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**Report**  
**on Holding an International Conference**

*Name :*

**International Conference Improving Performance of Businesses through Implementation of TQM/EMS Management Systems.**

*Venue:*

Moscow, RF

Main (plenary) session - Large Conference Hall of RF GosStandart;

Section sessions - Small Conference Hall of RF GosStandart; NII Interekoms; Information and Marketing Telecommunications Centre.

*Time of event:*

13-14 October 2003.

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**Previous History**

As an institution dealing with issues of technical cooperation, UNIDO develops and implements programmes aimed at providing support to its clients in the field of industrial development. On the basis of results and experience gained in the course of implementing the first framework cooperation programme Russia - UNIDO for 1999-2002, the Russian Federation and United Nations Organization have developed a joint Cooperation Programme for Industrial Development in 2002 - 2005 and started to implement it. The main objective of the Programme is to improve bilateral cooperation in accordance with new priorities of reforming the country's economy and taking maximum advantage of UNIDO capabilities. A key area of the Programme is Support for Implementation of Quality Management System at Small Science-Intensive Businesses and

Environmental Safety, Energy Conservation and Clean Production. Implementation of these area components of the Programme is facilitated by holding conferences and training and instruction support workshops whose participants can obtain full information on possible systems and ISO requirements for quality management systems and ecological management. One such conference called Improving performance of Businesses through Implementation of TQM/EMS Management Systems was held in Moscow on 13-14 October.

**Contents:**

One way to strengthen company position in the world market in an environment of intensifying competition is to rapidly implement management systems and have them certified. That is why International Standardization Organization (ISO) pays particular attention to quality as well as labour protection system when developing international standards in the field of management. The requirements in the field of the environmental protection and occupational safety attract particular attention since these issues are vital and subject to legislative control.

At present, Russia, like all the other countries in the world, has started intensive work on development and implementation of quality management systems to ensure compliance with the requirements of the ISO standards of the 9000 series. However, in order to meet the legislative and market requirements, companies have to implement several management systems at the same time. International experience provides conclusive evidence that implementation of quality systems of ISO standards series 9000 is unlikely to prove a success unless it precedes implementation of other corporate systems.

West-European experience indicates that businesses switch over to implementation of integrated management systems to fulfil various requirements of clients, laws, standards and on the basis of real processes. This trend provides evidence that businesses set up new corporate systems that are integrated management systems. These systems help to accommodate various interest spheres of business and its partners, clients, state, and public.

A system that is configured correctly can serve as an auxiliary facility to provide support for business development, satisfy client requests, comply with legislative requirements and production tasks that are set as a result. Any business in any sphere of activity, including Centres for Standardization, testing and metering laboratories, has an overall objective of ensuring quality, protecting the environment and providing occupational safety.

Setting up an integrated, real-production-process-oriented system of management contributes to an improvement of business performance thanks to the following reasons:

- Implementation, documentation, development of one system is simpler than of several parallel systems;

- Combined audit of systems;
- This leads to an equal importance of ecology in production process and decision-making;
- This helps to improve the ecological situation of the business and of the environment.

An important role in dissemination of principles of integrated management systems among Russian businesses can be played by UNIDO, due to the fact that, on the one hand, the organization has an extensive experience of operations in the field of technical cooperation and sharing of this experience with administrative and management personnel of businesses; on the other hand, analytical capabilities of the Organization allow it to establish priorities and optimal directions of technical cooperation.

**Conference Programme:**

Conference programme consisted of:

Main (plenary) session, which took place 13 October 2003 at the Large Conference Hall of RF GosStandart;

Sections Sessions:

- Principles of Ecological Management. Tools for Environmental Control and Evaluation. Requirements of ISO 14000 Held at Conference Hall of GosStandart of Russia. 14 October 2003.
- QMS Implementation at Communications Businesses. Technologies and Standards for Telecommunications Networks Management. Conference Hall of NII for Economics of Communications and Information Science Interekoms, 14 October 2003
- Implementation of Quality Management System at Small Innovative Businesses. Requirements of ISO 9000, Information and Marketing Telecommunications Centre, 14 October 2003.
- Methodology and Information Resources of UNIDO for Monitoring Business Performance. Regional Programmes for Improving Management Performance and Competitive Capacity of Production held at Conference Hall of NII Interekoms, 14 October 2003.

Materials on programmes of the plenary session and sections sessions are given in respective Appendices hereto.

**Conference Participants:**

The Conference was attended by official persons at a high government level and persons who make decisions in the private sector. Reports were presented by heads and specialists of the systems of GosStandart of Russia, Industry and Science Ministry, Economy Ministry, Communications Ministry, Antimonopoly Ministry, UNIDO, international experts.

The Conference saw appearances by representatives of small and medium size business, machine- and instrument-building industry, pharmaceutical and food industry, heads of telecommunications companies, scientific and educational institutions, workers of consulting organizations and other specialists who were interested in acquiring knowledge of, and using in practice, international ISO standards of the 9000 and 14000 series. Representatives of 161 organizations and businesses attended the plenary session and Conference sections sessions (please find enclosed a comprehensive list in respective Appendices hereto).

