can show the working of such a model, assist in the development of the various committees and working groups that will be required.



4.3. Recommendation 3: Conduct an international MAS-Q conference in Zagreb with focus on EU accession.

At the present time, this is a major communication gap within government agencies and to private sector. There is a lack of understanding on what the government is

doing and is going to do to meet the EU requirements in the area of MAS-Q. There is also a misconception of what certification is and isn't, what is the difference between certification and accreditation. The big gap is a true understanding at the SME level, of just what internationally recognized MAS-Q is all about. Just how will SME's benefit from implementing internationally accepted procedures in their organizations.

The answer is awareness, but not from GOC, but directly from the international community that establishes the rules and procedures.

It is recommended that a 2 day conference be held in Zagreb. The conference will be made up of a balanced program of presentations, workshops and panel (round tables). A group of well know high level speakers will be a major attraction. I believe that I can convince some of my colleagues and friends such as the heads or executive staff from the following organization volunteer their time (we would have to pay for travel, lodging and per diem) to come to Zagreb.

The International Organization for Standardization (ISO)

European Cooperation for Accreditation (EA)

The International Laboratory Accreditation Cooperation (ILAC)

The European Collaboration in Measurement Standards (Euromet)

The US National Institute of Standards and Technology (NIST)

The Bureau International des Poids et Mesures (BIPM)

NCSL International (NCSL) and others

Keynote speakers and welcome address could be from the GOC, US Ambassador, etc.

There are two possible options for such a conference.

1. A Formal conference, full promotion, involve GOC, have sponsors, exhibits, charge for attendance, have giveaways (brief cases) professionally printed announcement, brochures, organizing and program committees, etc. This would be expensive and take a minimum of 4 months to organize.
2. A semi formal conference, ESP take lead role and organize, facilitate etc... No sponsors or exhibits. We can still team up with a few selected GOC organizations. A professional conference can still be put together. This is a lower overall cost (but not to ESP- since there would be no funds from sponsors or exhibitors or attendance fees) Invitation could be to selected people and organizations, attendance would be limited. This type of conference would take a minimum of 2 months to organize, it would require a dedicated person from ESP to act as conference manager to insure all logistics and organization matters are taken care of.

In either case we can still consider the following

Organizing committee

USAID- ESP

Members from various local technical organizations (public and private sector)

International Program committee (this is normally somewhat of an honorary position, I can get permission to use names and develop list)

Host organizations

The Ministry of Science

The National Metrology Institute

The Croatian Standards Institute

The Croatian Accreditation Agency
The Croatian Metrology Society
The Croatian Accreditation Society
The Croatian Chamber of Economy –Center for Quality

Note: Each host organization can chair a session at the conference based on their area of expertise. International speakers will participate in the appropriate session

Sponsors

To subsidize some of the cost, we could solicit sponsors, provide them with some benefits including visibility

Small exhibit

Have an exhibit of metrology, testing equipment manufactures, international organizations. Exhibits will be for a fee.

Official language of the conference should be English, for a few sessions or the complete conference; we might want to consider simultaneous translation

Some suggested titles and conference themes: (for option 1)

1st Annual Croatian international conference on metrology, accreditation, standardization, and Quality (MAS-Q)

1st Croatian International Conference on Conformity Assessment

Possible themes

Conformity Assessment - A tool for trade facilitation

Strengthen Competitiveness through MAS-Q (or Conformity Assessment)

The Role of MAS- Q in Trade Facilitation and Global Competitiveness

Enhancing Trade Facilitation and Market Access through International MAS-Q Recognition

Overall comment:

I have been actively and directly involved in organizing conferences of this type, they have always had great success in terms of generating awareness, bringing government and business together, opened a dialog between national and international organizations. Created sustainable working groups that addressed issues directly discussed during the conference.

If this recommendation is accepted, we should have a (1-2day) planning meeting ASAP. Day one should be doe ESP, day 2 invite selected participants from Government, trade associations and SME's who would be part of the organizing committee.

4.4. Recommendation 4: Establish a Center for Excellence

The basic idea for this was from Renata Seperic-Petak- ESP Regional Development Manager. The purpose of the center would be to coordinate and conduct formal programs related to quality. It would be a resource center for SME's to obtain information concerning the benefits of implementing internationally recognized quality programs and standards. The center could oversee a national quality award program. Major services of the center could be on a fee basis while others are provided free. Renata should take the lead and explore this idea. In conversations to date on this subject with her, we discussed the concept and model which was created in Central Asia the "Quality Management Center".

5. Public and Private sector organizations visited and Seminars and workshops attended and presented (October 15 – November 12, 2005)

5.1. Certification Bodies

Cro Cert (Center for Management Systems Certification)

Dr. Seka Kugler – General Manager

Mr. Damir Sucic- Auditor

Cro Cert is one of the two Certification bodies operating in Croatia that is accredited by the National Accreditation Service. They are offering certification for ISO 9001 and 14001. (Their brochure indicates that also provide certification for OHSAS 18001 and HACCP). They are a partner of IQnet, this is an Association of International Certification Bodies. IQNet is comprised of some 35 certification bodies throughout the world.

Note: IQNet is an associate member of the International Accreditation Forum (IAF) but they are not a signature the Mutual Recognition Arrangement (MLA) thus does not have international acceptance. They tried to convince us that being a member of IQNet was better than actually being recognized by IAF.

Comments:

- The staff of Cro-Cert is extremely knowledgeable; all of their auditors/lead auditors have international training and certification.
- They have certified 115 organizations in Croatia to ISO 9001.
- They have about 12% of the market
- They believe that there are some foreign certification bodies operating in Croatia that are not qualified to provide certification services. Ie: not recognized to the national system.
- Their understand the national accreditation service does not have international recognition

DET NORSKE VERITAS (DNV)

Mr. Kresimir Paliska – Country Manager, certification, Adriatic Countries

The parent company of this organization is DNV, (Norway) one of the leading world-wide certification bodies of ISO 9000, QS-9000, ISO/TS 16949, ISO 14001, OHSAS 18001, ESD S20.20, AS9100, TL 9000, SA 8000 & CE Mark. They are an international organization with a network of 300 offices spread over 100 countries. This is very reputable organization; they know the rules and play by them.

The office headquartered in Croatia covers Slovenia, Greece, Hungary, Bosnia & Herzegovina and Yugoslavia. Their main business in Croatia is ISO 9001/14001 certification.

Comments

- They claim to be largest international certification body operating in the country.
- Claim to have >40% of the present market – have certified 477 companies/organization in Croatia
- Project the overall market demand for certification to grow at the rate of 27% per year over next 3-5 years.

- They are internationally accredited (through home office) to provide certification to ISO 9001/14001.

SGS Adriatic Ltd.

Mr. Zelimir Durasevic, Systems & Services Certification

SGS is a Swiss based international organization having satellite operations in many parts of the world, including Croatia. The organization in Croatia provides certification services for ISO 9001, 14001 and HACCP.

Comments:

- They claim to have 12-15 % of the market
- Staff consists of 6 employees and 4 auditors
- They estimate the overall market to be 5000 companies/organization for present services.
- They feel that the market demand for their services (9000) is slowing.

They employ business practices that border on not being consistent with international principles ie: Rules for certification bodies forbid certification bodies to provide consulting services, SGS has business partners that provide consulting services and those partners recommend SGS to provide certification. The business partner is paid a commission. This could be a reason that their business is not growing.

Bureau Veritas (BVQI)

Mr. Goran Kliskic, SCS Manager

Bureau Veritas, founded 1828, is an international group with a core business of conformity assessment, applied in the areas of quality, health, safety, environment and social responsibility. Main office is located in Paris. The local office provides certification services (9001, 14000, HACCP) in Croatia and Bosnia & Herzegovina.

- local office has a staff of 20, with 7 involved in certification
- All auditors and lead auditors have international certification
- BVQI claims 20% of national certification market
- They believe that the market demand for 9001 certification will be steady, 300 companies per year through 2007 with the major growth being for 22000. 450 -500 companies per year.
- There will be new market demand from food processing industry for accreditation (ISO 17025) of food testing laboratories.
- Is not aware of any qualified consultants in Croatia for accreditation of laboratories.
- Believes that there is need to improve awareness of the benefits of certification as it relates to improving business. Ie: cost reduction, new market access, etc.

Lloyd's Register EMEA

Mr. Veljko Mahmet, QMS& EMS Lead Auditor

Lloyd's Register, founded in 1760 is a UK based risk assessment organization that provides quality management system certification around the world through its 200 offices.

- The local office provides certification services for 9001, 14001, HACCP
- They have staff of 7 full time employees, and 4 contract services auditors
- All auditors are IRCA certified
- They have certified 50 local companies to 9001.
- They claim to have 4% of local market

5.2. Trade Associations

Croatian Metrology Society

Prof. Dr. Mladen Borsic, Past President

The Croatian Metrology Society is a voluntary association concerned with metrology, testing, and technical regulations. The Society is registered in the Register of Associations with the Ministry of Administration. The HMD is a non-profit making, non-governmental organization having about 300 members and about thirty laboratories as associate members. It is a member organization of the Croatian Engineering Association. *Objectives* of the Croatian Metrology Society are:

- to bring together parties involved in metrology and testing activities with the aim to improve profession, exchange of expertise and co-operation; concern for the members and protection of their interests;
- to improve metrology and testing infrastructure and to adjust them to the European practices;
- to promote the development of science, technology, human resources and publishing;
- to co-operate on scientific projects with recognized scientific organizations, both domestic and foreign, with other societies and related associations with the aim to exchange information and expertise;
- to observe the development of metrology, testing, standardization, accreditation and certification practice;
- Education in the field of metrology, testing and related activities.

