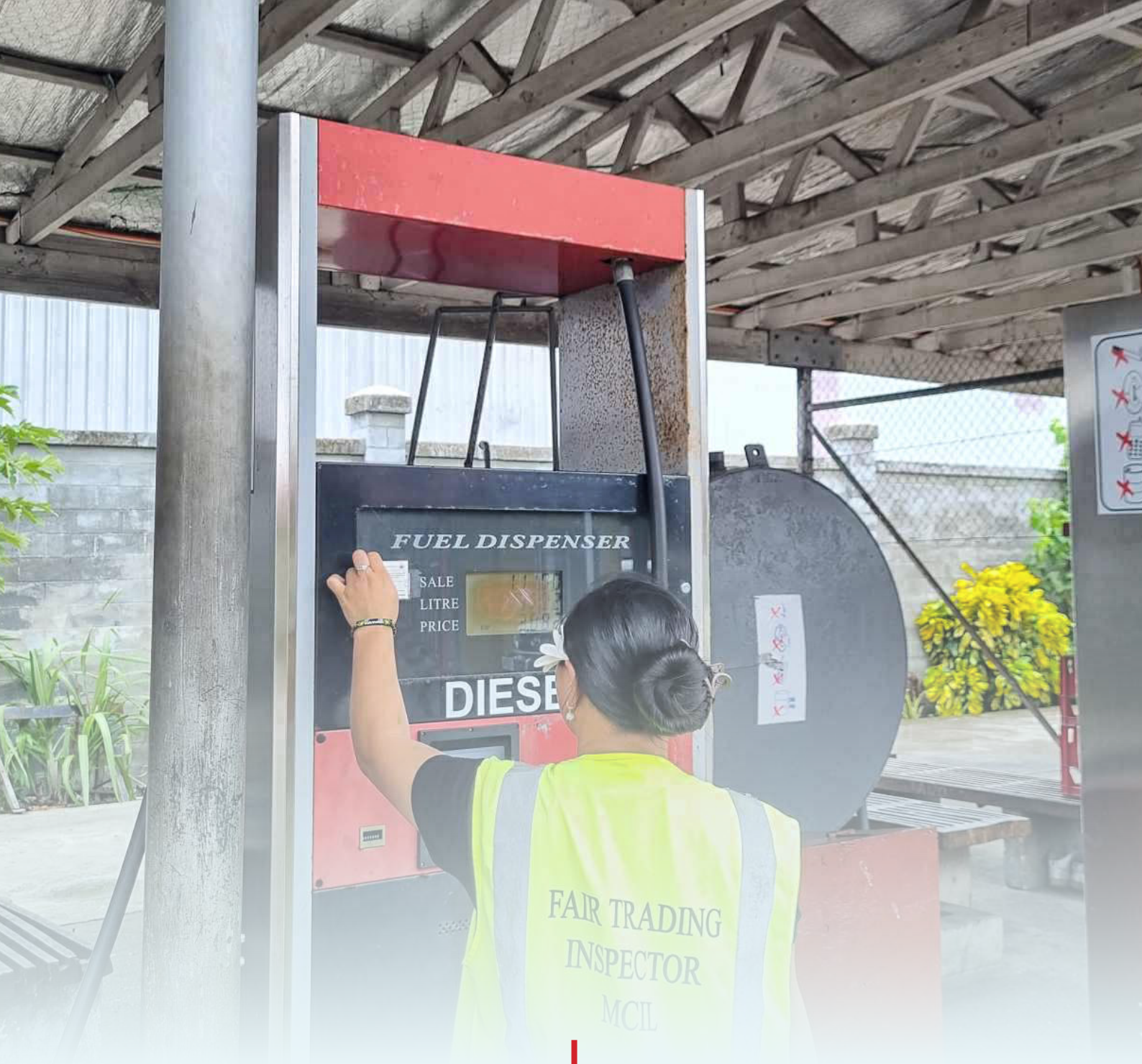

SAMOA

National Quality Policy (2025-2030)

UK International Development
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The Samoa National Quality Policy was developed with the assistance from the UK Government under the Standards Partnership Programme.

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Foreword

Samoa, like other Pacific Island States, faces many challenges due to its size, geographic location and, not infrequently, natural disasters exacerbated by climate change. Despite these challenges, Samoa seeks to maximize economic growth opportunities, mainly in the export of products and services, and tourism; developing and caring for the wellbeing of its people; and building efficient and resilient institutions and infrastructure.

In the era of open borders and digitalization, Samoan products and services must meet or exceed applicable international standards to facilitate their acceptance by sophisticated value-seeking consumers and integration into international value chains. Demonstrating conformity to these standards, both in international trade and domestically, requires the establishment and development of the National Quality Infrastructure (NQI), encompassing standardization, metrology (scientific, industrial and legal), accreditation and conformity assessment (CA) services (inspection, testing and certification).

This document contains Samoa's National Quality Policy (NQP). An NQP is internationally defined as a basic government instrument for establishing goals for, and formalizing and overseeing the development and performance of, the NQI.

The project for articulating Samoa's NQP has been led by the Ministry of Commerce, Industry and Labour (MCIL), which currently houses both the standardization and legal metrology activities. The MCIL taskforce, led by **Mr Fepuleai Roger Toleafoa**, Assistant CEO of Fair Trading, Consumer Protection, Competition, Metrology and Codex Development Division, worked hand-in-hand with the British Standards Institution (BSI), which brought its extensive expertise and resources to the project.

The NQP development process, started in October 2023, included:

- an NQI/NQP awareness-building workshop in Apia in November 2023
- face-to-face consultations with stakeholders from the public and private sectors in November and December 2023, in Apia and Salelologa, to identify gaps to be addressed in the quality infrastructure (QI) of Samoa
- the production of a draft NQP and presentation of salient points in a consensus-building workshop, coupled with additional focused face-to-face consultations in March 2024

After incorporating feedback received in March 2024, the revised draft was circulated to a diverse set of stakeholders: ministries, state-owned enterprises, other public bodies, private sector associations, academia and non-governmental organizations (NGOs). Comments received by stakeholders until July 2024 were addressed, responses notified to the stakeholders and changes to the NQP and the associated Implementation Plan were made, as appropriate. The new draft was presented and discussed at a validation workshop in Apia in September 2024 while, in parallel, additional face-to-face consultations were held. Following the input at the workshop, the draft was slightly revised and updated, and sent once more to stakeholders for their feedback. The stakeholders participating in each activity of the NQP development process are listed in Annex G. Following receipt and resolution of the final set of stakeholders' comments, the document was again revised and was submitted to the National Policy Coordinating Committee (NPCC) in December 2024, along with a policy brief. After the incorporation of NPCC's suggestions, NPCC endorsed the document, which was finally approved by the Cabinet of Ministers with Decision FK(25)13 in March 2025.

An integral part of the NQP is the Implementation Plan (see Annex E) for the five-year duration of the Policy, containing a detailed set of activities, and, for each of them, references to leading and participating implementing organizations, time frames, key indicators, and an estimate of resources needed.

Thanks and gratitude are expressed to the many organizations and people that worked in bringing the NQP to the approval stage and, in particular, to the two entities that supported the project financially and administratively: the Foreign, Commonwealth and Development Office of the UK Government and the PACER Plus Implementation Unit in Samoa.

The NQP has the strong backing of the Government of Samoa and it is hoped that its objectives and implementation will be embraced by all stakeholders in Samoa. The implementation of the NQP will contribute to the above stated goals of Samoa and to the achievement of the five Key Strategic Outcomes of the *Pathway for the Development of Samoa FY 2021/22–FY 2025/26* and beyond.

Hon Fata Ryan Schuster
MINISTER OF COMMERCE, INDUSTRY AND LABOUR

Acronyms and abbreviations

AFSP	Agriculture and Fisheries Sector Plan 2022–2027
APLMF	Asia Pacific Legal Metrology Forum
AU	Australia
BOSA	Businesses of Salafai Association
BSI	British Standards Institution
CA	conformity assessment
CAB	conformity assessment body
CAC	Codex Alimentarius Commission
CBS	Central Bank of Samoa
CCA	Competition and Consumer Act 2016
CEO	Chief Executive Officer (reporting to the Minister)
DW	drinking water
EPC	Electric Power Corporation
ETSI	European Telecommunications Standards Institute
EU	European Union
FCDO	Foreign, Commonwealth and Development Office (UK)
FTCACPMD	Fair Trading, Codex Alimentarius, Consumer Protection and Metrology Division (of MCIL)
FY	fiscal year (in Samoa, from 1 July to 30 June)
GAPs	good agricultural practices
GSPs	good standardization practices
IROSH	Industrial Relations and Occupational Safety and Health (Division of MCIL)
ICT	information and communications technology
IEC	International Electrotechnical Commission
ILC	inter-laboratory comparison
ISO	International Organization for Standardization
IT	information technology
ITU	International Telecommunication Union
KPA	Key Priority Area (in Pathway for the Development of Samoa)
LTA	Land Transport Authority
MAF	Ministry of Agriculture and Fisheries
MCIL	Ministry of Commerce, Industry and Labour
MCIT	Ministry of Communications and Information Technology
MCR	Ministry of Customs and Revenue
MEC	Ministry of Education and Culture

MFAT	Ministry of Foreign Affairs and Trade
MNRE	Ministry of Natural Resources and the Environment
MOF	Ministry of Finance
MOH	Ministry of Health
MPE	Ministry of Public Enterprises
MPMC	Ministry of the Prime Minister and Cabinet
MS	management system
MSMEs	micro, small and medium enterprises
MWCSD	Ministry of Women, Community and Social Development
MWTI	Ministry of Works, Transport and Infrastructure
N/A	(data) not available
NASAA	National Association for Sustainable Agriculture Australia
NCO	NASAA Certified Organic (a certification body)
NEP	National Enquiry Point (for WTO TBT or SPS Agreements)
NGO	non-governmental organization
NIDPS	National Industry Development Policy and Strategy FY 2024/25–FY 2033/34
NNA	National Notification Authority (for WTO TBT or SPS Agreements)
NPCC	National Policy Coordinating Committee
NQP	National Quality Policy
NSB	National Standards Body
NZ	New Zealand
OAG	Office of the Attorney General
OCC	Oversight and Coordination Committee
OIML	International Organization of Legal Metrology
OOTR	Office of the Regulator
OPERA	Office of the Pacific Energy Regulators Alliance
PACER Plus	Pacific Agreement on Closer Economic Relations Plus
PASC	Pacific Area Standardization Congress
PDS	Pathway for the Development of Samoa FY 2021/22–FY 2025/26
PICTA	Pacific Island Countries Trade Agreement
PIF(S)	Pacific Islands Forum (Secretariat)
PISC	Pacific Islands Standardization Committee
PM	Policy Measure (of the National Quality Policy)
POETCom	Pacific Organic and Ethical Trade Community
PPP	public–private partnership
PQI	Pacific Quality Infrastructure
PSC	Public Service Commission

PTS	proficiency testing scheme (for laboratories)
PUMA	Planning and Urban Management Agency (part of MWTI)
QC	quality control
QI	quality infrastructure
QP	quality policy
RIA	regulatory impact assessment
SAME	Samoa Association of Manufacturers and Exporters
SAT	Samoan Tala (currency)
SCCI	Samoa Chamber of Commerce and Industry
SFA	Samoa Farmers Association
SFESA	Samoan Fire and Emergency Services Authority
SPC	Pacific Community
SPS	Sanitary and Phytosanitary (Agreement within WTO)
SROS	Scientific Research Organisation of Samoa
SSTA	Savai'i Samoa Tourism Association
STSP	Samoa Tourism Sector Plan 2022–2027
TA	technical assistance
TBD	to be determined
TBT	Technical Barriers to Trade (Agreement within WTO)
TC	Technical Committee (in Standardization)
TCM	Trade, Commerce and Manufacturing (Sector)
TF	Trade Facilitation (Agreement within WTO)
TRs	technical regulations
TRF	technical regulations framework
TVET	Technical and Vocational Education and Training
UN SDGs	United Nations Sustainable Development Goals
UNECE	United Nations Economic Commission for Europe
UNIDO	United Nations Industrial Development Organization
US$	United States Dollar
WHO	World Health Organization
WIBDI	Women in Business Development Inc.
WOAH	World Organisation for Animal Health (previously OIE)
WTO	World Trade Organization

Terms and definitions

Unless the context dictates otherwise, the following definitions[1] apply to the NQP.

accreditation

procedure by which an authoritative body gives formal recognition that a body or person is competent to carry out specific tasks

accreditation body

body that conveys formal demonstration of the competence of conformity assessment tasks

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

certification

procedure by which a third party (i.e. independent from both the producer and the user) provides written attestation that a product, process or service meets specified requirements

conformity assessment

demonstration that specified requirements relating to a product, process, system, person or body are fulfilled

conformity assessment body

entity that conducts conformity assessment

inspection

examination of a product design, product, process or installation and determination of its conformity with specific requirements or, on the basis of professional judgement, with general requirements

market surveillance

activities carried out and measures taken by competent authorities to ensure that products comply with the requirements set out in the applicable legislation and to ensure protection of the public interest covered by that legislation

measurement standard

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

metrology

science of measurement and its application; it includes all theoretical and practical aspects of measurements, whatever the measurement uncertainty, and field of application. Legal metrology is the application of legal requirements to measurements and measuring instruments

1 Definitions have been simplified or modified, compared to the formal ones in the standard ISO/IEC 17000:2020, the International Vocabulary of Metrology (VIM) and other sources, to increase comprehension by the general reader.

National Quality Infrastructure

totality of the institutional framework (public or private) required to establish and implement standardization, metrology (scientific, industrial and legal), accreditation and conformity assessment services (inspection, testing and product and system certification) necessary to provide acceptable evidence that products and services meet defined requirements, be they demanded by authorities (technical regulations) or the market place (contractually or inferred)

quality

degree to which a set of inherent characteristics or distinguishing feature fulfils requirements that are stated, generally implied or obligatory

quality management

coordinated activities to direct and control an organization with regard to quality

standard

document, established by consensus and approved by a recognized body, that provides, for common and repeated use, rules, guidelines or characteristics for activities or their results, aimed at the achievement of the optimum degree of order in a given context

Samoan national standard

standard developed or adopted by the National Standards Body (NSB) of Samoa at MCIL and approved either by the MCIL Chief Executive Officer (CEO) or the Samoa National Codex Committee

NOTE At present, other entities in Samoa also issue or approve standards, e.g. MOH, Ministry of Works, Transport and Infrastructure (MWTI), STA.

technical regulation

document which lays down product characteristics or their related processes and production methods, including the applicable administrative provisions, with which compliance is mandatory

NOTE Technical regulations may also include or deal exclusively with terminology, symbols, packaging, marking or labelling requirements as they apply to a product, process or production method.

testing

determination of one or more characteristics of an object of conformity assessment in accordance with a specified method

Executive summary

The National Quality Policy (NQP) of Samoa, in its first edition, articulates the Samoan government's position on the quality of goods and services produced and consumed in the country, addressing issues such as competitiveness, productivity, health, safety, deceptive practices and the environment.

The NQP lays the foundation for developing the institutions and functions of the National Quality Infrastructure (NQI). These functions in Samoa, at present, consist of standardization and legal metrology, both housed at the Ministry of Commerce, Industry and Labour (MCIL), and testing laboratories, notably at the Scientific Research Organisation of Samoa (SROS). The NQP proposes strengthening and expansion of these functions, including building links with, or membership of, regional and international counterparts. The NQP also proposes:

- developing scientific and industrial metrology, to cover essential needs of the public and private sector
- establishing a market surveillance section at MCIL, or a new public body dedicated to this task, for ensuring the safety of non-food products used in the country
- exploring the development of inspection or certification capabilities to address the needs of the public and private sectors, with emphasis on exports
- facilitating cost-effective access of conformity assessment bodies (CABs) to services provided by accreditation bodies in the region, considering the impracticality of establishing a dedicated accreditation body in Samoa
- developing a comprehensive technical regulations framework (TRF), based on international good practices, which supports compliance with Samoa's obligations in relation to World Trade Organization (WTO) Agreements on Technical Barriers to Trade (TBT) and the Application of Sanitary and Phytosanitary Measures (SPS), as well as corresponding regional agreements.

The NQP, covering the five-year period from 21.11.2025 to 31.12.2030, supports the Samoa 2040 vision and the achievement of all five Key Strategic Outcomes of the Pathway for the Development of Samoa FY 2021/22–FY 2025/26 (PDS). It is built with the vision:

"A quality culture in Samoa that enhances sustainable and inclusive economic growth, global competitiveness, infrastructure and environmental resilience, the wellbeing of people and other sustainable development goals."

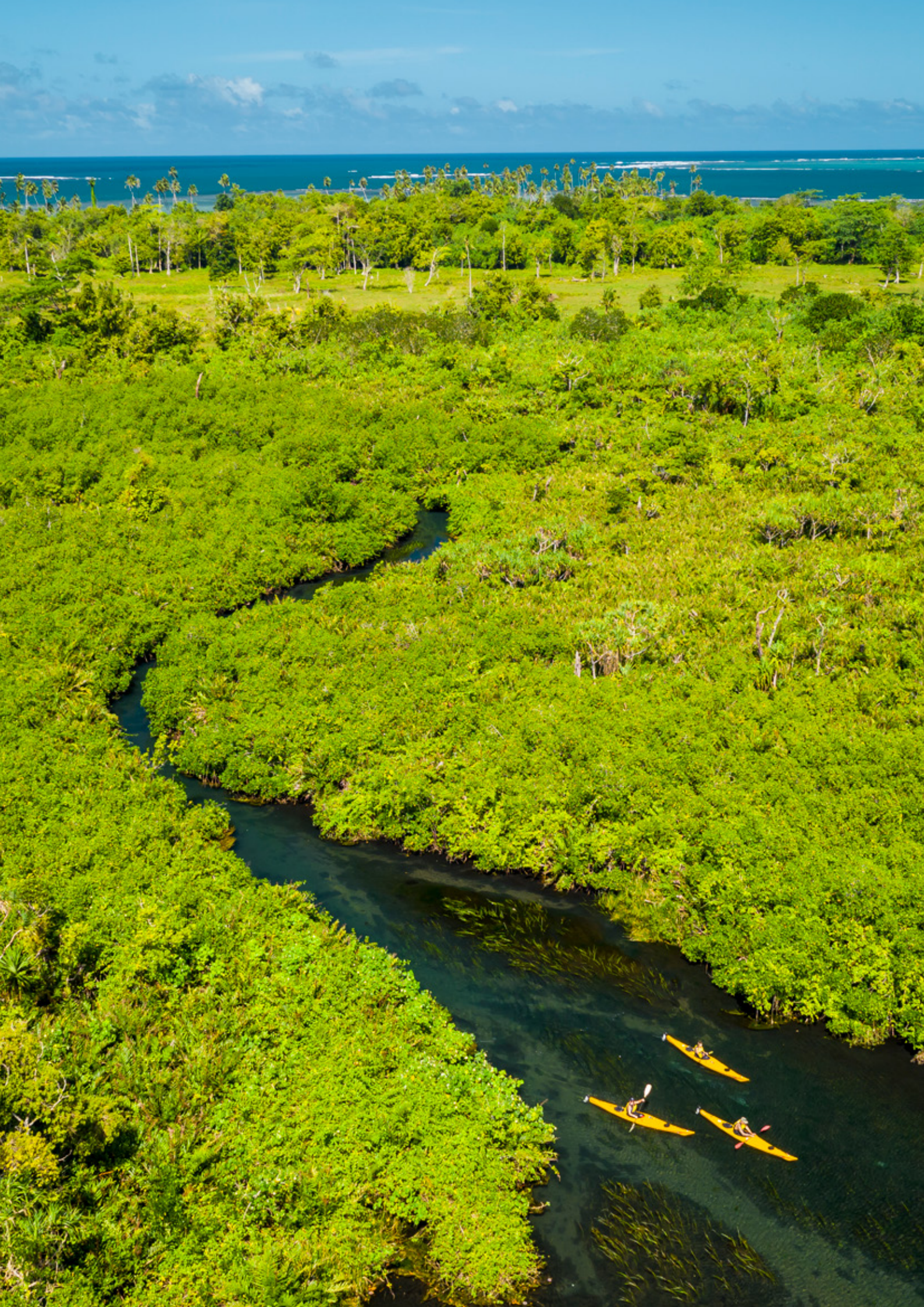
It has the following five key objectives:

1. To develop and maintain an NQI that appropriately and continuously meets the needs of Samoa and is aligned with regional and international good practices.
2. To establish, maintain and implement an effective, efficient and internationally recognized TRF.
3. To have a public sector that offers quality services.
4. To help develop a private sector that is strongly supported by, and supports, the NQI.
5. To build a national quality culture.

The Implementation Plan to achieve the vision and objectives, with details on required legal initiatives, financing, responsibilities and timelines, is provided in Annex E.

MCIL will be responsible for supervising and coordinating the implementation of the NQP by forming and chairing an Oversight and Coordination Committee (OCC) consisting of stakeholders from the public and private sectors. Other ministries and public bodies will be responsible for implementing those parts of the NQP that are relevant to their respective mandates and strategies.

The NQP affects all sectors of the economy (primary, secondary and tertiary production), which are invited to define their needs for NQI services. While the application of the NQP is voluntary, it is hoped that the private sector will recognize the benefits of not simply receiving NQI services but, equally important, of actively participating in governance/monitoring structures of the implementation of the NQP and of its institutions, as well as in committees that carry out technical work. Finally, in addition to the private sector, it is hoped that civil society (non-governmental organizations (NGOs), community leaders) will also actively engage to help build a quality-conscious society for the benefit of all segments of the population, including women, persons with disabilities and vulnerable groups.



1. Introduction

1.1 The need for a National Quality Policy (NQP)

The ability of producers and suppliers of goods and services to take advantage of commercial opportunities, compete on global markets and participate in international value chains is often challenged by their difficulties in demonstrating compliance with international quality requirements and trade rules. Therefore, creating and sustainably implementing a robust quality infrastructure (QI), both within countries and regions, is often a crucial step on the path to developing a thriving economy, which is fundamental to the prosperity and wellbeing of the country (or region).

QI is a system comprising the organizations (public and private) together with the policies, relevant legal and regulatory framework, and practices needed to support and enhance the quality, safety and environmental soundness of goods, services and processes. QI is required for the effective operation of domestic markets, and its international recognition is important to enable access to foreign markets. It is a critical element in promoting and sustaining economic development, as well as environmental and social wellbeing. It relies on

- metrology
- standardization
- accreditation
- conformity assessment (CA)
- market surveillance.

The world trading system is continuously developing. In recent decades, numerous good practices have evolved related to QI that support trade whilst still ensuring the safety and wellbeing of people and the environment. Some of these practices are encoded in the World Trade Organization Agreements on Technical Barriers to Trade, the Application of Sanitary and Phytosanitary Measures, and Trade Facilitation (WTO TBT, SPS and TF Agreements); some are provided for in the working and recognition arrangements of international organizations such as the International Bureau of Weights and Measures (BIPM), the International Organization of Legal Metrology (OIML), the International Laboratory Accreditation Cooperation (ILAC), the International Organization for Standardization (ISO), Codex Alimentarius Commission (CAC), International Plant Protection Convention (IPPC) and World Organisation for Animal Health (WOAH); others have evolved elsewhere as good practices that should be followed. Countries wishing to enhance their exports, to ensure the safety and wellbeing of people, protect the environment and to achieve the UN Sustainable Development Goals (SDGs), have little choice but to better understand and seek compliance with these international requirements and good practices.

Samoa's NQP aims to develop and sustain an efficient and effective QI. The NQP specifies the overall policy vision (goal), the policy objectives, expected outcomes and required measures with respect to the development of the NQI. In addition to the NQP, the Implementation Plan in Annex E lays out the individual activities and specifies responsibilities, timelines and broad resource requirements.

While there is no legal requirement for Samoa to develop an NQP, the resulting strengthening of the NQI will help Samoa meet its obligations under international/regional trade agreements (e.g. WTO TBT, WTO SPS and PACER Plus).

1.2 Definition of the National Quality Infrastructure (NQI) and Technical Regulations Framework (TRF)

The NQI is a combination of initiatives, institutions, organizations, activities and people. It includes an NQP and the institutions which implement it, a TRF, quality service providers, enterprises, customers and consumers (including citizens as "consumers" of government services).

The NQI can be a powerful tool for defining, developing and verifying quality requirements for products and services. Furthermore, it aims to ensure that the products and services appropriately meet the state-of-the-art requirements and good practices essential for successfully participating in international trade. Therefore, the NQI should be seen as a dynamic system, meaning its parts interact with each other to provide overall results which are greater than those that could be achieved by the parts working individually and in isolation. As such, the NQI is a catalyst for improving the quality of products and services on a national scale. By helping national industry and commerce meet the requirements of export markets, the NQI increases the competitiveness of the country's economy and its ability to participate in global trade and value chains.

Since there is no ready-made NQI model that suits all countries, a tailored approach is necessary[2]. The NQI is adjusted to meet the national and regional requirements that were identified through a thorough review of the current situation[3] (see Annex D) and gap analysis (see section 2). An optimized NQI structure takes into account all elements of the NQI, including its governance, the quality institutions, quality services, as well as markets and consumers.

A fundamental component of the NQI is governance. The leading role in setting up an NQI is played by the country's government, which gives the initial impetus and is ultimately responsible for ensuring that the NQI fulfils policy objectives, meets the country's needs, conforms to international standards and good practices, and complies with world trade rules. The government provides impetus by developing an NQP and establishing the regulatory framework for the NQI. The financing of the NQI and the TRF is addressed in section 6.