### **Conference Results**

The conference succeeded in reaching its main objective, i.e., to review arising problems and outline basic approaches to their resolution against the background of setting up mechanisms for continuous improvement of the quality of products and services of small and medium size businesses, implementation of the standards ISO 9000 and 14000, on the basis of best domestic and western experience in this field.

The conference participants were presented with a complete picture of possible systems and ISO requirements for quality management systems and ecological management. The conference helped to increase the knowledge of participants on management systems and effective ways for their implementation and utilization, led to the company top management better understanding ways to resolve the problems that arise; the participants learned about possible options for their resolution, in particular on the basis of the experience of UNIDO and leading businesses that had implemented quality management systems. Sessions provided in-depth review of the questions that businesses have to face; in the course of workgroup events, leading specialists and consultants discussed the contents of activities for business management and ensuring product quality. As a result, implementation of these measures will contribute to improvement in performance and increase in competitive capacity of businesses, making it easier for them to integrate into the international economy and secure access to the European market.

The conference that took place has highlighted a number of issues in the field of technical control, which still confront both developers of technical regulations and their would-be users. The conference participants were given explanations on the role of standards in connection with adoption of the Law On Technical Regulation, on the options of selecting schemes to have products certified as conforming to the requirements of technical regulations, on QMS significance and its certification under new circumstances, etc. It is getting answers to existing questions that highlights the importance and practical purpose of such events, as conference participants underlined.

The conference participants were acquainted with state-of-the-art information technologies and software and hardware solutions to functional modelling of quality management systems. There

were also recommendations presented by a UNIDO expert on distinctive features of applying in Russia programmes for evaluating management performance (PHAROS, BEST, FIT, MCCT) offered by UNIDO.

On the whole, the conference facilitated formation of a community of representatives from government agencies, scientists and men of hands-on experience, who are engaged in implementing modern quality systems and international ISO standards, with a view to improving competitive capacity of Russian businesses. All participants expressed their high appreciation of the conference that had taken place, discussed with keen interest the trends in the field of technical control, the significance of management systems and international standards ISO 9001:2000 for businesses.

Participants of the Conference were presented with a collection of instruction support materials, including materials on UNIDO activities and possible areas where the organization can provide support to Russian businesses in implementing TQM/EMS systems. Information on the Conference contents and main conference results will be published in specialist periodicals.

**Event Organization:**

The duration of the conference organization and holding is 4 months and a half (from May through the middle of October 2003), divided into two stages:

From May to 1 September 2003 is **preparatory period**. The main attention was focused on:

- preparation of materials on instruction support,
- facilitation of UNIDO expert's activities,
- registration and filing of applications, finalizing issues of arrivals and hotel accommodation for participants and speakers;
- organization of activity for conference logistical support: board, attending personnel, transit, etc.

From beginning of September till the end of the conference is the **period of development**:

- resolution of organizational issues,
- holding the conference itself.

In the course of the conference preparation, the following schedule of operations was met:

<i>Description of activity</i>	<i>Date</i>
Preparation of conference materials.	June-August
Notification of potential participants. Circulation of information on the conference.	June-July
Determination of possible conference venues, checking up installations, holding work meetings and resolving working issues.	July

Official invitation of participants who expressed an interest in attending.	July-August
Finalizing the terms for cooperation of UNIDO experts	August
Information service for potential participants (hotels, transit directions, additional requirements). Preparation of additional information materials.	August-September
Organization of standard and special board	August-September
Discussion of terms and signing of contracts with companies to provide service to the conference participants.	August-September
Organization of arrivals and departures of participants	12-15 October
Organization of plenary session of the conference: - operation of reception administration - performing registration - work of attending personnel at Conference Hall - work of technical personnel	13 October
Setting up sessions in the framework of the conference: - operation of reception administration - performing registration - work of attending personnel at Conference Hall - work of technical personnel	14 October
Support for work of UNIDO experts	13-16 October
Supervision of board catering	13-14 October
Operation of the service to attend to clients outside the conference	12-15 October
Working conference for evaluating conference events and subsequent duties of individual members of the team	17 October

**The presented report was prepared by the Scientific and Research Institute "Interecoms".**



**Yuri Mkhitarian,  
General Director of NII Interecoms  
Date: 31-st October 2003**

**Programme for a Plenary Session of the Conference Improving Performance of Businesses through Implementation of TQM/EMS Management Systems Held at Large Conference Hall of GosStandart of Russia on 13.10.2003**

**Speakers:** Heads of administrations and departments at the RF Economy Ministry, RF Antimonopoly Ministry, RF State Committee for Standardization and Metrology (GosStandart), UNIDO international experts, WTO experts, and representatives of NII for Economics of Communications and Information Science Interekoms company, Pharmaceuticals Association, businesses.

**09.00-10.00. Registration of participants.**

**10.00-10.10 Conference opening. Opening address.**

**10.10-10.30**

National policy in the field of quality.

**10.30-10.50**

On regulating activities of natural monopolies.

**10.50-11.30**

Development of technical regulations. Problems and solution approaches.

**11.30-12.00. Coffee break.**

**12.00-12.30.**

Experience of European countries in state regulation of natural monopolies in the field of quality and consumer right protection.

