



THE  **TRINIDAD AND TOBAGO
BUREAU OF STANDARDS**

STANDARD

THE NEWSLETTER OF THE TRINIDAD AND TOBAGO BUREAU OF STANDARDS

NATIONAL QUALITY INFRASTRUCTURE (NQI)

The Missing Link to Sustainable Development and Competitiveness

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PRODUCT CERTIFICATION

- The key to assurance

by Rodney Ramnath, Head Certification Division



In this new world of a global market place, Trinidad and Tobago has been flooded with products which are imported from every imaginable corner of the globe. The introduction of electronic purchasing technologies via the Internet also allows distributors, customers and consumers to now purchase items that they want in foreign markets and deliver them to their business or home location. Purchasing a product is like purchasing a promise. Each buyer expects his purchase to satisfy some inherent need or expectation. These needs and expectations may be related to aspects of quality, functionality, reliability, durability, safety, interoperability, environmental protection, energy conservation and the list goes on...

Product certification is an activity which is used to assess whether a product conforms to a set of established requirements.

These requirements to some extent are usually related to the needs and expectations expressed above.

They are defined in mediums such as laws, regulations, standards, specifications, and industrial norms which can be local, regional or international. In Trinidad and Tobago there is a special type of standard, "Compulsory Standards" which are analogous to technical regulations, by virtue of the Standards Act (Act 18 of 1997) and Standards Regulations.

The assessment is performed by an independent and unbiased organization. The assessment activities include inspection and testing of the product and may also include an assessment of the manufacturers production process and quality systems. Product samples are taken from the manufacturing facility, the



marketplace or both depending on the nature and risks associated with the type of product being assessed.

If the product conforms, the manufacturer is issued with a certificate and a distinctive mark which is placed on the product to communicate to all stakeholders that the product has indeed satisfied the specified requirements. The stakeholders include consumers, customers, distributors, governmental authorities such as regulatory agencies and non-governmental organizations such as consumer protection agencies. These marks which are called "conformity marks" are a visual form of certification and identify the specific requirements which have been satisfied. Products can carry multiple marks to satisfy multiple requirements, regulators and consumers in different markets and countries and can therefore facilitate international trade and market access.

The Trinidad and Tobago Bureau of Standards provides product certification services for interested parties against product standards. The Bureau also has a statutory responsibility to enforce "Compulsory Standards", one enforcement methodology also being Product Certification. If you are interested in "Product Certification" please contact TTBS, Certification Division at Tel: 662-8827 ext 169, 218. Email: certification@ttbs.org.tt For more information on "Compulsory Standards" please contact TTBS, Standard Information Centre at: Tel: 662-8827 ext 101, 102. Email: ttbs@ttbs.org.tt



Getting Value for Money at Gas Stations

By: The Legal Metrology Inspectorate (LMI)
Trinidad and Tobago Bureau of Standards

Have you ever wondered if you are getting the correct volume of fuel purchased or felt that you may have been cheated at the gas station pumps?

Once it is proclaimed, the Metrology Act No. 18 of 2004 will mandate the Legal Metrology Inspectorate (LMI) of the Trinidad and Tobago Bureau of Standards (TTBS) to verify fuel pumps at gas stations nationwide.

Verification basically consists of technical tests carried out according to regulations by a competent authority to ensure that measuring devices are working accurately. A calibrated prover, certified by TTBS, is used in the process of checking the volume of fuel dispensed from each dispensing nozzle against the dollar value of the sale. This is to ensure that the correct litres per dollar value are dispensed by each individual nozzle. After this is done, a protective seal is installed on each pump to avoid tampering until the next verification.

In the current system of verification, a calibrated 20-litre (20 L) prover is used to determine if the fuel dispenser in fact delivers 20L.

This process can be quite time-consuming and physically

demanding, especially when testing the dispensers at the larger gas stations having 12 and more dispensers. To improve the efficiency of the process, the LMI uses a stainless steel Mobile Verification Unit (MVU), which was purchased from German supplier - Edelstahbau Tannroda.