Comment: This organization truly represents metrology activities in Croatia. I have personally know Mladen Borsic for many years and aware of the activities of the organization. It is internationally known that there is a “conflict” between this organization and the National Metrology Institute. We could do a major service if we could some how bring these two organization together to cooperate in metrology activities that of importance to the country. See attached memo to E. Nemeroff from Mladen Borsic outlining areas of cooperation.

5.3. Consulting Companies and Associations

Q Team Consult

Mr. Andrija Petrovic
Consultant

Prof. Dr. Vesna Dussak

This organization specializes in providing consultation and training to SME's in preparing them to achieve IS) 9001 certification. We briefly attended one of their training courses being conducted by Dr. Vesna Dussak, as an instructor Dr. Dussak

is extremely competent. The material being presented was professional. This organization is managed by three partners, all of whom are professionals.

Association of Management Consultants

Rebeka PejkoVIC, Executive Director

A brief meeting with Rebeka was informative, but not of much use. She had committed to setting up a meeting with members of association, it was repeatedly rescheduled, in short never took place.

Biotechnicon Poduzetnicki

Dr. Srdan Lisac Diping.

This consulting company specializes in food technology and safety. They have 7 technical staff. -HACCP is one of the training courses they offer. SME's main clients

5.4. Government organizations

Please see Section 3 of this report for full Assessment of the present MAS-Q infrastructure in Croatia for the State Office for Metrology, the Croatian Accreditation Agency and the Croatian Standards Institute

State Office for Metrology

Ms. Chief of Staff

Mr. Branko Babac, Engineer

Ms. Tijana Parlic –Risovic, Metrology lab manager

Ms. Biserka Mladinic, Metrology Lab Manager

Croatian Accreditation Agency

Ms. Biserka Bajzek Brezak, Director

Croatian Standards Institute

Ms. Snjezana Zima, Director General

Croatian Competition Agency

Mirna Pavletic Zupic, Member of Council

Millivoj Marsic, Member of Council

Croatian Chamber of Economy –Center for Quality

Trpimir Zupic, Managing Director

A government agency which requires all companies in Croatia to become a member, membership fees are based on the size of the company. The agency publishes a catalog of quality products produced in Croatia. The products selected appear to have no technical basis for being chosen. The positive point of the agency is that they sponsor many seminar and workshops on quality and related activities.

(Certification and accreditation)

They provide services for a fee, pricing lower than private sector firms, they train their own people, and there are 18 local offices in the country. Appear to have well qualified staff.

5.5. Seminars/Workshops Attended

Croatian Accreditation Agency.

Ms. Snjezana Zima, Head of the Agency

This organization presented an overview "The Role of the Croatian Accreditation Agency in entering the EU. The presentation was attended by some 100 participants. This government organization is undergoing internal restructure to a line itself to comply with the requirements of the EU and international standards and norms. Their thrust is to promote accreditation as a tool to facilitate trade; accreditation is a major requirement for membership into the EU.

5.6. Seminars/Workshops Presented

Train the Trainer workshop

A one day workshop was developed and conducted to some 20 local consultants.

The program consisted of a Power Point presentation of 132 slides. Topics included:

- *A Guide to Understanding Standards and Certification*
- *Standards and Technical Regulations*
- *Accreditation and Certification*
- *Quality Management Systems –ISO 9001*
- *Product Certification Marks*
- *Conformity Assessment*
- *Guide to selecting a consultant*

Joint seminar with the Croatian Accreditation Agency.

Ms. Snjezana Zima, Head of the Agency presented an overview of the new (restructured) agency, emphasizing accreditation compliance to the EU and European Accreditation Cooperation (EA). Ed Nemeroff presented an overview of the international accreditation system including the trade benefits of becoming a signature to the international mutual recognition agreements for the acceptance of test certificates.

The 4 hour seminar was presented to some 60 attendees representing public and private sector organizations.

5.7. Private Sector Organizations

Ericsson Nikola Tesla D.D.

Mr. Ivica Oslic, Company Quality Manager

Company Overview

A Croatian Division of parent company and the largest specialized provider of modern telecommunications products, solutions and services in Central and Eastern Europe. Company employment > 1000. This operation produces software, no manufacturing.

Quality concept is major commitment. They have achieved international certification for ISO/IEC 9001:2000, Quality Managements System, ISO/IEC 14001, Environmental Management System, OHSAS 18000, Occupational Health and Safety Management. All of the above have been integrated into a single Quality program. In addition, Ericsson is the recipient of the 2003 European Foundation for Quality Management (EFQM) award. They are the first and only Croatian company to achieve this.

28 Public and Private sector organizations visited and Seminars and workshops attended and presented (October 15 – November 12, 2005)

PPK Karlovacka Mesna industrial d.d.

Ms. Snjezana Simunic, Chemical Engineer –Head of Laboratory

PPK is a major food (meat) processing company. The company has five operating divisions, their plan is to expand the existing food testing laboratory to be able to provide accredited testing services to the 5 divisions. The laboratory is preparing to achieve accreditation to the international standard ISO/IEC 17025. The 5 divisions will attempt to achieve HACCP compliance, they will target to meet the new international standard for HACCP, ISO 22000.

ESCO d.o.c.

Mr. Ksenofan Fotfonika, General Manager

Mr. Igor Millicevic, Quality Management

Mr. Marijan Muzar, Quality Management

ESCO is a producer of metal springs, one of the largest metal fabrication companies in Croatia. 95% of their market is in EU. They claim and appear to be quality minded organization, having been certified to ISO 9001, OSHAS 18000 (Safety Management). They boasted having both national certification and international certification. We were presented with a video overview of the company and its activities. A tour of the factory proved to me that their quality approach is more on paper that in practice, I noticed at least major 4 safety deficiencies.

Data Link

Darko Crha, Managing Director

This company is a software developer, presently they are ISO 9001 certified – Mr. Crha stated that he felt that the government should provide tax incentives to promote high tech industry in Croatia. Felt that there needed to be more awareness about international standards and requirements to market their products in the US. Felt that local industry was over regulated.

6. Annex

6.1. General Guidelines for Conformity Assessment Procedures and CE Marking in the European Technical Harmonization Directives

I. GENERAL GUIDELINES

A. The principal guidelines for the use of conformity assessment procedures in technical harmonization directives are the following:

(a) the essential objective of a conformity assessment procedure is to enable the public authorities to ensure that products placed on the market conform to the requirements as expressed in the provisions of the directives, in particular with regard to the health and safety of users and consumers;

(b) conformity assessment can be subdivided into modules which relate to the design phase of products and to their production phase;

(c) as a general rule a product should be subject to both phases before being able to be placed on the market if the results are positive (1) ;

(d) there are a variety of modules which cover the two phases in a variety of ways. The directives must set the range of possible choices which can be considered by the Council to give the public authorities the high level of safety they seek, for a given product or product sector;

(e) in setting the range of possible choices open to the manufacturer, the directives, will take into consideration, in particular, such issues as the appropriateness of the modules to the type of products, the nature of the risks involved, the economic infrastructures of the given sector (e.g. existence or non-existence of third parties), the types and importance of production, etc. The factors that have been taken into account must be explicitly spelled out by the Commission in these directives;

(f) the directives will, in setting the range of possible modules for a given product or product sector, attempt to leave as wide a choice to the manufacturer as is consistent with ensuring compliance with the requirements.

The directives will set out the criteria governing the conditions in which the manufacturer chooses the most appropriate modules for his production from the modules laid down by the directives;

(g) the directives should avoid imposing unnecessarily modules which would be too onerous relative to the objectives of the directive concerned;

(h) notified bodies should be encouraged to apply the modules without unnecessary burden for the economic operators. The Commission, in cooperation with the Member States, must ensure that close cooperation is organized between the notified bodies in order to ensure consistent technical application of the modules;

(i) in order to protect the manufacturers, the technical documentation provided to notified bodies has to be limited to that which is required solely for the purpose of assessment of conformity. Legal protection of confidential information is required;

(j) whenever directives provide the manufacturer with the possibility of using modules based on quality assurance techniques, the manufacturer must also be able to have recourse to a combination of modules not using quality assurance, and vice versa, except where compliance with the requirements laid down by the directives requires the exclusive application of a certain procedure;

(k) for the purposes of operating the modules, Member States must notify on their own responsibility bodies under their jurisdiction which they have chosen from the technically competent bodies complying with the requirements of the directives. This

responsibility involves the obligation for the Member States to ensure that the notified bodies permanently have the technical qualifications required by the directives and that the latter keep their competent national authorities informed of the performance of their tasks. Where a Member State withdraws its notification of a body, it must take appropriate steps to ensure that the dossiers are processed by another notified body to ensure continuity;

(l) in addition, with regard to conformity assessment, the sub-contracting of work shall be subject to certain conditions guaranteeing:

- the competence of the establishment operating as sub-contractor, on the basis of conformity with series EN 45 000 standards, and the capability of the Member State that has notified the sub-contracting body to ensure effective monitoring of such compliance,
- the ability of the body notified to exercise effective responsibility for the work carried out under sub-contract;

(m) notified bodies which can prove their conformity with harmonized standards (EN 45 000 series), by submitting an accreditation certificate or other documentary evidence, are presumed to conform to the requirements of the directives. Member States having notified bodies unable to prove their conformity with the harmonized standards (EN 45 000 series) may be requested to provide the Commission with the appropriate supporting documents on the basis of which notification was carried out;

(n) a list of notified bodies must be published by the Commission in the Official Journal of the European Communities and constantly updated.

B. The principal guidelines for the affixing and use of the CE marking are the following:

(a) The CE marking symbolizes conformity to all the obligations incumbent on manufacturers for the product by virtue of the Community directives providing for its affixing.

Thus, such conformity is not limited to the essential requirements relating to safety, public health, consumer protection, etc., as certain directives may impose specific obligations not necessarily forming part of the essential requirements.