**12.30-13.30**

Management systems at enterprises. International experience and Russian practice:

- ISO 9000 and industry systems of quality management
- ISO 14000 and environmental marking
- Good practices (GMP, GLP)
- HACCP System



**13.30-14.00**

The role of business management system in technical control and increasing competitiveness. Which is better: discretion or obligatoriness of their implementation?

**14.00-15.00. Lunch****15.00.-15.30**

Business management systems and procedures for their conformance evaluation. How to develop patterns for conformance certification.

**15.30-16.00**

Regional programmes for small and medium size businesses for the purpose of improving performance of management and production, customer care and competitive capacity in key industries based on methodology and UNIDO personal computer software for consistent and controlled development of business.

**16.00-16.30**

Automation of operations and information resources in the field of technical control.

**16.30-17.00**

The role of organizations accredited in the field of conformance evaluation, implementation of management systems at businesses. Whose role is the most important?

**17.00-18.00**

Appearances of representatives of businesses and organizations. Discussion.  
Questions and answers session.

**18.00 –Press conference.**

**Notes of Speeches at the Plenary Session of the Conference Improving Performance of Businesses through Implementation of TQM/EMS Management Systems at Large Conference Hall of GosStandart of Russia, 13.10.2003**

The session was presided by head of scientific and technical administration (NTU), member of the board of GosStandart of Russia Ye.R. Petrosyan. In his opening address, Ye.R. Petrosyan said that the present conference continued the series of workshops on information and methods, which propose to acquaint specialists of various branches of the economy with basic provisions of the technical control reform being implemented in this country. The significance of the reform is determined, among other factors, by Russia's upcoming entry into the World Trade Organization (WTO).

The entry, as outlined in the report of deputy head of Non-Tariff Regulation Department at the RF Ministry for Economic Development and Trade V.R. Loginov, is being actively prepared at present.

In the framework of the entry process, as the speaker pointed out, negotiations are being conducted in four key areas:

- tariff issues, with the focus on determination of maximum level of customs import duties, which Russia will be entitled to impose, after joining WTO, for the entire range of commodity nomenclature for foreign trade;
- agricultural problems, which, apart from the tariff issues, include discussion of permissible scope of domestic state support of the agricultural sector and level of export subsidies for agricultural products and foods;
- access to the services market, with a view to agree terms for foreign suppliers of services to access the Russian market. The negotiation process, in the words of the speaker, is focused on sensitive sectors, access to which is of great commercial interest to leading WTO member countries. The biggest problems at the negotiations are posed by their requests in the sphere of financial, telecommunications and transport services;
- systems issues devoted to establishing the measures that Russia will be expected to implement in the field of legislation and its enforcement to fulfil its obligations as a WTO member.

In accordance with the Plan of measures to bring RF legislation in line with WTO rules and regulations, among law drafts directed towards resolution of the problem of adapting the

legislation framework to WTO provisions, there was one that was enacted as Law No 184-FL of 27.12.2002 On Technical Regulation. Ye.R. Petrosyan presented a report on development of technical regulations, problems that arise, and ways for resolving them as well as on the role of quality management systems in technical control and improving competitive capacity. The speaker commented on a number of main provisions of the Law, which, according to the speaker, "absorbed" nearly all provisions of the WTO Agreement on technical barriers in trade.

In defining the essence, objectives and tasks of technical regulation development, Ye. R. Petrosyan stressed that in order to eliminate unjustified trade barriers, the technical regulations should minimize product requirements. In this connection and in accordance with provisions of the Law, development of technical regulations should serve no other purpose except the exclusively to protect life and health of people, animals and plants, to protect property, environment as well as prevent actions that mislead consumers. With a view to complying with international rules, the requirements of technical regulations under development in Russia, as the report pointed out, should be based on requirements of international standards.

Ye. R. Petrosyan presented to the audience Recommendations for Development of Technical Regulations published by GosStandart of Russia. The Recommendations contain guidelines for developing technical regulations, requirements for their structure as well as recommendations for establishing a procedure to evaluate conformance of products to the requirements of technical regulations.

The speaker highlighted the main trends characteristic of today's sphere of technical regulation in RF, including the field of creating a national standardization system. The speaker drew the audience's attention to the erroneous belief that standards are to be abolished as a result of adoption of the Law On Technical Regulation. On the contrary, as Ye. R. Petrosyan underscored, the role and significance of the standards are increasing; first of all, because standards provide a foundation for development of technical regulations; they will also be used as terms of reference for complying with the requirements outlined in the regulations.

The report indicated that the issues of standards of enterprises being used as national standards required additional study. Equally unresolved are the problems related to terminology; that is why a great deal of attention is devoted to terminology standards.

We have our work cut for us, the speaker stressed, to transfer national bodies for standardization and accreditation into the NGO sphere. In accordance with Federal Law On Technical Regulation, there will be a unified system for accreditation in place in Russia, like in other countries. At present, Ye. R. Petrosyan stressed, there are certification systems, structured on many federal bodies of executive authority, with their own rules for accreditation. In this

connection, the process for setting up a unified accreditation system will be a long and involved one, but work in this field has already begun, the speaker underscored.