The convention is to test fuel at the 20 L volume. However, with this MVU, testing can be done at 5 L, 10 L, 20 L, 50 L and 150 L, ensuring that any volume sold is correct. In addition, this MVU has three storage tanks each capable of holding 200 L of fuel. This provides the advantage of enabling many verification tests to be performed before the fuel is returned to the gas station's storage tanks.

Earlier this year, the LMI conducted a Fuel Dispenser Pilot Project - Commissioning of the Mobile Verification Unit. The main objectives

were to commission the MVU; and to provide the LMI Inspectors with experience in utilising this specialised piece of equipment on-site, at the gas stations, to verify if the fuel dispensers performed within the tolerances of the proposed Metrology Regulations. TTBS contacted the Trinidad and Tobago National Petroleum Marketing Company Ltd (NP) and the United Independent Petroleum Marketing Company Ltd (UNIPET) to arrange dates and locations for conducting this project. The exercise was conducted at the following gas stations: UNIPET- Medford at Brentwood in Chaguanas and Peake's One Stop in Tacarigua; NP - Roopnarine in D'abadie and Allan Lee Heung in Arima. These gas stations were chosen primarily because of the newness of their operations with the project serving as an initial verification conducted on new devices.

The project was quite successful. The LMI inspectors found the dispensers to be within proposed tolerances and the exercise also served to enhance relationships between the LMI and its stakeholders. Inspectors of Metrology gained valuable experience, which improved their competency in the operations of the Mobile Verification Unit.

Upon proclamation of the Metrology Act No. 18 of 2004, fuel dispenser verification will be conducted by the LMI biannually at all gas stations throughout Trinidad and Tobago. Any dispensers that are found to be out of tolerance (inaccurate volume dispensed) will be calibrated and re-verified immediately.



TEAMWORK: Inspectors of the Legal Metrology Inspectorate (LMI), TTBS, prepare the calibrated MVU for verification of fuel dispensers.



LENDING SUPPORT: Inspectors of the Legal Metrology Inspectorate (LMI), TTBS, are supported by officials from UNIPET in Tacarigua.



using the following four pillars of the NQI:

- Metrology;
- Standards Development;
- Conformity Assessment systems which involve Testing, Inspection and Certification;
- Accreditation.

In his Keynote Address, Senator the Honourable, Vasant Bharath, Minister of Trade, Industry and Investment stated that "Quality is an essential but often times invisible pillar in increasing competitiveness and achieving sustainable development". He said that his Ministry has been leading the charge in making

TTBS to Develop Standards Policy for Trinidad and Tobago Products

Under the theme "*National Quality Infrastructure -The Missing Link for Sustainable Development and Competitiveness*" the Trinidad and Tobago Bureau of Standards (TTBS) hosted a National Quality Infrastructure (NQI) stakeholder

consultation workshop at the Hyatt Regency, Port-of-Spain on Tuesday 23 July, 2013. The main objectives of the event were to highlight the importance and key benefits to be derived by maintaining a functional quality infrastructure and to make recommendations for an improved NQI which is intended to increase exports with specific focus on sustainability and diversification of the economy.

Trinidad and Tobago more attractive to local and foreign investors.

Minister Bharath further stated that "*the NQI ensures that local goods meet international standards; provides access to internationally recognized laboratories; and certifies goods that meet international standards*". He told the audience which comprised representatives of both the public and private sector that "in order for Trinidad and Tobago to maintain a competitive edge both regionally and internationally in business; the quality must be improved to match international standards". He further reiterated that "quality is not simply the quality of the product, but the

An NQI is defined as a highly integrated network of people, systems and organisations involved in the research, definition, development and promotion of quality goods, services and processes



NATIONAL QUALITY INFRASTRUCTURE (NQI)
The Missing Link to Sustainable Development and Competitiveness



MEETING OF THE MINDS: Senator the Honourable, Vasant Bharath, Minister of Trade, Industry and Investment (centre) and Senator the Honourable Dr. Bhoendradatt Tewarie, Minister of Planning and Sustainable Development (second from left) at the official start of the NQI Conference with TTBS Chairman - Dr. Puran Bridgemohan (right) and TTBS' Executive Director - Mr. Deryck Omar- (left).