(b) The CE marking affixed to industrial products symbolizes the fact that the natural or legal person having affixed or been responsible for the affixing of the said marking has verified that the product conforms to all the Community total harmonization provisions which apply to it and has been the subject of the appropriate conformity evaluation procedures.

(c) Where the industrial products are subject to other directives concerning other aspects and which also provide for the affixing of the CE marking, the latter must indicate that the products are also presumed to conform to the provisions of those other directives.

However, where one or more of these directives allow the manufacturer, during a transitional period, to choose which arrangements to apply, the CE marking indicates conformity to the provisions only of those directives applied by the manufacturer. In this case, particulars of the directives applied, as published in the Official Journal of the European Communities, must be given in the documents, notices or instructions accompanying the products or, where appropriate, on the data plate.

(d) 1. The CE conformity marking must consist of the initials 'CE' taking the following form:

If the CE marking is reduced or enlarged the proportions given in the above graduated drawing must be respected.

2. Where the directive concerned does not impose specific dimensions, the CE

marking must have a height of at least 5 mm.

3. The CE marking must be affixed to the product or to its data plate. However, where this is not possible or not warranted on account of the nature of the product, it must be affixed to the packaging, if any, and to the accompanying documents, where the directive concerned provides for such documents.

4. The CE marking must be affixed visibly, legibly and indelibly.

(e) Any industrial product covered by the technical harmonization directives based on the principles of the global approach must bear the CE marking, save where the specific directives provide otherwise; such exceptions constitute derogations not from the marking requirement but from the administrative procedures for conformity evaluation, which may in certain cases be considered too cumbersome. Appropriate grounds must accordingly be given for any exception to or derogation from the marking requirement.

The CE marking is the only marking which certifies that the industrial products conform to the directives based on the principles of the global approach.

Member States must refrain from introducing into their national regulations any reference to a conformity marking other than the CE marking in connection with conformity to all the provisions contained in the directives on CE marking.

(f) The CE marking must be affixed at the end of the production control phase.

(g) The CE conformity marking must be followed by the identification number of the notified body within the meaning of paragraph I.A where the said body is involved in the production control phase within the meaning of this Decision.

Such identification numbers must be assigned by the Commission as part of the body notification procedure. The Commission must publish lists of the notified bodies in the Official Journal of the European Communities; such lists must be updated regularly.

A notified body must be assigned the same number when it is notified under several directives. The Commission must ensure that each notified body receives a single identification number, however many directives it is notified under.

(h) It is necessary to lay down provisions concerning the use of certain products. In this case, the CE marking and the identification number of the notified body may be followed by a pictogram or any other mark indicating, for example, the category of use.

(i) The affixing for any other marking liable to deceive third parties as to the meaning and form of the CE marking must be prohibited.

(j) A product may bear different marks, for example marks indicating conformity to national or European standards or with traditional optional directives, provided such marks are not liable to cause confusion with the CE marking.

Such marks may therefore only be affixed to the product, its packaging or the documentation accompanying the product on condition that the legibility and visibility of the CE marking are not thereby reduced.

(k) The CE marking must be affixed by the manufacturer or his agent established within the Community. In exceptional, duly warranted cases, the specific directives may provide that the CE marking can be affixed by the person responsible for placing the product on the Community market.

The identification number of the notified body must be affixed under its responsibility either by the body itself or by the manufacturer or his agent established within the Community.

(l) Member States must take all provisions of national law necessary to exclude any possibility of confusion and to prevent abuse of the CE marking.

Without prejudice to the provisions in the directive concerned relating to the application of the safeguard clause, where a Member State establishes that the CE marking has been affixed unduly, the manufacturer, his agent or, exceptionally, where the specific directives so provide, the person responsible for placing the product in question on the Community market is obliged to make the product comply and to end the infringement under conditions imposed by the Member State. Where non-compliance continues, the Member State must take all appropriate measures to restrict or prohibit the placing on the market of the product in question or to ensure that it is withdrawn from the market in accordance with the procedures laid down in the safeguard clauses.

II. MODULES FOR CONFORMITY ASSESSMENT

Explanatory notes

Specific directives may allow the CE marking to be affixed to the packaging or the accompanying documentation, instead of to the product itself.

The declaration of conformity or the certificate of conformity (whichever of the two applies in the directive concerned) must cover either individual or several products and shall either accompany the product(s) covered or be kept by the manufacturer. The appropriate solution for the directive concerned will be specified.

References to Articles refer to the standard paragraphs of Annex II.B to the Council resolution of 7 May 1985 (OJ No C 136, 4. 6. 1985, p. 1), which have become standard Articles in the 'new approach' directives.

The development of computerized communication of certificates and other documents issued by notified bodies is envisaged within INSIS.

Specific directives may use **modules A, C and H** with additional provisions containing supplementary requirements which figure in the boxes in the modules.

Module C is designed to be used in combination with **module B** (EC type-examination). **Modules D, E and F** will also normally be used in combination with module B; however, in special cases (for example, when dealing with certain products of very simple design and construction) they may be used on their own.

Module A (internal production control)

1. This module describes the procedure whereby the manufacturer or his authorized representative established within the Community, who carries out the obligations laid down in point 2, ensures and declares that the products concerned satisfy the requirements of the directive that apply to them. The manufacturer or his authorized manufacturer established within the Community must affix the CE marking to each product and draw up a written declaration of conformity.

2. The manufacturer must establish the technical documentation described in paragraph 3 and he or his authorized representative established with the Community must keep it for a period ending at least 10 years (2) after the last product has been manufactured at the disposal of the relevant national authorities for inspection purposes.

Where neither the manufacturer nor his authorized representative is established within the Community, the obligation to keep the technical documentation available is the responsibility of the person who places the product on the Community market.

3. Technical documentation must enable the conformity of the product with the requirements of the directive to be assessed. It must, as far as relevant for such assessment, cover the design, manufacture and operation of the product (3) .

4. The manufacturer or his authorized representative must keep a copy of the declaration of conformity with the technical documentation.
5. The manufacturer must take all measures necessary in order that the manufacturing process ensures compliance of the manufactured products with the technical documentation referred to in point 2 and with the requirements of the directive that apply to them.

6.2. The European Union New Approach Directives

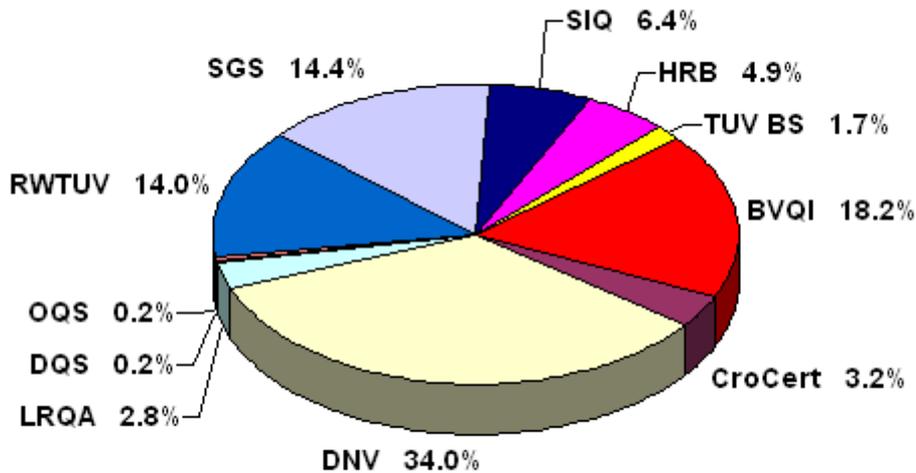
Directive Ref.	Directive Subject
90/396/EEC	Appliances Burning Gaseous Fuels
93/68/EEC	Ce Marking Directive (Council Directive Amending Other Directives)
89/106/EEC	Construction Products
89/336/EEC	Electromagnetic Compatibility
96/57/EC	Energy Efficiency Requirements For Household Electric Refrigerators, Freezers, And Combinations Thereof
94/9/EEC	Equipment And Protective Systems In Potentially Explosive Atmospheres
93/15/EEC	Explosives For Civil Uses
96/48/EC	Interoperability Of Trans-European High-Speed Rail System
95/16/EC	Lifts (Elevators)
73/23/EEC	Low Voltage Equipment
98/37/EC	Machinery, Safety Of
96/98/EC	Marine Equipment
90/385/EEC	Medical Devices: Active Implantable
93/42/EEC	Medical Devices: General
98/79/EC	Medical Devices: In Vitro Diagnostic
90/384/EEC	Non-Automatic Weighing Instruments
94/62/EC	Packaging And Packaging Waste
89/686/EEC	Personal Protective Equipment
COM(93)322	Precious Metals (Not Formally Proposed)
97/23/EC	Pressure Equipment
87/404/EEC	Pressure Vessels, Simple
1999/5/EC	Radio Equipment And Telecommunications Terminal Equipment And The Mutual Recognition Of Their Conformity
94/25/EC	Recreational Craft
88/378/EEC	Toys, Safety Of

6.3. List of selected websites where information about standards, technical regulations and conformity assessment procedures can be obtained

- http://www.wto.org/english/tratop_e/tbt_e/tbt_e.htm
- . <http://www.iso.org>
- . <http://www.iec.ch>
- . <http://www.itu.int>
- . <http://www.ili.co.uk>
- . <http://www.iaf.nu>
- . <http://www.ansi.org>
- . <http://ts.nist.gov>
- . <http://www.intracen.org>
- . <http://www.conformityassessment.org>
- . <http://www.wssn.net>
- . <http://www.codexalimentarius.net>
- . <http://www.ticqa.eotc.be>
- . <http://www.oiml.org>
- . <http://www.scc.ca>
- . <http://www.inmetro.gov.br/barreirastecnicas>
- . <http://www.asq.org>
- . <http://www.afnor.fr>
- . <http://www.din.de>
- . <http://www.cenelec.org>
- . <http://www.cenorm.be>
- . <http://www.bsi-global.com>
- . <http://www.ihs.com>
- . <http://www.perinorm.com>

6.4. Certification Activities in Croatia

A. List of ISO 9001:2000 certificates issued in Croatia



Number of Certificates: 1210

The figures in the diagram are valid as of 2005-11-01.