In addition to the obligatory tasks that confront domestic producers, Ye. R. Petrosyan named additional ways of improving product quality and competitive capacity of companies. Among those named are the following:

- Certification of quality management systems (QMS) subject to obligatory attestation of product conformance to the requirements of technical regulations;
- Incorporation of provisions of Good Practices Code;
- Application of self-evaluation procedures at businesses.

Businesses that are active in competitive environment find the issues of improving quality and competitive capacity, in particular by means of mechanisms discussed in the report of Ye.R. Petrosyan, of interest at all times. At the same time, the task of finding mechanisms for influencing the activities of natural monopolies remains important for the economy of every country. The experience of European countries in state regulation of activities of natural monopolies was shared with the audience by UNIDO international expert, director of OJSC MS Consult R. Ibragimov.

The speaker outlined six approaches used in Great Britain designed to stimulate natural monopolies to improve quality and make sure the consumers of their services are satisfied. The approaches are based on a system of rewarding organizations that provide best quality. So, a mechanism for Identifying the Best provided for rewarding the organization recognized to be the best in providing a certain service. Under the approach Investors for People, awards were given to businesses that invested resources into training of their personnel, which also contributed to improving the quality of the services provided.

The approach ISO 9001, as the name implies, was based on the ISO standards of the 9000 widely used in the world in application to quality management systems.

The approaches Best Contribution and Good Model of Business Practice were used for governmental structures, which, as the speaker pointed out, also provide services to the public.

As the report suggested, application of these approaches in Great Britain yielded a significant positive effect. Thus, for instance, transferring to commercial structures the state functions of granting passports resulted in the time required for obtaining a passport being cut down to one week provided all the necessary paperwork has been submitted.

The report of General Director of NII Interekoms Yu. I. Mkhitaryan was focused on QMS as the most effective tool for improving performance of business management in this day and age.

Using the dynamics of QMS certificate growth as an example, the speaker disclosed global trends and regularities in the field of system approach to quality control based on ISO standards of 9000 series. The speaker also named causes obstructing development of the process in Russia as well as factors that must be enabled to ensure its progress. The speaker drew the attention of the audience to the wide-spread erroneous belief that the ISO standards of 9000 series are not suitable for implementation except at large industrial enterprises. International experience reveals, Yu. I. Mkhitaryan stressed, that about 30% of all QMS certificates issued throughout the world were granted to businesses active in the sphere of services; in other words, regardless of the sphere of activity of organizations that include, as R. Ibragimov's address suggested, bodies of state authority, application of the standards referred to is possible and indeed advisable. This conclusion, the speaker pointed out, is due to the fact that ISO standards of 9000 series are the minimum requirements to the system of quality control, which ensure performance and competitiveness of any organization.

The urgency of the problem of improving the quality of medicinal agents is determined by the purpose of these products. Systems for standardization and control, guidelines for medicinal agent production were presented to the conference participants by General Director of Pharmaceuticals Association A. Ye. Fedotov. The speaker outlined the problems that exist in this sphere as well as possible approaches to resolving them, in particular by using GMP Guidelines that list requirements for medicinal agents. The report inferred that GMP Guidelines contain requirements for the system of quality control that agree with the requirements of the international ISO standards of 9000 series, requirements for personnel training, production process equipment, including that for water purification as well as for cleanliness of facilities.

International UNIDO expert, Director of the company Golem IMS GmbH S. Golovanov told about regional programmes for small and medium size businesses designed to improve performance of management, production, customer care quality and competitive capacity in key industries based on methodology and UNIDO personal computer software for consistent and controlled development of business.

A number of following reports of representatives from RF GosStandart was devoted to specific areas of implementing the Federal Law On Technical Regulation: a programme for development of technical regulations, for building schemes for conformance certification, information support in the field of technical control.

**List of companies represented at the Plenary Session of the Conference Improving  
Performance of Businesses through Implementation of TQM/EMS Management Systems  
Held at Large Conference Hall of GosStandart of Russia on 13.10.2003**

- |  |                                     |
|--|-------------------------------------|
| 1. Scientific Technical Center FGUP Atlas  | 24. JSC DataTel                     |
| 2. Voronezhsvyazinform- branch of JSC<br>CentreTelecom   | 25. JSC Zeus-Technologies           |
| 3. Academy of Standardization, Metrology<br>and Certification  | 26. JSC Zelax-Telecom               |
| 4. Atomsertifika Foundation  | 27. JSC Izhtel                      |
| 5. FGUDP Atomenergo  | 28. JSC Intek                       |
| 6. Scientific and Research Institute of<br>Animal Industries   | 29. JSC Comstar                     |
| 7. CSM of Voronezh   | 30. JSC Telecom Consult Corporation |
| 8. State Road Inspection of the Scientific<br>and Research Center of the RF Ministry<br>of Inner Affairs | 31. JSC Kraft-C                     |
| 9. Meteorology Center of Russia  | 32. JSC Lipetskivo                  |
| 10. GosNIIHP   | 33. JSC MATEK                       |
| 11. GU CKB GMP   | 34. JSC Mediatel                    |
| 12. JSC «MTU-INFORM Company»   | 35. JSC Prombiofit                  |
| 13. JSC ZELAX  | 36. JSC Promservice                 |
| 14. JSC ENARA  | 37. JSC Relline                     |
| 15. JSC Perspective Technologies Plus  | 38. JSC TELMOS                      |
| 16. JSC PRIN   | 39. JSC TTC Iskratel                |
| 17. JSC RITM-2   | 40. JSC Ultra-Star                  |
| 18. JSC Rostest  | 41. JSC Dialogue-Seti Company       |
| 19. JSC AiST-Print   | 42. JSC Equant                      |
| 20. JSC Bioamid  | 43. JSC ELMA-Malakhit               |
| 21. JSC Biofit   | 44. JSC NPF DIEM                    |
| 22. JSC WATSON   | 45. JSC SP BETO-HUAWAY              |
| 23. JSC Golden Line  | 46. ITC of Zelenograd               |
|  | 47. ZIL AMO                         |
|  | 48. JSC Orion                       |
|  | 49. Inter-Cross Ltd.                |
|  | 50. ITC Micron                      |
|  | 51. ITC «ELION»                     |