SHOWING APPRECIATION: Senator the Honourable Dr. Bhoendradatt Tewarie - Minister of Planning and Sustainable Development (right) receives a gift token from Ms. Renée Abass - Head, Laboratory Services, TTBS - (left).



WELCOME ADDRESS: Senator the Honourable, Vasant Bharath, Minister of Trade, Industry and Investment delivers the feature address at the official start at the Opening Ceremony



ability for the product to be delivered on time, to be delivered consistently to the supplier, and that it is available to the consumer at all times. He said the only way the country can be able to compete internationally is to have quality standards product for the international market”.

“In creating an enabling environment for business, quality plays an integral role”. “In today’s world people expect a quality product wherever they go. Customers expect you to have a quality product – it is a given. He emphasized that “Quality is a fundamental goal for any manufacturer seeking to expand its horizon beyond Trinidad and Tobago and by extension, the CARICOM region. Without a quality product, manufacturers stand little chance of success. We must by necessity assist our local manufacturers to increase their efficiency, innovation and quality to penetrate new markets

and maximize the opportunities presented by this and other Trade Agreements established by the Government” Minister Bharath added.

Senator the Honourable Dr. Bhoendradatt Tewarie Minister of Planning and Sustainable Development also delivered Opening Remarks at the Conference stating that “the creativity and cultivation of human imagination to make innovation and sustainable development possible is extremely essential”. He further stated that “innovation and competitiveness are inter-connected so therefore, the NQI is intended to support the critical aspects for our country which will aid in social advancement, environmental protection and economic development”.

Also speaking at the conference was TTBS’ Chairman, Dr. Puran Bridgemohan, who said, *“The NQI is a support structure that can assist local manufacturers to maximize opportunities to enter new export markets and currently a National Quality Infrastructure Policy is being developed to ensure products produced are up to international standards.”*

Mr. Deryck Omar, Executive Director, TTBS chaired the event’s proceedings and delivered the vote of thanks where he expressed his appreciation for the participation of stakeholders in the Consultation. Subsequent to the opening ceremony, NQI presentations and interactive workshop sessions were facilitated by a panel of TTBS’ experts where they sought to solicit feedback from the participants for the development of the National Quality Policy which will be used as an instrumental tool to guide the development of the NQI.

TTBS is committed to improving competitiveness and promoting sustainable development through the formulation, promotion and application of standards and conformity assessment activities. These activities will simultaneously ensure that consumers have an adequate level of protection and confidence when purchasing goods and services.

Minster Bharath concluded his Feature Address where he encouraged the participants to engage in continuous collaboration during and after the Consultation.



THOROUGH EXPLANATION: Ms. Karlene Lewis, Manager- Laboratory Accreditation TTBS, makes an NQI Presentation to the captivated audience.



INTENT LISTENING: A cross-section of some of the participants at the National Quality Infrastructure (NQI) conference listens with rapt attention to the presentation.



CONSUMER
CORNER

Buying Safe and Affordable Toys

by Carla Smith, Inspector III - Implementation Division, TTBS

It's that time of the year again the time to purchase toys for our children because "they've been good this year." As is the norm, many consumers continue to purchase items at the lowest possible prices, ignoring any health, safety and quality issues even though we are informed via the media, time and time again, of persons who have suffered or even died as a result of poor purchasing habits.