Number of certified companies in Croatia: 1165

Table diagram per year and certification bodies

	BVQI	CroCert	DNV	LRQA	DQS	OQS	RWTUV	SGS	SIQ	HRB	TUV BS	Total
1993.				1								1
1994.				1								1
1995.	4		1	2		1	4		1			13
1996.	6			2	1	1	2	2	2		4	20
1997.	9		3	4		1	2	4	1		1	25
1998.	12		4	3			5	7	4		1	36
1999.	8		12	1			2	7	5	1	1	37
2000.	21	3	26	2	1		5	13	3	3	3	80
2001.	23	2	39	6			8	16	6	8	1	109
2002.	36	4	60	3			15	17	11	13	1	160
2003.	23	8	78	2			22	32	16	10	6	197
2004.	47	10	103	7			51	39	18	14	2	291
2005.	31	12	85				54	37	10	10	1	240
Total	220	39	411	34	2	3	170	174	77	59	21	1210

The table displays only the valid ISO 9001:2000 certificates.

B. List of ISO 14001 Certified companies in Croatia

Certified number: 110

Date of change: 2005-11-06

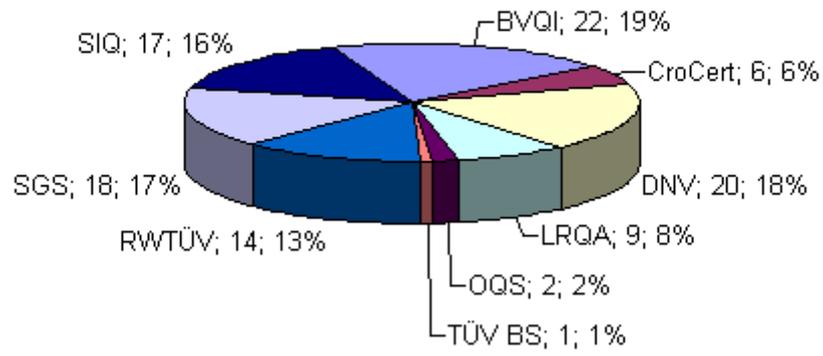
Number.	Company name	Date of Certification	Certification body
1.	Split Ship Management d.o.o., Split	1997-05-12 2002-08-08 2004-07-30	SIQ
2.	Tvornica cementa Koromačno d.d., Koromačno Holcim Hrvatska d.d., Koromačno	1998-06-30 2001-10-20	SGS
3.	INA d.d.- Maziva, Zagreb tranzicija na ISO 14001:2004	1999-06-18 2002-06-11 2005-07-13	BVQI
4.	Termika d.d., Novi Marof	1999-10-07	RWTÜV
5.	Končar - Energetski transformatori d.d., Zagreb tranzicija na ISO 14001:2004	2000-06-15 2005-08-09	SIQ
6.	Neva d.o.o., Zagreb	2000-09-12	DNV
7.	Elektroprojekt d.d., Zagreb	2000-10-06 2003-11-18	SGS
8.	Lura d.d., Zagreb	2001-02-09	SGS
9.	Dalekovod d.d., Zagreb	2001-02-09 2004-02-18	LRQA
10.	INA d.d. - Rafinerija Rijeka, Rijeka	2001-03-05	BVQI
11.	Patting d.o.o., Varaždin	2001-03-29	SIQ
12.	Cimos PCC Buzet d.o.o., Buzet	2001-05-11 2004-04-23	SIQ
13.	INA d.d. - Maziva Rijeka, Rijeka	2001-05-18 2004-05-14	BVQI
14.	Ericsson Nikola Tesla d.d., Zagreb	2001-07-31 2004-01-28	DNV
15.	INA Rafinerija nafte Sisak	2001-08-06 2004-08-06	BVQI
16.	Schiedel Proizvodnja dimnjaka d.o.o., Golubovec	2001-09-12	SIQ
17.	Končar - Inženjering za energetiku i transport d.d.	2001-12-28	SIQ
18.	Metis d.d., Rijeka tranzicija na ISO 14001:2004	2002-03-07 2005-04-22	DNV
19.	Končar alati d.o.o., Zagreb	2002-03-07 2005-02-17	OQS RWTÜV

20.	Končar - Trgovina i zastupstva d.d., Zagreb	2002-05-08	SIQ
21.	Elka kabeli d.o.o., Zagreb tranzicija na ISO 14001:2004	2002-07-02 2005-06-17	SGS
22.	Končar .- Električni aparati srednjeg napona d.d., Zagreb tranzicija na ISO 14001:2004	2002-07-17 2005-06-14	SGS
23.	Termoplin d.d., Varaždin	2002-07-23	DNV
24.	Končar - D&ST, Zagreb tranzicija na ISO 14001:2004	2002-07-26 2005-07-21	BVQI
25.	ERG d.o.o., Varaždin	2002-07-26	SIQ
26.	Istra Cement d.d., Pula tranzicija na ISO 14001:2004	2002-09-18 2005-10-26	SGS
27.	T-Mobile Hrvatska d.o.o. tranzicija na ISO 14001:2004	2002-09-30 2005-10-05	CroCert
28.	Metalproduct d.o.o., Zagreb	2002-10-22	SGS
29.	Končar - Niskonaponski aparati d.d., Zlatar	2002-10-22	SIQ
30.	Wercos d.o.o., Osijek	2002-11-04	DNV
31.	Croscos d.o.o., Zagreb	2002-12-11	BVQI
32.	Končar - Institut za elektrotehniku d.d., Zagreb	2002-12-19	ÖQS
33.	Uljanik Strojogradnja d.d., Pula	2003-01-23	BVQI
34.	Končar - Elektronika i informatika d.d., Zagreb	2003-02-05	BVQI
35.	Međimurske vode d.o.o. Čakovec	2003-03-13	DNV
36.	Tehnix d.o.o., Donji Kraljevac	2003-03-25	SGS
37.	Končar - Mjerni transformatori d.d., Zagreb	2003-04-02	SIQ
38.	Alstom Hrvatska d.o.o. Karlovac tranzicija na ISO 14001:2004	2003-04-25 2005-09-01	DNV
39.	Pastor Inzenjering, Rakitje	2003-04-25	SGS
40.	Končar - Mali električni strojevi d.d., Zagreb	2003-06-04	BVQI
41.	Končar - Metalne konstrukcije d.d., Zagreb	2003-06-20	RWTÜV
42.	Zagrebpetrol d.o.o., Zagreb	2003-07-09	SIQ
43.	ESCO d.o.o., Bjelovar	2003-07-09	CroCert
44.	Končar - Energetika i usluge d.d., Zagreb	2003-08-12	SIQ
45.	Piramida d.d., Sesvete tranzicija na ISO 14001:2004	2003-09-19 2005-08-31	SGS
46.	DIOKI d.d., Zagreb	2003-10-25	BVQI

47.	Končar - Sklopna postrojenja d.d., Zagreb	2003-11-11	ÖQS
48.	Uljanik Brodogradilište d.d., Pula	2003-11-14	LRQA
49.	INA d.d. SD Naftaplin, Zagreb	2003-11-21	CroCert
50.	Zgos d.o.o., Zagreb	2003-11-24	BVQI
51.	Čakom d.o.o., Čakovec	2003-12-03	DNV
52.	Valtec d.o.o., Sv. Nedjelja	2003-12-16	SGS
53.	Petrokemija d.d., Kutina	2004-01-09	LRQA
54.	Kontrolni biro d.o.o., Zagreb	2004-01-29	BVQI
55.	METIS d.o.o., PC Pula, Pula	2004-03-15	DNV
56.	Ingra d.d., Zagreb	2004-04-13	RWTÜV
57.	TDR d.o.o., Rovinj	2004-04-27	LRQA
58.	Grafičar d.d., Ludbreg	2004-05-03	LRQA
59.	Zračna luka Zagreb, Zagreb	2004-06-04	CroCert
60.	Parkovi d.d., Varaždin	2004-06-09	SGS
61.	Dalmacijacement- RMC Goup d.d., Kaštel Sućurac	2004-06-16	DNV
62.	INA d.d. - SD Trgovina na malo, Sektor trgovine na malo i razvoja djelatnosti, Zagreb	2004-04-23	BVQI
63.	Iscar alati d.o.o., Samobor	2004-06-28	RWTÜV
64.	AD Plastik d.d., Solin	2004-07-02	BVQI
65.	Istragrafika d.d., Rovinj	2004-07-06	LRQA
66.	Našicecement d.d., Našice	2004-07-15	LRQA
67.	Belišće - Tvornica elektro opreme d.o.o., Belišće	2004-08-03	LRQA
68.	Carlsberg Croatia d.o.o., Koprivnica	2004-08-03	LRQA
69.	Filikon d.o.o. tranzicija na ISO 14001:2004	2004-08-30 2005-08-25	DNV
70.	Oktal pharma d.o.o., Zagreb tranzicija na ISO 14001:2004	2004-09-21 2005-07-06	DNV
71.	Ind-Eko d.o.o., Rijeka	2004-09-30	SGS
72.	Đ. Đaković - Elektromont d.d., Sl. Brod	2004-10-04	RWTÜV
73.	Veterina d.o.o., Rakov Potok, Kalinovica	2004-10-06	BVQI
74.	TCG Metalni lijev d.o.o., Benkovac	2004-10-07	BVQI
75.	ABN Tvornica ulja d.o.o., Zagreb	2004-10-14	DNV
76.	Hartmann d.o.o., Koprivnica tranzicija na ISO 14001:2004	2004-10-26 2005-07-13	DNV
77.	Gumiimpex d.o.o., Varaždin	2004-10-28	SGS
78.	Pinky-S d.o.o., Čakovec, Pribislavec	2004-10-29	SGS