An effective NQI aims at defining quality requirements and providing internationally acceptable evidence that products, services, systems, persons or bodies conform to such quality requirements. An effective NQI results from the satisfactory fulfilment of all the functions listed below and detailed in Annex A.

1. Establishing and implementing an NQP
2. Establishing, maintaining and implementing a TRF[4]
3. Standardization
4. Metrology
5. Accreditation
6. Conformity assessment
7. Quality promotion and building a quality culture

2 The use in this project of the methodology and tools created by UNIDO for developing National Quality Policies (see https://hub.unido.org/sites/default/files/publications/QUALITY_POLICY_final.pdf and References section) is acknowledged and appreciated

3 Including an awareness-building workshop held in Apia on 29 November 2023 and face-to-face consultations with stakeholders from the public and private sectors between 27 November and 8 December 2023. Also, additional face-to-face group consultations were carried out on 11–13 March 2024, as well as a consensus-building workshop with stakeholders on 14 March 2024. More face-to-face consultations were carried out between 16 and 23 September 2024 and a validation workshop was held on 18 September 2024.

4 Market surveillance activities are included here.

1.3 Essential information about the country

This subsection covers information about economic performance and prospects. Geographic/demographic information is given in Annex B.

The overall Samoa trade profile (2021–22 data) can be found at https://www.wto.org/english/res_e/statis_e/daily_update_e/trade_profiles/WS_e.pdf, from where the data below were selected for presentation.[5]

Samoa's Gross Domestic Product (GDP) in 2022 was US$832 million. It ran a huge deficit in merchandises trade (2022 data: imports, US$440 million; exports, US$42 million), but a good surplus in commercial services trade (US$102 million and US$130 million, respectively).

Agricultural products accounted for 70.4% of exports (2021 data, in terms of value), while manufactured goods accounted for 17.3% (the rest being mostly fuels for refuelling planes/ships).

Export destinations for merchandise (in terms of % value for 2021) were: New Zealand (23.3%), American Samoa (21.1%), USA (18.6%), Australia (8.6%), Tokelau (7.5%), others (21%).

Samoa's top exported products are shown in Table 1.

Table 1. Samoa top exported products[6] (2021 data)

Product category	Value (US$ million)
Fish (frozen), excluding fish fillet[7]	5
Coconut (copra) and palm kernel oil	5
Manioc, arrowroot, salep	3
Beer made from malt	2
Electrical circuit protectors	2
Cigars, cheroots, cigarillos	1
Fruit juices and vegetable juices	1

The evolution of exports from 2020 to 2023 is shown in Table 2.

Table 2. Samoa domestic product exports (2020–2023) in thousands of Samoan Tala (SAT)

	Calendar year							
	2020		2021		2022		2023	
Product	Value	%	Value	%	Value	%	Value	%
Fresh fish	32,211	51.9	13,722	26.4	24,579	39.4	19,122	41.0
Coconut oil	7,701	12.4	9,594	18.5	16,670	26.8	10,278	22.0
Taro	7,956	12.8	7,179	13.8	4,514	7.2	5,022	10.8
Coconut cream	526	0.8	25	0.0	609	1.0	593	1.3
Beer	3,624	5.8	5,590	10.8	3,783	6.1	871	1.9

5 Trade-related resources can be accessed on the Samoa Trade Information Portal, https://samoa.tradeportal.org/. Trade statistics (on a monthly, quarterly basis) can also be found at https://www.cbs.gov.ws/statistics/foreign-trade-report/.

6 Excluding fuels.

7 Included in the manufactured goods category above.

	Calendar year							
	2020		**2021**		**2022**		**2023**	
Nonu juices	2,112	3.4	2,707	5.2	2,133	3.4	1,959	4.2
Copra	398	0.6	426	0.8	375	0.6	492	1.1
Coconut	1,957	3.2	1,891	3.6	1,137	1.8	1,610	3.4
Kava	231	0.4	462	0.9	282	0.5	92	0.2
Scrap metal	536	0.9	724	1.4	939	1.5	1,635	3.5
Others (including eggs, cigarettes, cocoa products)	4,825	7.8	9,604	18.5	7,288	11.7	5,001	10.7
Domestic exports (Total)	**62,077**	**100.0**	**51,922**	**100.0**	**62,307**	**100.0**	**46,676**	**100.0**

Re-exports (e.g. fuels) are not included.

Source: Ministry of Customs and Revenue (MCR) and Samoa Bureau of Statistics.

One can see that significant agricultural exports are coconut oil, taro, nonu juices and coconut.

Recent economic data[8] show an improved situation: GDP for the calendar year 2023 produced a total value added of SAT 2,140.5 million (SAT 2.1 billion) in constant 2013 prices. Economic performance increased by 10.2% compared to 2022, reflecting the country's road to recovery from the adverse effects of the COVID pandemic, which crippled the economy in the previous year. The services sector, which makes up 64.5% of the economy, increased by 15.1% compared to 2022.

Useful insights on the prospects of the Samoan economy can be found in excerpts from the National Industry Development Policy and Strategy FY 2024/25–FY 2033/34 (NIDPS):

> *The decline of the secondary sector suggests that attracting large-scale manufacturing will be difficult because of the relatively high costs of labour, energy, and transport. Samoa's potential lies in relatively high-tech services (i.e., innovative internet-based services) and niche manufacturing whereby Samoa can leverage its well-educated workforce, and strong links to Australia and New Zealand. Opportunities to sell the Samoan/Pacific story (clean, green, ethical, etc.) could also offer a competitive edge rather than low-cost manufacturing and export of un-differentiated agricultural commodities.*[9]
>
> *Transformative opportunities are most likely found in export markets, seeking out consumers that are less price sensitive and more interested in product image, such as ethical, and sustainable value chains, building on the positive image of Samoa as a clean/green source.*[10]
>
> *Samoa has the information and communications technology (ICT) infrastructure in place and is well positioned to be an ICT leader in the Pacific. Value for money in terms of data and communications services has risen dramatically in the past several years. The skill level of local ICT professionals is relatively high, and local entrepreneurs have also demonstrated the capability of producing international quality ICT products. However, the potential of the ICT sector as a "sunrise" industry is still largely unrealized.*[11]

8 Source: https://www.sbs.gov.ws/images/sbs-documents/Finance/GDP/2023/GDP-PRODUCTION-Report-Dec-2023-Quarter.pdf.
9 NIDPS, https://mcil.gov.ws/wp-content/uploads/2025/06/NIDPS_Published-version_FINAL.pdf, Annex 1, section 1.4.6.
10 NIDPS, Annex 1, section 1.5.1.
11 NIDPS, Part 2, section 2.4.

1.4 National policy environment

1.4.1 General

Several existing policies and regulations in Samoa contain references to standards, quality and technical regulations (TRs). In many cases, however, references to standards, quality and TRs do not reflect a holistic view of the NQI, nor do they provide uniform national guidance on TRs. Nevertheless, these policies do provide very important interfaces for the NQP. The NQP represents an effort to link the policy measures (PMs) relating to standards, quality and TRs contained in many of the existing policies. In this respect, the development of an NQP provides a good opportunity for Samoa to review quality aspects mentioned in other policies or regulations in a holistic manner, and amend any parts which may not be in compliance with international rules and guidelines.

In Samoa, 14 sectors in total have been defined, broken down into four categories: Social, Economic, Infrastructure and Environment. For a list of all sectors and the corresponding 5- or 10-year Sector Plans, see Annex C.

In the present NQP, three Sector Plans (FY 2022/23–2026/27) are most pertinent, corresponding to the main focus areas of Samoa 2040 (see 1.4.2):

- Agriculture and fisheries
- Tourism
- ICT.

Additionally, the recently revised Trade, Commerce and Manufacturing (TCM) Sector Plan (FY 2024/25–2028/29), for which MCIL is the lead implementing organization, is relevant. Where possible, activities in those Sector Plans are referenced to activities of the NQP Implementation Plan (in Annex E), so that synergies can be exploited.

As the NQP transcends sector boundaries, two key documents – *Samoa 2040*[12] and *Pathway for the Development of Samoa FY 2021/22–FY 2025/26 (PDS)*[13] – in particular their aspects related to quality and TRs, are presented in the following subsections. Links to United Nations Sustainable Development Goals (UN SDGs) and other regional/national policy/planning documents are briefly described in Annex C.

1.4.2 Samoa 2040

Samoa 2040, published in 2021, identifies both constraints to economic growth and key areas where transformative economic opportunities exist. In terms of constraints:

> *Samoa's small size makes it difficult to achieve economies of scale in the supply of goods and services to the domestic market, while its remoteness from major international markets leads to high costs of trade. Moreover, Samoa's vulnerability to natural disasters and climate change periodically leads to substantial damages and reductions in the capital stock.*

As for transformative economic opportunities, these:

> *lie in four broad focus areas: tourism, agriculture and fishing, the development of a digital economy, and labour mobility.*

Samoa 2040 identifies issues related to quality and TRs for each of these areas, as follows.

12 See https://samoachamber.ws/wp-content/uploads/2022/10/Samoa-2040-Final.pdf.

13 Seehttps://cdn.prod.website-files.com/67a155f272e2c5aeb2caf86f/67fd94416e74945c961bde5e_MOF_PATHWAY-DEVELOPMENT-SAMOA.pdf.

1.4.2.1 Tourism

Service standards in hotels and restaurants will require a substantial boost if the Samoa 2040 targets are to be achieved. A longer-term approach to skills development is required, including improvements to the quality of training provided through post-secondary and Technical and Vocational Education and Training (TVET) programmes [...] Requiring a hospitality certificate as an entry point for employment in the tourist industry could help to ensure minimum service levels.

Measures to improve the quantity, quality, and consistency of local agricultural supply to meet the demand from hotels and restaurants would lead to a higher proportion of tourist consumption being sourced locally.

1.4.2.2 Agriculture and fishing

Good Agriculture Practices (GAP) and Integrated Pest Management (IPM) should be promoted by Ministry of Agriculture and Fisheries (MAF) through its extension and outreach system to discourage the use of herbicides and pesticides. This would underpin support for organic products and compliance with export market requirements. While the number of organically-certified farms is growing steadily, competition for the limited supply of certifications has adversely affected virgin coconut oil production. The Government will be collaborating with certified organic groups to grow more coconut trees nationwide and regulate organic farming including the elimination of dual registration of certified farmers/farms.

Efforts should continue to improve compliance with the trade and quarantine arrangements and food safety standards that allow exports of agricultural produce to Australia, New Zealand, and other overseas markets.

The establishment of a Fisheries Competent Authority (FCA) – which would certify fish exports and ensure compliance with export market requirements – would allow fish to be exported to the European Union (EU) market and China.[14]

1.4.2.3 Digital economy

The cost of border compliance is high. The establishment of an electronic "single window" for submission of information to meet regulatory requirements, the increased acceptance of electronic documents, and the automation of customs processes could all help to reduce the costs of trade.

To increase trust in the use of digital solutions, laws and regulations governing electronic transactions, consumer protection, data privacy, and cybersecurity need to be modernized.

1.4.2.4 Labour mobility

To promote labour mobility, upskilling workers in the areas most in demand by host country employers is critical. Potential areas for expansion include trades, sports, maritime workers, police academy transfers and aged care.

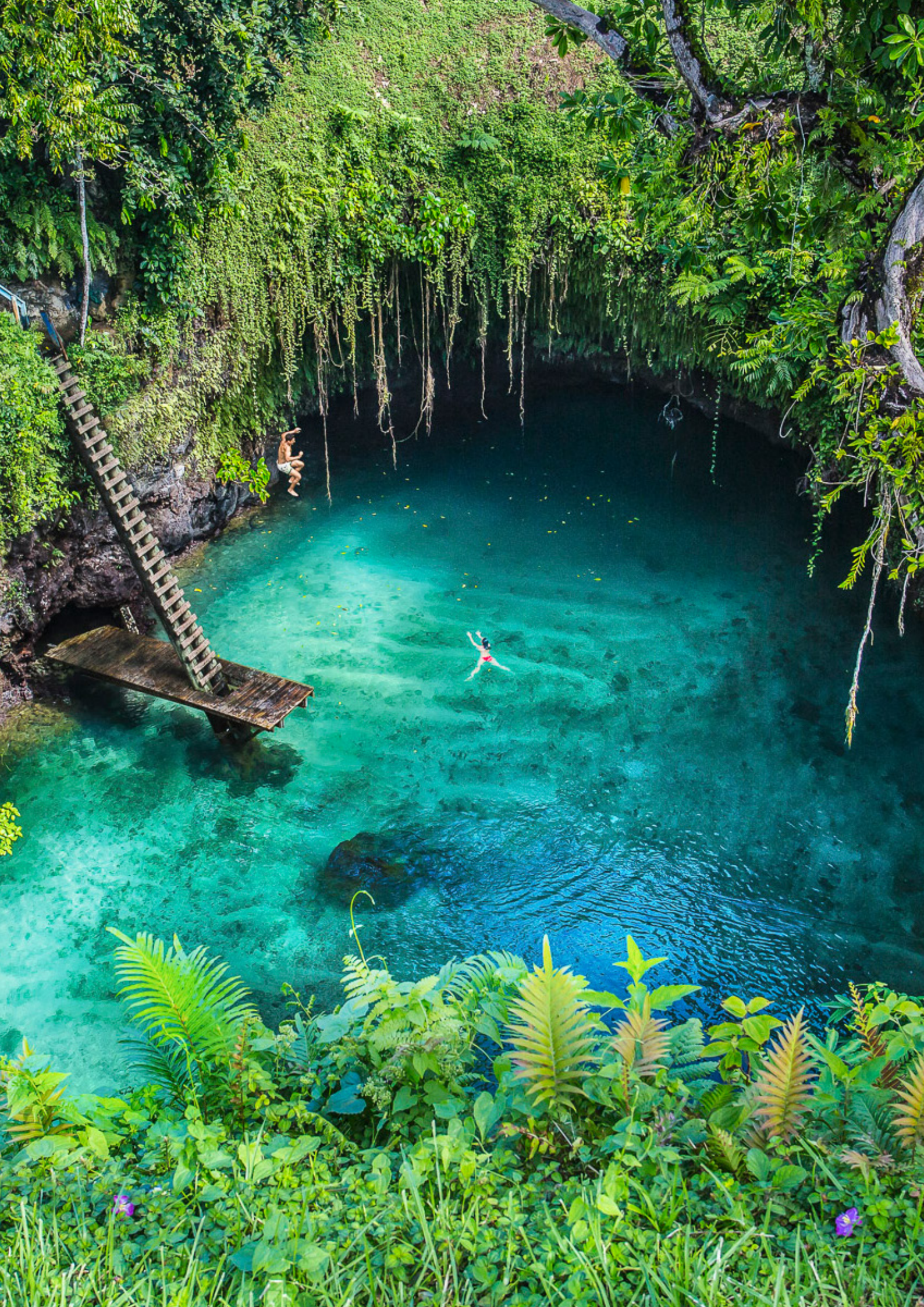
1.4.3 Pathway for the Development of Samoa FY 2021/22–FY 2025/26 (PDS)

This document, which supplements Samoa 2040, aims to move towards the people's vision of "Fostering social harmony, safety, and freedom for all" in the current planning cycle. It contains five Key Strategic Outcomes, broken down into a total of 21 Key Priority Areas (KPAs). Excerpts from the PDS related to quality and TRs are presented in Table 3.

14 Already established at MAF/Fisheries Division.

Table 3. Excerpts from Pathway for the Development of Samoa related to quality and TRs

Key Strategic Outcome 1: Improved social development	
KPA 5: Skilled workforce	▪ Enhance the management of the public sector's human resources and build the knowledge and skills of those working there
Key Strategic Outcome 2: Diversified and sustainable economy	
KPA 7: Agriculture, fisheries and aquaculture productivity	▪ Emphasize the development and creation of competitive, high-quality local products that can lessen dependency on cheaper imported products which often have lower nutritional value ▪ Promote and support sustainable agricultural methods and techniques, and the proper management of agricultural chemicals
KPA 8: Tourism revitalization	· Support measures that enhance product development, marketing and service, so better ensuring compliance with Samoa Tourism Authority's standards
KPA 9: Business innovation and growth	▪ Support improvements to the quality and quantity of exported goods and services through the export authority programmes, including those associated with Samoa's agriculture, fisheries and aquaculture sector ▪ Pursue public-private partnerships (PPPs) where there is a compelling case to do so ▪ Invest in deeper engagement with business organizations ▪ Pursue opportunities for greater representation (of the private sector) on other decision-making committees of the government
Key Strategic Outcome 3: Security and trusted governance	
KPA 12: Empowered legislation	▪ Strengthen relevant systems and processes, including those that have a bearing on the quality of services delivered by key institutions
KPA 13: Improved accountability	▪ Strengthen the legal and policy framework for anti-corruption
Key Strategic Outcome 4: Secured environment and climate change	
KPA 16: Effective environmental protection and management frameworks	▪ Strengthen policies and enforcement measures to protect against environmental harm, including the unsustainable exploitation of the environment for commercial and personal uses
KPA 18: Sustainable energy development enhanced	▪ Research and development of clean alternative fuels, such as biofuels and renewable energy-fuelled charging stations for electric vehicles
Key Strategic Outcome 5: Structured public works and infrastructure	
KPA 19: Responsive public utility services	▪ Provide safe water and improved hygiene and sanitation for all ▪ Sharpen the focus on enforcing national drinking water standards
KPA 21: Consolidated infrastructure management	▪ Review, update and implement the roll-out of building codes and standards



2. Gap analysis regarding NQI and TRF

Following standard practices for formulating national policies in Samoa, the current situation regarding NQI, TRF, compliance with WTO TBT and SPS Agreements, quality promotion and quality culture is presented in Annex D, while this section includes a gap analysis of both the NQI and TRF.

Based on the findings in Annex D, the present status of NQI/TRF-related institutions and activities is compared to the desired status. NQI pillars are included in 2.1, TRF and conformance to WTO and other Agreements in 2.2, and quality promotion and quality culture in 2.3.

2.1 NQI pillars

Based on the findings in Annex D.1 and international good practices, the gaps regarding each of the NQI pillars (i.e. standardization, metrology, accreditation and CA[15]) are presented in Table 4.

Table 4. Gap analysis of Samoa NQI pillars

No.	Present status	Desired status	Notes
	General		
G.1	Absence of an NQP and of an NQI institutions' Oversight and Coordination Committee (OCC)	NQP approved and implemented; committee established and operating	
	Standardization		
S.1	NSB without clear legal mandate; understaffed; without sufficient office or information technology (IT) infrastructure; no capacity to sell standards	Legal instrument for NSB issued; staff reassigned/ hired; standards library, sufficient IT systems and capacity to sell standards established	1
S.2	Other public bodies in Samoa also issue standards	NSB the only body in Samoa with the mandate to issue standards	2
S.3	Insufficient training of staff in good standardization practices (GSPs); no systematic procedures in place	Staff trained in ISO GSPs; NSB procedures manual, aligned to GSPs, issued and followed	
S.4	Only one Technical Committee (TC), for CAC, operating	A few TCs established and operating, meeting country needs	
S.5	No significant engagement of stakeholders outside the food sector	Stakeholders aware of the benefits of participating in standards development	

15 Market surveillance activities are included in 2.2.

No.	Present status	Desired status	Notes
S.6	A very limited number of native Samoan standards (in food and non-food sectors) exist	Samoan standards developed, as needed	See also S.8
S.7	No standards available in Samoan	Essential standards translated	
S.8	Limited adoption of regional standards (in the food sector) and none of international ones	Basic set of ISO and International Electrotechnical Commission (IEC) standards adopted	
S.9	Limited regional (CAC) and no international participation (at the expert or organizational level)	Enhanced regional (Pacific Islands Standardization Committee (PISC); perhaps also Pacific Area Standardization Congress (PASC)) and international participation/membership (ISO, IEC)	
S.10	Limited use of non-food standards in the country	Level of understanding the benefits of using national/ adopted standards and level of use in country improved	
	Notes 1. Initially, perhaps, by licensing ISO software, or on the basis of an agreement with Standards Australia. 2. Other bodies can, at present, also issue TRs, codes of practice, guides, etc.		
	Metrology		
M.1	No scientific metrology established in the country	After a needs assessment, essential needs are covered regionally or in the country	
M.2	No industrial metrology (calibration) established in the country	After a needs assessment, a calibration lab to meet essential needs is established in the country	
M.3	Limited number of legal metrology activities; insufficient number of staff	Expansion into additional areas to serve the economy needs is achieved; technical staff hired and trained	
M.4	Limited participation in regional legal metrology (Asia Pacific Legal Metrology Forum (APLMF)) and none internationally (at the expert or organizational level)	Enhanced regional (APLMF) and, perhaps, international (OIML) participation/ membership, including recognition, of legal metrology	
	Accreditation		
A.1	No accreditation body in the country	As establishing one in the country is not viable, partnerships built with one or two bodies established in nearby countries	3
A.2	Only one domestic CAB (a testing lab) accredited	Expanded scope of accreditation of existing lab and accreditation of other public labs achieved	4
A.3	Use of accredited CA results not required by TRs or public procurement	Use of accredited CA results in legislation/ regulations/public procurement is promoted/ required	5
	Notes 3. Potentially, accreditation bodies in Australia or New Zealand. 4. Including the calibration lab to be established. Also, to the extent possible, for any certification activities to be developed. 5. Use of accredited CA results by the private sector also promoted.		
	Conformity assessment (CA)[16]		

16 In this section, both supply- and demand-side aspects of CA are presented (i.e. concerning both providers and users/potential users of respective services).

No.	Present status	Desired status	Notes
C.1	Established testing labs do not meet all the needs of the public and private sector	Scope of activities of existing public labs expanded; creation of private testing labs encouraged and facilitated	
C.2	No private inspection body established in the country	Establishment of a private inspection body encouraged and facilitated	6, 7
C.3	No public entities have established/certified their management system in accordance with ISO standards	Management systems of public entities established/ certified, as appropriate	8
C.4	No public or private certification body established in the country	Select certification activities developed	9
C.5	Only a few products produced locally are certified (organic)	Increased number of products produced locally are certified	10
	Notes 6. The private inspection body could initially cover inspection needs of the public sector, in collaboration with the public sector. 7. See also inspections needed in gap analysis for TRF in 2.2. 8. Appropriate management systems may include: quality, environmental, occupational safety and health, information security, business continuity, etc. 9. Perhaps in partnership with an overseas certification body, or at a regional level, to cover needs of both the public and private sectors. 10. In addition to organic certification to regional/foreign national standards, island-appropriate certification schemes could be used (e.g. fair trade) or developed (e.g. "pesticides free").		

2.2 TRF and compliance with WTO and other Agreements

Based on the findings in Annexes D.2 and D.3, and international good practices, the gaps regarding TRF and compliance with WTO TBT, WTO SPS and other Agreements are presented in Table 5.

Table 5. Gap analysis of the TRF and compliance with WTO and other Agreements

No.	Present status	Desired status	Notes
	TRF and WTO TBT, SPS and other Agreements		
T.1	Absence of a harmonized approach by public bodies to issuing TRs that is in accordance with international good practices	A harmonized approach is established by issuing and implementing a suitable Regulatory Code of Good Practice for the development, adoption and implementation of TRs in Samoa	
T.2	Notification of draft TRs to WTO not timely	Full and timely notification achieved	
T.3	In some areas, few inspections to enforce TRs	Extent/effectiveness of imported food controls assessed and improved, as needed; risk-based import controls for non-food products established	1

No.	Present status	Desired status	Notes
T.4	No systematic market surveillance activities in the non-food sector	A market surveillance authority is established; a risk-based market surveillance programme for non-food products is implemented	2
T.5	Limited (re)inspections of motor vehicles and electric installations	Enhanced (re)inspections of motor vehicles for commercial use and of electric installations of public buildings established	
T.6	Lack of systematic coordination with regulatory authorities in other countries	Systematic coordination introduced to reduce burden on economic operators and to exchange information about unsafe products	3
	Notes 1. In collaboration with the market surveillance authority (to be established), see gap T.4. 2. To cover two to three major towns. 3. With countries in the region and target market counterparts.		

2.3 Quality promotion and quality culture

Based on the findings in Annex D.4 and international good practices, the gaps regarding quality promotion and quality culture are presented in Table 6.

Table 6. Gap analysis on quality promotion and quality culture

No.	Present status	Desired status	Notes
	Quality promotion and quality culture		
Q.1	Limited awareness and appreciation of quality matters by all segments of society	Samoa becomes a quality-conscious society in which to live, raise families, work and do business	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3. The NQP

3.1 Purpose and vision

The purpose of the NQP is to establish the framework to develop and sustain an efficient and effective QI in Samoa. The NQP specifies the overall policy vision (goal), the policy objectives, expected outcomes and required PMs with respect to the development of the NQI.

Taking into account the gaps in NQI and TRF identified in section 2, and in alignment with both *Samoa 2040* and the *PDS*, the following vision of the NQP is proposed:

A quality culture in Samoa that enhances sustainable and inclusive economic growth, global competitiveness, infrastructure and environmental resilience, the wellbeing of people and other sustainable development goals.

3.2 Objectives

By setting the NQP and its Implementation Plan (see Annex E), the Government of Samoa is pursuing the five policy objectives in Table 7.