In keeping with its mandate to improve the quality of products used in Trinidad and Tobago, and to protect public welfare by promoting health and safety, the Implementation Division of the Trinidad and Tobago Bureau of Standards (TTBS) is currently engaged in the inspection and surveillance of toys imported into Trinidad and Tobago.

Toys are inspected at various ports of entry, and surveillance of toys in circulation within the country is conducted at the premises of wholesalers and retailers in order to:

1) ensure that toys sold to the general public meet all the requirements of the National

Compulsory Standard: Requirements for Labelling Part 2: Labelling of Prepackaged Goods (TTS 76: Part 2: 1994)

2) ensure that recalled toys that are potentially harmful do not enter or circulate within our borders.

A recalled toy is a toy proven to cause bodily harm or has the potential to cause harm, because of its physical or chemical composition. These toys must be removed from sale or distribution. A toy recall can be voluntary initiated by the manufacturer, or mandatory mandated by an agency of the government.

What are the dangers?

Dangers associated with toys are many. Some of the most common are ingestion of small parts; choking hazard from attachments such as ribbons, strings, cords or necklaces; lead paint poisoning; maiming from toys with sharp surfaces and pinching parts; and electrocution caused by using electrically faulty toys.

Consumers are urged to use the Internet, television, radio and the Consumer Affairs Division of the Ministry of Legal Affairs to get

information before purchasing any toy this season.

Information from friends and family can also be useful as experience is a great teacher. The public is urged to visit the following websites on a regular basis to get information on recalled toys: www.usrecallnews.com - www.cpsc.gov

How to get recourse after a 'bad' purchase?

Have you ever had a major grouse or complaint against a distributor/retailer relating to an item that was purchased and wanted recourse? The agency to contact is the Consumer Affairs.

This Christmas Season, the Implementation Division is requesting that consumers report all legitimate complaints about toys to the Consumer Affairs Division with the assurance that action would be taken to ensure redress.

Toy selection

There can never be enough emphasis placed on the importance of reading labels on toys before purchasing. Consumers are urged to pay particular attention to age recommendations on toys. Safe toys are synonymous with age appropriate toys.

Attention should also be paid to 'instructions/ directions for use' since improper usage of toys can result in harm. Keeping in mind the mental and physical ability, as well as any medical ailments, of a child is critical in determining whether the child can properly use a particular toy.

Certification Marks give consumers the assurance that the toy has been tested by an independent, authorised testing facility and is deemed safe for use. Common Certification or Safety Marks include ASTA, GS, IRAM, CB, NOM, and CCC.



GREETINGS: The Honourable Nizam Baksh, Minister of Public Utilities, delivers the Feature Address during his visit to TTBS.



THOROUGH EXPLANATION: The Honourable Nizam Baksh, Minister of Public Utilities (centre) listens attentively to Jason Dhun – Standards Officer – Electrical Lab TTBS as he explains the Laboratory Testing process. Looking on is Mrs. Margaret Farray, Permanent Secretary, Ministry of Public Utilities (left).

Public Utilities Minister visits TTBS

Trade Minister committed to collaborative efforts with TTBS

The Honourable Nizam Baksh, Minister of Public Utilities highlighted the need for collaboration during his recent tour of the Trinidad and Tobago Bureau of Standards (TTBS). In delivering the Opening Address at the Seminar titled “Stakeholders Consultation for the Enforcement of Compulsory Standards TTS/ BS 5467:2012” on Monday 23rd September, 2013 at TTBS’ Head Office situated in Macoya, Minister Baksh said that “The Governance of a State is no different when it comes to the need for collaboration. Administrations walk a high wire held aloft by the interests and needs of the various groups and communities that constitute a nation. And to succeed, they must maintain successful partnerships with them all”.