79.	TUP d.d., Dubrovnik	2004-11-24	BVQI
80.	Instalotehna d.d., Zagreb	2004-11-25	DNV
81.	Remont i održavanje pruga d.o.o., Zagreb tranzicija na ISO 14001:2004	2004-12-03 2005-07-04	DNV
82.	Končar - Generatori i motori d.d., Zagreb	2004-12-07	BVQI
83.	Volex d.o.o., Zagreb	2004-12-17	DNV
84.	Končar - Elektroindustrija d.d., Zagreb	2004-12-28	SIQ
85.	Komunalije Hrgović, Županja	2005-01-25	SGS
86.	Ludbreška ljekara "Antun Bohnec", Ludbreg	2005-01-31	RWTÜV
87.	Remix d.o.o., Osijek	2005-02-02	RWTÜV
88.	Zrinjevac, Zagreb	2005-02-09	RWTÜV
89.	MGH Ltd., Zaprešić	2005-02-15	BVQI
90.	Varkom d.d., Varaždin	2005-02-18	RWTÜV
91.	Unija Nova, Zagreb	2005-03-30	RWTÜV
92.	Kemokop, Dugo Selo	2005-03-30	RWTÜV
93.	Ziegler d.o.o., Zagreb	2005-04-04	TÜV BS
94.	Wurth - Hrvatska d.o.o., Zagreb (14001:2004)	2005-05-04	BVQI
95.	TŽV Gredelj d.o.o., Zagreb (14001:2004)	2005-05-25	SGS
96.	Sirovina Odlagalište d.o.o., Zadar (14001:2004)	2005-06-02	BVQI
97.	Irida d.o.o., Daruvar (14001:2004)	2005-06-07	DNV
98.	Hempel d.o.o., Umag (14001:2004)	2005-06-10	BVQI
99.	Cetinka internationald.o.o., Trilj (14001:2004)	2005-06-10	SGS
100.	Ceste Karlovac d.d., Karlovac	2005-06-13	SIQ
101.	PZC Varaždin d.d., Varaždin	2005-06-13	SIQ
102.	Jadran metal d.d., Pula (14001:2004)	2005-06-21	CroCert
103.	Signalizacija d.o.o., Zagreb (14001:2004)	2005-07-14	SIQ
104.	Mobis electronic d.o.o., Zagreb (14001:2004)	2005-07-18	DNV
105.	Sinaco d.o.o., Sisak (14001:2004)	2005-07-18	CroCert
106.	Istarske ceste d.o.o., Pula	2005-08-09	SIQ
107.	Pula Herculeana d.o.o., Pula (14001:2004)	2005-08-17	DNV
108.	Univerzal, Varaždin	2005-09-12	RWTÜV
109.	Nova chem, Karlovac (14001:2004)	2005-10-10	RWTÜV
110.	Sokol, Vinkovci (14001:2004)	2005-10-25	RWTÜV

Percentage of certification bodies diagram as per the total number of certificates in Croatia (Last date: 2005-11-01)



C. List of HACCP Certified companies in Croatia

Company name	Certification body	Accreditation	Date of Certification
Saifert & Bogolin, Rijeka	DNV	RvA	2003-07-10
Agroproteinka, Sesvetski Kraljevac	DNV	RvA	2002-06-12
Međimurske vode, Čakovec	DNV	RvA	2003-12-12
Mlinoprom , Dubrava	DNV	Codex Al.-without accreditation	2003-11-21
Poljoprerađa d.d., ZAgreb	DNV	Codex Al.- without accreditation	2003-11-27
Clarum d.o.o., Požega	DNV	Codex Al.- without accreditation	2003-10-16
Flatscher d.o.o.,Osijek	DNV	Codex Al.- without accreditation	2003-08-19
Vugrinec d.o.o., Dubravica, Prodaja, proizvodnja i prerada mesa	BVQI	BVC 22000:2003 without accreditation	2003-12-09
Šimun-milk d.o.o., Luka	BVQI	BVC 22000:2003 without accreditation	2004-02-04
Mesnice Francek,Pušća Prerada mesa i mesnih proizvoda; trgovina na malo i veliko	BVQI	BVC 22000:2003 without accreditation	2004-02-06
Farina d.o.o., Gornji Draganec	DNV	Codex Al.- without accreditation	2004-05-18
Mlin Kapanica d.o.o., Velika Kapanica	DNV	Codex Al.- without accreditation	2004-05-18
Stoko-Commerce d.o.o., Gornji Stupnik	DNV	Codex Al.-bez akreditacije	2004-05-21
Koestlin d.d., Bjelovar	CroCert	Codex Al.- without accreditation	2004-08-16
Delicia d.o.o., Buzet	DNV	Codex Al.- without accreditation	2004-08-23
Madig d.o.o., Ogulin	DNV	Codex Al.- without accreditation	2004-09-22
Montana Plus d.o.o.,Zagreb,	DNV	Codex Al.- without accreditation	2004-09-27
Paška sirana d.d., Pag	DNV	Codex Al.- without accreditation	2004-10-01
Cea Trade d.o.o., Plovanija	DNV	Codex Al.-bez akreditacije	2004-10-11
Diljexport d.o.o., Zagreb	DNV	Codex Al.- without accreditation	2004-11-25
Karlovačka pivovara d.d., Karlovac	SGS	Codex Al.- without accreditation	2004-12-10
ABN Tvornica ulja d.o.o., Zagreb	DNV	Codex Al.- without accreditation	2004-12-17
Pršutana posedarje d.o.o., Posedarje	DNV	Codex Al.-bez akreditacije	2004-12-20
Magdis d.o.o., Sveta Nedjelja	DNV	Codex Al.- without accreditation	2004-12-21
Piko d.o.o., Jastrebarsko	SGS	Codex Al.- without accreditation	2005-01-21
Lacus d.o.o., Vrlika	SGS	Codex Al.- without accreditation	2005-01-28
Podravka d.d., Vegeta, Koprivnica	DNV	IFS	2005-01-28
Podravka d.d., Gotova jela, Koprivnica	DNV	IFS	2005-01-28
Podravka d.d., Vegeta, Koprivnica	DNV	BRC	2005-01-28
Podravka d.d., Gotova jela, Koprivnica	DNV	BRC	2005-01-28
Ludbreška ljekara "Antun Bohneć" Ludbreg	RWTÜV	Codex Al.- without accreditation	2005-01-31
Šafram d.o.o., Zagreb	DNV	Codex Al.- without accreditation	2005-02-09
Trešnjavka laboratorij d.o.o., Zagreb	DNV	Codex Al.- without accreditation	2005-03-09

Ireks aroma d.o.o. Jastrebarsko	DNV	Codex Al.- without accreditation	2005-04-06
Mesnica Mokrović, Donji Laduč	SGS	Codex Al.- without accreditation	2005-05-05
Mesnica Mogulić, Sv. Nedjelja	SGS	Codex Al.- without accreditation	2005-05-05
Martinjak d.o.o., Komin	SGS	Codex Al.- without accreditation	2005-05-06
Klaonica br. 25-Dropučić, Sv. Ivan Zelina	SGS	Codex Al.- without accreditation	2005-05-06
Istarski pršut "Jelenić" d.o.o., Žminj	SGS	Codex Al.- without accreditation	2005-05-10
Obrt za proizvodnju pršuta "Istarski pršut Dujmović", Tinjan	SGS	Codex Al.- without accreditation	2005-05-10
Obrt za proizvodnju pršuta "Kod Milana", Vodnjan	SGS	Codex Al.- without accreditation	2005-05-11
Uljara Baiocco, Galižana	SGS	Codex Al.- without accreditation	2005-05-11
Agro Millo, Buje	SGS	Codex Al.- without accreditation	2005-05-11
Vesna Lobarika, Marčana	SGS	Codex Al.- without accreditation	2005-05-12
Viksi, Vinkovci	DNV	Codex Al.- without accreditation	2005-05-06
Metropolis tourist - Hotel "I", Zagreb	DNV	Codex Al.- without accreditation	2005-05-16
Mlijekara Vodopijevac, Donja Zelina	SGS	Codex Al.- without accreditation	2005-05-23
Mesna industrija Braća Pivac d.o.o. Vrgorac	DNV	RvA	2005-05-23
Agropromet- SIM d.o.o., Križ	SGS	Codex Al.- without accreditation	2005-05-24
Stil pekarna d.o.o., Brezovica	SGS	Codex Al.- without accreditation	2005-06-07
Agrolaguna d.d. Poreč	SGS	Codex Al.- without accreditation	2005-06-14
Produkt - Komerc d.o.o. , Pazin	SGS	Codex Al.-bez akreditacije	2005-06-15
Jamnica d.d., zagreb	BVQI	Codex Al.-bez akreditacije	2005-06-15
Agrokoka - Pula d.o.o.,Pula	SGS	Codex Al.- without accreditation	2005-06-16
TIM ZIP, Zagreb	RWTÜV	Codex Al.- without accreditation	2005-06-20
Eurovoće zadruga, Orahovica	CroCert	Codex Al.- without accreditation	2005-06-21
Slavonija slad, Nova gradiška	RWTÜV	Codex Al.-bez akreditacije	2005-06-23
Grand Hotel Park d.d., Dubrovnik	BVQI	Codex Al.-bez akreditacije	2005-06-30
Magna d.o.o - Kavana "Cont", Rijeka	SGS	Codex Al.- without accreditation	2005-07-07
Istraturist d.d., Hotel Sol Umag	BVQI	Codex Al.- without accreditation	2005-07-14
Mesna industrija Braća Pivac d.o.o. - Transporti, Vrgorac	DNV	RvA	2005-07-28
Žac Jelovečki - 95 d.o.o., Adamovec	BVQI	Codex Al.- without accreditation	2005-08-02
Agrocroatia d.o.o., Orešje	BVQI	Codex Al.- without accreditation	2005-08-04
Latus obrt za preradu mlijeka i proizvodnju sira, Žminj	SGS	Codex Al.- without accreditation	2005-08-18
Pisinium d.o.o., Pazin	SGS	Codex Al.- without accreditation	2005-08-19
Naše klasje d.o.o., Zagreb	SGS	Codex Al.- without accreditation	2005-08-29
Slavonija nova, Županja	RWTÜV	Codex Al.- without accreditation	2005-08-29
Cedevita d.o.o., Zagreb	DNV	Codex Al.- without accreditation	2005-09-08
Kušić promet d.o.o. , Sv. Ivan Zelina	DNV	Codex Al.- without accreditation	2005-09-16
Agristar d.o.o., Višnjevac	DNV	Codex Al.- without accreditation	2005-09-23
Durata d.o.o., Dugo Selo	SGS	Codex Al.-bez akreditacije	2005-09-26
Papuk d.d., Našice	SGS	Codex Al.- without accreditation	2005-09-28