Table 7. NQP vision and objectives

Vision	A quality culture in Samoa that enhances sustainable and inclusive economic growth, global competitiveness, infrastructure and environmental resilience, the wellbeing of people and other sustainable development goals
Objective 1	To develop and maintain an NQI that appropriately and continuously meets the needs of Samoa and is aligned with regional and international good practices
Objective 2	To establish, maintain and implement an effective, efficient and internationally recognized TRF
Objective 3	To have a public sector that offers quality services
Objective 4	To help develop a private sector that is strongly supported by, and supports, the NQI
Objective 5	To build a national quality culture

Each of these objectives, complemented by the required PMs, are further analysed in section 4.

3.3 Scope and applicability

The NQP is relevant to public bodies that use quality-related functions, or that have a regulatory role. Where appropriate, the action plans of this NQP will be coordinated and/or integrated with the corporate plans of ministries and state-owned enterprises, thus optimizing resource allocation.

The NQP considers all pertinent legal texts in force at the date of publication. The NQP does not of itself create legally binding obligations for any public body. Instead, it delineates propositions and generic tools that will help to achieve better regulations and improve performance. The implementation of certain activities will require amendments to existing, or new, legislative Acts or regulations.

This policy does not apply to the law & justice and education sectors, which may have separate provisions to assure effectiveness of their systems and performance of their personnel. Where needed, however, functions of the NQI are available for these sectors.

The NQP affects all sectors of the economy (primary, secondary and tertiary production), which are invited to define their needs for NQI services in order to achieve the quality levels of their products and services as required by regulations or expected by their customers. While the application of the NQP is voluntary, it is hoped that the private sector will recognize the benefits of actively engaging in its implementation. This can happen both by receiving NQI services but, equally important, by actively participating in governance/monitoring structures of the NQP and NQI institutions, and in committees doing technical work.

4. Policy Measures (PMs) for the future NQI and TRF

PMs for each NQP objective in 3.2 are listed in Table 8. Their selection has been made in order to achieve the NQP vision and objectives, at the same time having in mind the capacity of the government to finance and manage them.

Table 8. NQP vision, objectives and PMs

Vision	A quality culture in Samoa that enhances sustainable and inclusive economic growth, global competitiveness, infrastructure and environmental resilience, the wellbeing of people and other sustainable development goals
Objective 1	To develop and maintain an NQI that appropriately and continuously meets the needs of Samoa and is aligned with regional and international good practices
PM 1.1	Establish and institutionalize an NQP/NQI development OCC or National Quality Council
PM 1.2	Ensure that NQI-related enabling legislation and associated regulations do not inadvertently create an environment of competition amongst institutions but promote synergy in delivering against these various mandates
PM 1.3	Develop the National Standards Body (NSB) (recently established in MCIL) to serve the needs of Samoa
PM 1.4	Upgrade the capabilities of the legal metrology function, establish a metrology laboratory and strengthen staff competencies to provide traceable measurements that meet the needs of Samoa
PM 1.5	Actively participate, support and benefit from regional and international QI-related activities
PM 1.6	Seek accreditation/international recognition for strategically important NQI functions
PM 1.7	Develop sustainable testing, inspection and certification capabilities as required to meet the needs of Samoa
Objective 2	To establish, maintain and implement an effective, efficient and internationally recognized TRF
PM 2.1	Develop a harmonized approach to, and institute good practices for, the preparation of TRs consistent with bilateral/regional/international agreements that Samoa is a party to
PM 2.2	Enhance inter-ministerial coordination on matters related to WTO TBT and SPS Agreements
PM 2.3	Enhance the coordination and collaboration between NQI institutions and regulatory/procurement authorities, including the use of third-party CA, based on internationally acceptable practices
PM 2.4	Adequately resource regulatory authorities to ensure effective and appropriate enforcement capability
PM 2.5	Promote coordination of the national regulatory authorities with their regional and target market counterparts

Objective 3	To have a public sector that offers quality services
PM 3.1	Implement appropriate management and customer service systems in the public sector and promote the use of other applicable standards and good practices
PM 3.2	Establish a fit-for-purpose and accessible system for the collection, analysis and dissemination of trade and NQI-related data and information
Objective 4	To help develop a private sector that is strongly supported by, and supports, the NQI
PM 4.1	Seek opportunities for, and formalize cooperation between, NQI institutions and the private sector for the benefit of both
PM 4.2	Develop/facilitate access to training programmes on testing, inspection and certification, to assist local industries to upgrade their quality-related capabilities, including the implementation of and conformance with appropriate standards
PM 4.3	Identify market conditions that encourage local innovation, and identify and provide NQI support to address these market-driven innovation needs
PM 4.4	Develop and provide NQI assistance packages, tailored to micro, small and medium enterprises (MSMEs) in targeted sectors, that are based on government policy and private sector needs
Objective 5	To build a national quality culture
PM 5.1	Establish and sustain a public awareness and information campaign that encourages the people of Samoa to build a quality-conscious society in which to live, raise families, work and do business
PM 5.2	Establish appropriate links between NQI and education and training in quality at all levels of the educational system

Each PM has one or more activities and a set of key performance indicators. In 4.1 to 4.5, which correspond one-to-one with the five objectives of the NQP, the relevant activities are presented in a summary form. The full set of activities, along with the indicators, are included in the Implementation Plan (see 8.3 and Annex E).

4.1 Develop and maintain the NQI pillars (relates to Objective 1)

The PMs for Objective 1 are repeated in Table 9.[17]

Table 9. PMs for Objective 1

Objective 1	To develop and maintain an NQI that appropriately and continuously meets the needs of Samoa and is aligned with regional and international good practices
PM 1.1	Establish and institutionalize an NQP/NQI development OCC or National Quality Council
PM 1.2	Ensure that NQI-related enabling legislation and associated regulations do not inadvertently create an environment of competition amongst institutions but promote synergy in delivering against these various mandates
PM 1.3	Develop the NSB (recently established in MCIL) to serve the needs of Samoa
PM 1.4	Upgrade the capabilities of the legal metrology function, establish a metrology laboratory and strengthen staff competencies to provide traceable measurements that meet the needs of Samoa
PM 1.5	Actively participate, support and benefit from regional and international QI-related activities
PM 1.6	Seek accreditation/international recognition for strategically important NQI functions

17 Tables 9 to 13 are linked to Table 8, for Objectives 1 to 5, respectively.

PM 1.7	Develop sustainable testing, inspection and certification capabilities as required to meet the needs of Samoa

4.1.1 Establish and implement the NQP and NQI policy/legal framework

Here, the relevant PMs are PM 1.1 and PM 1.2 (see Table 9).

Under PM 1.1, led by MCIL, an OCC will be established, both for guiding and monitoring the implementation of the NQP, as well as the effective operation of the NQI institutions. The OCC will be chaired by the CEO of MCIL, as the leading ministry, and a balanced selection of the NQP stakeholders will be represented on it. More details on its proposed membership, mandate, authority, etc. are described in 8.2. An important aspect of its work will be to oversee the drafting and implementation of an NQP communication strategy.

Under PM 1.2, co-led by MCIL and the Ministry of Public Enterprises (MPE), the current, but also the proposed, mandates[18] of the NQI institutions will be analysed to avoid any gaps or overlaps. Furthermore, the legal instrument for the establishment and operation of the NSB[19] should be issued.

4.1.2 Standardization

Here, the most relevant PM is PM 1.3, addressing standardization, supplemented by PM 1.5 and PM 1.6, which address all NQI functions. These are covered briefly below.

PM 1.3, led by MCIL, provides, among other things, for the following.

a) Reassigning/hiring one or two staff.

b) Providing staff with the necessary training on standards development according to ISO GSPs and to enhance stakeholders' engagement.[20] This will enable the operation of two to five TCs and the development of Samoan national standards[21] or the adoption of international/regional ones, including the translation of some into Samoan.

c) Building the IT and other infrastructure to operate a standards public library in Apia and the capacity to sell standards.

d) Developing a guidance document, aimed at government stakeholders, on the interaction of (voluntary) standards with (mandatory) TRs.

The supplementary PM 1.5, the pertinent activities of which are led by MCIL, provides for the participation of the Samoa NSB, both as an organization, but also of experts from Samoa, to regional (e.g. CAC, PISC, perhaps also PASC) and international (e.g. ISO, IEC) standardization activities, to the extent feasible and useful for local needs. The supplementary PM 1.6, the pertinent activities of which are also led by MCIL, provides for the development of standardization procedures/systems by the NSB, to enable adherence to the WTO TBT *"Code of Good Practice for the Preparation, Adoption and Application of Standards"*.

4.1.3 Metrology

Here, the most relevant is PM 1.4, addressing metrology, supplemented by PM 1.5 and PM 1.6, which address all NQI functions. These are covered briefly below.

PM 1.4 addresses legal metrology, led by MCIL, but also scientific and industrial metrology, proposed to be led by

18 Currently regarding standardization, legal metrology and testing; in the future, additionally, scientific/industrial metrology, perhaps also certification.

19 The revision of the Metrology Act to establish scientific/industrial metrology in Samoa is addressed in PM 1.4.

20 During the face-to-face consultations with MCIL, it was mentioned that the private sector sees standards mostly as a compliance cost and not in terms of the benefits of their application.

21 For example, in Annex 8 of NIDPS, the need for national standards for nonu products was mentioned.

SROS. Regarding legal metrology, in addition to the current activities of verification of scales/balances and petrol pumps, expansion into prepackages, and, perhaps, other areas of interest is proposed. This will require the hiring and training of one technical staff member. In the area of scientific/industrial metrology (calibration), a scoping study for establishing one laboratory at SROS will be conducted and, if a decision to proceed is taken, equipping, staffing and the provision of training will take place. In all the above activities, any synergies/economies at regional level will be exploited.

The supplementary PM 1.5, led by MCIL or SROS,[22] provides for the participation of the Samoan legal metrology function to the corresponding regional (APLMF) and, possibly, international (OIML) metrology activities, to the extent feasible and useful for local needs;[23] and for the coordination with metrology policy/practices of the smaller Pacific Islands. In PM 1.6, the international recognition of the legal metrology function and the accreditation of the metrology lab to be established at SROS will be sought.

4.1.4 Accreditation

Here, the most relevant is PM 1.6, which addresses the accreditation of strategically important NQI functions. Some activities are led by MCIL and others by SROS.[24]

As establishing an accreditation body in Samoa is not economically viable, suitable partnerships (e.g. with the AU or NZ accreditation bodies) to provide the needed accreditation services should be identified and established. The scope of the existing accredited testing laboratories in SROS should be expanded, as appropriate.[25] Additionally, other testing labs in the public sector, e.g. medical labs,[26] and labs for water testing, building materials should be encouraged to seek accreditation (to the standards ISO 15189 or ISO/IEC 17025, as appropriate). Also, SROS should be encouraged to seek accreditation for any certification activities that it may develop.

4.1.5 Conformity assessment (CA)

4.1.5.1 Testing

Here, the main gap to be addressed[27] is that established labs do not meet all the needs of the public and private sector, thus necessitating the use of services of overseas labs with higher costs and turn-around times.

The most relevant PM is 1.7, the pertinent activities of which are co-led by SROS and Land Transport Authority (LTA), as key institutions with (non-clinical) testing labs in Samoa.

During the face-to-face consultations,[28] SROS plans were stated as:

- to expand the range of testing offered
- to do applied research and development work for a useful product (not research just for the sake of scientific publications).

Also, donor-funded work on a new Agribusiness Innovation Incubator has recently started.[29]

The NQP team asked whether SROS has any plans to build capacity for testing of fuels, energy efficiency of

22 Same split of responsibilities as in PM 1.4.

23 If a metrology lab is established at SROS, links/collaboration with the regional scientific metrology organization, Asia Pacific Metrology Programme, should also be considered.

24 Accreditation of other functions is covered in PM 1.7, while the promotion of (or requirement of) using accredited CA results is addressed in PM 2.3.

25 The accreditation of any calibration laboratory to be established there is covered in 4.1.3.

26 Included in the National Medical Laboratory Policy and Action Plan FY 2024/25-2028/29. https://www.health.gov.ws/wp-content/uploads/2025/02/FINAL-NATIONAL-MEDICAL-LABORATORY-POLICY-2024-2029-_07_01_2025.pdf

27 See 2.1.

28 Apia, 4 December 2023.

29 Apia, 12 September 2024.

appliances (both needed for Ministry of Finance (MOF)/Energy Management Division activities), construction materials, product safety (in any sector). SROS's responses were as follows.

- Regarding fuel testing, SROS has been approached by a few fuel shipping companies but there has been no progress because MOF/Energy Management Division has yet to give approval. If approval is granted, SROS could quickly move to establish accredited tests needed per ASTM[30] methods.
- Regarding construction products, to SROS's knowledge, the LTA has established a lab, mainly for testing materials used in road construction.
- No interest has been expressed by clients in testing toys or plastic pipes.

The main activities proposed to cost-effectively address Samoa's testing needs, in both the public and private sectors, are:

- to examine the feasibility of establishing tests for imported fuels at SROS and expanding the building (construction) materials tests at LTA
- to examine the feasibility of establishing a SROS satellite lab doing basic food/water quality testing lab in Savai'i
- following a thorough demand assessment of other testing needs of the private and public sector, to develop and implement options for upgrading/establishing new local testing laboratory services (accredited where feasible).

In implementing the above, it is important that SROS, or any other public labs, does not compete and is not perceived to compete, with domestic manufacturers. Also, prices charged to clients, while covering the costs of the testing (as well as reasonably provide for future expansion), should not unduly burden economic operators in Samoa. Finally, private labs should be encouraged to enter the market (as is already the case for clinical labs), as this, under the appropriate regulatory oversight, will create healthy competition, leading to better services for end users.

4.1.5.2 Inspection

Inspections activities refer mainly to those carried out by public bodies in enforcing TRs. In the relevant PM 1.7 of Objective 1, the pertinent activities of which are led by Ministry of Health (MOH), the development of needed inspection competencies, through appropriate training and capacity-building programmes, including for achieving accreditation/international recognition, is provided for. Also, it is proposed to establish private inspection bodies, to which inspection activities could be delegated by the public sector. The enhancement of inspection activities (e.g. of increased intensity, or in new areas) is addressed in PM 2.3 of Objective 2, described in 4.2.

4.1.5.3 Certification

This subsection addresses the provision of certification services, i.e. the "supply side". The "demand side" for such services is addressed in Objectives 3 and 4, for the public and private sector, respectively. Here, PM 1.7, the pertinent activities of which are led by SROS, proposes that SROS, already the main CAB in Samoa, explores the possibility of establishing a certification division, both for management systems as well as for product certification. The development of certification competencies, through appropriate training and capacity-building programmes, including for achieving accreditation, is also provided for in PM 1.7. In the first implementation period of the NQP, this will likely happen in partnership with an overseas certification body, or at a regional level.

30 ASTM standards are issued by ASTM International in the USA (formerly known as American Society for Testing and Materials).

4.2 Establish, maintain and implement the TRF (relates to Objective 2)

The PMs for Objective 2 are repeated in Table 10.[31]

Table 10. PMs for Objective 2

Objective 2	To establish, maintain and implement an effective, efficient and internationally recognized TRF
PM 2.1	Develop a harmonized approach to, and institute good practices for, the preparation of TRs consistent with bilateral/regional/international agreements that Samoa is a party to
PM 2.2	Enhance inter-ministerial coordination on matters related to WTO TBT and SPS Agreements
PM 2.3	Enhance the coordination and collaboration between NQI institutions and regulatory/procurement authorities, including the use of third-party CA, based on internationally acceptable practices
PM 2.4	Adequately resource regulatory authorities to ensure effective and appropriate enforcement capability
PM 2.5	Promote coordination of the national regulatory authorities with their regional and target market counterparts

In this subsection, two main topics are addressed: the establishment and maintenance of a TRF (i.e. at the policy level) and the operational aspects of its application in Samoa. These are covered in 4.2.1 and 4.2.2, respectively.

4.2.1 Establish and maintain the TRF

Here, the main PM is PM 2.1, supplemented by PM 2.2. In PM 2.1, to be co-led by MCIL and relevant sector coordinators, supported by other appropriate public entities,[32] an analysis of current practices of regulatory authorities (ministries or public bodies) should be carried out to identify any areas where improvement may be possible. As a general point, however, it is proposed to establish and implement a suitable Regulatory Code of Good Practice for the development, adoption and implementation of TRs in Samoa that includes the use of a regulatory impact assessment (RIA), direct/indirect references to standards, consultation with stakeholders, public consultation, notification to WTO, and monitoring/review of implementation. For the initial period of validity of this NQP, this is proposed to be a guidance document. New, revised and a reasonable number of existing TRs should be issued/revised following the publication of this document. Another suggestion is to establish a TRs Coordinating Office (e.g. at MCIL, Ministry of the Prime Minister and Cabinet (MPMC)) to guide and support the above activity.

In the supplementary PM 2.2, led by MCIL or MAF, as appropriate, the strengthening of communication of regulatory authorities with the two National Notification Authorities (NNAs) and National Enquiry Points (NEPs) (at MCIL and MAF) is provided, in order to timely fulfil the obligations of Samoa in relation to the WTO TBT and SPS Agreements.

4.2.2 Implement the TRF

TRs in Samoa, as is common practice elsewhere, cover many sectors of economic activity: products (in the food and non-food sectors; imported or locally produced), businesses (e.g. food processing, hotel accommodation), measuring equipment (legal metrology), construction of buildings, motor vehicle safety, etc.

31 Tables 9 to 13 are linked to Table 8, for Objectives 1 to 5, respectively.

32 Indicatively, OAG, MPE.

The main PM regarding implementation of TRs is PM 2.4, supplemented by PM 2.3 and PM 2.5. In PM 2.4, the following are proposed.[33]

- Food products and food business operators (activity led by MOH): enhance existing inspection programmes, as needed (e.g. drinking water outside the remit of Samoa Water Authority). Also, enhance collaboration with Customs.
- Non-food products: in an activity led by a market surveillance unit within MCIL, or a market surveillance entity to be established,[34] develop and implement a risk-based market surveillance programme, initially in a pilot phase.[35] Also, establish collaboration with Customs, as needed.
- Electric installations of buildings and motor vehicles: in activities led by Electric Power Corporation (EPC) and LTA, respectively, consider the costs/benefits of enhanced (re)inspections, with priority in public buildings and vehicles for commercial use. Proceed with pilot programmes in both areas.

PM 2.3, co-led by MCIL and SROS, provides for enhanced collaboration between regulatory authorities and CABs, so that CA results can readily be accepted, thus reducing the burden on economic operators. The acceptance is facilitated by promoting/requiring the use of accredited CABs in regulatory activities, as well as in public procurement. To this end, the establishment of a national accreditation focal point may be considered to provide advice to the public and private sectors on the benefits of accreditation, to check the authenticity/suitability of accredited test reports/certificates, etc. If a decision to proceed is reached, this role can be assigned to an existing ministry division or to SROS.

In PM 2.5, led by MOH and MCIL, or a new market surveillance entity to be established, as appropriate, the coordination of the national regulatory authorities with those in the Pacific region, but also target markets, is provided for. The objectives are to:

a) harmonize application of TRs, again reducing the burden on economic operators

b) exchange information on unsafe products both in the food and non-food sector.

Where possible, specific strategies for incorporating advanced technologies into Samoa's QI should be developed. In the scope of this subsection, this could include the use of digital tools for market surveillance, remote sensing technologies for standards enforcement, and block chain for traceability of goods. To facilitate this, plans to partner with technology providers and training for staff on new technologies should be developed.

33 Other areas of regulatory concern may be added, as necessary.

34 In September 2024, it was suggested that this could be Samoa Export Authority.

35 This could be carried out initially in Apia and another district, and cover gas appliances, pyrotechnics, toys, etc. A useful guide on "Principles and Practices in Product Regulation and Market Surveillance" is available from ISO at https://www.iso.org/files/live/sites/isoorg/files/archive/pdf/en/casco_guide.pdf.

4.3 Public sector offers quality services (relates to Objective 3)

The PMs for Objective 3 are repeated in Table 11.[36]

Table 11. PMs for Objective 3

Objective 3	To have a public sector that offers quality services
PM 3.1	Implement appropriate management and customer service systems in the public sector and promote the use of other applicable standards and good practices
PM 3.2	Establish a fit-for-purpose and accessible system for the collection, analysis and dissemination of trade and NQI-related data and information

PM 3.1, led by MCIL, among others, provides for capacity-building in the public sector regarding implementation of widely applied international management system standards, e.g. ISO 9001 (quality), ISO 14001 (environmental), ISO 45001 (occupational health and safety), ISO/IEC 27001 (information security), ISO 22301 (business continuity). It is noted, for example, that information security is vital for the digital economy of any country (and is a priority for Samoa[37]), while business continuity (for any organization in the public or private sector) is particularly relevant for the small island states in the Pacific region, which are prone to natural disasters. The implementation of such management systems, done judiciously and stepwise, may lead to improvement of the services provided to economic operators and citizens/consumers alike. While the certification of management systems established in the public sector is not common practice, in some key areas (e.g. information security and business continuity) it may be found that the benefits outweigh the costs.

PM 3.2, co-led by MCIL and Central Bank of Samoa (CBS), provides for the assessment and upgrade, where necessary, of the MCIL (Samoa Trade Portal) and CBS IT infrastructure and systems to collect and provide data and analysis of product and economic operator performance/trends and information on compliance requirements in various markets.

4.4 Support the development of the private sector (relates to Objective 4)

The PMs for Objective 4 are repeated in Table 12.[38]

Table 12. PMs for Objective 4

Objective 4	To help develop a private sector that is strongly supported by, and supports, the NQI
PM 4.1	Seek opportunities for, and formalize cooperation between, NQI institutions and the private sector for the benefit of both
PM 4.2	Develop/facilitate access to training programmes on testing, inspection and certification, to assist local industries to upgrade their quality-related capabilities, including the implementation of and conformance with appropriate standards
PM 4.3	Identify market conditions that encourage local innovation, and identify and provide NQI support to address these market-driven innovation needs

36 Tables 9 to 13 are linked to Table 8, for Objectives 1 to 5, respectively.
37 See 1.4.2.
38 Tables 9 to 13 are linked to Table 8, for Objectives 1 to 5, respectively.

PM 4.4	Develop and provide NQI assistance packages, tailored to MSMEs in targeted sectors, that are based on government policy and private sector needs

The rationale behind this objective is that both NQI institutions and the private sector need one another to grow and reach their full potential. Therefore, in PM 4.1, co-led by MCIL and SROS, the institutional framework, but also the operational reality of the NQI institutions (e.g. the NSB or SROS), should provide for active private sector representation in its governance[39] and also in the TCs that develop standards. Also, the private sector should be encouraged to see this as an opportunity to influence policy/decisions and steer the NQI institutions towards increased support of the economy. The "other side of the coin" is that NQI institutions should increase their openness and outreach by closely working with the private sector, especially MSMEs and export-seeking businesses, to identify and address their NQI-related needs.

In PM 4.2, the NQI institutions should promote the value of implementing and offering training (perhaps using both in-house and external trainers) on both product and management system standards (quality, environmental, etc.). Standards are the common language of technology and trade, embodying the international consensus on the state of the art. Therefore, conformance (or certification) to them usually has benefits outweighing the costs.[40] Regarding environmental sustainability standards, in addition to the widely applied ISO 14001 on environmental management systems, the benefits of applying the following should also be considered: ISO 1402x series on environmental labels and declarations and the recent (issued in 2024) ISO 590x series on circular economy.

In PM 4.3, led by SROS, areas of economic activity where innovative approaches are needed will be identified and relevant solutions developed and implemented. Such areas could be, for example, product differentiation or development, where the research and development arm of SROS could contribute.[41] In particular, regarding agriculture, Samoa Farmers Association (SFA) has suggested focusing on developing new varieties of crops that are more resilient and have higher market value.[42]

In PM 4.4, to be led by MCIL or SROS, as appropriate (or STA for the tourism sector), technical assistance programmes, especially for MSMEs and individual farmers, should be developed and implemented. Examples are the labelling/branding of products not as "certified organic" but as "approach organic" or "pesticide free" to avoid the high costs of compliance and auditing.[43] In the same spirit, the use of certification systems, such as the Pacific Organic Standard and use of the Organic Pasifika logo, should also be considered – as advocated by the Pacific Organic and Ethical Trade Community (POETCom).[44]

As included in the Samoa Tourism Sector Plan 2022-2027, STA plans to offer training on revised/new standards for accommodation or tourism services. Also, in the corresponding Agriculture and Fisheries Sector Plan 2022-2027 (AFSP), training on GAPs and Hazard Analysis and Critical Control Points in the food sector is included, likely in the Samoan language to facilitate reaching all individuals. It is understood, then, that the NQP implementation should harmoniously interact and build synergies with activities already planned[45] and contribute by emphasizing the quality aspects and the way the NQI institutions can assist.

39 The participation in governance will depend on the legal framework chosen. For example, it can happen through the NQP OCC (see 8.2) or, through direct participation in the governing body (e.g. SROS Board of Directors).

40 Here voluntary standards are meant.

41 As mentioned in 4.1.5.1, SROS should not compete, or be perceived to compete, with the private sector. Also, of course, it is important to safeguard the confidentiality of proprietary client data.

42 Written comments sent by SFA on Samoa NQP, June 2024.

43 As suggested in NIDPS, Annex 9.

44 *Ibid.*

45 Coordination with any regional quality initiatives should also be aimed for. For example, SFA and Women in Business Development Inc. (WIBDI) are members in the Pacific Farmers Organizations, based in Fiji (www.pacificfarmers.com).

