



BY OSAMA EL MELIGY

Osama El Meligy is Convenor of the ISO/TC 76 Arabic Translation Task Group (ATTG).

His contributions as Egyptian delegate to the committee include participation in the task group responsible for the handbook, *ISO 9001 for Small Businesses*.

He is owner of the Egyptian management consultancy, Total.

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TC 176 develops Arabic version of ISO 9000:2000 series

Following the successful cooperation between the delegations of seven Spanish-speaking countries which led to a unique Spanish translation of the ISO 9000:2000 series, officially recognized by ISO, ISO technical committee ISO/TC 176 has set up a task group which is now developing unique Arabic translations of three of the standards in the series.

There are 22 Arab-speaking countries with a total population of around 270 million and ten's of thousands of organizations in all business sectors – manufacturing, services, oil and gas, tourism, agriculture and information technology – among which interest in the ISO 9000 standards is increasing daily.

One of the obstacles that we have met in our efforts to raise awareness and promote the quality culture is the language barrier and the ensuing misinterpretations of the terms used in the ISO 9000 quality management standards – the 1987, then the 1994, versions.

At the ISO Council meeting in Sydney, Australia, in September 2001, a resolution was passed to develop an Arabic translation of the ISO 9000:2000 series. During the October 2001 plenary of ISO/TC 176 plenary which followed in Birmingham, United Kingdom, the committee nominated the Egyptian Organization for Standardization (EOS) as the Secretariat for the Arabic Translation Task Group (ATTG). The ATTG is made up of experts from Algeria, Egypt, Kuwait, Saudi Arabia, Tunisia, and the Arab Knowledge Management Society (AKMS).

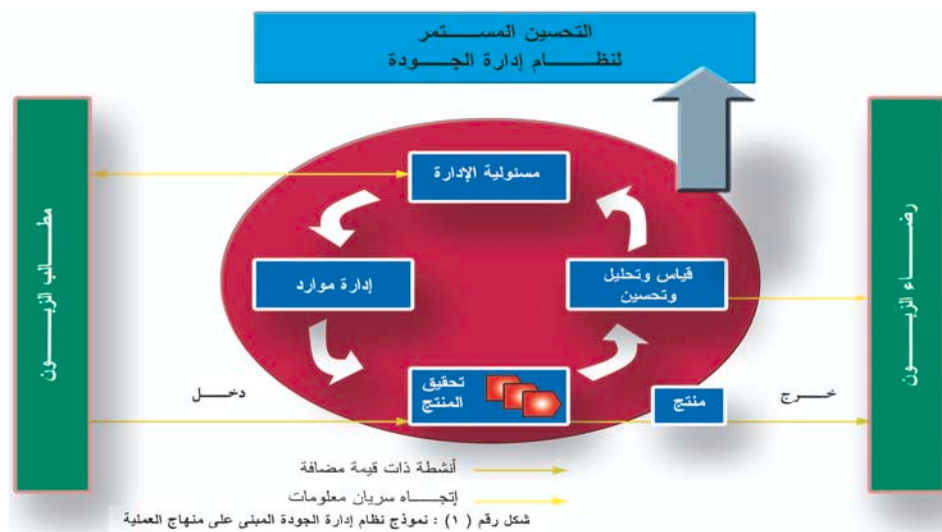
According to the schedule established, it is expected that ISO-approved Arabic translations of ISO 9000:2000, ISO 9001:2000 and ISO 9004:2000 will be available by the end of 2002.

Benefits

A unique Arabic translation of the ISO 9000:2000 series will provide the following benefits:

- raise the awareness of ISO 9000-based quality management standards in Arab countries;
- facilitate the implementation of ISO 9001:2000 and, consequently, organizational performance;
- remove any misunderstanding arising from divergent Arabic translations by different Arab countries;

Model of a process-based quality system.



- unify quality vocabulary and, therefore, facilitate auditing and assessment of quality systems by Arab auditors, and
- facilitate the creation of Arab accreditation and certification bodies.

The translation process is mainly based on ISO/TC 176's "tips for translation" document, which was developed on the basis of the experience of the Spanish Translation Task Group.

It is believed that the translation into Arabic of the ISO 9000 quality management standards will facilitate their implementation and enhance the improvement in performance of Arabic organizations and, therefore, their competitiveness in global markets.

Canada honours ISO 9000 and ISO 14000 contributors

Two leading Canadian contributors to the development of the ISO 9000 and ISO 14000 families have been honoured by the Standards Council of Canada (SCC).

Reginald N. Shaughnessy¹⁾, former Chair of ISO/TC 176, *Quality management and quality assurance*, and Ahmad Husseini²⁾, current Secretary of ISO/TC 207, *Environmental management*, were both recipients of awards under a newly expanded programme to honour individuals and organizations "that have significantly contributed to the national standards system and to Canada's nation-

al and international standardization efforts".

"Reg" Shaughnessy was the first recipient of the Roy A. Phillips Award which salutes individuals whose contributions have helped Canada become recognized as a world leader in international standardization. Mr. Shaughnessy has been a volunteer on steel, health, safety and quality committees for 42 years.



Currently Acting Chairman of the Canadian Standards Association's Strategic Steering Committee on Business Management, Mr. Shaughnessy chaired ISO/TC 176, responsible for the ISO 9000 family of quality management standards, from 1987 to 1997.

Born and educated in Wales, Mr. Shaughnessy is a metallurgical engineer with supplementary qualifications in management and quality engineering. He worked in the iron and steel industry in the United Kingdom for 17 years followed by 23 years of service in executive management in the Canadian steel industry. His professional life focused on metal technology, quality and productivity management and workplace health and safety systems.

Reg Shaughnessy (centre), former Chairman of ISO/TC 176, is the first recipient of Canada's Roy A. Phillips Award, named after the ISO Past President (left) and former Council and Executive Committee member of the Standards Council of Canada (SCC); on the right is Peter Clark, Executive Director of SCC.

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Ahmad Hussein (centre) received SCC's Distinguished Service Award. He is flanked by Hugh Krentz, (left) President of SCC, and Peter Clark.

International contributions

He was a founding member of the CSA Standards Policy Board and chaired the CSA Steering Committee responsible for developing, implementing and promoting the Z299 Canadian Quality Assurance Standards.

In 1995, he was awarded the John Jenkins Award of Excellence by the Canadian Standards Association – CSA's most prestigious honour – in recognition of his leadership and international contributions to the development of quality management and quality assurance standards.

He now directs his own company, Q-Norm Inc., which offers consultancy on supply chain management, quality, continuous improvement, health, safety and productivity.

Ahmad Hussein was presented with the Distinguished Service Award for his pivotal role in the development of the ISO 14000 family of environmental management standards. He joined the Canadian Standards Association in 1988 as a project manager in public safety. He coordinated the intensive consultation work to

define basic requirements for international environmental management standards and was instrumental in the establishment of ISO/TC 207.

Mr. Hussein played an active role in helping to obtain the ISO/TC 207 Secretariat for Canada. He became Secretary of the committee in 1998 and still holds that position today. He has been a key player in facilitating strategic initiatives towards compatibility of the ISO 9000 and ISO 14000 standards and, more recently, in the development of ISO activities in the area of climate change. ■

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