52. ITC of MEI
53. ITC NP State Moscow University
54. ITC Tekhnopark «Kurchatovsky»
55. ITC of MATI Tekhnopark
56. QUARTZ FGUP NIIPI
57. ELTA-R Company
58. ROSENERGOATOM Concern
59. Meteorological Agency of the Russian  
Meteorology Center of the Academy of  
Sciences
60. NIICPV
61. NP ITC «Akademicheskyy»
62. SPC TerMIKS
63. SPC Elstar
64. JSC REKOM
65. JSC AUTOVAZ
66. JSC VNIKIP
67. JSC VNIIHOLODMASH-Holding
68. JSC VolgaTelecom
69. JSC Gazmash
70. JSC Guipronikel Institute
71. JSC Guiprosvyaz SPb
72. JSC Defort
73. JSC Kombellga
74. JSC KOMINKOM
75. JSC NIIMEHPROM
76. JSC Perftoran
77. JSC Russian Telecommunication  
Network
78. JSC Institute of Refracting Materials of  
Saint-Petersburg
79. JSC Tehnopark-Center
80. Paliha Ltd.
81. Petrokont Ltd.
82. Regard-Tour Ltd.
83. RADEZ-2 Company Ltd.
84. Avesta-Project Ltd.
85. AVTOZ Ltd.
86. ASK-Rentgen Ltd.
87. Vybor Ltd.
88. Demos Ltd.
89. DIXIS Ltd.
90. Quarta-Rad Ltd.
91. KONTUR-M Ltd.
92. CONFIDENT Ltd.
93. Kronvet Ltd.
94. MB-Info Ltd.
95. Misinfo Ltd.
96. Mordovsertifikatsia Ltd.
97. SRI Interecoms Ltd.
98. ASMA Enterprise Ltd.
99. SANTEL Ltd.
100. XXI Standard Ltd.
101. SCS Sovintel Ltd.
102. Telemak Ltd.
103. TELPRO Ltd.
104. TERMOTEKH Ltd.
105. Diamekh Company Ltd.
106. NPO Deost Ltd.
107. NPO Diagnostic Systems Ltd.
108. NPO Crystal Ltd.
109. NPP Feb Ltd.
110. CSM of Orenburg
111. CSM of Oryol
112. CSM of Penza
113. RGU of Innovation Technologies and  
Business
114. Russian Association of Software  
Manufacturers Russoft
115. CSM FGU of Samara

116. CSL ANO Sellertika  
117. SOYUZSAKHAR  
118. Tekhnopark in Moskvorechie  
119. UGNSI in Russia of Moscow and  
Moscow Region  
120. UKC Interecoms  
121. CSMS of Ulianovsk  
122. UFPS of Sverdlov Region  
123. UFPS of Chelyabinsk Region  
124. Center of Certification and Monitoring  
of Voronezh  
125. FGUP IREA  
126. FGUP VNIIOFI

127. FGUP VNIITFA  
128. FGUP NIIgraphite  
129. FGUP NIKFI  
130. FGUP NITI  
131. FGUP EZAN  
132. ANO CSI Khrustal  
133. FGUP NPP Cyclone-Test  
134. UNIDO Center in RF  
135. JSC NPF CKBA  
136. CNIKP FGUP  
137. CNIIMASH FGUP  
138. CSSK Interecoms  
139. Energosnab Ltd.



**Programme of the Section Principles of Ecological Management. Tools for Environmental Control and Evaluation. Requirements of ISO 14000 Held at Conference Hall of GosStandart of Russia.**

**Speakers:** Experts of RF GosStandart. Workers (teachers and experts) of NII Interekoms.

**10.00 – 10.30.**

**1. Subject of ecological audit. Review of western experience:**

- regulation of emissions and discharges of pollutants, waste treatment process;
- resources conservation;
- compliance with environmental legislation;
- certification, insurance, licensing terms, investment projects;
- systems of ecological management (nature-conservation objectives, environmental policies, environmental programmes).

**10.30– 11.15**

**2. Principles of ecological audit.**

**11.15 – 11.30 Coffee break.**

**11.30– 12.15**

**3. Systems of ecological management:**

- development of control systems;
- BS7750;
- EMAS;
- ISO 14000;
- application of procedure for ecological audit in ecological control systems (ecological management).