4.5 Build a national quality culture (relates to Objective 5)

The PMs for Objective 5 are repeated in Table 13.[46]

Table 13. PMs for Objective 5

Objective 5	To build a national quality culture
PM 5.1	Establish and sustain a public awareness and information campaign that encourages the people of Samoa to build a quality-conscious society in which to live, raise families, work and do business
PM 5.2	Establish appropriate links between education and training in quality and the NQI towards all levels of the educational system, the public and private sectors, and society at large

While one can readily appreciate that Samoa, and many individual businesses or citizens, are confronted with many challenges, embarking on the journey towards building a quality-conscious society, if done judiciously and stepwise, is a worthwhile endeavour. Approaching this goal, will, of course, be supported by PMs and activities already described for the other four objectives of the NQP. However, by creating an NQP objective dedicated to quality culture, it is hoped to focus on the implementation of a set of "horizontal" activities and with a long-term perspective.

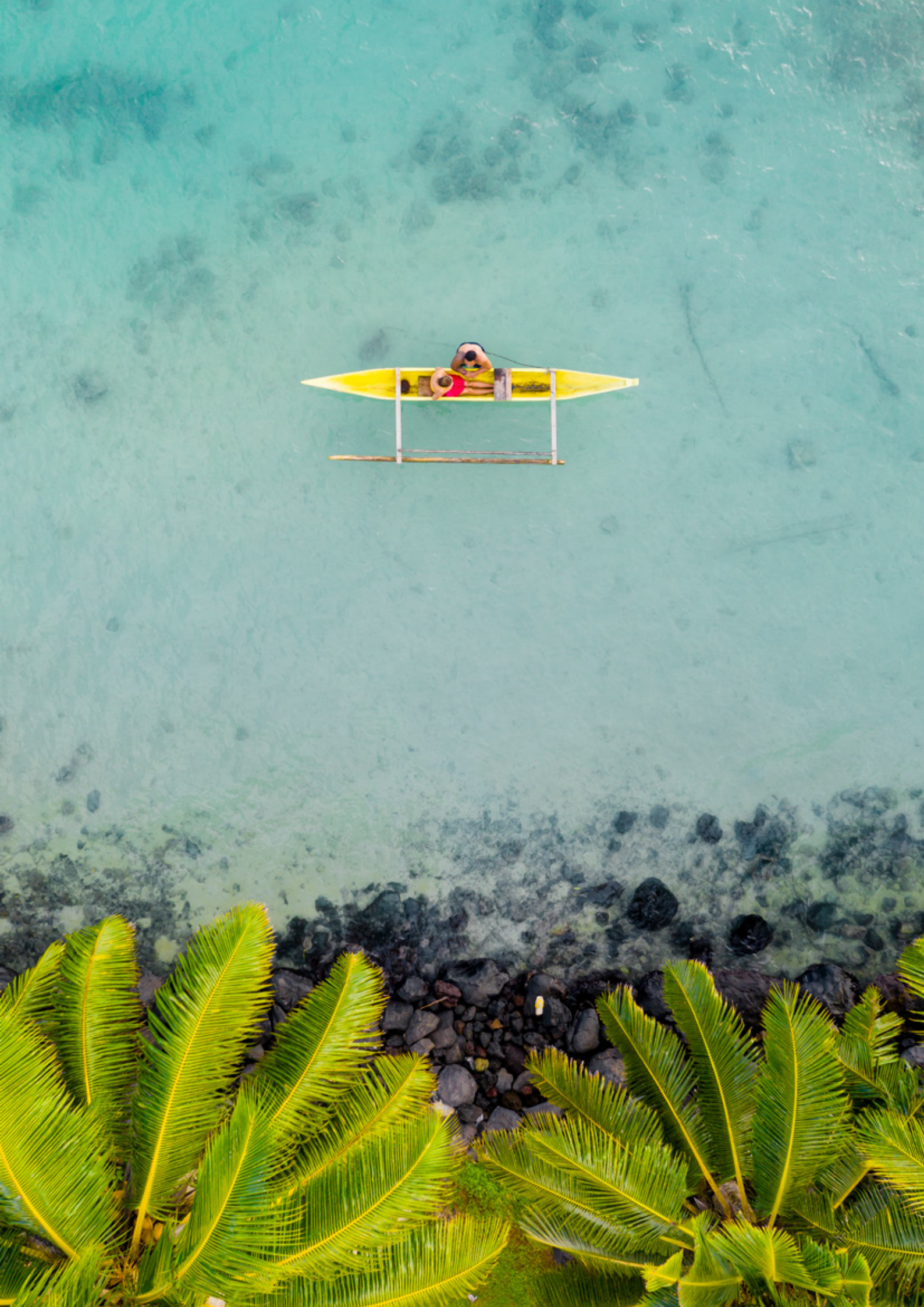
PM 5.1 and PM 5.2, both led by MCIL, address public awareness, and education and training, respectively.

Awareness activities consist of sustained awareness-raising/information campaigns, in person or through media, in communities/villages/places of work/places of study on various aspects of quality, including the ability of consumers to recognize and demand quality in products and services. The activities may also include annual events on World Standards Day (e.g. "Quality Day/Week"), when workshops will be held and/or National Quality Awards may be presented to organizations excelling in their field of activity. Commerce/industry/professional associations and NGOs should be encouraged to organize such events/campaigns so that the message reaches diverse audiences. It is suggested that a series of events takes place six months after the NQP launch and then continued on a regular basis. SFA has also suggested to conduct awareness campaigns to promote the quality and benefits of Samoan agricultural products both domestically and internationally.[47] This can help build a positive image and increase demand.

The education and training set of activities will include introducing quality components in curricula of formal education institutions (secondary/ tertiary/TVET) to build the next generation of quality-conscious producers/ consumers/decision-makers, as well as offering conferences/ workshops/ internships by the NQI institutions so that their mission in advancing the wellbeing and economy of Samoa is widely understood and appreciated.

46 Tables 9 to 13 are linked to Table 8, for Objectives 1 to 5, respectively.

47 Written comments sent by SFA on Samoa NQP, June 2024.



5. Role of non-public sector stakeholders

5.1 Private sector

The private sector has a prominent role in the implementation of the NQP, in particular the achievement of Objective 4, "To help develop a private sector that is strongly supported by, and supports, the NQI". Accordingly, the private sector's participation in the development of the NQI is absolutely essential. In order to achieve the maximum benefit from the NQI, the private sector, in cooperation with others, should do the following.

- Improve the quality of its products and services, accelerate the introduction of international good practices in the field of quality, and thereby contribute to the competitiveness of Samoan products and services.
- Actively participate in governance bodies (e.g. standardization council) and TCs dealing with standards, metrology, CA or related activities.
- Participate in and promote national quality events, including National Quality Awards.
- Participate in and promote quality dissemination activities, such as congresses, seminars and publication of information in journals, magazines and other suitable means of communication.
- Develop human resources, training the people needed for improving the quality of products and services.
- Invest in the development of QI, thereby benefiting from the improved market opportunities that result from the implementation of the NQP.
- Encourage PPPs to invest in infrastructure and services that support the agriculture sector. This could include investments in cold storage facilities, transportation networks and quality testing laboratories.
- Participate in financing activities that support quality.

5.2 NGOs, academia and media

The successful implementation of the NQP, in particular achievement of Objective 5, "To develop a national quality culture", will require the active involvement of all of society, in particular tertiary education and TVET institutions, chambers/ associations of industry, trade and commerce, and the media. Taking into account the nature and traditions of Samoan society, community leaders and Samoa Umbrella for Non-Governmental Organisations (SUNGO) should also be invited to participate and disseminate the quality message to the population.

Therefore, within the implementation process of the NQP, NGOs and academia are encouraged to take the following initiatives in coordination with relevant partners.

- Promote and participate in the quality education and training activities (e.g. seminars/workshops on various international management system standards and product standards to build auditor/quality manager/ consultant skills).
- Participate in the dissemination of quality-related information at the community level in informal/small groups, including disadvantaged ones.
- Implement activities that promote the improvement of quality and the environment.
- Promote the representation of relevant bodies/experts on TCs in the fields of standardization, metrology and CA.
- Propose suggestions on quality policy improvement and better ways to implement the NQP.

The media is a powerful force in all societies. Therefore, the media is encouraged to become actively involved in the dissemination of information related to standardization and quality, and improvement in the quality of products and services, thereby contributing to the multiplication effect and national impact. The government should consider developing a communication strategy in which the media can play a prominent part. Particular attention should be paid to the use of electronic and social media (e.g. television, radio, websites, Facebook, X), as they are increasingly important means of communication, especially among younger citizens.

5.3 International development partners

A number of international development partners are active in Samoa. All the recipient ministries or public bodies in Samoa should ensure that development and capacity-building programmes related to the NQI are appropriately coordinated and that they:

- support the implementation of the NQP
- support the transfer of knowledge and information which allow for the development of adequate quality and technology infrastructure
- support Samoa's entry into and participation in relevant international/regional organizations
- provide training for national specialists and technicians who will facilitate the implementation of the NQP.

5.4 International and regional liaison

The MFAT (Trade Division), together with MCIL (Fair Trading, CAC, Consumer Protection and Metrology Division (FTCACPMD)) are the focal points of Samoa for the Pacific Islands Forum Secretariat (PIFS)/Pacific Quality Infrastructure (PQI).

PQI-PISC has proposed the development of a regional quality policy to further support and enhance QI in the region. Initial discussions on the purpose and scope of the Regional Quality Policy were held during a virtual meeting in 2023, but little progress has since been made, among others, due to personnel changes and the complexity of the task.

5.5 Diversity mainstreaming

According to the Population and Housing Census 2021, women make up 49.0% of the Samoa population and, hence, constitute about half of the potential consumer and labour market. However, the rate of economically active people, 15 years or older, is 43.4%, of which a significant proportion (64.5%) are male. The inclusion of women in economic activities is essential to sustainable development, although gender roles may differ depending on tradition, culture, religion, history and politics. The importance of gender equality is well-established in the UN Sustainable Development Goal (SDG) 5, "Achieve gender equality and empower all women and girls".

As with gender issues, there are also other diversity challenges that may need to be considered in developing the NQP. For instance, 2.5% of the population in Samoa, five years of age or older, have some type of disability. One goal of the NQP is to ensure that the entire society benefits equally from its implementation.

It is to be noted that Samoa has had for many years a relevant ministry, the Ministry of Women, Community and Social Development (MWCSD), which has issued several policies, such as the National Policy on Gender Equality & Rights of Women & Girls (2021–2031), the National Policy for Persons with Disabilities (2021–2031) and the National Policy on Community Economic Development (2021–2031). Therefore, a general recommendation is for the establishment of liaison between MCIL and MWCSD so that relevant activities can be coordinated and synergies between the various policies exploited.

More specific recommendations are as follows.

1. The NSB of Samoa should follow the ISO/IEC guidance on gender-responsive standards.[48] The NSB should also consider signing the UNECE Declaration on Gender-Responsive Standards and Standards Development and, if deemed appropriate, to compile, and submit for registration, a Gender Action Plan.[49]

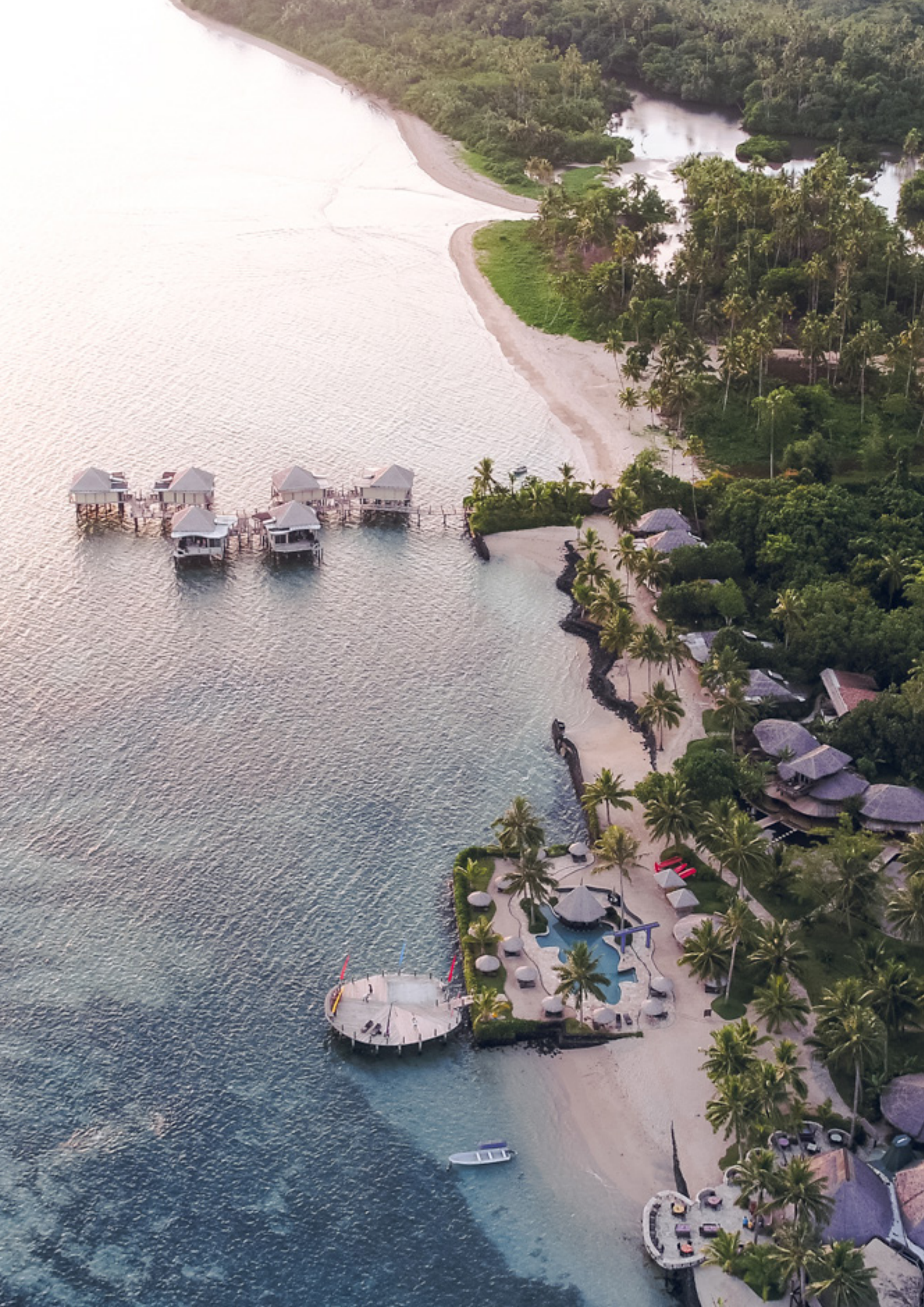
2. Support the employment of women and diverse groups in the NQI institutions.

3. Support the education/training of women/diverse groups in the field of quality.

4. Establish a monitoring mechanism by recording and compiling statistics on gender balance at different levels of employment (by position), in training (enrolment and completion), in users of quality services, certified entities, etc.

48 Defined as standards that reflect an understanding of physical differences and gender roles, and equally address the needs of women and men.

49 See https://unece.org/trade/wp6/gender-responsive-standards. As of January 2024, there were 85 signatories, including Australia, New Zealand and Papua New Guinea.



6. Financing the NQI and TRF

While indicative costs for the proposed activities are included in the Implementation Plan (in Annex E), where possible, some general aspects on financing the establishment/operations of the NQI institutions and the implementation of TRs are described in this section.

It is of vital importance to make public and private financial resources available to implement the NQP. The Government of Samoa will be responsible for financing the development and upgrading of the existing NQI functions (currently standardization and legal metrology, established within the FTCACPMD of MCIL) and any new ones (e.g. scientific/industrial metrology) within the public sector. The financing of private sector institutions and organizations remains the responsibility of the private sector, including their involvement in TCs and similar structures at national, regional and international levels.

The Government of Samoa will assume responsibility for financing NQI activities which, albeit non-profitable and not attractive to private sector investors, would be beneficial for the whole country. MOF has emphasized the importance of links to relevant sector plans in order to identify areas in which collaboration/financing can be pursued. In some cases, the Government of Samoa may choose to pursue PPPs. The Government of Samoa will, in particular, have the responsibility for financing the following.

a) The development and publication of national standards, or adoption of international ones, by MCIL (or any future institution tasked with standardization), as well as the maintenance of a standards information centre and the WTO TBT NEP.

b) The establishment and maintenance of national measurement standards by the selected metrology laboratory[50] and support of its accreditation so that traceable calibrations can be made available to the public and private sectors in the country.

c) Legal metrology services, insofar as they cannot be funded through the fees and levies paid by the suppliers/users of measuring equipment falling within the scope of legal metrology regulations.

d) Establishing and maintaining membership of NQI institutions, as needed and at the appropriate level, to international and regional organizations such as ISO, IEC, CAC, PISC, APLMF, and potentially PASC and OIML.

e) The continued operation and expansion of the accreditation scope of the testing organization (SROS) and moving the other available public laboratories (e.g. three labs at MOH) towards accreditation to support the needs of the public and private sectors. It is, however, understood that testing services provided will not be supported financially and/or administratively (e.g. by regulations) to such an extent as to jeopardize the establishment and operation of laboratories in Samoa by the private sector, where feasible.

f) The possible establishment and operation of a certification body (likely in a SROS division) to offer services, perhaps in collaboration with an accredited certification body established overseas, primarily to the private sector.

g) The establishment and enforcement of TRs, including market surveillance operations. Reasonable fees may be

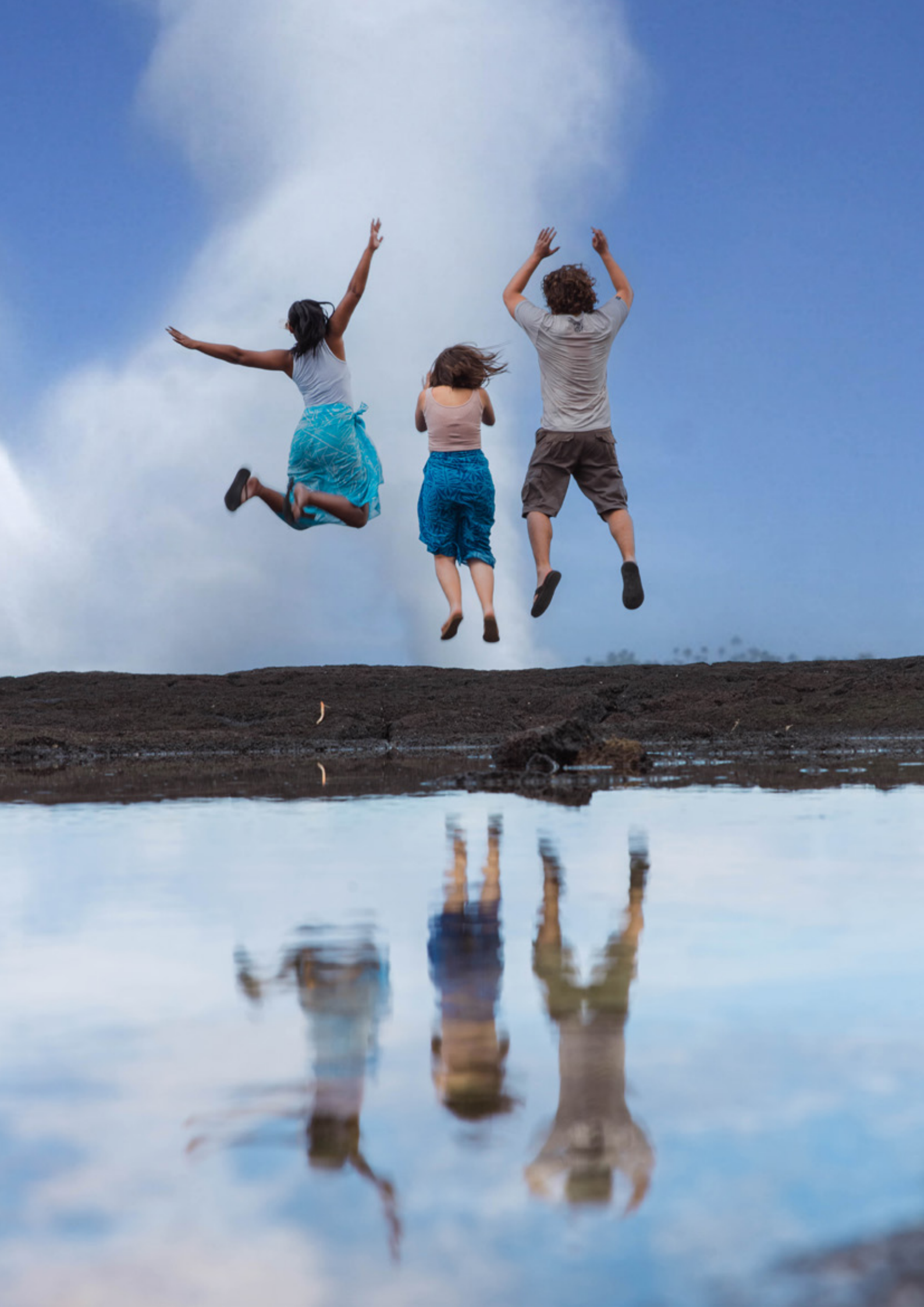
50 Likely SROS.

charged to economic operators applying to register their products ("type approval") or obtain licences for their businesses (food business operators, hotels, etc.)

In order not to distort the market, and to provide for a steady self-earned income of the NQI institutions in the public sector, both the private sector and public bodies that make use of the CA services will be required to pay for such services. The pricing levels set by the public NQI institutions shall cover costs, as well as provide for future expansion, but shall also take into consideration the capacity of MSMEs to pay for such services. Any governmental financial support to MSMEs will not be in the form of a reduction of prices of the NQI institutions, as this will negatively impact their long-term financial sustainability, but will be channelled to MSMEs in another way. In this respect, the reclassification of SROS from a public beneficial body (i.e. not for profit) to a public trading body shall be considered.[51]

The Government of Samoa, in cooperation with NQI institutions, will actively seek opportunities for financing investments in equipment and IT infrastructure, participating in international/regional organizations, training of personnel, etc. from various sources, such as official development assistance (e.g. development partners in Australia, New Zealand, UK, Germany), regional programmes (e.g. PACER Plus, PIFS/PQI), multilateral organizations (e.g. WTO, World Bank Group).

51 Suggested also by the SROS CEO.



7. Legal framework

The following major legal instruments are proposed to be issued or revised, as needed.

1. The NSB was established by a Cabinet Decision, which did not include detailed provisions on governance, finances, operations, etc. It is proposed that, for the initial period of the NQP, the standardization body will remain within the current ministry division (FTCACPMD of MCIL). It is, however, proposed that a legal instrument for NSB be established, preferably a "Standardization Act" by Parliament, in order to promulgate:

a) only body in Samoa to develop and issue standards

b) governance (e.g. standardization council, including representatives of private sector)

c) international participation

d) standards may be made mandatory but maintaining separation of standardization from regulatory activities, etc.

The issuing of this legal instrument is proposed by Y3/Q2.[52] It is also noted that existing legislative instruments providing for the issuing of "standards" by other entities (e.g. in section 88 of the Competition and Consumer Act 2016 (CCA) about "product safety standards"), may need to be amended accordingly (proposed by Y4/Q2).

2. The Metrology Act 2015 shall be reviewed and appropriately revised to:

a) align, to the extent deemed necessary, with the OIML Document D1:2020 regarding legal metrology

b) provide for the establishment of the highest authority in the country for scientific/industrial metrology, its governance, finances, interactions with regional/international organizations and institutions, etc.

The legal metrology function shall remain at MCIL (FTCACPMD), while the scientific/industrial metrology shall be assigned to a competent public body (likely SROS). The revision of the Metrology Act is proposed by Y2/Q2.

3. Secondary metrology legislation, in the form already established, i.e. as regulations issued under the Metrology Act, shall be revised/issued for existing/new legal metrology activities, conforming to OIML documents and recommendations, as appropriate. This includes regulations on countries or organizations whose type approvals are acceptable in the medium term; and on controlling and authorizing the use for trade of measuring equipment and instruments currently imported into Samoa. The issuing of secondary metrology regulation is proposed by Y3/Q2.

4. A suitable Regulatory Code of Good Practice for the development, adoption and implementation of TRs in Samoa shall be established and implemented. This will include the use of an RIA, direct/indirect references to standards, consultation with stakeholders, public consultation, informing the WTO TBT or SPS notification authorities in Samoa, monitoring/review of implementation, etc. For the initial period of validity of this NQP, this document is proposed to be guidance, therefore not mandatory for ministries and public bodies. The issuing of the Code is proposed by Y4/Q1.

5. The merits of establishing a TRs Coordinating Office (at MCIL, MPMC, etc.) to supervise and guide the TRs development process by ministries and public bodies shall be considered and a decision reached. If one is established, the appropriate legal instrument for doing so shall be decided (e.g. a legislative Act, Cabinet

52 Dates are shown in the format: Year x/Quarter y, with the time counted from the date of the NQP becoming effective. When that date has been determined (e.g. 1 January 2026), the dates here and in the Implementation Plan can be expressed in calendar format (e.g. by June 2028).

Decision) and issued by Y3/Q2.

