

**Short-Term Mission on CARDS Twinning Project BA05 IB AG 01
 'Principles of Quality Management (DIN EN ISO 9000:2000 ff'
 Sarajevo 23rd – 26th of September 2008**

Mission Report

1. Name and function of the Expert:

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2. Objective and tasks of the mission:

- Introduction in structure and general principles of Quality Management incl. legal basics (such as the International Standards DIN EN ISO 9000:2000 ff and DIN EN ISO 17020:2004 as well as European Legislation, in terms of Regulation (EC) No. 882/2004 on official controls performed to ensure the verification of compliance with feed and food law, animal health and animal welfare rules.
- Comprehension of the mandatory elements of Quality Management Systems
- Elaboration of the Special Demands on a Quality Management System (QMS) to be met for Veterinary Administration
- Assistance in practical Implementation of the first steps/basic elements of a QMS for Vet. Administration in BiH
- Assistance in Development and Creation of Quality Management Documents, such as Master SOPs (Master Standard Operation Procedures) as well as SOPs (Standard Operation Procedures) for the Vet. Administration of BiH
- Introduction in the general principles of Internal Audits according to Regulation (EC) No. 882/2004 and Assistance in developing a draft structure for the Implementation of a System of Internal Audits
- Assessment of the current situation: What does a target – performance comparison for Internal Audits reveal ?
- Evaluation and Proposal of possible ways of successfully implementing Audit Procedures in BiH

3. Time schedule of mission:

Date	Activities / Meetings	Remarks
23 rd Sept. 2008	Introduction 1 st Presentation: 'Introduction of the Quality Management according to ISO 9000:2000 standards' 2 nd Presentation: 'Quality management in	

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	<p>administration authorities. Introduction and implementation of QM in Germany – using Baden-Württemberg as an example</p> <p>3rd Presentation: ‘How to find the way to practically implement QM, e.g. personnel, training, development and authorization of documents, etc.’</p> <p>1st Working Group: ‘How to implement QM in the SVO:</p> <ul style="list-style-type: none"> - Organisation - Areas (priorities?) - Publishing of documents - Stimulation of acceptance <p>Result: Draft of a potential Master SOP ‘Documentation of QMS’ for the Vet. Administration of BiH (incl. Creation, Control, Validation and Administration of QM-Documents)</p>	<p>Disciplined, very ambitious and lively involvement of all Participants. Remarkably good result (nearly completed Draft Master SOP)</p>
<p>24th Sept. 2008</p>	<p>Short Presentation of Results of 1st Working Group</p> <p>Short repetition of 1st and 2nd Presentation of the day before</p> <p>4th Presentation: ‘How to find the way to practically implement QM, e.g. personnel, training, development and authorization of documents, etc’</p> <p>2nd Working Group (2 Groups dealing with different tasks): ‘Preparation of documents:</p> <ul style="list-style-type: none"> - Quality manual - Standard Operation Procedures (SOPs) - Detailed Working Procedures <p>Results: 1 Draft SOP ‘Official Control of Animal Identification’ 1 Draft Detailed Working Procedure ‘Import Permission for Shipments of Animal Origin into BiH’</p> <p>Presentation of Results of both Working Groups including controversial discussion</p> <p>5th Presentation: ‘Audit and certification – responsibilities and planning’</p>	<p>The Majority of the Participants of the 2-days-Symposium unfortunately didn’t attend the 1st day, thus they missed the elementary Principles essential for the further working process</p> <p>Constructive discussion of the topics and successful training of writing QM-Documents</p>

Date	Activities / Meetings	Remarks
25 th Sept. 2008	<p>1st Working Group: 'How to implement QM in the BIPs: Elaboration of the unique demands concerning a QMS for Veterinary Administration at Border Inspection Posts (BIPs)</p> <p>Result: Identification and Analysis of Needs at BIPs Guidelines to develop a Draft Concept for QMS at BIPs (Vet. Admin.) in compliance with the existing QMS of the Border Police (Customs Service)</p>	<p>Disciplined and ambitious work out draft. Unfortunately only four participants during presentations and merely two participants during working Group!</p>
26 th Sept. 2008	<p>Repetition of 1st and 2nd Presentation of the day before</p> <p>Presentations: See 24th September</p> <p>2nd Working Group (2 Groups dealing with different tasks): 'Preparation of documents: - Quality manual - Standard Operation Procedures (SOPs) - Detailed Working Procedures</p> <p>Results: 1 Draft SOP 'Registration of Animal Holdings, Slaughterhouses and livestock markets' 1 Draft SOP 'Official Control of shipments of Animal Origin at Veterinary Border Inspection Posts (BIPs)'</p> <p>Presentation of Results of both Working Groups including discussion.</p>	<p>Once again the Majority of the Participants of the 2-days-Symposium didn't attend the 1st day, thus they missed the elementary Principles essential for the further working process</p> <p>Constructive discussion of the topics and successful training of writing QM-Documents</p>

3. Summary of the Results of the Mission :

The aims described under task No. 2 were successfully achieved.
Due to very poor attendance the expertise was only given to a small number of Persons.
It must be acknowledged that among these were high ranking Officials, who are destined to spread the newly acquired knowledge within their organizations.

Actions to be taken in near future:

I. Identification of a QM-Representative (=PUK) of the SVO

II. Implementation of the 1st general QM-Working Group of Vet. Administration of BiH

(chaired by Management of SVO and organized by QM-Representative of SVO) with the task to work out the following topics

- a. Definition of a general Quality Policy for BiH
- b. Working out Quality Objectives for BiH
- c. Creation /development of further Major SOPs concerning

- Responsibility of the head of Service
- Administrative requirements
- Organisation
- Staff
- Equipment
- Documentation
- distribution of tasks (commissioning)
- Contact to other competent authorities (interfaces)

and

- Official Control
- Official Sampling
- Writing an experts report

For more information see presentation 'Quality Management in Administration authorities - Introduction and Implementation' according to DIN EN ISO 17020 and template draft laid down in the already worked out Master SOP Documentation (s. Annex)

Members of Working Group: Representatives of all Veterinary Administrative bodies involved (s. as proposed for Master SOP Documentation). Number of members could be reduced to increase efficiency by mutual consent (delegation of tasks).

After No.2 has shown first results

III. Implementation of Special Working Groups in all fields of Vet. Administration such as Animal Health, Animal Welfare etc., chaired and organized by the SVO Policy Officer for the

Tasks: Creation /development of further SOPs and Detailed Working Procedures concerning. For Example

- Official Control of Animal Holdings concerning Animal Welfare
- Official Registration of Slaughterhouses concerning Meat Hygiene
- any other field of Administration

IV. Identification of a QM-Representative (=PUK) for all Administrative Levels/Agencies of Vet. Administration in BiH

4. General Remarks Concerning the Project:
(without direct relevance for the mission)

We'd like to thank all participants for their ambitious discussion and lively involvement. Moreover we'd like to thank Dr. Drago Nedic, Dr. Darko Cobanov and Dr. Sanjin Tankovic for their advisory service. At last we'd like to thank the Longterm Resident Twinning Advisor Dr. Schollmeyer for her competent and reliable support in all respects.

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