**12.15 – 13.00**

#### **4. Systems of ecological management on the basis of the international standards ISO series 14000:**

- formulation of environmental policy of businesses (requirements);
- environmental aspects of business activities;
- objectives and tasks;
- management programmes;
- responsibility structure;
- personnel requirements, training;
- interactions with personnel, interested parties;
- documentation;
- control measures (attestation of failure to comply);
- monitoring and application of corrective remedies;
- audit of ecological management systems;
- analysis of system performance.

**13.00-14.00. Lunch.**

**14..00- 14.30.**

#### **5. State regulation of ecological audit.**

**14..30- 15.30.**

#### **6. Organizing ecological audit, including audit of environmental management systems:**

6.1. General procedure for ecological audit.

6.2. Methods of ecological audit (description, evaluation and environmental impact analysis in the framework of the programme for ecological audit):

- questionnaire polling and interviewing;
- using material calculations;
- expert estimates;
- cartographic methods;
- photographing and video recording
- performing ecoanalytical measurements.

6.2.1. Typical description of impact sources of pipeline transport businesses

6.2.2. Description of the environmental situation (list of data types)

6.2.3. Description of environmental impact (list of methods, including metrology).

6.3. Programmes of environmental management as a tool of environmental policy.

Technique for comprehensive evaluation of environmental management systems performance at industrial facilities (technique for evaluating ecological consistency of industrial facilities).

6.4. Evaluation of financial risks for various scenarios of business development or exceeding maximum permissible impacts.

**15.30- 16.00.**

**7. Requirements of environmental legislation that must be taken into account when conducting ecological audit:**

- general requirements of environmental legislation;
- industrial ecological control (including description of the industrial base of ecological measurements);
- state ecological control (including evaluation of the status of the industrial base of ecological measurements);
- ecological monitoring.

**16.00- 17.00.**

Appearances of representatives of businesses and organizations. Discussion.

Questions and answers session.

**List of companies represented at the Section Principles of Ecological Management. Tools for Environmental Control and Evaluation. Requirements of ISO 14000 Held at Conference Hall of GosStandart of Russia**

- |   |   |
|---|---|
| 1. QUARTZ FGUP NNIPI  | 24. VGNII of Animal Industries                                |
| 2. JSC ENARA  | 25. ELTA-R Company  |
| 3. JSC VNIKHOLODMASH-Holding  | 26. ZIL AMO   |
| 4. FGUP VNIITFA   | 27. JSC ZELAX   |
| 5. FGUP VNIIOFI   | 28. FGUP IREA   |
| 6. Academy of Standardization, Metrology and Certification  | 29. FGUP NPP Cyclone-Test                                     |
| 7. JSC AUTOVAZ  | 30. CKBA JSC NPF  |
| 8. AVTOZ Ltd.   | 31. CNIKP GUPF  |
| 9. Atomsertifika Foundation   | 32. CNIIMASH FGUP   |
| 10. Atomtekhnenergo FGUDP   | 33. Energosnab Ltd.   |
| 11. JSC SP BETO-HUAWAY  | 34. NTP Energocontrol   |
| 12. JSC WATSON  | 35. FGUP EZAN   |
| 13. JSC VNIKP   | 36. ANO CSI Khrustal  |
| 14. JSC Vybor   | 37. HarVestre Ltd.  |
| 15. Voronezhsvyazinform – branch of JSC CetnerTelecom   | 38. FANTAON Ltd.  |
| 16. Center of Certification and Monitoring of Voronezh  | 39. JSC Ultra-Star  |
| 17. CSM of Voronezh   | 40. JSC Equant  |
| 18. JSC Gazmash   | 41. Standard XXI Ltd.   |
| 19. State Road Inspection of the Scientific and Research Center of the RF Ministry of Inner Affairs | 42. SOYUZROSSAKHAR  |
| 20. Meteorology Center of Russia of RF GNC  | 43. JSC Institute of Refracting Materials of Saint-Petersburg |
| 21. JSC Guipronikel Institute   | 44. RADEZ-2 Company Ltd.                                      |
| 22. GosNIIHP  | 45. Reformugol Foundation                                     |
| 23. GU CKB GMP  | 46. Rostest JSC   |
|   | 47. ROSENERGOATOM Concern                                     |
|   | 48. JSC Relline   |
|   | 49. JSC REKOM   |
|   | 50. Regard-Tour Ltd.  |
|   | 51. Petrokont Ltd.  |