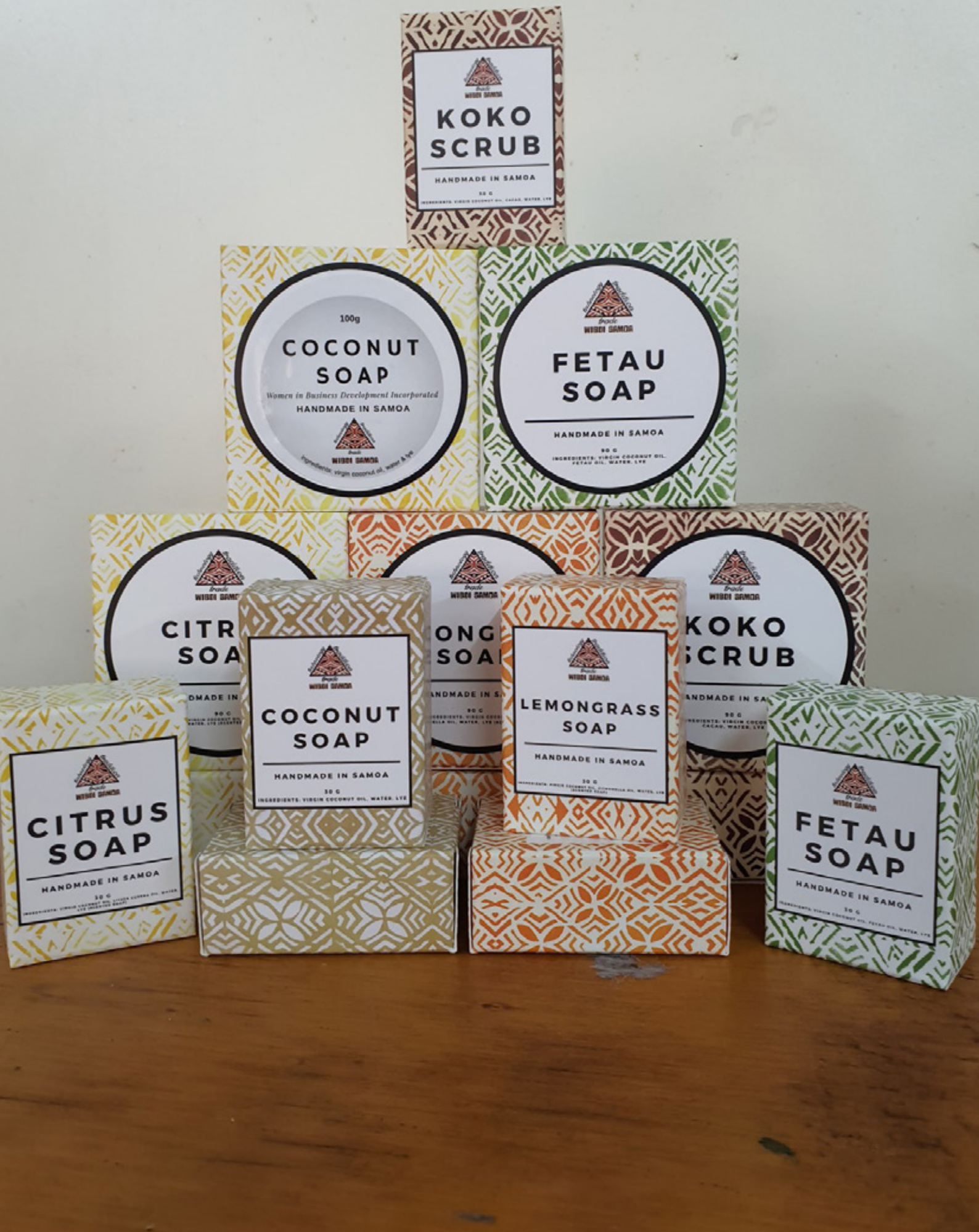
6. All new/revised draft regulations should be reviewed for conformance to item 4. This is proposed to happen from Y4/Q2 to the end of the five-year duration of the initial NQP period.

7. Existing regulations shall be reviewed on an ad-hoc basis to align with item 4 (minimum 50% within the period of validity of the NQP is proposed), in the same time period as in item 6.

8. A framework to encourage and facilitate the accreditation of CABs, in both the public and private sector, shall be instituted by Y2/Q4. In particular, public bodies shall only be "third party" CABs and not compete, or be perceived as competing, with domestic manufacturers.[53]

9. A document to promote the use of results from accredited CABs in the decision-making and market surveillance activities of regulatory authorities, and in the practices of procurement authorities, shall be issued by Y3/Q1. The document shall constitute guidance for the initial period of validity of the NQP. It will, however, include the strong recommendation to require accredited CA results, to the extent practicable, in all new/revised TRs and public procurement documents (i.e. eliminate from TRs the indicative lists of acceptable CABs, or CABs at the full discretion of the ministry enforcing the TRs, in favour of using accredited CABs – see Annex D.1.3).

53 In this respect, some concerns about product development activities by SROS were expressed; see 4.1.5.1.


KOKO SCRUB
HANDMADE IN SAMOA
100g
COCONUT SOAP
Women in Business Development Incorporated
HANDMADE IN SAMOA
FETAU SOAP
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COCONUT SOAP
HANDMADE IN SAMOA
LEMONGRASS SOAP
HANDMADE IN SAMOA
CITRUS SOAP
HANDMADE IN SAMOA
FETAU SOAP
HANDMADE IN SAMOA

8. Implementation

8.1 Lead ministry

MCIL will be responsible for supervising and coordinating the implementation of the NQP. MCIL will also arrange for the regular monitoring and evaluation of the NQP implementation, including maintaining indicative budgets and possible funding sources/commitments. MCIL will be responsible for leading the policy review at the end of the implementation timeline.

Other ministries and public bodies will be responsible for adopting and implementing those parts of the NQP that are relevant to their respective mandate and strategies. When an action plan requires input from more than one ministry, a coordinated approach will be sought by MCIL. Each ministry is responsible for identifying the upcoming needs related to any of the seven quality functions, and provide feedback through the OCC (see 8.2).

The private sector and civil society (NGOs) are responsible for engaging actively with the NQP implementation (through the action plans that concern them), and for providing information and feedback to MCIL.

8.2 Oversight and Coordination Committee (OCC)

In order to obtain buy-in from all relevant government stakeholders, the lead ministry, MCIL, will be supported by a committee, in which all NQI institutions and relevant ministries and public bodies are represented. This is important because the NQP, as it also deals with the TRF, is cross-cutting, i.e. it impacts many ministries and public bodies.

The composition and mandate of the OCC is proposed to be approved by the Cabinet, in parallel with the NQP, to ensure the full and unreserved cooperation of all ministries and public bodies. An indicative list of proposed members and their key areas of competence are as follows.

1. MCIL (Chair) – Standards, e-commerce and metrology
2. SROS (Co-Chair) – Testing and innovation
3. MPMC – TRs
4. MOH – Health aspects
5. Ministry of Natural Resources and the Environment (MNRE) – Environmental aspects
6. Office of the Regulator (OOTR) – Technology and digital economy
7. Samoa Chamber of Commerce and Industry (SCCI) – Private sector: business operators
8. Samoa Association of Manufacturers and Exporters (SAME) – Exporters and manufacturers
9. WIBDI – Agriculture and gender equality
10. MOF – Financing aspects

11. MWTI – Infrastructure: building and construction

Once approved, the members will then propose one person and an alternate to participate in the committee.

The OCC, which will be chaired by the MCIL CEO, will have authority to carry out the following duties.

1. Commission studies, request information from concerned institutions and conduct research to obtain information and data.

2. Review and adopt findings of investigations on the current status of the NQI.

3. Develop and endorse recommendations in relation to:

- establishing policies, functions and roles of the NQI institutions concerned

- developing or revising the enabling legislation for the NQI.

6. Adopt plans for the modernization of the NQI and assign implementation to specific bodies or persons.

7. Progress the decisions and recommendations made to the highest level of the Government of Samoa for modernizing the legislation, rules and procedures for the concerned institutions/bodies as provided for in procedures and practices established by the Government of Samoa.

8. Monitor and oversee the NQP Implementation Plan on a regular basis until its successful implementation.

8.3 Implementation Plan/Strategy (5 years)

The NQP will come into force after its endorsement by the Cabinet and its official publication. The government is committed to implementing the activities of the NQP within a period of five years from the date of it becoming effective.

Plans, with activities, performance indicators, indicative budgets and time frames, for each objective/PM in section 4, are listed in Annex E. Unit costs for various items (technical assistance, study visits, etc.) used to estimate resource/budget needs are listed in Annex F.

MCIL, assisted by the OCC, will be responsible for monitoring the progress in implementation, using a monitoring and evaluation framework associated with the Implementation Plan. In particular, for each key indicator in the Implementation Plan, where possible, baseline and target values have been included (both should be confirmed at the beginning of the implementation period and revised, if necessary). A brief yearly progress report will be prepared and circulated. Additionally, regular assessments should be scheduled to measure progress against the performance indicators in the Implementation Plan and the results should be publicly reported to maintain transparency. It is also recommended to establish an online platform at MCIL, where stakeholders can provide ongoing feedback. This feedback should be thoroughly reviewed and integrated into future revisions of the NQP to ensure it remains relevant and effective.

The first milestone will be a policy evaluation organized at the end of FY 2025/26 (matching the final evaluation of the PDS). The policy review will include recommendations to change priorities in the Implementation Plan. The resulting evaluation report will be presented to the Cabinet. The second milestone will be a policy evaluation at the end of the cycle, i.e. expected at the end of FY 2029/30. The evaluation should assess in detail the achievements of the action plans for individual PMs, identify areas of low performance and their causes, and highlight any new trend or issue for consideration. The evaluation report will be used as the basis for policy formulation workshops, to aid developing the NQP for subsequent years.

Annexes

Annex A – Description of the NQI functions[54]

A.1 Establishing and implementing the NQP

The NQP is the basic government instrument to modernize the NQI system. It lays down how the various functions of the NQI listed in 1.2 are fulfilled at the country level in order to have an effective NQI to serve national, as well as international, needs. The government should establish a national coordination committee55 to oversee the implementation of the NQP, to monitor its effectiveness and take corrective actions when needed. The first step after approval of the NQP is to implement the action plans, including bringing awareness of the need for their thorough execution. The task of implementation rests principally with government officials, who should bring more efficiency to the way the public NQI institutions work to eliminate overlaps and quickly address any gaps.

A.2 Establishing, maintaining and implementing a TRF

Because of their mandatory nature, TRs have the potential to become TBT that prevent or hinder the flow of goods and services between nations. Standards are voluntary, but TRs are mandatory. The main barrier in terms of NQI is the inappropriate use of TRs, standards and CA procedures. To avoid this, the use of good regulatory practices can improve the quality of TRs. A significant issue is for regulatory agencies to decide how to reference standards in their TRs in a coherent manner. Since TRs may be introduced by different ministries (e.g. Ministry of Transport for seat belts, Ministry of Health on labelling of foods), there is a need at the country level to have a TRF that each regulator can refer to. A country may introduce a law to set up the regulatory framework, or, alternatively, designate an independent administrative entity at a high level in the government to exercise advice and oversight over the preparation of TRs. Such an entity may also implement and oversee the use of RIAs to help policymakers compare different policy options to improve the quality of regulation, including the option not to regulate.

Additionally, the enforcement of TRs, which may include documentation checks but also evaluation of CA results, is entrusted to one or more market surveillance authorities (typically different ones for the food and non-food sector). These authorities cooperate with Customs as needed. Finally, CABs (i.e. testing laboratories, certification bodies) whose results are acceptable to the authorities have to demonstrate their competence, typically through accreditation.

A.3 Standardization

Standardization activity consists of the processes of formulating, issuing and implementing standards. Standards are developed and approved by a recognized body, known as the NSB, normally established by law. The latter may become a member of international standards organizations, such as ISO, and actively participate in the development of international standards, which it can then adopt as national standards. ISO promotes adherence to the WTO's Code of Good Practice for the Preparation, Adoption and Application of Standards. Essentially, standards are produced by a process of consensus building between stakeholders (consumers, regulators, industry, etc.), academia and research organizations, and technical experts, who collectively have the necessary knowledge

54 Adapted from Annex 7 of the Kiribati NQP 2017–2023.

55 The committee may comprise ministries/agencies responsible for the NQI institutions; main trade and industry associations/chambers of commerce and industry; regulatory bodies; consumer associations; users of calibration, testing, certification or inspection services; etc.

to determine the market relevance, the coherence and effectiveness of the standard under consideration and its suitability as a technical solution. This work takes place in an open and transparent manner in a committee environment with rules and procedures to achieve consensus. There is no single model how the NSB should be constituted – it depends on what other QI institutions and services exist already, and what roles are conferred by the policymaker. As a matter of policy, the NSB needs to decide whether, in addition to standardization activities, it will cover other activities such as CA (testing, certification or inspection), metrology, accreditation, etc., noting that the NSB cannot carry out both CA and accreditation.

A.4 Metrology

Metrology, the science of measurement, has become a natural and vital part of our everyday life. For example, food is typically bought by weight; water and electricity are metered; and instruments analysing blood samples must be precise. Measurement is the assignment of a number to a characteristic of an object or event, which can be compared with other objects or events.

Metrology is divided into three subfields.

- Scientific or fundamental metrology concerns the establishment of measurement units, the realization of measurement standards and the transfer of traceability from these standards to users in society.
- Applied or industrial metrology concerns the application of measurement science to manufacturing and other processes and their use in society.
- Legal metrology concerns regulatory requirements of measurements and measuring instruments for the protection of health, public safety, the environment, protection of consumers and fairness in trade.

Metrology is critical for the operation of the NQI. Balances and other instruments in laboratories need to be calibrated to provide reliable measurements; otherwise, test reports would not be trustworthy. Firms cannot satisfactorily implement process controls to manufacture a product to specified standards if instruments measuring, for example, pressure and temperature, are not properly calibrated. Confidence in national measurement is assured by a National Metrology Institute when it becomes a signatory to the Mutual Recognition Arrangement of the International Committee for Weights and Measures. This provides the institutional and technical framework for National Metrology Institutes to recognize each other's measurement standards and calibration certificates.

Legal metrology falls within the regulatory sector and most countries have passed laws to ensure proper measurement in the areas covered. This entails two areas of responsibility:

- defining the legal units (weights and measures) and the levels of accuracy in measurements
- enforcement, which includes type approval, initial, and subsequent verification.

Activities of legal metrology, which is often housed with other metrology fields, can attract revenue from mandatory verification and fines. This revenue is typically used to support scientific and industrial metrology.

A.5 Accreditation

Accreditation is a third-party attestation formally recognizing the technical competence of CABs, i.e. laboratories, inspection and certification bodies, to carry out CA activities. Certificates issued by accredited CABs are recognized as being reliable and trustworthy at both national and international levels. Accreditation services are provided by a National Accreditation Body, which is at the apex of the NQI, as it is through its work that all national CABs are recognized as competent. In some cases, e.g. Southern Africa, Central America, the accreditation body is regional, with accreditation focal points in each country of the region. The National Accreditation Body itself must be recognized as conforming to the standard ISO/IEC 17011 so that the accreditation certificate is accepted worldwide. This recognition is achieved after the National Accreditation Body successfully passes a peer-review process and becomes a signatory to one of the mutual recognition arrangements (the Asia-Pacific Accreditation Cooperation,

or the International Laboratory Accreditation Cooperation) and/or the multilateral recognition arrangement of the International Accreditation Forum.

A.6 CA

CA is the demonstration that specified requirements relating to a product, process, system, person or body are fulfilled – these requirements may be included in a standard or TRs. CA is carried out by CABs, i.e. laboratories, inspection and certification bodies. The field of CA includes activities, such as testing, inspection and certification. The CA result (e.g. a test report or inspection certificate) provides acceptable evidence that specified quality requirements are fulfilled. CA results are, therefore, the main outcomes of the NQI. CA activities may be a first-party type (i.e. performed by the supplier of a product), second-party type (i.e. performed by the user of the product) or third-party type (i.e. performed by a body that is independent of both the supplier and user). The third-party type is the most common form of CA activity. CA procedures must provide evidence of competence of the CAB through accreditation, so that CA results from one country may be accepted by another country. All accredited CABs in the world operate on the same level of proficiency, thus facilitating mutual recognition of CA results among them. Thus, laboratories should conform to ISO/IEC 17025, management system certification bodies to ISO/IEC 17021-1, product certification bodies to ISO/IEC 17065, bodies certifying persons to ISO/IEC 17024, inspection bodies to ISO/IEC 17020, etc.

A.7 Quality promotion and building a quality culture

The drivers that encourage producers, service companies, etc. to use standards and demonstrate conformity to them can include: increased awareness about the benefits of applying standards in operations, strong demands for conforming products by well-organized and strong consumer associations, procurement conditions in government purchase contracts, requirements of overseas buyers, need to demonstrate a leadership position and improve corporate image, etc.

All the above factors pushing towards better use should be complemented by support services, in the form of a pool of national consultants, to help enterprises apply standards and even prepare for certification. The NQP should address this issue of building capacity at the local level, as it can become a major constraint in the NQI. It is useless to build CABs' capability and build/reinforce institutions under the various other functions of the NQI if their client base is unable to progress because of a lack of expertise. This aspect may seem to be outside the ambit of government intervention, but it should be addressed by the NQP, which should explore ways to mobilize donor funding for this purpose.

The government, with the assistance of the NQI institutions and other stakeholders, may also seek to build a quality-conscious society. Awareness and information campaigns can be conducted with the goal to inform citizens and consumers about the benefits of various aspects of quality, including the ability of consumers to recognize and demand quality in products and services. Quality days, awards, workshops at the national level, but also smaller informal meetings at the local level, can help disseminate and reinforce the message to diverse audiences.

Annex B – Geographic and demographic information about Samoa

B.1 Location and physical features[56]

The islands of Samoa lie between latitudes 13° and 15° south of the equator and between the longitudes 168° and 173° west. The Samoa group is located 4,200 km southeast of Hawaii, 2,900 km from New Zealand and 4,350 km from Australia. Its nearest neighbour is American Samoa, about 130 km away.

The country consists of ten islands, of which four are inhabited, namely Upolu, Savai'i, Manono and Apolima. The total land area of Samoa is 2,830 km^2, with Savai'i as the biggest island (1,700 km^2) and Upolu, the second largest island (1,110 km^2), where the capital of Apia is located.

The islands are of volcanic origin, clearly visible in the form of several dormant volcanoes and lava fields. Beyond the narrow coastal plains, the mountain ranges rise steeply to a maximum of 1,859 m on Savai'i and 1,100 m on Upolu, intersected by fertile valleys. The greater part of the territory is covered by lush vegetation and rainforest.

B.2 Population

According to the Population and Housing Census 2021, the population in 2021 was 205,557 with a 0.9% growth rate in the period 2016–2021. Of the total population, 45,175 people lived in Savai'i, while the rest lived mainly in Upolu, but also in the two smaller islands. The median age of the population was 22.0 years. The adult (15 years or older) literacy rate was 96.9% in the Samoan language and 87.4% in the English language.

56 Information included for the benefit of readers outside Samoa. Source: https://www.sbs.gov.ws/images/sbs-documents/Population_and_Demography/SOCIO_ECONOMIC_Atlas2016.pdf.

Annex C – NQP links to UN SDGs and regional/national policy/ planning documents

C.1 Samoa sector plans

There is a total of 14 sector plans for Samoa's economy/society (see list below).[57] While many contain information which may be useful for the NQP, three (shown in bold) correspond to the focus areas in Samoa 2040 (see 1.4.2). Activities of these sector plans, and also of the TCM Sector Plan, relevant to the NQP, have been included in the Implementation Plan in Annex E.

Social sectors

- Community Sector Plan FY 2024/25–2027/28
- Health Sector Plan 2020–2030
- Education Sector Plan 2019–2024
- Public Administration Sector Plan 2020–2025
- Law and Justice Sector Plan 2021–2025

Economic sectors

- **Agriculture and Fisheries Sector Plan 2022–2027**[58]
- Trade, Commerce and Manufacturing Sector Plan 2024/2025–2028/2029[59]
- Finance Sector Plan 2022/2023–2026/2027
- **Tourism Sector Plan 2022–2027**[60]

Environment sector

- National Environment Sector Plan 2023–2027

Infrastructure sectors

- Transport and Infrastructure Sector Plan 2023–2028
- Energy Sector Plan 2023–2028
- **Information and Communication Technology Sector Plan 2022–2027**[61]
- Water, Sanitation & Hygiene Sector Plan 2020/21–2024/25

57 Source: https://www.mof.gov.ws/publications/economic-policy-planning/sector-plans/. This website is not always fully up to date, so it is worth checking the websites of individual ministries for any changes.
58 See https://www.maf.gov.ws/wp-content/uploads/2023/07/FINAL-AFSP-2022_2023-2026_2027-1.pdf.
59 See https://mcil.gov.ws/wp-content/uploads/2025/06/Sector-Plan-TMC.pdf.
60 See https://www.samoatourism.org/Content/SiteResources/PAGE/77/Samoa_Tourism_Sector_Plan%202022-2027_Final.pdf.
61 https://mcit.gov.ws/wp-content/uploads/2023/06/ICTSP-2022-2027_English-Version_Signed.pdf.

C.2 QI links to attaining UN SDGs

As has already been mentioned, the NQP lays the foundation for developing the institutions and functions of the NQI. NQI is the system comprising the organizations (public and private) together with the policies, relevant legal and regulatory framework, and practices needed to support and enhance the quality, safety and environmental soundness of goods, services and processes. NQI relies on metrology, standardization, accreditation, CA and market surveillance.

NQI links to the attainment of UN SDGs have been extensively analysed in recent United Nations Industrial Development Organization (UNIDO) publications, namely *Rebooting quality infrastructure for sustainable development*[62] *and Quality Infrastructure for Sustainable Development Index (QI4SD): Supporting sustainable development goals with quality infrastructure.*[63] The text that follows draws from these two documents.

The first publication identifies three dimensions in which NQI contributes to the objectives of the UN SDGs – prosperity, people and planet (the "3Ps"). The prosperity dimension includes economic growth through trade and inclusive and sustainable industrial development and innovation. The people dimension spans food security and sustainable agriculture; good health and wellbeing; gender equality; affordable and clean energy; and water and sanitation. The planet dimension covers protecting life below water and on land, and responsible consumption and production.

The second publication has the more ambitious goal of quantifying how fit for purpose the NQI is in meeting sustainable development goals. It proposes the "QI4SD Index" as a tool to assess the overall state of the development of a country's NQI readiness to support the UN SDGs. The QI4SD Index aims to measure QI using indicators for five QI dimensions (standardization, accreditation, CA, metrology and policy), which are aggregated into a composite indicator, i.e. a single aggregate score, for each country. Moreover, the QI4SD Index includes scores for each of the "3Ps". These scores aim to measure the contribution and readiness of a country to tackle sustainable development in these specific dimensions.

Data for the above indexes have been compiled for 137 countries and are publicly available at the UNIDO website.[64] Regrettably, no sufficient data has been collected to compute these indexes for any small Pacific Island State and no data are available for Samoa, as the survey included only ISO members. It is hoped that data will be available soon after the end of the Samoa NQP implementation period.

C.3 NQP links to other regional policy/planning documents

This subsection provides a brief summary of the links between the Samoa NQP, SAMOA Pathway, the Boe Declaration 2018 and the 2050 Strategy for the Blue Pacific Continent.

C.3.1 SAMOA Pathway and beyond

The Small Island Developing States Accelerated Modalities of Action Pathway (SAMOA Pathway) is the dedicated, internationally agreed, programme of action for Small Island Developing States for the decade 2014–2024. The SAMOA Pathway was an outcome of the Third International Conference on Small Island Developing States held in Samoa in 2014. The SAMOA Pathway thematic areas that the NQI is likely to have an impact on are sustainable energy, climate change, water and sanitation, and sustainable production and consumption.

At the Fourth International Conference on Small Island Developing States held in Antigua and Barbuda in May 2024, a renewed Declaration for Resilient Prosperity was made.[65]

62 See https://tii.unido.org/sites/default/files/publications/QI_SDG_PUBLICATION_Dec2019.pdf.

63 Seehttps://hub.unido.org/sites/default/files/publications/Quality%20Infrastructure%20for%20Sustainable%20Development%20Index_REPORT_online.pdf.

64 See https://hub.unido.org/qi4sd/.

65 See https://sdgs.un.org/sites/default/files/2024-04/SIDS4%20-%20Co-Chairs%20FINAL.pdf.

Actions for achieving the objectives stated in the Declaration include, among others:

- build economic resilience
- mainstream disaster risk reduction
- data collection, analysis and use
- science, technology, innovation and digitalization.

The Declaration also includes a request to the UN Secretary-General to develop a monitoring and evaluation framework, with clear targets and indicators, to be completed by mid-2025. The framework should build on the monitoring and evaluation framework for the SAMOA Pathway and be in line with the targets and indicators of the UN SDGs.

It is proposed, therefore, that the NQP OCC (see 8.2) establishes a link with the entity in Samoa tasked with implementing the 2024 Declaration in order to maximize synergies and optimize the use of resources.

C.3.2 Boe Declaration 2018

The regional Boe Declaration and its associated Action Plan[66] refer to issues of security at the national/regional level covering six strategic focus areas, including climate security and environmental and resource security. The Samoa NQP can, indicatively, contribute to the Boe Declaration Actions:

- 1 (iii) *"Understanding and contextualizing the impact that climate change will have on the regional security landscape through its interaction with human security and conflict through research and evidence-based knowledge products"*

  by, first, providing the basis for reliable and traceable measurements of relevant parameters and, second, by adopting and using relevant international standards, e.g. the ones developed by ISO/TC 207/SC 7, *Greenhouse gas and climate change management and related activities*.