Palace delikatese d.o.o., Zagreb	SGS	Codex Al.- without accreditation	2005-10-04
Luxor d.o.o., Solin	SGS	Codex Al.- without accreditation	2005-10-05
Sardina d.d., Postira	DNV	RvA	2005-10-21
Natura-agro d.o.o., Đurđevac	SGS	Codex Al.- without accreditation	2005-10-24
Maistra d.d.-Hotel Eden, Rovinj	SGS	Codex Al.- without accreditation	2005-10-25
Đakovačka vina d.d., Đakovo	DNV	Codex Al. without accreditation	2005-10-27

HACCP systems approved from the Ministry of Agriculture and forestry – Veterinary administration for EU and US export

Company name	HACCP- area
PIK Vrbovec d.d., Vebovec	Fresh meat (Guidelines 72/462/EEC; 64/433/EEC) Proizvodi od mesa (Guidelines 72/462/EEC; 77/99/EEC) Federal Meat Inspection Act and otherwise meets the requirements of 327.2(a)
Danica d.o.o., Koprivnica	Fresh meat (Guidelines 72/462/EEC; 64/433/EEC) Meat products (Guidelines 72/462/EEC; 77/99/EEC) Meat products - polutry (Guidelines 91/494/EEC; 77/99/EEC) Federal Meat Inspection Act and otherwise meets the requirements of 327.2(a)
IMI Ivanec d.d., Ivanec	Fresh meat (Guidelines 72/462/EEC; 64/433/EEC) Meat products (Guidelines 72/462/EEC; 77/99/EEC)
Gavrilović d.d., Petrinja	Fresh meat (Guidelines 72/462/EEC; 64/433/EEC) Meat products (Guidelines 72/462/EEC; 77/99/EEC) Meat products - polutry (Guidelines 91/494/EEC; 77/99/EEC) Federal Meat Inspection Act and otherwise meets the requirements of 327.2(a)
Podravka d.d., Koprivnica	Meat products (Guidelines 72/462/EEC; 77/99/EEC) Meat products - polutry (Guidelines 91/494/EEC; 77/99/EEC) Federal Meat Inspection Act and otherwise meets the requirements of 327.2(a)
Pršutana PITIP d.o.o., Savudrija	Meat products (Guidelines 72/462/EEC; 77/99/EEC)
Matas-MN d.o.o., Jasenice	Meat products (Guidelines 72/462/EEC; 77/99/EEC)
Kunis d.d., Bošnjaci	Fresh rabbit meat (Guideline 92/118/EEC; 91/495/EEC)
Koka d.d., Varaždin	Fresh poultry meat (Guidelines 71/118/EEC; 91/494/EEC) Meat products - polutry (Guidelines 91/494/EEC; 77/99/EEC)
Vindon - Vindija d.d., Slavonski Brod	Fresh polutry meat (Guidelines 71/118/EEC; 91/494/EEC)
Elcon d.o.o., Zlatar Bistrica	Eggs and egg products (Guideline 92/118/EEC; 89/437/EEC)
Vindija d.d., Varaždin	Milk and dairy products (Guideline 92/46/EEC)
Ledo d.d., Zagreb	Milk and dairy products (Guideline 92/46/EEC)
Lura d.d., Zagreb	Milk and dairy products (Guideline 92/46/EEC)
Vivera d.o.o., Glina	Milk and dairy products (Guideline 92/46/EEC)
Ital-Ice d.o.o., Poreč	Milk and dairy products (Guideline 92/46/EEC)
Derma-Crijevara d.d., Varaždin	Crevare (Guideline 92/118/EEC; 77/99/EEC)
Croma d.d., Varaždin	Crevare (Guideline 92/118/EEC; 77/99/EEC)
Crijevara d.d., Petrijanec	Crevare (Guideline 92/118/EEC; 77/99/EEC)

S.T.D. Kučan Marof, Varaždin	Crevare (Guideline 92/118/EEC; 77/99/EEC)
Ilir-Company d.o.o., Solin	Crevare (Guideline 92/118/EEC; 77/99/EEC)
Kotex d.o.o. -Split, Šibenik	Crevare (Guideline 92/118/EEC; 77/99/EEC)
Žabica d.o.o., Novi Vinodolski	Fish and seafood processing (Guideline 91/493/EEC)

D. List of OHSAS 18001 Certifications in Croatia

No.	Company	Certification body	Certification date	Coverage	Code
1.	INA Industrija nafte d.d. Zagreb, Rafinerija nafte Sisak	BVQI	2001-08-06 2004-08-07	Design and production of oil products: motor fuels, fuels for industrial and domestic consumption, feedstocks for petrochemical industry, bitumen and petroleum coke, preparation and processing of oil	2
2.	INA d.d., Maziva Zagreb, Zagreb	BVQI	2002-09-06	Design and production of industrial and automotive lubricants and related products, lubricating greases, gasolines, diesel oils and fuel oils, additives and plastic containers	2
3.	Cimos PPC Buzet d.o.o., Buzet	SIQ	2002-12-10 2004-04-23	Development, production and sales of vehicle industry parts	
4.	Crosco d.o.o., Zagreb	BVQI	2002-12-11	Drilling and well services, well design, engineering and maintenance of equipment in oil and gas industry and geoservices	3
5.	INA d.d., Rafinerija nafte Rijeka, Urinj	BVQI	2003-07-29	Design, production and delivery of liquefied petroleum gases, virgin naphtha, automotive gasolines, kerosene, jet fuel, diesel fuels, fuel oils, bunker fuel, liquid sulphur and commercial intermediates	1
6.	ESCO d.o.o., Bjelovar	CroCert	2003-11-10		
7.	Termika d.o.o., Novi Marof	RWTUV	2003-11-18		
8.	INA d.d. SD Naftaplin, Zagreb	CroCert	2003-12-01		
9.	STSI-Integrirani tehnički servisi d.o.o., Zagreb	BVQI	2004-02-20	Design, engineering, procurement, construction, maintenance and	4

				supporting services for plants, facilities and equipment in oil and gas industry and other process industry	
10.	Ericsson Nikola Tesla d.d., Zagreb	DNV	2004-03-03	Marketing, sales & business development, customer solutions & sales support, maintenance, supply & logistic and is/it support of informaton and telecommunication systems	
11.	INA d.d., Rafinerija nafte Rijeka, Maziva Rijeka	BVQI	2004-03-08	Design and production of lubricants and similar products, paraffin waxes, bitumens, fuel oils and intermediate products	2
12.	Dalekovod d.d. za inženjering, proizvodnju i izgradnju	RWTUV	2004-12-02	EAC 17/2, 19	
13.	Uljanik Strojogradnja d.d., Pula	BVQI	2005-06-21		1
14.	Sinaco d.o.o., Sisak	CroCert	2005-07-18		
15.	Končar - Energetski transformatori d.o.o., zagreb	SIQ	2005-08-09	Sales, development, project management, testing and maintenance of transformers	
16.	Alstom Hrvatska d.o.o., Karlovac	DNV	2005-09-01	EAC 17; Development, production, assembly and maintenance of gas and steam turbines which are developed through following phases: surface preparation, anti-corrosion protection, sand blasting, anti-corroston protection, painting, machine finishing, welding and heat treatment	

E. List of Certification Bodies operating in Croatia



First accreditation body in Croatia.

Address: Zinke Kunc 3b, Zagreb
Telephone: 01 / 6044 070
Fax: 01 / 60 444 53
Contact name: Silvija Ajredini
web address www.cro-cert.hr
email address cro-cert@zg.htnet.hr



Det Norske Veritas Adriatica d.o.o.
DET NORSKE VERITAS CERTIFICATION

DNV Zagreb
Slavonska Avenija 50, Zagreb
Telephone: 01 2499850
Fax: 01 2499 860
Krešimir Paliska, Certification manager
kresimir.paliska@dnv.com
maja.zovko@dnv.com
web-site: www.dnv.hr



DNV Adriatica d.o.o. Zagreb is an accredited Croatian
body Accreditation certificate number: HAA no. 4075/05.