52. ITC of MEI
53. ITC NP State Moscow University
54. ITC Tekhnopark «Kurchatovsky»
55. ITC of MATI Tekhnopark
56. QUARTZ FGUP NIIPI
57. ELTA-R Company
58. ROSENERGOATOM Concern
59. Meteorological Agency of the Russian  
Meteorology Center of the Academy of  
Sciences
60. NIICPV
61. NP ITC «Akademichesky»
62. SPC TerMIKS
63. SPC Elstar
64. JSC REKOM
65. JSC AUTOVAZ
66. JSC VNIKP
67. JSC VNIIHOLODMASH-Holding
68. JSC VolgaTelecom
69. JSC Gazmash
70. JSC Guipronikel Institute
71. JSC Guiprosvyaz SPb
72. JSC Defort
73. JSC Kombellga
74. JSC KOMINKOM
75. JSC NIIMEHPROM
76. JSC Perftoran
77. JSC Russian Telecommunication  
Network
78. JSC Institute of Refracting Materials of  
Saint-Petersburg
79. JSC Tehnopark-Center
80. Paliha Ltd.
81. Petrokont Ltd.
82. Regard-Tour Ltd.
83. RADEZ-2 Company Ltd.
84. Avesta-Project Ltd.
85. AVTOZ Ltd.
86. ASK-Rentgen Ltd.
87. Vybor Ltd.
88. Demos Ltd.
89. DIXIS Ltd.
90. Quarta-Rad Ltd.
91. KONTUR-M Ltd.
92. CONFIDENT Ltd.
93. Kronvet Ltd.
94. MB-Info Ltd.
95. Misinfo Ltd.
96. Mordovsertifikatsia Ltd.
97. SRI Interecoms Ltd.
98. ASMA Enterprise Ltd.
99. SANTEL Ltd.
100. XXI Standard Ltd.
101. SCS Sovintel Ltd.
102. Telemak Ltd.
103. TELPRO Ltd.
104. TERMOTEKH Ltd.
105. Diamekh Company Ltd.
106. NPO Deost Ltd.
107. NPO Diagnostic Systems Ltd.
108. NPO Crystal Ltd.
109. NPP Feb Ltd.
110. CSM of Orenburg
111. CSM of Oryol
112. CSM of Penza
113. RGU of Innovation Technologies and  
Business
114. Russian Association of Software  
Manufacturers Russoft
115. CSM FGU of Samara

**Programme of the Section QMS implementation at Communications Businesses.**  
**Technologies and Standards for Controlling Telecommunications Networks at Conference**  
**Hall of Information and Marketing Centre, 14 October 2003**

**Speakers: Experts of International Telecommunications Union. Workers (teachers and experts) of NII Interekoms and Interekoms Training and Consulting Centre.**

**10.00-10.30**

Areas for development of communications networks and changing role of network management

**10.30-11.00**

Determination of application sphere for network management. Base concepts and definitions. Evolution of network management.

**11.00-11.45**

International standardization of network management. Bodies of standardization and their responsibility.

**11.45-12.00. Coffee break.**

**12.00-12.30.**

Sources and fundamental principles of telecommunications management networks (TMN). Recommendations of ITU-T for network management.

**12.30-13.00**

Functional, physical and information architectures of network management and TMN. Practical approaches and results of creating system of network management in Russia.

**13.00-13.30**

Business models for network management. Scheme of network operation.

**13.30-14.30. Lunch**

**14.30.-15.15**

International standardization of interaction of network management systems

**15.15-15.45**

Integration of network management: problems and solutions.

**15.45-16.30**

Standards of Russia and CIS in the field of network management.

**16.30-17.30**

Appearances of representatives of businesses and organizations. Discussion.

Questions and answers session.

**List of companies represented at the Section QMS implementation at Communications  
Businesses. Technologies and Standards for Controlling Telecommunications Networks at  
Conference Hall of Information and Marketing Centre, 14 October 2003**

- |  |  |
|--|--|
| 1. JSC Atlantis Communications         | 21. JSC MetroTelKazan                        |
| 2. JSC Bashinformsvyaz Company         | 22. MB-Info Ltd.                             |
| 3. JSC VolgaTelecom                    | 23. JSC MTU-INFORM Company                   |
| 4. JSC Guiprosvyaz SPb                 | 24. MultiCom Ltd.                            |
| 5. JSC Golden Line                     | 25. JSC Radioline                            |
| 6. JSC DataTel                         | 26. JSC Russian Telecommunication<br>Network |
| 7. JSC Dialogue-Seti Company           | 27. SATEL Ltd.                               |
| 8. Demos Ltd.                          | 28. JSC Cable Company of Samara              |
| 9. JSC Izhtel                          | 29. JSC Optical Cable Company of<br>Samara   |
| 10. JSC Informtekhnik and Svyaz        | 30. SCS Sovintel Ltd.                        |
| 11. ISKRATEL                           | 31. JSC TELMOS                               |
| 12. InterCross Ltd.                    | 32. TELSET Ltd.                              |
| 13. JSC KOMINKOM                       | 33. TELPRO Ltd.                              |
| 14. JSC Kombellga                      | 34. TERMOTEKH Ltd.                           |
| 15. JSC TransTeleCom Company           | 35. JSC TTC Iskratel                         |
| 16. JSC Comstar                        | 36. JSC Uralsvyazinform                      |
| 17. JSC Telecom Consult Corporation    | 37. JSC Centersvyazinform                    |
| 18. KONTUR-M Ltd.                      | 38. JSC CenterTelecom                        |
| 19. Mediatel JSC                       |  |
| 20. JSC Inter-Regional Transit Telecom |  |



**Programme of the Section Implementation of Quality Management System at Small Innovative Businesses. Requirements of ISO 9000. Information and Marketing Telecommunications Centre, 14 October 2003.**

**Speakers:** UNDP experts in RF, experts of UNIDO Centre in RF. Workers (**teachers and experts**) of Interekoms Training and Consulting Centre, Interekoms Centre for certification of quality systems.