- 1 (vi) *"Promoting the Framework for Resilient Development in the Pacific (FRDP) as supporting national efforts to incorporate climate and disaster risk considerations into development plans and budgets at the national, sectoral and sub-national levels and to effect the necessary systemic changes to facilitate these and other relevant risk governance initiatives"*

  by adopting and applying principles and requirements of international standards developed by ISO TC 292,[67] such as: ISO 28000:2022+A1:2024, *Security and resilience – Security management systems – Requirements – Amendment 1: Climate action changes* and ISO 22395:2018, *Security and resilience – Community resilience – Guidelines for supporting vulnerable persons in an emergency*.

- 3(iv) *"continue to engage with relevant partners on addressing the harmful effects of radioactive contamination and the movement of hazardous material and waste through the Pacific"*

  again, by providing, through metrology and accreditation, the basis for reliable, traceable, therefore, internationally accepted measurements.

66 https://forumsec.org/sites/default/files/2024-03/BOE-document-Action-Plan.pdf.
67 https://www.iso.org/committee/5259148.html.

C.3.3 2050 Strategy for the Blue Pacific Continent

The regional 2050 Strategy for the Blue Pacific Continent and its Implementation Plan[68] define the path towards realizing the Pacific leaders' vision for "a resilient Pacific Region of peace, harmony, security, social inclusion and prosperity, that ensures all Pacific peoples can lead free, healthy and productive lives". The 2050 Strategy has seven thematic areas. The NQI can have a direct impact in four of these areas, as follows:

- Resource and economic development
- Climate change and disasters
- Ocean and environment
- Technology and connectivity.

Also, each thematic area contains five strategic pathways, the two most relevant to NQI being:

- education, research and technology
- resilience and wellbeing.

As an example, the combination of (thematic area) Resource and Economic Development and (strategic pathway) Education, Research and Technology is described in the 2050 Strategy as "Adopt appropriate scientifically based research, technology and forms of innovation to enhance economic policy development and the sustainable management and value-added development of the region's resources".

Developing a robust Samoa NQI can contribute to this by:

- developing and applying regional/international standards for products, services, management systems and personnel qualification
- providing, through metrology and accreditation, the basis for reliable, traceable, therefore, internationally accepted measurements.

68 https://forumsec.org/2050.

Annex D – Current situation

D.1 NQI

D.1.1 Standardization

FTCACPMD of MCIL is the NSB of Samoa, tasked with the standardization role in 2020 by Cabinet Decision FK(20)9. It has applied to become a correspondent member of ISO with the processing of application pending.

It was declared as the official National Codex Contact Point and secretariat of the Samoa National Codex Committee under Cabinet Directive FK (02)43 in 2002, responsible for Samoa's effective participation and implementation of Codex standards development work at the national, regional and international level. FTCACPMD is currently participating in regional standards development work related to the "Fermented noni juice" and "Breadfruit flour" under the Codex Regional Committee of the Coordinating Committee for North America and South West Pacific.

It has also been appointed as the official "National Focal Point for Standardization" under the PQI project, and official "member of PISC", currently participating in regional standards development work on "Frozen cassava" under the PISC Pilot Technical Committee for Food and Food Products.

Regarding the issue/adoption of standards in Samoa, only three Samoan national standards have been issued in the non-food sector: one on water tanks (adoption with modifications of an AU/NZ standard) and two consumer information standards with the assistance of WINTEC, NZ (one standard on used vehicles and another on labelling of non-food items). All are in English.

No "product safety standards"[69] have been issued yet, although Section 88 of the CCA provides for these. Reasons cited during face-to-face consultations were:

- it is felt that justification is needed, e.g. they should be based on injury statistics
- there is no clear enforcement mechanism.

A Samoa National Drinking Water Standard (second edition) was approved in 2016 by the MOH.

No international standards have been adopted so far in Samoa.

Issuing and enforcing food standards are responsibilities of the MOH. In particular, the Food (Safety and Quality) Regulations 2017 contain most of the food standards in its body, or schedules, while also making Codex standards mandatory by reference.

Examples of standards issued by other bodies in Samoa include the following.

- Samoa Tourism Authority does not work directly with MCIL in issuing its standards. According to section 30 of the Tourism Development Act 2012, Samoa Tourism Authority has the authority to approve standards, and indeed it has issued two Samoa accommodation standards on hotels and beach fales. These contain minimum standards for hotels (four categories) and fales (two categories). For each category, compulsory and discretionary requirements are defined. Standards were issued in 2009, reviewed in 2019, but no revised versions have yet been issued.
- The National Building Code (NBC 2017), issued by MWTI, makes reference to AU/NZ standards. Also, other TRs, e.g. by OOTR, MOF (Energy Division), make reference to international (ITU, IEC) and European (EN, European Telecommunications Standards Institute (ETSI)) standards, or AU/NZ standards.
- MWTI (PUMA) has issued a planning policy on noise standards (2007) and urban design standards for Apia (2018).

69 The same applies to "services safety standards", provided for in section 91 of the CCA.

- In the Occupational Safety and Health Act 2002, administered by MCIL (Employment Services Division), in section 5, titled "Interpretation", a "code of practice" is defined which includes "standards" (term not specifically defined). In section 31, titled "Regulations", various methods of incorporating standards (dated or undated) into regulations are included. Also, in section 32, titled "Codes of practice", and section 33, titled "Use of codes of practice in proceedings", approval and use of such codes, respectively, is provided for.[70]

Anecdotal information indicates some use of (non-food) international standards, or those from AU/NZ, by the public sector and economic operators in Samoa. Copies of these have to be obtained overseas, as no local source for reading/buying them is available.

Summary

- The NSB, hosted by MCIL (FTCACPMD), is in an early stage of development.
- Other ministries issue "standards", as well (essentially equivalent to TRs).
- TRs in the (non-food) sector make reference predominantly to international/regional standards or AU/NZ standards.
- The Food (Safety and Quality) Regulations 2017 incorporate most of the Samoan food standards, while also making Codex standards mandatory by reference.
- There appears to be limited awareness of the benefits and use of standards.

D.1.2 Metrology

There are no scientific metrology facilities or activities in the country. Regarding industrial metrology, there are no local calibration laboratories in Samoa, with enterprises, or legal metrology, having to use the services of overseas labs. SROS performs some in-house calibrations for its own lab equipment.

Regarding legal metrology, MCIL (FTCACPMD) verifies scales/balances used in trade and petrol pumps. Training has been provided by NZ Standards. Working standards (weights, volume containers) are kept in an office space and are sent abroad to NZ every two years for verification. Approximately 20 inspections per year for petrol pumps and >500 per year for scales/balances are performed. New working standards are expected to be made available under the PIFS/PQI project.

MCIL (FTCACPMD) also approves types of measuring instruments (scales) based on document checks only. Legal metrology activities are carried out according to forms and regulations issued under the Metrology Act 2015.[71]

MCIL, through FTCACPMD, was invited to join the 30th APLMF meeting in the Philippines in November 2023. The Cabinet endorsed Samoa as a corresponding member of the APLMF as per Directive FK(24)10, signed the letter of agreement to facilitate this membership, and expressed interest to the Secretariat to become a corresponding member for this forum.

D.1.3 Accreditation

No requirements or recommendations for laboratories (or other CABs) to be accredited were identified in Samoa's TRs. Instead, the criteria of selection of CABs are either described in the regulations (e.g. for energy efficiency products, any CAB from AU/NZ, or from other countries approved by CEO of MOF), or are at the discretion of the enforcing ministry (e.g. see section 23 of Food Act 2015 administered by MOH). SROS is the only lab currently approved under the Food Act.

70 Occupational safety and health guides are publicly available at https://mcil.gov.ws/wp-content/uploads/2021/07/Occupational-Safety-and-Health-Guide-Plant_final_23_04_21.pdf

71 See sections 41 and 42 of the Metrology Act.

The only accredited testing lab in Samoa that could be identified is SROS (by IANZ in New Zealand) for chemical and microbiological testing of food/water.

No information could be readily collected on whether samples sent for testing abroad, by the public sector, e.g. by MOF for testing of imported fuels performed at AU/NZ labs (see D.1.4.1) are preferably sent to accredited laboratories. Samples by the private sector are sent mostly to accredited laboratories in Australia or New Zealand.[72]

Needless to say, there is no accreditation body established in Samoa nor any plans for doing so.[73]

D.1.4 Conformity Assessment (CA)

D.1.4.1 Testing

a) Non-medical labs

The main testing laboratory in the country is SROS, performing demand-driven testing of food and water, also including seawater, and soil testing.[74]Customs authorities do not typically send samples to SROS (biosecurity certificates are sent to MOH, where only a document check is performed). Microbiological testing in the Savai'i island is done by transporting incubators there, where they remain for a week, and performing tests locally. Otherwise, they coordinate with the ferry service for quick transport of samples to SROS back in Apia. Finally, SROS acts as the QC lab for most local manufacturers, who have neither testing equipment nor testing know-how.

According to feedback from stakeholders, gleaned from the NIDPS:[75]

SROS was originally set up for the purpose of assisting the private sector in developing and trialling products, testing and certification. While SROS does provide these services, stakeholders' feedback was that testing was expensive and SROS was not accredited for certain tests that they needed. Others also felt SROS's activities were not driven by industry, and with the creation of SROS's commercial arm, several in the private sector now see SROS as competition and they do not have confidence in taking their products or proprietary information to SROS for testing and improvement.

Other information collected during the face-to-face consultations in November to December 2023 is as follows.

- MNRE

  1) Ground/drinking water (DW) quality testing is done at SROS (DW testing also at MOH lab).[76]

  2) The Meteorology Division has its own lab (for ocean acidification testing).[77]

  3) Persistent organic pollutant testing is done in Europe (one-off project).

  4) The Forestry Division works with SROS and has its own mini-lab.[78]

- MOF (Energy Division, now known as the Asset Management Division[79])

  1) Testing of imported fuels is done in AU/NZ labs.

72 Face-to-face consultations with industry, 11 March 2024.
73 In the Tourism Development Act 2012, the term "accreditation" of tourism businesses is used with the meaning of what is commonly understood as "certification".
74 For its accreditation, see D.1.3 in this annex.
75 NIDPS, Annex 8.
76 For an assessment of water testing labs, see also section 12 of Technical and Legal Review of Effluent Management in Samoa 2017.
77 Pending confirmation from MNRE.
78 See footnote above.
79 On 1 July 2024, the Energy Division transitioned to the MWTI, and the newly established division within the MoF, which the petroleum unit merged with, is the Asset Management Division.

2) As there are no local labs to assess conformity to Building Codes issued by MWTI, test certificates are provided by overseas labs.

- MOH

1) There is no need to send samples outside Samoa for testing, with the exception of tobacco products (sent to a lab approved by WHO in Singapore).

2) No tests are done on fortified products (containing vitamins, trace elements) – reliance is solely on the product label.

Finally, in a face-to-face consultation with industry, it was stated that samples from the private sector, for example, for water used in producing beer/non-alcoholic beverages or aggregates for concrete, are sent mainly to laboratories in New Zealand, at a frequency of every 6 to 12 months.[80]

b) Medical labs

Samoa has two medical labs, one in each public hospital. They are not accredited to ISO 15189 but participate in external quality assurance activities with a lab in New Zealand. Recently, a private lab has started operating.[81]

D.1.4.2 Inspection

The following (basic) information on inspections done by ministries was collected.

- MNRE participates in the committee responsible for building inspections (coordinated by MWTI).
- MOF inspectors at fuel storage points use testing kits (colour change).
- MOH performs inspections of food establishments and is also mandated to check the quality of imported food. However, imported food is only inspected if there are issues (i.e. not routinely or risk-based).[82]
- Imported food biosecurity certificates are checked by MAF.
- STA inspects tourism establishments.[83]
- EPC inspects electrical installations in buildings before they are connected to the power grid.

There is no private inspection body established in Samoa, while anecdotal information indicates no or limited activities performed by overseas private inspection bodies in Samoa.

D.1.4.3 Certification

In 2008–11, a few companies received training and support to achieve ISO 9001 certification. In 2023, very few, if any, still maintain their certification.[84]

80 Face-to-face consultation with industry, 11 March 2024.

81 The National Medical Laboratory Policy and Action Plan FY 2024/25–2028/29 was recently approved.

82 See: 1) Food Safety Act 2015, section 12 "inspection of imported food"; 2) Food (Safety and Quality) Regulations 2017, section 62 "Health or sanitary certification of imported food" and section 63 "analytical certificates".

83 MCIL/IROSH Division were involved in the STA Standards (compliance) inspections in preparation for the Commonwealth Heads of Government Meeting held in October 2024 in Samoa. There have also been discussions with STA to include MCIL in their Standards Committee (inspections).

84 Information from face-to-face consultation with SAME on 5 December 2023.

WIBDI received two organic certifications from NASAA Certified Organic (Australia) for coconut oil, and various cosmetic and food products.[85] Training of participating farmers on the Australian organic standard has been provided. An annual grant of 40,000 SAT from the government, through MCIL, is utilized by the organization to pay for the cost of organic certification and other administrative support work. However, farmers are leaving the organic market (they get a lower price for their non-organic produce but also have lower costs and higher crop yields).

Two more companies in Samoa, Nonu Samoa Enterprises Ltd. and Serendi Coco Samoa Ltd., hold a total of three certificates from NASAA Certified Organic (Australia) in respect of fruit juices and fruits (e.g. avocados, coconuts).

There is no private or public certification body established in Samoa.

Finally, anecdotal information suggests that no management systems (for quality, environmental, etc.) of divisions of public bodies have been certified.

D.2 TRF

This subsection covers the enforcement of TRs, e.g. pre-market approvals, market surveillance.

Regulations to be issued are first reviewed by the Office of the Attorney General (OAG). Acts and regulations are listed on the websites of the relevant ministries and public bodies.[86]

Examples of TRs from stakeholders consulted face-to-face are as follows.

- MOF (Energy Division[87])

The main piece of legislation is the Energy Management Act (EMA) 2020 (which repealed the Energy Efficiency Act 2017; Energy Efficiency (EE) Regulation 2018 under revision to be aligned[88]). Division 2 of EMA ("Minimum Energy Performance Standards and Labelling (MEPSL)" applies so far to air-conditioning, refrigerators and light bulbs.[89]

The procedure is as follows.

1) Appliances under the scope of MEPSL must be registered, attaching proof of registration in AU, NZ, Fiji or other countries approved by CEO of MOF.

2) Applicants may need to clarify test reports in AU, NZ or other countries approved by CEO of MOF.

3) A Samoan database of registered products, linked to the AU/NZ databases, is maintained.

4) MOF staff who check certificates are given appropriate training and, if needed, they can ask for help from the SPC in Fiji (a regional body).

- OOTR

One piece of legislation administered by OOTR is the Telecommunications (Radio Equipment Technical Standards and Type Approval) Rules 2018. Schedule 1 lists standards for radio spectrum, electromagnetic compatibility and safety aspects (mostly from ETSI) for type approvals. The procedure involves the importer submitting an application

85 In late 2024, they were in the process of transferring their certification to Control Union (Fiji office)

86 Also, albeit not comprehensive nor up to date, see the Samoa Parliament website (https://www.palemene.ws/BillsActsRegulations, or use the search facility there). For Samoa and other Pacific Islands legislation, see also http://www.paclii.org.

87 The Division was transferred to MWTI in mid-2024.

88 2018 text submitted to WTO TBT in parallel with its publication.

89 Lists of MEP standards, all AU/NZ standards, are given in schedules 1 and 2 of the EE Regulation 2018, under revision.

for type approval in Samoa, together with a sample of product and evidence of approval by an authority in another country. Acceptable authorities (e.g. in USA, EU and Australia) are listed in schedule 2.

- MOH

There is the Food ('ava) Regulation 2018 which contains explicit requirements (overlapping with the 'ava standard but not making reference to it).

Finally, no systematic inspections by MCR regarding compliance with TRs, or market surveillance activities within the country, could be identified. Investigations are carried out only when a complaint is received, based on the CCA, for non-food products, or an issue is raised by MOH for food products.

D.3 Compliance with WTO TBT and SPS Agreements and related regional obligations

The international/regional trade agreements Samoa is a party to, negotiated as a founding member of a trade organization or through accession, are shown in Table 14.[90]

Table 14. Samoa's participation in trade agreements

Agreement	Type	Flow	Provisions on TBT, SPS measures, etc.
World Trade Organization (WTO)	Multilateral	Reciprocal	Yes; see WTO TBT and SPS Agreements
Pacific Agreement on Closer Economic Relations (PACER) Plus	Regional	Reciprocal	Yes; see chapter 5 on SPS and chapter 6 on TR, standards and CA procedures
Pacific Island Countries Trade Agreement (PICTA)	Regional	Reciprocal	Only general references, i.e. in Article 9, "trade distorting measures" and article 15 "principles governing government procurement"
EU-Pacific interim Economic Partnership Agreement (IEPA)	Multilateral	Reciprocal (EU)	Yes; chapter 5 on TBT and SPS measures
UK-Pacific interim Economic Partnership Agreement (IEPA)	Multilateral	Reciprocal[91]	Yes; chapter 5 on TBT and SPS measures[92]
South Pacific Regional Trade and Economic Co-operation Agreement (SPARTECA)	Regional	Non-reciprocal (with AU/NZ)	Not explicitly

In the last column of the Table 14, provisions related to TBT and SPS measures have been summarized for each agreement. These include:

- requirements regarding notification of draft TRs
- TRs based on science and using international standards (where available and appropriate)
- establishment of NEPs to provide information on applicable TRs and CA procedures to economic operators, etc.

90 Source: https://www.mfat.gov.ws/trade-agreement/.
91 Samoa's accession pending as of (January 2024).
92 Essentially the same provisions as in the EU-Pacific countries IEPA.

By reviewing the detailed provisions on TBT/SPS of the above agreements, the following conclusions can be drawn.

- The provisions of PACER Plus and EU-Pacific IEPA are essentially the same as in the WTO TBT and SPS Agreements.[93]
- Information exchange,[94] through National Contact Points, and administrative/technical cooperation among the parties are established.
- Importantly, these agreements have a strong development/capacity-building dimension for the less developed parties.

A summary of the implementation of WTO Agreements in Samoa is as follows.

- FTCACPMD of MCIL is the WTO TBT Agreement NEP and NNA.
- No draft TRs have yet been notified to the WTO, as the Samoa NNA only started operating recently. FTCACPMD is in the process of collecting TRs (around 20 are available) from various ministries in order to retroactively notify them to WTO. An example is the Energy Management Act 2020, which stipulates minimum energy performance standards and labelling (see 4.2) for air-conditioners, etc.
- The WTO SPS Agreement is the responsibility of the MAF Biosecurity Division, acting as both NEP and NNA. No notifications on SPS measures from Samoa have yet been made.[95]

Finally, there are bilateral consultations with American Samoa (products exported there must meet US requirements) and labour mobility to American Samoa (mainly for fisheries).[96]

D.4 Quality promotion and quality culture

The FTCACPMD of MCIL conducts annual public awareness programmes, which help promote the use of national standards to ensure the quality and safety of products and services available in Samoa, as well as informing the business sector of their roles and responsibilities in ensuring the quality of products and services they provide to protect consumers and fair practices in trade.

FTCACPMD also works with other government agencies, such as SROS and MOH, to conduct scientific tests and inspections to ensure the compliance of food products and food business operators with obligatory food safety and quality standards developed and adopted in Samoa.

93 These Agreements basically extend the WTO TBT and SPS provisions to parties that are not WTO members.

94 See the Samoa Trade Information Portal, https://samoa.tradeportal.org/Team?l=en.

95 See https://epingalert.org/en/Search (as of January 2024).

96 Source: Face-to-face consultation with MFAT, 30 November 2023. Also, through the MFAT Regional Relations Division, Samoa participates in regional organizations in the Pacific, among them the Pacific Islands Forum Fisheries Agency; see https://www.mfat.gov.ws/regional-relations-division/.

Annex E – NQP Implementation Plan

In this annex, plans (with activities), performance indicators, indicative budgets and time frames, for each objective/PM in section 4, are listed in five tables corresponding to the five NQP objectives. Unit costs for various items (technical assistance, study visits, etc.) used to estimate resource/budget needs are listed in Annex F.

Table 15. Implementation plan for Objective 1

Key indicators	Baseline	Target	Activities	Responsible	Time frame/Priority	Budget (SAT)
Objective 1: To develop and maintain an NQI that appropriately and continuously meets the needs of Samoa and is aligned with regional and international good practices						
PM 1.1 Establish and institutionalize an NQP/NQI development OCC or National Quality Council						
o Members for the NQP/NQI OCC are identified and formally appointed	—[97]	Decision issued	1. Consult with relevant public and, possibly, private sector stakeholders.	Led by MCIL, in collaboration with proposed members of OCC (see 8.2)	By Y1/Q1[98]	By own means
o Terms of reference to ensure transparency, inclusiveness and good governance	—	Terms of reference developed and implemented	2. Establish the OCC, including its mandate, terms of reference, authority and budget.		By Y1/Q2	By own means
o No. of OCC meetings held	0	Minimum 2 per year	3. Operate the Committee.		Entire period	By own means

97 In the "Baseline" column, the entry "—", used for non-numerical values, means that the value is non-existent. For numerical values, a value of 0 (zero) is entered instead, or a value of "N/A", indicating that data are not available at the time of drafting the NQP Implementation Plan.

98 Dates are expressed in the format: Year x/Quarter y, with the time counted from the date of the NQP becoming effective. For example, "by Y1/Q4" means "by December 2026", assuming the Policy will become effective on 1 January 2026.

Key indicators	Baseline	Target	Activities	Responsible	Time frame/Priority	Budget (SAT)
PM 1.2 Ensure that NQI-related enabling legislation and associated regulations do not inadvertently create an environment of competition amongst institutions but promote synergy in delivering against these various mandates						
(First two indicators below are valid for activities 1 and 2) o No. of overlaps identified and addressed	0	TBD[99]	1. Analyse current/proposed mandates of NQI institutions and related organizations with respect to scale and range of services versus inconsistencies, gaps, overlaps and unintended impacts on users.	Co-led by MCIL and MPE, in collaboration with OAG, MPMC	By Y1/Q4	One 1-week TA (30,000)
o No. of gaps identified and addressed	0	TBD	2. Implement appropriate actions to remedy inconsistencies, gaps and overlaps.		By Y2/Q1	By own means
o Legal instrument for NSB	–	Document issued	3. Legal Act for NSB established to stipulate, among other things: only body in Samoa to issue standards; governance (possibly including representatives of private sector); organizational structure; finances; international participation; standards may be made mandatory (but maintaining separation of standardization from regulatory activities), etc. See also Note 1.		By Y3/Q2	Three 1-week TA (3 × 30,000 = 90,000)
Note 1. The revision of the Metrology Act to establish scientific/industrial metrology in Samoa is addressed in PM 1.4.						

99 In the "Target" column, "TBD" stands for "to be determined", e.g. by measurement or by consensus.

Key indicators	Baseline	Target	Activities	Responsible	Time frame/Priority	Budget (SAT)
PM 1.3 Develop the National Standards Body (NSB) (recently established in MCIL) to serve the needs of Samoa						
o No. of staff hired/reassigned	0	2	1. Reassign/hire one or two staff to NSB (proposal for them to take a study visit to an NSB abroad).	Led by MCIL, in collaboration with: 1) Private sector organizations, such as SCCI, SAME, BOSA, as needed 2) Other ministries/ public bodies, as needed	By Y1/Q2 (high priority)	2 officers Cost of study visit for both (2 × 10,000 = 20,000)
o Public standards library in Apia (perhaps with a link to MCIL facilities in the Savai'i island)	–	Library established	2. Make ISO standards accessible to the public and private sector in a public standards library in Apia. This necessitates the licensing/use of ISO IT tools.		By Y2/Q4	IT equipment/ furniture: 6,000 ISO licensing fee/year: TBD
o No. of visitors to library per year (including students)	0	Minimum 250				
o Standards sales capability	–	Established	3. Develop standards selling capability (hard copy or by e-mail).		By Y2/Q4	One 1-week TA (30,000)
o No. of standards sold per year	5 to 10	Minimum 100			Entire period	By own means
o Guidance document on differences between standards and TRs and ways to reference standards in TRs	–	Issued	4. Clarify to government stakeholders the difference between standards (voluntary) and TRs (mandatory).		By Y1/Q3	One 1-week TA + one 1-day workshop (30,000 + 6,000 = 36,000)
o NSB website includes current list of TCs operating	–	Information updated annually	5. Conduct awareness campaign/ improve NSB website to engage stakeholders.	As above	By Y1/Q4	One 1-week TA + one 1-day workshop (30,000 + 6,000 = 36,000)
o Standardization programme	–	Published annually			Y2/Q1 – period end	By own means
o No. of site visitors/year	50	300				
o Sum of (training days × no. of participants) per year for each training provided	N/A	2 × 1 × 12 = 24 (two 1-day trainings per year)	6. Provide appropriate and ongoing training and awareness programmes that target existing and potential TC members.	As above	By Y1/Q4	One 1-week TA + one 2-day training (30,000 + 12,000 = 42,000) To be repeated after two years by own means
(First three indicators below valid for activities 7 and 8) o No. of TCs established and no. of TC meetings per year (virtual or in person)	3 (TCs); 10 (meetings per year)	8 (TCs); 60 (meetings peryear)	7. Sensitize and invite potential TC members and encourage them to participate effectively (virtually or in person) in standards development.	As above	Y2/Q1 – period end	By own means

Key indicators	Baseline	Target	Activities	Responsible	Time frame/Priority	Budget (SAT)
o Diversity of representation (public/private sector, male/female, geographic location, etc.) in TCs	N/A	Report diversity	8. Operate two to five TCs with an inclusive and balanced composition, indicatively (others can be selected): Food (ISO/TC 34), drinking water, wastewater and stormwater systems and services (ISO/TC 224), water quality (ISO/TC 147), security and resilience (ISO/TC 292), greenhouse gas and climate change management and related activities (ISO/TC 207/SC7), etc.	As above	As above	By own means
o Frequency of participation by nominated representatives in TCs	N/A	Minimum 60% average participation				
o Survey results before and after awareness campaign	N/A	Minimum 60% aware with trend to increase	9. Increase awareness and benefits of adopting/aligning to regional or international standards.	As above	As above	Note 1
o No. of ISO or IEC standards adopted by Samoa	0	Minimum 200	10. Adopt/align to regional or international standards (e.g. adopt approximately 200 ISO or IEC standards over the NQP duration, i.e. five years, as national ones).	As above	As above	By own means
o No. of regional standards aligned to	3	Minimum 30				
o No. of ISO or IEC standards translated into Samoan	0	Minimum 20	11. Translate key standards into Samoan (minimum 10% of adopted international ones).	As above	As above	300 per page translated × 400 pages = 120,000
o No. of Samoan national standards issued	4	Additionally, 2 to 10	12. Identify need for and develop/revise national standards (e.g. develop/revise 2 to 10 Samoan national standards, as needed, over five years). See also Note2.	As above	As above	By own means
o No. of national/adopted standards in use in Samoa	N/A	Minimum 100	13. Promote the understanding of, and benefits of using, the available national standards or adopted international/regional ones.	As above	As above	Eight 1-day workshops (two per year) (2 x 4 × 6,000 = 48,000)

Notes

1. Explore synergies with Key Strategy no. 8, "Develop standards for support services (i.e. car rentals, tour operators, attraction sites, etc.) and enforce existing standards" of Programme Area 2, "Product Development" of the Samoa Tourist Sector Plan 2022–2027, implemented by STA for FY 2022/23 to FY 2026/27 with an indicative budget of 60,000 SAT for the period. Also, with Key Strategy no. 10, "implement the updated accommodation standards and associated star ratings" of same as above, with an indicative budget of 32,700 SAT. Finally, with Key Strategy no. 14, "Develop and implement standards for the short-term holiday home rental sector (policy development, fairer industry, etc.), as well as a standard for beach fales alone", of same as above, with an indicative budget of 50,000 SAT.
2. See also third indicator in Strategy 1.3, "Targeted reforms that improve business environment in support of increased productivity, manufacturing and trade" of TCM Sector Plan FY 2024/25–FY 2028/29.