Speaking to the fifty plus participants which comprised of Manufacturers, Importers, Distributors, Retailers and Wiremen of Electric Cables, Minister Bharath highlighted that, “Today’s event marks our commitment to that sort of collaboration since it is a direct result of the partnership between the Electrical Inspectorate Division (EID) and the Trinidad and Tobago Bureau of Standards (TTBS). The Standard TTS/BS 5467:2012 was declared by the Bureau in an attempt to address various challenges faced by the EID in the



ALL SMILES: The Honourable Nizam Baksh, Minister of Public Utilities (centre) and Mrs. Margaret Farray, Permanent Secretary, Ministry of Public Utilities (second from right) are flanked by TTBS Executive Team Mr. Theodore Reddock – Executive Director – Ag. (second from left) Mr. Steve Williams, Head of Implementation Division (right) and Mr. Gerald Maxwell – Inspector, Implementation Division – (left).

carrying out of its duties.” The main objective of the seminar sought to sensitize the participants on how the revised Standard can be seen as a solution - one that positively impacts not just the EID but also the persons who own and use the buildings in which these cables will be installed.

Mr. Theodore Reddock, Acting Executive Director of TTBS in his brief Welcome Remarks concurred with Minister Baksh and said ‘This collaborative effort between two enforcement arms of the Government, TTBS, of the Ministry of Trade, Industry and Investment and the Electrical Inspectorate Division (EID) of the Ministry of

Public Utilities, in the monitoring of products used in Trinidad and Tobago is very timely and appropriate. It demonstrates that through collaboration and cooperation, much can be accomplished for the benefit of all”.

Also making insightful presentations at the Seminar were Mr. Marlon Williams, Chief Electrical Inspector – EID, Ministry of Public Utilities and Officials from TTBS namely Mr. Steve Williams, Head Implementation Division, Larry Gopeechand – Head, Appliance & Safety Products Unit, Ms Kimberly Badloo – Standardization Division, and Mr. Doodnath Singh – Lab Services Division.



*Advancing
Quality*

Our Services

All standards are intended to improve the quality of life through sustainable development by promoting Economic Growth, Societal Equity and Environmental Integrity.

OUR VISION:

To be a World-Class Standards Institution, dedicated to improving the quality of life of the people in Trinidad and Tobago.

To fulfill this vision TTBS provides the following services: -

• Standards Development

Formulation of National, Voluntary and Compulsory Standards through technical committees for all goods except food, drugs, cosmetics and agricultural products.

Contact: Errol Rampaul,
Head Standardization Division - Ext. 121

• Inspection

Inspection of goods covered by National Compulsory Standards at ports of entry, importers' premises and retail outlets.

Contact: Steve Williams,
Head Implementation Division - Ext. 188

• Laboratory Services

Testing: Electrical, Fibre/Footwear, Material and Chemical Products.

Contact: Renée Abass
Head Laboratory Services Division -
Ext. 216

• Metrology

Inspection, calibration, testing and certification of measuring devices and pre-packaged goods.

Contact: Theodore Reddock,
Head Metrology Division - Ext. 230

• Certification

Product Certification
A license to use the Trinidad and Tobago Product Certification Mark is issued for certified products.

System Certification-
Quality and Environmental Management Systems
(ISO 9001, ISO 14001), Trinidad and Tobago
Tourism

Certification
(TTIC) and Quality and Environmental
Management for SME's (Q&EMS – SME's).

Contact: Rodney Ramnath,
Head Certification Division - Ext. 177

• Laboratory Accreditation

ISO 17025 for Testing/Calibration Laboratory,
ISO 15189 for Medical Laboratories

Contact: Karlene Lewis,
Standard Officer II - Ext. 153

• Standards Information

Supply of local, regional, national and international standards.

Contact: Lillibeth Ackbarali,
Librarian, Information Centre - Ext. 159

• Quality Training

The Premier Quality Services Limited (PQSL), a subsidiary of the Trinidad and Tobago Bureau of Standards, offers training in:

ISO 9001 and 14001, Laboratory Practices,
Calibration, Health and Safety.

Contact: PQSL



Tel.: 645-9026/9268, 662-8827.

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