BUREAU VERITAS CROATIA d.o.o.
E-mail: office.croatia@hr.bureauveritas.com
Web: <http://www.bvqi.com>

Head Office: Riva 16/V, P.O.B. 71, 51000 Rijeka, tel: 051-213672; fax: 051-211067
Tomo Agustinović, Managing Director
Željko Bacinger
Bussines Unit: Avenija Dubrovnik 10, 10000 Zagreb, tel: ++ (0) 1 652 93 98; fax: ++
(0) 1653 94 81
Goran Kliškić

Bussines Unit: Kralja Zvonimira 14, 21000 Split, tel: 021-323 024; fax: 021-482 871
Marija Jurasović

SIQ - SLOVENSKI INSTITUT ZA KAKOVOST IN MEROSLOVLJE

SIQ Croatia d.o.o.
Sortina 61, 10020 Zagreb
Direktor: Goran Budiselić
tel/fax: 01 65 51 306
E-mail: siq.zg@zg.htnet.hr

SIQ Slovenija
Tržaška 2, 1000 Ljubljana, Slovenija
tel: 386 61 177 81 00
fax: 386 61 177 84 44
web-site: <http://www.siq.si>
E-mail: info@siq.si

RWTÜV Croatia d.o.o.

Dr. M. Budaka 1, 35 000 Slavonski Brod

Manager and contact person: Đuro Tunjić
Tel. 035-447 678, 035-400 590, fax: 035-447 603
e-mail: rwuv-croatia@sb.t-com.hr
web: www.rwtuv-croatia.hr

Zagreb office:
Omiška 2, 10000 Zagreb
Tel: 01-3668 307, fax: 01-3668 308

HRVATSKI REGISTAR BRODOVA (CRS)

Marasovićeveva 67, 21000 Split,

Contact person:
Damir Roje tel.:021 408 116
E-mail: csys@crs.htnet.hr
web: www.crs.hr

SGS Adriatica d.o.o.

F. la Guardia 13, P.O. Box 270, 51000 Rijeka
Contact person: Robert Komen
e-mail: robert.komen@sgs.com
tel: 051 335 038, fax: 051 333 483

Zagreb office:

SGS Adriatica d.o.o.
Ivekovićeve stuba 9, 10000 Zagreb
tel: +385-1-485-2768, fax: +385-1-485-2557

Contact person: Želimir Đurašević
e-mail: sgsadriatica@zg.htnet.hr
web-site: www.sgs.com

Lloyd's Register EMEA, Podružnica Hrvatska, Ured Zagreb

Lloyd's Register Quality Assurance, Ured Zagreb
Trg J. F. Kennedy 6b, 10000 Zagreb, Republika Hrvatska
Contact person: Veljko Mahmet, tel: 01/ 23 20 960; fax: 01/ 23 20 992; GSM: 098 311 159
e-mail: zagreb@lr.org

TÜV Bayern Sava d.o.o., Podružnica Zagreb

Savska 66/ VI, 10 000 Zagreb
Tel: 01/6130565, fax: 01/6130566
E-mail: tuv-bayern-sava@tuv.hr
Manager: Svetko Fatović, e-mail: fatovic@tuv.hr
Contact person: dr.sc. Berislav Iharoš, e-mail: iharos@tuv.hr
Web-address: www.tuv.hr

F. List of Consulting and Training Companies in Croatia



FILIKON- Centre for business development
Ksaver 220, 10000 Zagreb

info@filikon.hr
t: 01 4677 104

Manager: Marijan Špiljar, dipl. ing.
Contact person: Damir Jagić

www.filikon.hr



QUALITAS d.o.o.

Jukićeva 6, 10000 Zagreb
Tel. 01/488-3993, faks 01/488-3994, e-pošta info@qualitas.hr, WEB: www.qualitas.hr
Osoba za kontakt: Ines Pavić, dipl.oec. (ines.pavic@qualitas.hr)



Obrt za poslovno savjetovanje

- planiranje i uspostava sustava kvalitete prema normi ISO 9001:2000
- uspostava HACCP sustava - iskustvo u poznatim svjetskim i hrvatskim tvrtkama
- provedba audita i obuka internih auditora

Osijek, Sjenjak 32
t: 031/ 573 584, 091/ 254 64 17, e-mail:
gglavas@inet.hr

CONSULTOR d.o.o.

Pletenci 43, 51000 Rijeka
tel. 051 / 329 230, fax. 051 / 329 231
e-mail: consultor@inet.hr , web: www.consultor-ri.hr

BIRO Q d.o.o. Ljubljana, Slovenija
Svetovanje na području kakovosti proizvodov in storitev
1117 Ljubljana, Dergomaška 17, Slovenija
tel: 00386 1/ 1 5105 730 or fax 00386 1 5105 735,
e-mail: biro.quality@siol.net

RWTÜV Croatia d.o.o
Dr. M. Budaka 1, pp 617, 35000 Slavonski Brod
tel/fax 035 235-450

ZAVOD ZA ISPITIVANJE KVALITETE d.o.o.
Quality Superintending Company Ltd.
Ljudevita Gaja 17/III, 10000 Zagreb, Hrvatska
Quality sector: mr.sc. Dragutin Juraj, dipl.ing.
Tel.: ++385 (0)1 4806 704; ++385 (0)1 4806 777; Fax: ++385 (0)1 4806 700
<http://www.zik.hr> ; e-mail: dragutin.juraj@zik.hr ; e-mail2: info@zik.hr

Oskar, Centar za razvoj i kvalitetu d.o.o.
Cimermanova 36a, 10000 Zagreb
Direktor dr.sc. Marko Bešker.
Contact person: Branka Sučić, tel 01 6556 233, 6556 234; fax 01 6594 849
e-mail: info@oskar.hr , www.oskar.hr

QA sistemi
Jordanovac 119, 10000 Zagreb
Contact person: Paulina Bakija, tel/fax: 01 234 65 08

DEKAFORM d.o.o.
Konzalting za uvođenje sustava upravljanja prema normama ISO 9001 i ISO 14001
Vlastiti specijalizirani softver za samoosposobljavanje i uvođenje sustava "ISO 9000 Explorer"
Contact person: Marijan Lovenjak, dipl. ing. el.
10000 Zagreb, Nova cesta 119, Tel/Fax 3095-091
E-mail: dekaform@zg.htnet.hr
Web: www.dekaform.hr

Veleučilište u Dubrovniku

Ćira Carića 4, 20000 Dubrovnik,
Contact person: Jadran Šundrica, tel: 020 412 811, fax: 020 432 563

Qualis

Požeška 1, 21000 Split, tel: 021 523 905, fax: 021 320 400
Contact person: Marija Mandić

Split Ship Management

Obala kneza Branimira 16, 21000 Split, tel. 021 302 693, fax: 021 362 996
Contact person: Igor Vojvodić

J.P. Konzalting

10000 Zagreb, Šenoina 20
telefon 01 4839878 , fax 01 4838721 , mobitel 098 1664778 i e mail
j.p.konzalting@zg.htnet.hr

Contact person: Petar Jerković

MarQ Consulting

Contact person: K. Gaži Pavelić, e-mail kgazi@hotmail.com

++385 48 64 75 55/ int. 134 8-16h, ++385 48 64 47 20 16-8h
++385 48 64 71 26 fax
web: <http://kgazi.homestead.com/>

PULSAR
Dubrovačka 57, HR-21000 Split, CROATIA
Tel/fax. ++385 21 382 685, ++385 21 382 686
web stranice: www.pulsar.hr
e-mail: info@pulsar.hr
Speciality: Quality of information systems

SYSTEMCOM d.o.o.
Kružićeva 4, HR-10000 Zagreb
Tel: (01)-2335-880, (01)-2339-591 fax: (01)-2339-590
web stranice: www.systemcom.hr
e-mail: info@systemcom.hr

Q-PROJEKT, Slavonski Brod
Vatroslava Jagića 5A, 35000 Slavonski Brod

mr.sc. Željko Marić dipl.ing.str.
QA consultant

tel/fax 035/451-313
e-mail: q-projekt@sb.htnet.hr
or zeljko.maric@sb.htnet.hr

KON-TEH-KOM d.o.o.
Konzalting za uvođenje sustava upravljanja
Kontrola metodama bez razaranja u industriji

Trpanjska 34-10000 ZAGREB
Tel: 01-3012165, Fax: 01-3026014

Contact person: Mirko Grbac, dipl.inž.stroj. / Gsm: 098-231716
Sabina Žgaljić, dipl.oec. / Gsm: 098-416612
info@kon-teh-kom.hr , www.kon-teh-kom.hr

UNISOFT Grupa d.o.o.
Adresa: Ilica 47, Zagreb

Tel: 01/48 46 725, 01/48 46 747

Školovanje i savjetodavne usluge na uvođenju sustava kvalitete prema međunarodnim i ostalim normama.

NOVO: školovanje i savjetovanje za ISO/IEC 17025 i ISO/IEC 15189, te ISO/TS 16949.

FOODHACCP: softverski sustav za potpunu elektroničku kontrolu i osiguranje zdravstveno ispravne proizvodnje u prehrambenoj industriji.

web: www.unisoft.hr

e-mail: info@unisoft.hr

Manager: Zdenko Mondekar, dipl.ing (EOQ Quality Manager & EOQ Quality Auditor)

Contact person: Tihomir Babić, dipl.ing. (EOQ Quality Manager)

ADRIA KON Poslovno i informatičko savjetovanje

Jezer 20, 52420 BUZET

tel. 052 665 163, fax. 052 665 163, tel. 091 251 1670

e-mail: adriakon@vip.hr , www.adriakon.hr

Contact: Vladimir Prodan, dipl. ing.

tel. 091 251 1670, e-mail: vprodan@vip.hr

TEXEL d.o.o.

Specijalnost: Poslovi konzaltinga i izobrazba za uvođenje normi ISO 9001, ISO 14001, EN45001, ISO 9000-3.

Software-ska potpora za sustave upravljanja kvalitetom / proizvodnjom, project management, ...

Contact person: Edi Limari, dipl. ing. el.

10000 Zagreb, Gorice 7, Tel. 091 2015411, Fax. 01/ 2347 074

E-mail: edi@texel.hr

Web: www.texel.hr/

ZIH d.o.o.