Key indicators	Baseline	Target	Activities	Responsible	Time frame/Priority	Budget (SAT)
PM 1.4 Upgrade the capabilities of the legal metrology function, establish a metrology laboratory and strengthen staff competencies to provide traceable measurements that meet the needs of Samoa						
o No. of new measurement standards procured	0	5	1. New primary standards and new working standards to be made available for use by MCIL (FTCACPMD).	Led by MCIL	By Y2/Q2	TBD (likely a donation by NZ)
o No. of new legal metrology regulations issued	0	3	2. In addition to scale/balance and liquid fuel pump verification (initial/periodic), expand into new legal metrology activities to serve societal/economic needs in Samoa (e.g. prepackages). This includes issuing the necessary TRs.		By Y3/Q2	1 officer Two 1-week TA (2 × 30,000 = 60,000) Also, one 1-week study visit for two staff (2 × 10,000 = 20,000)
o No. of new legal metrology activities implemented	0	2				

Key indicators	Baseline	Target	Activities	Responsible	Time frame/Priority	Budget (SAT)
o Needs assessment study	–	Study done	3. Identify and develop areas of physical and chemical metrology that could cost-effectively fulfil specific local needs of government, industry and trade in a sustainable way. See also Note1.	Led by SROS, in collaboration with MCIL	By Y1/Q3	One 1-week TA (30,000)
o Scoping study	–	Study done	4. Draft a scoping study (scope of calibration activities, investment/ staffing needs, expected income/ expenses, etc.) for establishing a basic metrology/calibration lab at SROS. This will necessitate the revision of the Metrology Act.		By Y2/Q2	Three 1-week TA (one for scoping study and two for Metrology Act revision): 3 × 30,000 = 90,000
o Metrology Act revised	–	Act revised				
o No. of primary measurement standards, traceable to the International System of Units (SI)	N/A	Minimum 2	5. If decision to proceed is taken, build, equip metrology/calibration lab, complying with international good practices; hire and train (abroad is necessary) staff. See also Note2.		By Y3/Q4	2 officers Four 1-week study visits per training abroad (4 × 10,000 = 40,000) Two 1-week TA (2 × 30,000 = 60,000)
o No. of calibration instruments that are traceable to the SI	N/A	Minimum 10				
o Metrology laboratory established	–	Lab established				Cost of equipment/ facilities: TBD
o No. of synergies/economies occurred	0	Minimum 3	6. Exploit any synergies/achieve economies at regional level.		Entire period	Participation cost covered in PM 1.5
Notes 1. For example, calibration of mass, volume and dimension needed by enterprises or legal metrology. 2. For example, lab to be constructed using AS/NZS 2982:2010, Laboratory design and construction.						
PM 1.5 Actively participate, support and benefit from regional and international QI-related activities						
o No. of regional Codex meetings attended (in person or remotely) per year	1	1	1. Continue active participation of MCIL (FTCACPMD) in regional Codex activities.	Led by MCIL, in collaboration with MFAT, PPIU, PIFS/PQI	Entire period	By own means
(three indicators below also valid for activities 3, 5 and 6) o No. of formal memberships to international/regional QI organizations in standardization	2	4	2. Join ISO as a correspondent member and actively participate (as participating or observing member) in two to five ISO TCs.		Y1/Q2 – period end	ISO membership fee/ year: 2 × ISO unit value

Key indicators	Baseline	Target	Activities	Responsible	Time frame/Priority	Budget (SAT)
o No. of local NQI-related opportunities and challenges that can be addressed at the regional and international QI level identified	N/A	5	3. Identify and invite potential members of regional/international TCs and encourage them to participate effectively in standards development.	As above	One each in Year 2, Year 3 and Year 5	Three participations in physical meetings for the entire period (3 × 8,400 = 25,200)
o No. of local NQI-related opportunities and challenges addressed through attendance at these meetings	N/A	3				
o Sum of (training days × no. of participants) per year	N/A	2 × 1 × 12 = 24 (two 1-day trainings per year)	4. Provide appropriate and ongoing training to existing and potential members of regional/international TCs.	As above	In Year 2 and 4 (every two years)	Remotely by ISO at nominal cost
o Membership of IEC	–	Decision reached and implemented	5. Consider the benefits/costs of Samoa becoming an Affiliate Country member of the IEC and reach decision.	As above	By Y2/Q4	Membership cost: TBD One physical participation (8,400)
o Membership of PASC	–	Decision reached and implemented	6. Consider the benefits/costs of MCIL (FTCACPMD) joining PASC and reach decision.	As above	By Y3/Q2	Membership cost: TBD One physical participation (8,400)

Key indicators	Baseline	Target	Activities	Responsible	Time frame/Priority	Budget (SAT)
(First two indicators below also valid for activities 8 and 9) o No. of formal memberships to international/regional QI organizations in legal or scientific metrology	1	2	7. MCIL (FTCACPMD) to join the APLMF.	Led by MCIL (legal)/SROS (scientific/ industrial metrology), in collaboration with MFAT, PPIU, PIFS/PQI	Y2/Q1 – period end	Membership cost: TBD
o No. of appropriate regional and international QI-level meetings per function (legal or scientific metrology) and organization (APLMF, OIML, etc.) attended	N/A	One each in Year 2, Year 3 and Year 5				Three physical participations in meetings: (3 × 8,400 = 25,200)
o No. of members from Samoa to regional/international committees per function (legal or scientific metrology) and organization (APLMF, OIML, etc.) attended	1	3	8. Consider the benefits/costs of MCIL (FTCACPMD) joining the OIML and reach a decision.		By Y4/Q1	Membership cost: TBD
			9. New metrology laboratory covering industrial and scientific metrology to establish association/ correspondence membership with Asia Pacific Metrology Programme.		By Y4/Q4 (one year after possible lab establishment)	Membership cost: TBD
o No. of physical participations in meetings	1	3	10. Coordinate with regional (Pacific Islands) metrology policy/practices, as appropriate.		Y1/Q4 – period end	Two physical participations in meetings: (2 × 8,400 16,800)
o No. of bilateral memorandums of understanding signed	N/A	2 (standardization), 1 (metrology)	11. Establish suitable bilateral collaborations with other regional or international NQI bodies to develop or enhance the necessary skills and competencies and the transfer of good practices.	Led by MCIL (standardization and legal metrology)/ SROS (scientific/ industrial metrology), in collaboration with MFAT, PPIU, PIFS/PQI	As needed	By own means

Key indicators	Baseline	Target	Activities	Responsible	Time frame/Priority	Budget (SAT)
PM 1.6 Seek accreditation/international recognition for strategically important NQI functions						
o Samoa notification to WTO	N/A	WTO notified	1. Samoa NSB develops its procedures/systems and notifies its acceptance of the WTO TBT Code of Good Practice.[100]	Led by MCIL	Y2/Q1 – Y4/Q1	Four 1-week TA (4 × 30,000 = 120,000); Two 2-day trainings (2 × 12,000 = 24,000); one study visit, for two staff (2 × 10,000 = 20,000); Remote training by ISO at nominal cost
o Needs assessment study	—	Study completed	2. Identify accreditation needs to meet market demand and support of particular exports to international markets.	Led by MCIL, in collaboration with SROS, MOH, other laboratories	By Y2/Q4	1-week TA (30,000)
o Framework for accreditation	—	Document issued and used	3. Institute a framework (e.g. an MCIL Directive, guidance document) to encourage and facilitate accreditation of CABs.	As above	By Y3/Q4	1-week TA (30,000)
o Memorandums of understanding/agreements with accreditation bodies signed	0	1 or 2	4. As establishing an accreditation body in Samoa is not viable, identify suitable partnerships to secure the necessary expertise and know-how to fulfil the identified needs.	As above	By Y4/Q2	Covered by activity 3
o No. of new accredited tests (currently 27 tests for chemical and microbiological labs of SROS)	0	12	5. Expand the accreditation scope of SROS to cover select existing or new testing activities.	Led by SROS	By Y2/Q4	One 1-week TA (30,000) plus one 2-day training (12,000) Other costs (e.g. lab equipment, accreditation fees, etc.): TBD
o No. of accredited testing labs	1	3	6. Move other public labs (e.g. MOH public health lab, LTA construction products lab) towards accreditation.	Led by MOH (public health lab), LTA (Quality Assurance division)	By Y4/Q4	As above (for each lab)
o No. of new accredited tests	0	Minimum 2 × 10 = 20				

100 Initially done on 5 April 2018 (See WTO document G/TBT/CS/N/198 dated 14 September 2018).

Key indicators	Baseline	Target	Activities	Responsible	Time frame/Priority	Budget (SAT)
o No. of metrology capabilities recognized internationally by end of NQP period	0	3	7. Regional/international recognition of legal metrology function.	Led by MCIL	Y3/Q4 – period end	Two 1-week TA (2 × 30,000 = 60,000) plus two 2-day trainings (2 × 12,000 = 24,000)
o Accreditation status of metrology laboratory	–	Achieved	8. Seek accreditation of metrology lab to be established (see PM 1.4).	Led by SROS	By Y5/Q4 (two years after potential establishment of lab)	Two 1-week TA (2 × 30,000 = 60,000) plus two 2-day trainings (2 × 12,000 = 24,000). Other costs (e.g. participation in proficiency testing schemes (PTS)/inter-laboratory comparisons (ILC), accreditation fees, etc.): TBD
o Accreditation status of medical labs	–	Achieved	9. Move public medical labs towards accreditation to ISO 15189.	Led by MOH (medical labs)	By Y3/Q4	Note 1
o Criteria/licensing procedure established and used	–	Issued and used	10. Establish criteria/licensing procedure for private medical/ diagnostic labs.		By Y2/Q2	One 1-week TA (30,000) plus 1-day workshop (6,000)
o No. of inspection activities internationally recognized	N/A	4	11. Move select inspection capabilities (e.g. by MAF for fisheries, by MOH for food imports) towards international recognition.	Led by MOH, in collaboration with other public bodies performing inspections, e.g. MAF	By Y2/Q4	One 1-week TA (30,000) plus one 1-day training per ministry involved (2 × 6,000 = 12,000)
o No. of certification activities accredited	0	1 or 2	12. Move any certification activities developed towards accreditation.	Led by SROS	By Y4/Q4 (lower priority)	TBD

Note

1. For timeline and cost, refer to the National Medical Laboratory Policy and Action Plan FY 2024/25–FY 2028/29.

Key indicators	Baseline	Target	Activities	Responsible	Time frame/Priority	Budget (SAT)
PM 1.7 Develop sustainable testing, inspection and certification capabilities as required to meet the needs of Samoa						
o Feasibility study to establish scope of future lab activities for each public body involved	–	Study done	1. Examine feasibility of establishing tests for imported fuels at SROS and expand scope of building (construction) materials testing at LTA.	Led by a) SROS; b) LTA, in collaboration with a) MOF, b) MWTI and private sector organizations, such as SCCI, SAME, BOSA, SFA, as needed	By Y2/Q2	One 1-week TA (30,000)
o Feasibility study (land has already been acquired)	–	Study done	2. Examine feasibility of establishing basic food/water quality testing lab in Savai'i (e.g. a SROS satellite lab; alternatively, collecting many samples together for shipment to Apia using drones).		By Y1/Q4	By own means
o Feasibility study	–	Study done	3. Do a thorough demand assessment of other testing needs of the private and public sector.	As above	By Y2/Q4	One 1-week TA (30,000)
o No. of new tests established at local labs	0	Minimum 30	4. Based on outcome of activities 1 to 3, develop and implement options for upgrading/establishing new local testing laboratory services.	As above	By Y5/Q2	3 or 4 staff Cost: TBD (based on feasibility and detailed studies)
o No. of testing laboratories established/upgraded	0	2 or 3				
o Adequate coverage of testing needs of stakeholders in Savai'i	–	Survey results among public/ private stakeholders				
o No. of participations in PTS/ILC	N/A	2 to 5 per year for each lab	5. Participate in PTS/ILC based on accreditation requirements and priority needs of regulatory authorities and exporters.	Led by SROS, in collaboration with other testing laboratories	Entire period	Indicatively, 750 per participation
o No. of new testing personnel identified and hired	0	TBD	6. Identify laboratory competency needs based initially on the priorities of the public sector, including for achieving accreditation. Address those by developing and implementing appropriate training and capacity-building programmes.	Led by SROS, in collaboration with other testing laboratories	Y2/Q2 – period end	For staff, see activity 4 Cost: included in activity 4
o Sum of (training days × no. of participants) per year	N/A	3 × 2 × 15 = 90 per year (three 2-day trainings per year)				

Key indicators	Baseline	Target	Activities	Responsible	Time frame/Priority	Budget (SAT)
o No. of new inspection personnel identified and hired	0	10 to 20	7. Address inspection needs of ministries/public bodies in enforcing legislation/TRs (see PM 2.4 in this Implementation Plan).	Led by MOH (or other ministry/ public body responsible for inspections, e.g. EPC), in collaboration with MCIL	By Y2/Q4	Indicatively (across all ministries): 1 new staff/activity × 4 activities = 4 staff
o No. of new inspection types established	0	4 to 6				
o No. of new inspection equipment acquired	N/A	Minimum 65% with increasing trend	8. Identify inspection body competency needs based initially on the priorities of the public sector, including for achieving accreditation/international recognition. Address those by developing and implementing appropriate training and capacity-building programmes.		By Y3/Q4	Cost: TBD
o Percentage of timely completion of annual inspection programmes	0	10 to 20			Y4/Q1– period end	By own means
o Percentage decrease in turn-around time, in case re-inspections are needed	N/A	Minimum 30% with increasing trend			As above	As above
o Sum of (training days × no. of participants) per year for each training provided	N/A	3 × 2 × 20 = 180 (3 ministries)			As above	One 1-week TA (30,000) plus one 2-day training (2 × 6,000 = 12,000) per ministry involved
o Guidelines for inspections by/with the private sector developed	–	Minimum 2	9. Develop guidelines for the delegation of selected inspection services to the private sector, or in the form of PPPs.		By Y3/Q4	Covered in activity 7
o No. of inspections by/with the assistance of the private sector implemented	0	Minimum 3 per year per ministry			Y4/Q1– period end	As above

Key indicators	Baseline	Target	Activities	Responsible	Time frame/Priority	Budget (SAT)
o Needs study	–	Study done	10. Address certification needs of ministries/public bodies (see PM 3.1 in this Implementation Plan) and the private sector (see PMs 4.2 and 4.4).	Led by SROS, in collaboration with: 1) ministries that plan to have their management systems certified 2) Private sector organizations, such as SCCI, SAME, BOSA, SFA, as needed	By Y3/Q4 (lower priority)	One 1-week TA (30,000) plus one 1-day workshop (6,000)
o No. of new certification personnel identified and hired	0	TBD	11. Identify certification competency needs, based initially on the priorities of the public sector, including for achieving accreditation. Address those by developing and implementing appropriate training and capacity-building programmes.		By Y4/Q2	Two 1-week TA (2 × 30,000 = 60,000) plus two 3-day trainings (2 × 18,000 = 36,000)
o Sum of (training days × no. of participants) per year	0	2 × 3 × 20 = 120 per year (two 3-day trainings per year)				
o No. of certified organizations in the public sector	0	TBD	12. Develop select certification activities, perhaps in partnership with an overseas certification body, or at a regional level.		By Y5/Q2	Cost included in activity 11
o No. of certified organizations in the private sector	6	18				
o No. of certification activities developed	0	TBD				

Table 16. Implementation plan for Objective 2

Key indicators	Baseline	Target	Activities	Responsible	Time frame/Priority	Budget (SAT)
Objective 2: To establish, maintain and implement an effective, efficient and internationally recognized TRF						
PM 2.1 Develop a harmonized approach to, and institute good practices for, the preparation of TRs consistent with bilateral/regional/international agreements that Samoa is a party to						
o Study on practices used by regulatory authorities in issuing TRs	–	Study completed	1. Analyse the outcomes and impacts of current institutional responsibilities and practices of regulatory authorities in issuing TRs.	Co-led by MCIL and relevant sector coordinators, in collaboration with OAG, MPE, MPMC	By Y2/Q4	One 1-week TA (30,000) plus one 1-day workshop (6,000) See also Note 1
o TRs Coordinating Office established, staffed and operating (if decision reached)	–	As indicator	2. Consider the merits of establishing a TRs Coordinating Office (at MCIL, MPMC, etc.) and reach a decision. Decide if a Legislative Act/Cabinet Decision is needed.	As above	By Y3/Q2	One 1-week study visit for two staff (2 × 10,000 = 20,000)
o Development, adoption and implementation of a regulatory Code of Good Practice	–	As indicator	3. Establish and implement a suitable regulatory Code of Good Practice for the development, adoption and implementation of TRs in Samoa that includes the use of a RIA, direct/indirect references to standards, consultation with stakeholders, public consultation, notification to WTO TBT or SPS NEP[101]/NNAs, monitoring/review of implementation, etc.	As above	By Y4/Q1	Two 1-week TA (2 × 30,000 = 60,000) plus two 1-day workshops (2 × 6,000 = 12,000)
(Both indicators below valid for activities 4 and 5) o No. of RIAs conducted	N/A	5	4. Review all new/revised draft regulations for compliance with item 3.	Led by responsible ministry/ public body, in collaboration with MCIL and TRs Coordinating Office	Y4/Q2 – period end	Two 1-week TA (2 × 30,000 = 60,000) plus two 1-day workshops (2 × 6,000 = 12,000) Cost also covers activity 5
o No. of TRs developed/revised according to the new Code per year	–	1 or 2 per year	5. Review existing TRs on an ad-hoc basis to align to item 3 (minimum 50% within entire period).			

101 Also acting as PACER Plus Contact Points.

Key indicators	Baseline	Target	Activities	Responsible	Time frame/Priority	Budget (SAT)
o TRs in legal metrology suitably aligned	N/A	3 to 5 TRs aligned	6. Ensure that TRs in legal metrology are suitably aligned with requirements of document OIML D1 and "R" recommendations.	Led by MCIL	Y4/Q2 – period end	One 1-week TA (30,000) plus one 2-day training (1 × 12,000)
o List of regulated goods/services published and periodically updated	–	As indicator	7. Maintain a published list of all categories of goods/services which are subject to TRs in Samoa.	As above	Y2/Q4 – period end	By own means
Note 1. Explore synergies with outcome 4.4.1 "Ensure national technical standards incorporate emerging technologies and that they are fully compliant with international standards" of the ICT Sector Plan 2022–2027, in particular, the indicator "Technical standards incorporate emerging technologies and comply with international standards", under the responsibility of MCIT, with an indicative budget of 5,000 SAT (by Q2 2024).						
PM 2.2 Enhance inter-ministerial coordination on matters related to WTO TBT and SPS Agreements						
(Both indicators below valid for activities 1 and 2) o No. of inquiries and notifications[102] on WTO TBT Agreement	1 (notification) N/A (inquiries)	Minimum 80% of new TRs notified with trend increasing For inquiries, TBD	1. Strengthen communication between ministries and all NQI constituents and encourage greater collaboration and joint action in addressing TBT and SPS issues.	Led by MCIL (for TBT), MAF (for SPS), in collaboration with MFAT and other ministries/ public bodies, as needed	By Y1/Q2	By own means
o No. of inquiries and notifications[103] on the application of SPS Measures	0 (notifications) N/A (inquiries)	As above for TBT	2. Strengthen WTO and SPS NNAs and NEPs to provide appropriate information (e.g. TRs implemented by the regulatory authorities, standards/CA procedures utilized in TRs; information on draft TRs by Samoa or other countries for comments by economic operators).	As above	By Y2/Q1	One 1-week TA (30,000) plus one 2-day training (1 × 12,000)
PM 2.3 Enhance the coordination and collaboration between NQI institutions and regulatory/procurement authorities, including the use of third-party CA, based on internationally acceptable practices						

102 As of January 2025, only one notification has been made (retroactively, of the Energy Efficiency Regulation 2018), see https://epingalert.org/en/Search

103 No notifications have been made as of January 2025, see https://epingalert.org/en/Search

Key indicators	Baseline	Target	Activities	Responsible	Time frame/Priority	Budget (SAT)
o Regular and structured interactions between NQI and regulatory authorities	N/A	TBD	1. Promote enhanced collaboration between NQI institutions and regulatory authorities in Samoa to facilitate the use and acceptance of CA results to reduce unnecessary duplication.	Co-led by MCIL and SROS, in collaboration with other ministries/ public bodies, as needed	By Y2/Q1	By own means
o No. of regulatory decisions that use the results from accredited CA service providers	N/A	TBD				
o Appropriate guidance document issued by MCIL	–	Document issued	2. Promote/strongly recommend the use of accredited CA results (test reports, management system certificates, product certificates, etc.) in legislation/ regulations/ public procurement. This could happen by MCIL issuing an appropriate guidance document.		By Y3/Q1	One 1-week TA (30,000) plus one 1-day training (6,000)
o No. of market surveillance interventions that use the results from accredited CA service providers	N/A	TBD			Y3/Q1 – period end	By own means
o Regular and structured interactions between NQI institutions and procurement authorities	N/A	TBD				
o A national accreditation focal point established and operating	–	In operation	3. Consider establishing a national accreditation focal point to provide information/advice to the public and private sector (including CABs) on the benefits of accreditation, to check authenticity/suitability of accredited test reports/certificates, etc. If a decision to do so is reached, assign role to an existing ministry division or to SROS.	As above	By Y3/Q3	Cost covered by activity 2

Key indicators	Baseline	Target	Activities	Responsible	Time frame/Priority	Budget (SAT)
PM 2.4 Adequately resource regulatory authorities to ensure effective and appropriate enforcement capability						
(First two indicators valid for activities 1 and 2) o Percentage inspected of high-risk processes and/or products needing inspection	N/A	Minimum 25% with increasing trend	1. Assess extent/effectiveness of imported food controls (currently done only when specific information has been received by the authorities); devise and implement action plan to improve.	Led by MOH, in collaboration with MCR, Samoa Water Authority, SROS and other ministries/ public bodies, as needed	Y1/Q4 – period end	One 1-week TA (30,000) plus one 2-day training (1 × 12,000) See also Note 1
o No. of high-risk issues/threats that were identified and prevented/ eliminated	N/A	TBD	2. Assess extent/effectiveness of inspections of food business operators; devise and implement action plan to improve.		Y2/Q4 – period end	One 1-week TA (30,000) plus one 2-day training (1 × 12,000)
o Assessment of drinking water quality mid-term and at the end of NQP	N/A	TBD	3. Improve drinking water quality (especially outside Samoa Water Authority, e.g. in rural communities).		Entire period	Cost of lab testing (SWA, SROS, MOH public health lab)
(First four indicators valid for activities 4 and 5) o Market surveillance section for non-food products established at MCIL or at a new entity	–	Market surveillance section established	4. Establish imported (non-food) product controls based on risk, e.g. toys, pyrotechnics, gas appliances, gas cartridges (pilot programme initially, continue based on results). Initiatives to adopt new technologies should be undertaken in order to streamline operations and enhance the effectiveness of the controls. This could include the deployment of automated systems for data collection and analysis to predict compliance risks.	Led by MCIL or new entity to be established, in collaboration with OOTR, MOF and other ministries/ public bodies, as needed	Y2/Q4 – period end (one year after the programme for food products)	Two 1-week TA (2 × 30,000 = 60,000) plus two 2-day trainings (2 × 12,000 = 24,000)
o No. of TRs supported by accredited CA service providers	0	TBD				
o Percentage of high-risk product inspections completed	N/A	Minimum 10% with increasing trend				
o No. of high-risk issues/threats that were identified and prevented/ eliminated	N/A	TBD	5. Establish a risk-based market surveillance system for non-food products to cover markets in two or three major districts (pilot programme initially, continue based on results). This would require establishing a new market surveillance section under MCIL or at a new entity (e.g. Samoa Export Authority). See also Note 2.		Y3/Q4 – period end	Cost covered by activity 4

Key indicators	Baseline	Target	Activities	Responsible	Time frame/Priority	Budget (SAT)
o No. of enhanced motor vehicle inspections per year	N/A	TBD	6. Consider costs/benefits for enhanced motor vehicle inspections (e.g. every 2 to 3 years), perhaps starting with commercial-use vehicles and taxis. If decision to proceed, run a pilot programme initially, continue based on results.	Led by LTA	By Y2/Q4	By own means
o No. of motor vehicle inspectors	N/A	TBD				
o No. of electrical installation inspections per year	N/A	TBD	7. As a few fires of electric origin have occurred in Apia, carry out periodic (re)inspections of electrical installations, starting with government buildings, schools, hospitals (pilot programme initially, continue based on results).	Led by EPC, in cooperation with MWTI, Samoan Fire and Emergency Services Authority	By Y2/Q4	By own means
o No. of electrical installation inspectors	N/A	TBD				
o Needs study	—	Study done	8. Assess other Samoa needs for regulatory inspection for regulated areas.	Led by MCIL or new entity	By Y4/Q4 (lower priority)	One 1-week TA (30,000) plus one 1-day workshop (6,000)
o No. of areas of new/expanded activity in other regulatory inspections	0	TBD	9. Use needs assessment in item 8 above for initiating other new/refining other existing services, purchasing of new equipment, securing new expertise, training and capacity-building programmes for technical staff.		Y5/Q1 – period end	Cost: TBD

Notes

1. Staff needs have been addressed in activity 7 of PM 1.7.
2. Initially, visual product and documentation checks only. Depending on resources, later on, also laboratory testing for some characteristics.