**10.00 – 10.40.**

State support of small innovative business in RF.

**10.40 – 11.10.**

Activity of UN specialized agencies (UNIDO) for improving competitive capacity of small innovative businesses in RF

**11.10 – 11.40.**

Activity of the UNDP Project for providing support to small innovative businesses in QMS certification

**11.40-12.00. Coffee break.**

**12.00 – 12.20.**

Project for QMS certification at companies developing software as an example of strategic partnership between associated business and state.

**12.20 – 13.00.**

Improving competitive capacity of small innovative businesses on the basis of implementing international standard ISO 9001:2000.

**13.00 – 13.30.**

ITC experience of joint operations with small science intensive businesses in performing QMS certification with a view to conformance with ISO 9001:2000

**13.30 – 14.30. Lunch.**

**14.30-15.15.**

ISO standards of 9000 series. Requirements of the ISO series 9000 standards to QMS.

**15.15-15.50**

Procedure for developing and implementing QMS. Documentary support of QMS

**15.50-16.20**

QMS evaluation:

- internal audit
- analysis on the part of the management
- QMS certification

**15.50-16.20**

Appearances of representatives of businesses and organizations. Discussion.

Questions and answers session.

**List of companies represented at the Section Implementation of Quality Management System at Small Innovative Businesses. Requirements of ISO 9000. Information and Marketing Telecommunications Centre, 14 October 2003.**

- |     |                      |     |                             |
|-----|----------------------|-----|-----------------------------|
| 1.  | JSC AiST-Print       | 14. | JSC Biofit                  |
| 2.  | JSC Defort           | 15. | NPO Diagnostic Systems Ltd. |
| 3.  | NPO Deost Ltd.       | 16. | Diamekh Company Ltd.        |
| 4.  | Quarta-Rad Ltd.      | 17. | JSC NPF DIEM                |
| 5.  | ITC Mikron           | 18. | JSC Zeus-Technologies       |
| 6.  | JSC Perftoran        | 19. | JSC Zelax-Telecom           |
| 7.  | JSC Prombiofit       | 20. | NPO Crystal Ltd.            |
| 8.  | NPF TermIKS          | 21. | Kronvet Ltd.                |
| 9.  | NPF Elstar           | 22. | JSC Promservice             |
| 10. | Avesta-Project Ltd.  | 23. | Telemak Ltd.                |
| 11. | ASK-Rentgen Ltd.     | 24. | NPP Feb Ltd.                |
| 12. | ASMA Enterprise Ltd. | 25. | JSC ELMA-Malakhit           |
| 13. | JSC Bioamid          |     |                             |

**Programme of the Section UNIDO Methodology and Information Resources for  
Monitoring Business Performance. Regional Programmes to Improve Performance of  
Management and Competitive Capacity of Production  
at the Hall of NII Interekoms, 14 October 2003**

**Speakers:** Sergey Golovanov, UNIDO international expert, Director of the company Golem IMS GmbH. National experts of UNIDO Centre in RF.

**9.30-10.20**

Regional programmes for small and medium size businesses to improve performance of management and competitive capacity of production based on methodology and UNIDO personal computer software.

**10.20-10.45**

Performance of regional programmes as exemplified by the UNIDO programme in Columbia (2002 -2003).

**10.45-11.00. Coffee break.**

**11.00-12.00**

Information resources of UNIDO manager for monitoring business performance

- Pharos - Business Navigator
- Produce Plus
- Financial Improvement Toolkit (FIT)

**12.00-12.30**

Training and practical implementation in SMB [small and medium size business] regular business practices of UNIDO methods and information tools for consistent improvement of control of quality, output, performance increase of business and its competitive capacity in accordance with principles of ISO 9000.

**12.30-12.45. Coffee break.**

**12.45-13.15**

Creating a system of effective monitoring of activities based on the enterprise available data and their accessibility to managers and **owners** in a simple and convenient to use format.

**13.15-13.30**

Analysis and conclusions based on metering changes in performance showings of businesses in the course of the programme and compiling of reports on each business.

**13.30-14.00**

Discussion. Questions and answers session.

**List of companies represented at the Section UNIDO Methodology and Information Resources for Monitoring Business Performance. Regional Programmes to Improve Performance of Management and Competitive Capacity of Production at the Hall of NII Interecoms, 14 October 2003**

1. State Committee on Standardization and Metrology of Russia
2. International Industrial Cooperation Center UNIDO in Russia
3. «Scientific and Research Institute of Communication Economics and Information Science “Interecoms” Ltd.
4. CSSK «Interecoms»
5. Training and consulting center “Interecoms”
6. JSC «Intek»
7. Informational and Technical Center of MATI Technical Park
8. RGU Innovation technologies and business
9. «Misinfo» Ltd.
10. Russian Association of Software Manufacturers «Russoft»
11. Informational and Technical Center of Zelenograd
12. Informational and Technical Center «ELION»
13. Technical park in Moskvorechie
14. Informational and Technical Center «Kurchatovsky»
15. Informational and Technical Center of Moscow Energy Institute
16. Informational and Technical Center of NP Moscow State University
17. Informational and Technical Center - KNIAT
18. NP Informational and Technical Center «Akademicheskyy»
19. JSC «Tekhnopark-Center»