Centar za poslovnu izvrsnost

Contact person: mr.sc. Silvana Tomić Rotim

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Tel.: 01/4855-271, 4855-273; Fax.: 01/4855-272

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Franjo Matejiček, MATING

Naselje Slavonija II 7/2, 35000 Slavonski Brod

tel. 035-44-68-78, faks 035-40-88-90, GSM 091-13-26-191

e-mail: mating@mating.hr
<http://www.mating.hr>

Magnat d.o.o. za poslovno savjetovanje i investicije
Stjepana Radića bb, 22000 Šibenik
Tel: 022 311-990, Fax: 022 311-981
E-mail: consulting@magnat.hr
Contact person: Marica Bura
Pružanje savjetodavne usluge i edukacije za izgradnju, provedbu i održavanje sustava međunarodni normi ISO 9001, ISO 14001 i HACCP.

H-kvaliteta d.o.o.
Nike Grškovića 7, Zagreb
Gervaisova 18, Pula
Savjetovanje i vođenje projekata za izradu i uspostavu sustava upravljanja kvalitetom i sustava upravljanja sigurnošću prehrambenih proizvoda

Contact person: mr.sc. Nada Hegeduš
te/fax: 01 / 4683354, mob: 091 / 576 23 06
e-mail: nada.hegedus@h-kvaliteta.hr

DLS d.o.o.
Pružanje savjetodavnih usluga za implementaciju HACCP sustava u prehrambenoj industriji i ugostiteljstvu te integriranog sustava upravljanja kvalitetom i zdravstvenom ispravnošću hrane.

51000 RIJEKA, Kvaternikova 59
Tel: 051/ 459-999, fax: 051/ 459-900, mob. 091/2020-850
e-mail: sasa.susnic@ri.t-com.hr , Contact person: mr. Saša Šušnić dipl.ing.

PSI d.o.o. - PROCESS SYSTEM INTELLIGENCE
Horvaćanska 23a, HR-10000 Zagreb
T: +385 1 3647 159, F: +385 1 3647 160
w: www.psi.hr e: info@psi.hr

QM savjetovanje: ISO 9001 > ISO 9004 > TQM, Rapid certification
Business Process savjetovanje: Business Process Management, Business Intelligence, Enterprise Performance Management
ICT savjetovanje: Information Service Management = ISO 20000 (BS15000),
Information Security Management = ISO 17799 (BS 7799)

Red.br.	Corporate name	City	Contact person	e-mail address
1.	AGENCIJA ZA KOMERCIJALNU DJELATNOST d.o.o. (AKD)	ZAGREB	Dejan Grahovac	dejan.grahovac@akd.hr
			Darko Akrap	darko.akrap@akd.hr
			Mirjana Ivanić	mirjana.ivanic@akd.hr
			Željka Stražnický	zeljka.straznický@akd.hr
			Mladen Šabić	dejan.grahovac.akd.hr
2	ALSTOM HRVATSKA d.o.o.	KARLOVAC	Romina Bandula	romina.bandula@power.alstom.com
			Božidar Cvitković	bozidar.cvitkovic@power.alstom.com
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HMS-I je konzultantska firma specializirana za hotele, restorane i kampove.
Savjetodavne usluge za implementaciju ISO 9001:2000 i HACCP.
Implementacija vaših vlastitih internih sustava kvalitete, putem Q-HMS (Quality Hospitality Management System), metodologije koja potiče kontinuirano unapređenje, i priprema vaše poduzeće za buduću certifikaciju.

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Djelatnost: uvođenje, održavanje i unapređenje sustava kvalitete prema ISO 9001:2000 , ISO 14000:2004, ISO 17025:2005, ISO 13485:2003, ISO 15378:DRAFT
Specijalnost: dobra proizvođačka praksa u proizvodnji lijekova, medicinskih proizvoda i predmeta za opću uporabu
Posebnosti: "Outsorsiranje" odjela ljudskih potencijala, edukacije, razvoj "leadershipa", "coaching" usluge

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G. List of Corporate Members of the Croatian Quality Association
72 companies - 312 members (2005-10-28)

H. List of Individual Members of The Croatian Quality Association

104 members (2005-10-28)

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6.5. List of Conformity Assessment Guides and Standards

CASCO Guides and Standards covering the following conformity assessment topics:

- Vocabulary and general principles of conformity assessment
- The development of technical specifications suitable for use in conformity assessment
- Code of good practice for conformity assessment
- Operation of testing and calibration laboratories and activities
- Proficiency testing by interlaboratory comparisons
- Inspection bodies and activities
- Supplier's declaration of conformity (SDoC)
- Product certification bodies and activities
- Management system audit and certification bodies and activities
- Personnel certification bodies and activities
- Marks of conformity
- Accreditation
- Peer assessment
- Mutual recognition of conformity assessment results.

Standards

 ISO/IEC Guide 7:1994	Guidelines for drafting of standards suitable for use for conformity assessment
 ISO/IEC Guide 23:1982	Methods of indicating conformity with standards for third-party certification systems
 ISO Guide 27:1983	Guidelines for corrective action to be taken by a certification body in the event of misuse of its mark of conformity
 ISO/IEC Guide 28:2004	Conformity assessment -- Guidance on a third-party certification system for products
 ISO/IEC Guide 43-1:1997	Proficiency testing by interlaboratory comparisons -- Part 1: Development and operation of proficiency testing schemes
 ISO/IEC Guide 43-2:1997	Proficiency testing by interlaboratory comparisons -- Part 2: Selection and use of proficiency testing schemes by laboratory accreditation bodies
 ISO/IEC Guide 53:2005	Conformity assessment -- Guidance on the use of an organization's quality management system in product certification
 ISO/IEC Guide 60:2004	Conformity assessment -- Code of good practice
 ISO/IEC Guide 62:1996	General requirements for bodies operating assessment and certification/registration of quality systems
 ISO/IEC Guide 65:1996	General requirements for bodies operating product certification systems
 ISO/IEC Guide 66:1999	General requirements for bodies operating assessment and certification/registration of environmental management systems (EMS)
 ISO/IEC Guide 67:2004	Conformity assessment -- Fundamentals of product certification
 ISO/IEC Guide 68:2002	Arrangements for the recognition and acceptance of conformity assessment results
 ISO/IEC 17000:2004	Conformity assessment -- Vocabulary and general principles
 ISO/PAS 17001:2005	Conformity assessment - Impartiality -- Principles and requirements
 ISO/PAS 17002:2004	Conformity assessment -- Confidentiality -- Principles and requirements
 ISO/PAS 17003:2004	Conformity assessment -- Complaints and appeals -- Principles and requirements
 ISO/PAS 17004:2005	Conformity assessment -- Disclosure of information -- Principles and requirements
 ISO/IEC 17011:2004	Conformity assessment -- General requirements for accreditation bodies accrediting conformity assessment bodies
 ISO/IEC 17020:1998	General criteria for the operation of various types of bodies performing inspection
 ISO/IEC 17024:2003	Conformity assessment -- General requirements for bodies operating certification of persons
 ISO/IEC 17025:2005	General requirements for the competence of testing and calibration laboratories
 ISO/IEC 17030:2003	Conformity assessment -- General requirements for third-party marks of conformity
 ISO/IEC 17040:2005	Conformity assessment -- General requirements for peer assessment of conformity assessment bodies and accreditation bodies
 ISO/IEC 17050-1:2004	Conformity assessment -- Supplier's declaration of conformity -- Part 1: General requirements
 ISO/IEC 17050-2:2004	Conformity assessment -- Supplier's declaration of conformity -- Part 2: Supporting documentation

6.6. Metrology vocabulary

Scientific metrology

Metrology at the highest level which deals with the organization and development of measurement standards and with their maintenance (reference: Metrology in Short)*

Legal metrology

The part of metrology relating to activities which result from statutory requirements and concern measurements, units of measurement, measuring instruments and methods of measurement, and which are performed by competent bodies (reference: VIML)*

Measurement

Set of operations having the object of determining a value of a quantity (reference: VIM)*

Measuring instrument

Device intended to be used to make measurements, alone or in conjunction with supplementary devices (reference: VIM)*

(Measurement) standard, etalon

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 (reference: VIM) *

National (measurement) standard

Standard recognized by a national decision to serve, in a country, as the basis for assigning values to other standards of the quantity concerned (reference: VIM)*

Reference standard

Standard, generally having the highest metrological quality available at a given location or in a given organization, from which measurements made there are derived (reference: VIM)*

Calibration

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 (reference: VIM)*

Verification

Procedure (other than type approval) which includes the examination and marking and/or issuing of a verification certificate, that ascertains and confirms that the measuring instrument complies with the statutory requirements (reference: VIML)*

Result of a measurement

Value attributed to a measurand, obtained by measurement (reference: VIM).*
A complete statement of the result of a measurement includes information about the uncertainty of measurement.

Traceability

Property of the result of a measurement or the value of a standard whereby it can be related to stated references, usually national or international standards, through an unbroken chain of comparisons all having stated uncertainties (reference: VIM)*

Uncertainty of measurement

Parameter, associated with the result of a measurement, that characterizes the dispersion of the values that could reasonably be attributed to the measurand (reference: VIM)*

*VIM	- International Vocabulary of Terms in Legal Metrology (OIML, 2000) Metrology in Short - (EUROMET publication, 1st edition; October 2000)
VIML	- International Vocabulary of Terms in Legal Metrology (OIML, 2000)
METROLOGY in short	- (EUROMET publication, 1st edition; October 2000)
GUM	- Guide to the Expression of Uncertainty in Measurement (International Organization for Standardization, 1993)
SIST EN ISO/IEC 17025	- Slovenian Standard: General requirements for competence of testing and calibration laboratories (Standards and Metrology Institute, 2000)
SIST ISO 9001:2000	- Slovenian Standard: Quality management systems - Requirements (Standards and Metrology Institute, 2000)