Key indicators	Baseline	Target	Activities	Responsible	Time frame/Priority	Budget (SAT)
PM 2.5 Promote coordination of the national regulatory authorities with their regional and target market counterparts						
o No. of regulatory decisions outside of Samoa that use the results from accredited local CA service providers	N/A	TBD	1. Enhance collaboration of regulatory authorities with regional and target market counterparts to harmonize application of TRs, including reducing the need for multiple CA activities.	Led by MOH (food), MCIL/other entity (non-food), in collaboration with MFAT, PPIU, PIFS/PQI, and other ministries/public bodies, as needed	Y2/Q4 (food), Y3/Q4 (non-food) – period end	One study visit, for two staff, for both the food and non-food sectors (2 × 20,000 = 40,000)
o No. of notifications of unsafe products sent/received in the food sector	N/A	TBD	2. Enhance the process of notifications on unsafe products, both in the food and non-food sectors, with regional and target market counterparts.		As above	Cost covered by activity 1
o No. of notifications of unsafe products sent/received in the non-food sector	N/A	TBD				

Table 17. Implementation plan for Objective 3

Key indicators	Baseline	Target	Actions	Responsible	Time frame/Priority	Budget (SAT)
Objective 3: To have a public sector that offers quality services						
PM 3.1 Implement appropriate management and customer service systems in the public sector and promote the use of other applicable standards and good practices						
o Sum of (training days × no. of participants) per year within the public sector	N/A	6 × 3 × 25 = 450 (six 3-day trainings)	1. Capacity-building for MCIL and public sector to assist in the implementation of quality management systems (QMS), other management systems or personnel competency standards.	Led by MCIL, in collaboration with Public Service Commission (PSC), MPE, and other ministries/ public bodies, as needed	By Y2/Q4	Six 1-week TA (6 × 30,000 = 180,000), each including one 3-day training for different MSs across ministries (6 × 18,000 = 108,000) See also Note 1
o No. of ministry divisions and other public bodies that have implemented quality management or other appropriate management system standards	0	TBD	2. Implement management systems, e.g. quality, environmental, occupational health and safety, energy, information security and business continuity, in the public sector, as needed.		By Y3/Q4	Eight 1-week TA (8 × 30,000 = 240,000) See also Note 2
o No. of ministry divisions and other public bodies with a certified management system	0	TBD				
(The following two indicators are valid for activities 2 and 3) o Increased satisfaction of enterprises, in particular MSMEs – based on surveys – with services received (e.g. reduction in bureaucracy/"red tape", transaction times, reduction in duplication of demands on enterprises by the public sector)	N/A	Minimum 80% average satisfaction	3. Encourage public sector entities to seek certification of their management systems, e.g. quality, environmental, occupational health and safety, energy, information security and business continuity, as needed. See also Note 3.	As above	Y3/Q4 – period end	Four 1-week TA (4 × 30,000 = 120,000) See also Note 4.
o As above for citizens/consumers	N/A	Minimum 80% average satisfaction				

Notes

1. Explore synergies with outcome 1.1.1, "Encourage international certification and develop local ICT skills standards and certification" of the ICT Sector Plan 2022–2027, in particular, the indicator "A national ICT competency standard for the public sector is developed for e-government and public officials based on international standards", under the responsibility of MCIT/PSC, with an indicative budget of 800,000 SAT (by Q1 2024).
2. Assuming four ministry–MS combinations.
3. Information security is vital for the digital economy of any country, while business continuity is particularly relevant for the small island states in the Pacific Region.
4. Assuming two ministry–MS combinations.

Key indicators	Baseline	Target	Actions	Responsible	Time frame/Priority	Budget (SAT)
PM 3.2 Establish a fit-for-purpose and accessible system for the collection, analysis and dissemination of trade and NQI-related data and information						
o Gaps in capability or capacity of current systems are identified	–	TBD	1. Perform a stakeholders' (especially exporters') needs analysis to determine the necessary data requirements for collection, processing, analysis and dissemination.	Co-led by MCIL and CBS, in collaboration with private sector organizations, such as SCCI, SAME, BOSA, SFA, as needed	TBD (lower priority)	TBD
o Gaps are addressed and enhanced information management systems (IMSs) are implemented, providing improved trade data/market intelligence available to MSMEs	–	Both IMSs upgraded Increased satisfaction shown in user surveys	2. Assess and upgrade the MCIL (e.g. Samoa Trade Portal) and CBS IT infrastructure and systems to collect and provide data and analysis of product compliance requirements in various markets and economic operator performance/trends. See also Note1.		As above	TBD

Note

1. See also first indicator for strategy 2.3, "Streamline market access" of TCM Sector Plan FY 2024/25–FY 2028/29.

Table 18. Implementation plan for Objective 4

Key indicators	Baseline	Target	Actions	Responsible	Time frame/Priority	Budget (SAT)w
Objective 4: To help develop a private sector that is strongly supported by, and supports, the NQI						
PM 4.1 Seek opportunities for, and formalize cooperation between, NQI institutions and the private sector for the benefit of both						
o No. of formally established participations of private sector in the governance of NQI institutions (see also Note 1)	N/A	TBD	1. Establish and encourage the participation of private sector in the governance and committee work of NQI institutions.	Co-led by MCIL and SROS, in collaboration with private sector organizations, such as SCCI, SAME, BOSA, SFA, as needed	Y1/Q2 (establishment of OCC in PM 1.1) – period end	By own means
o No. of NQI needs by the private sector identified per year	N/A	TBD	2. Encourage communication and collaboration between different stakeholders and NQI institutions, on an ongoing basis, by various means (websites, FAQ, enquiry points, physical/virtual meetings, etc.), on issues and proposed solutions, including how to address CA-related requirements in main export markets.		Y1/Q4 – period end	By own means
o Percentage of NQI needs addressed per year	N/A	TBD				
Note 1. Indicators for the participation in standardization TCs are given in activities 5 to 8 of PM 1.3 (Objective 1).						
PM 4.2 Develop/facilitate access to training programmes on testing, inspection and certification, to assist local industries to upgrade their quality-related capabilities, including the implementation of and conformance with appropriate standards						
o Sum of (training days × no. of participants) per year for each type of training (e.g. GAPs, food safety systems, quality MS – see Note 1)	N/A	10 × 3 × 30 = 900 (ten 3-day trainings)	1. Promote the value of implementing and offer training, in collaboration with local private sector and overseas counterparts, to private sector staff on product/services standards and management system standards, e.g. ISO 9001 (quality), ISO 14001 (environmental), ISO 45001 (occupational health and safety), ISO 22000 (food safety), ISO 22301 (business continuity), etc.	Co-led by MCIL and SROS, in collaboration with external local or overseas trainers/ certification bodies, and private sector organizations, such as SCCI, SAME, BOSA, SFA, as needed	Y2/Q2 – period end	Ten 1-week TA (10 × 30,000 = 300,000), each including one 3-day training for different product/ services standards (10 × 18,000 = 180,000) See also Notes 3 and 4
o No. of private sector entities/ products certified (see Note 2)	N/A	Report the number of both the certified entities and products	2. Support/subsidize certification to above product or MS standards. See also Notes 5 and 6.		Y2/Q4 – period end	Cost: TBD (based on demand)

Key indicators	Baseline	Target	Actions	Responsible	Time frame/Priority	Budget (SAT)w
o New trainings provided	0	TBD	3. Analyse economic operator product and service-related supply trends and related NQI needs. Use the analysis as a basis for initiating, or further developing, training on testing, inspection and certification (both for MS and product certification). See also Note 7.	As above	Y3/Q4 – period end (lower priority)	Cost: TBD

Notes

1. See also indicator for strategy 1.4, "Strengthen private sector capacity towards improving productivity, manufacturing and trade practices" of TCM Sector Plan FY 2024/25–FY 2028/29.
2. See also indicator for strategy 4.4, "Facilitate access to emerging technologies and skills that support innovation", as above.
3. Assuming two trainings per year starting in 2026. If training can be provided by local experts, cost could be lower.
4. Training on management systems can potentially be combined with same for public sector (cost for that has been included in activity 1 of PM 3.1).
5. Explore synergies with Outcome 2.2.1, "increase accessibility to end user devices" of the ICT Sector Plan 2022–2027, in particular, the indicator "Service providers have contingency/ business continuity plans", under the responsibility of OOTR, with nil budget for the State (by Q2 2026).
6. Also, with Key Strategy no. 10, "Develop business continuity plans with support from SHA and SCCI to ensure tourism operators are well prepared for all emergencies including pandemics" of Programme Area 6, "Climate change and disaster preparedness" of the SSTP 2022–27, implemented by STA for FY 2022/23–FY 2026/27 and an indicative budget of 50,000 SAT.
7. Providing training to the public/private sector, perhaps using TC members or external experts as trainers, is a common activity of NSBs in many countries.

PM 4.3 Identify market conditions that encourage local innovation, and identify and provide NQI support to address these market-driven innovation needs						
o Market gaps identified	N/A	TBD	1. Identify areas where innovative solutions are required to overcome current challenges or address potential future needs.	Led by SROS, in collaboration with: 1) MCIL 2) Private sector organizations, such as SCCI, SAME, BOSA, SFA, as needed	Entire period	Five 1-day workshops (one per year) (5 × 6,000 = 30,000)
o No. of areas identified where innovations are required	N/A	TBD	Encourage interaction related to the identified issues between the QI institutions and private sector representatives, in seeking ways to overcome the challenges or prepare for addressing future needs.		Entire period	By own means
o No. of innovative solutions produced and successfully deployed	N/A	TBD				

Key indicators	Baseline	Target	Actions	Responsible	Time frame/Priority	Budget (SAT)w
PM 4.4 Develop and provide NQI assistance packages tailored to micro, small and medium enterprises (MSMEs) in targeted sectors, that are based on government policy and private sector needs						
o Increased no. of locally produced products compliant with TRs	N/A	TBD	1. Hold targeted workshops on relevant quality and standards-related issues for different stakeholder groups and products.	Led by MCIL, in collaboration with: 1) SROS 2) Private sector organizations, such as SCCI, SAME, BOSA, SFA, as needed	Y1/Q4 – period end	Five 1-day workshops (one per year) (5 × 6,000 = 30,000)
o Increased no. of locally produced products and services tested/ certified against relevant standards	N/A	TBD				
o Decrease in imports of products which can be produced locally	N/A	TBD				
o Sum of (training days × no. of participants)	0	5 × 1 × 30 = 150 (Five 1-day workshops)	2. Hold trainings on existing/ revised/new standards for different stakeholder groups for accommodations/services in the tourist sector.	Led by STA, in collaboration with private sector organizations, such as Samoa Hotel and Hospitality Association, SSTA, as needed	Through FY 2026/27	Five 1-day trainings (one per year) (5 × 6,000 = 30,000) See also Note 1
o Increased compliance of businesses in the tourist sector to relevant standards	N/A	Minimum 80%				
(First four indicators below valid for activities 3 to 6) o No. of products identified for certification	0	TBD	3. Conduct trainings, workshops, seminars and conferences to discuss issues and share knowledge and information, including the NQI and its role in assisting producers with compliance/certification issues.	Led by SROS, in collaboration with: 1) MAF 2) Private sector organizations, such as WIBDI, BOSA, SFA, SFFI, as needed	Y1/Q4 – period end	Cost covered by activity 1
o Percentage increase in the no. of products certified	0	TBD	4. Develop and deliver, to individual farmers and MSMEs, training in quality for targeted agricultural sectors in the Samoan language.		Through FY 2026/27	See Note 2
o No. of agricultural produce, farms and farm inputs certified per certification type	N/A	TBD	5. Promote the value of implementing and offer training to company staff on GAPs, ISO 22000 (food safety management system), etc. Support/ subsidize certification to above.		Through FY 2026/27	See Note 3
o Sum of (training days × no. of participants) per year for each type of training	N/A	TBD	6. Encourage the use of island-appropriate product certification and labeling (organic, fair trade, etc.). Exploit synergies with POETCom. See also Note 5.		Through FY 2026/27	See Note 4

Key indicators	Baseline	Target	Actions	Responsible	Time frame/Priority	Budget (SAT)w
o No. of donor-funded MSME programmes with a quality/ compliance component	N/A	TBD	7. Identify and review existing donor-funded MSME programmes and promote the inclusion of a quality component where required.	Led by MCIL , in collaboration with MOF, MFAT, PPIU, PIFS/PQI	Entire period	By own means

Notes

1. Explore synergies with Key Strategy no. 10, "Provide training based on the revised STA training manuals particularly for new accommodation standards" of Programme Area 5 "Human Resource Development" of the STSP 2022–2027, implemented by STA for FY 2022/23–FY 2026/27 with an indicative budget of 50,000 SAT for the period.
2. Explore synergies with Action 2.2.3, "Build/develop local capacity (through training, technical support, financing availability, etc.) in value additions [to identified agriculture and fisheries value chains]" of the Agriculture and Fisheries Sector Plan (AFSP) 2022–2027, with lead responsible agencies: MAF, MCIL and SROS and an indicative budget of 500,000 SAT per year.
3. Explore synergies with Action 4.4.5, "Collaborate with sector members, stakeholders, partners and beneficiaries to enhance HACCP and ISO certification for agriculture and fisheries products" of the AFSP 2022–2027, with lead responsible agencies: MAF, STEC, MCIL, MFAT and an indicative budget of 500,000 SAT per year.
4. Explore synergies with Action 4.4.4, "Strengthen and build capacity for organic, niche products and fairtrade certification for export markets" of the AFSP 2022–2027, with lead responsible agencies: MAF, STEC, MCIL, MFAT and an indicative budget of 1,000,000 SAT per year.
5. For Fair Trade Certification for Small Producers, see https://www.fairtrade.net/content/dam/fairtrade/fairtrade-international/standards/small-scale-producer/SPO_EN.pdf

Table 19. Implementation plan for Objective 5

Key indicators	Baseline	Target	Actions	Responsible	Time frame/Priority	Budget (SAT)
Objective 5: To build a national quality culture						
PM 5.1 Establish and sustain a public awareness and information campaign that encourages the people of Samoa to build a quality-conscious society in which to live, raise families, work and do business						
o High-level action plan	–	Plan established	1. Define "quality culture", its value/ benefits and a high-level action plan for its dissemination in all areas of economic activity. See Note 1.	Led by MCIL, in collaboration with: 1) Other relevant ministries/public bodies, such as PSC, MPE, MOH, MCIT (for public radio/TV station) 2) Private sector organizations, such as SCCI, SAME, BOSA, SFA, as needed	Y2/Q4 – period end (lower priority)	One 1-week TA (30,000) plus one 1-day workshop (6,000)
(First three indicators below valid for activities 2 and 3) o No. of quality culture campaign interventions conducted	N/A	TBD	2. Establish and sustain an awareness and information campaign plan focused on building a society that appreciates quality, and create greater consumer awareness of the need for quality (including consumer rights).		Y3/Q1 – period end	Cost: TBD (based on output of activity 1)
o Consumer complaints about non-conforming goods	N/A	TBD				
o Increased awareness of the benefits of a quality culture within Samoa	N/A	TBD, based on surveys	3. Use targeted media interventions to raise public awareness of the need for quality at multiple levels (e.g. villages and communities), including heightened consumer awareness by respective sectors.		Y3/Q1 – period end	As above
o No. of publications/posts related to quality	N/A	TBD				

Note

1. The campaign may include celebration of World Standards Day, World Consumers' Rights Day, National Quality Awards for organizations, etc.

Key indicators	Baseline	Target	Actions	Responsible	Time frame/Priority	Budget (SAT)
PM 5.2 Establish appropriate links between NQI and education and training in quality at all levels of the educational system						
o No. of educational programmes developed	0	2	1. Develop educational programmes to raise awareness and inform the current and next generation of decision-makers and quality professionals on the importance of NQI in supporting economic advancement and social transformation.	Led by MCIL, in collaboration with: 1) Other relevant ministries, such as MESC, MWCSD 2) Private sector organizations, such as SCCI, SAME, BOSA, SFA, as needed 3) Academic institutions: National University of Samoa, University of South Pacific	Y3/Q2 – period end (lower priority)	Two 1-week TA (2 × 30,000 = 60,000) plus two 1-day workshops (2 × 6,000 = 12,000)
o No. of awareness sessions conducted	N/A	TBD	2. Conduct trainings (internships), workshops, seminars and conferences to discuss issues and share knowledge and information related to quality, the NQI and its importance.		As above	Six 1-day events with local speakers (6 × 6,000 = 36,000) Other cost: TBD
o No. of training interventions developed/modified, based on heightened awareness, and implemented	N/A	6 × 1 × 80 = 480 (six 1-day events)				
o Percentage penetration of schools	N/A	TBD	3. Identify capacity constraints in promoting quality culture and develop capacities of MCIL and public sector.		As above	Cost covered in activity no. 1
o No. of formal or TVET curricula with a quality component	N/A	TBD	4. Encourage higher education in areas of QI.		As above	By own means

Annex F – Unit costs used in the NQP Implementation Plan

Amounts are shown in SAT (1 US$ = 2.75 SAT).

Key:

TA	Technical assistance
TBD	To be determined

	1-week TA				2-week TA
Travel	9,000			Travel	9,000
Expert fee: home-based (2 days)	4,800			Expert fee: home-based (3 days)	7,200
Expert fee: on-site (5 days)	12,000			Expert fee: on-site (10 days)	24,000
Accommodation, meals, etc. (7 nights)	4,200			Accommodation, meals, etc. (14 nights)	8,400
Total	**30,000**			**Total**	**48,600**
Additional cost for workshop/ training venue	**per day**			**1-week study visit abroad**	**per person**
Conference room at hotel	2,200			Travel	6,000
Wi-fi	600			Accommodation, meals, etc. (7 nights)	4,200
Meals (25 participants)	3,000			Cost of host	0
Miscellaneous	200				
Total	**6,000**			**Total**	**10,200**
Membership fees	**per year**			**Translation/ editing cost**	**per page**
ISO correspondent member	2x Unit value			Translation	240
ISOlutions (national standards development)	6,120			Editing	60
ISOlutions (sales of standards)	TBD			**Total**	**300**
IEC affiliate country member	TBD				
APLMF	TBD				
PISC	no fee				
CAC	TBD				
Participation in international meetings	**per person**				
Travel	6,000				
Accommodation, meals (4 nights)	2,400				
Total	**8,400**				

Annex G – Stakeholders who participated in workshops, face-to-face consultations or who sent written comments on the drafts

Three workshops were held in Apia: an NQI/NQP awareness-raising workshop on 29 November 2023 (at Hotel Millenia); an NQP consensus-building workshop on 14 March 2024 (at Tanoa Tusitala Hotel); and an NQP validation workshop on 18 September 2024 (at Sheraton Hotel).

The attendance at these workshops is shown in Table 20.

Table 20. NQP workshop attendance

	Awareness workshop on 29 November 2023	Consensus-building workshop on 14 March 2024	Validation workshop on 18 September 2024
Public sector organizations			
Ministry of Commerce, Industry and Labour (MCIL)	Yes	Yes	Yes
Ministry of Foreign Affairs and Trade (MFAT)	Yes	Yes	Yes
Ministry of the Prime Minister and Cabinet (MPMC)	Yes	Yes	Yes
Ministry of Finance (MOF)	–	Yes	Yes
Office of the Regulator (OOTR)	Yes	Yes	–
Ministry of Customs and Revenue (MCR)	Yes	–	Yes
Samoa Tourism Authority	–	Yes	Yes
Ministry of Health (MOH)	–	Yes	–
Ministry of Agriculture and Fisheries (MAF)	Yes	Yes	–
Ministry of Communications and Information Technology (MCIT)	Yes	Yes	Yes
Samoa Water Authority	–	Yes	–
Ministry of Public Enterprises (MPE)	Yes	–	Yes
Public Service Commission (PSC)	Yes	–	–
Samoa Qualification Authority	Yes	–	–
Ministry of Education and Culture (MEC)	Yes	–	–
Scientific Research Organisation of Samoa (SROS)	–	–	Yes
Electric Power Corporation (EPC)	–	–	Yes
Land Transport Authority (LTA)	–	–	Yes
Private sector organizations			
Samoa Association of Manufacturers and Exporters (SAME)	–	Yes	Yes
Women in Business Development Inc. (WIBDI)	Yes	Yes	Yes

Samoa Chamber of Commerce and Industry (SCCI)	Yes	–	–
Businesses of Salafai Association (BOSA)	–	–	Yes
Academia			
National University of Samoa	–	Yes	Yes
Other			
PACER Plus Implementation Unit (PPIU)	–	Yes	–

In addition to the workshops, face-to-face meetings were organized with stakeholders in November to December 2023, in March 2024 and in September 2024. Furthermore, visits were also organized at production/testing facilities so that a first-hand view of the capabilities/needs could be better obtained. The stakeholders met/visited are shown in Table 21.

Table 21. Stakeholders met face-to-face

	Face-to-face meetings (November to December 2023)	Face-to-face meetings (March 2024)	Face-to-face meetings (September 2024)
Public sector organizations			
Ministry of Commerce, Industry and Labour (MCIL)	Yes	Yes	Yes
Ministry of Commerce, Industry and Labour (MCIL) – Minister	Yes	Yes	–
Ministry of Foreign Affairs and Trade (MFAT)	Yes	–	–
Ministry of the Prime Minister and Cabinet (MPMC)	Yes	–	Yes
Ministry of Finance (MOF)	Yes	–	–
Office of the Regulator (OOTR)	Yes	–	–
Ministry of Customs and Revenue (MCR)	Yes	–	–
Samoa Tourism Authority	Yes	–	–
Ministry of Health (MOH)	Yes	–	Yes
Ministry of Agriculture and Fisheries (MAF)	–	Yes	–
Samoa Water Authority	–	Yes	–
Ministry of Natural Resources and the Environment (MNRE)	Yes	–	–
Scientific Research Organisation of Samoa (SROS)	Yes*	Yes*	Yes
Ministry of Works, Transport and Infrastructure (MWTI)	Yes	–	–
Land Transport Authority (LTA)	–	–	Yes
Electric Power Corporation (EPC)	–	–	Yes
Private sector organizations			
Samoa Association of Manufacturers and Exporters (SAME)	Yes	Yes	Yes

Women in Business Development Inc. (WIBDI)	Yes*	Yes*	Yes
Samoa Chamber of Commerce and Industry (SCCI)	–	Yes	–
Businesses of Salafai Association (BOSA)	Yes[104]	–	–
Taula Beverages (beer, soft drinks)	–	Yes*	–
Apia Concrete Products (concrete, construction materials)	–	Yes*	–
Sleepwell International (furniture)	–	Yes*	–
Academia			
National University of Samoa	–	Yes	–
Other			
PACER Plus Implementation Unit (PPIU)	Yes	Yes	–

* Included tour of testing/production facilities.

The stakeholders who responded to a request made in April 2024 for comments/feedback on draft NQP version 2.0 and in October to November 2024 on draft NQP versions 2.4 and 2.6, are shown in Table 22.

Table 22. Stakeholders who commented on the NQP draft (up to November 2024)

July 2024 (on version 2.0 or prior)	**October to November 2024** (on versions 2.4 and 2.6)
Public sector organizations	
Ministry of Commerce, Industry and Labour (MCIL)	Ministry of Commerce, Industry and Labour(MCIL)/Industry Development and Investment Promotion Division
Ministry of the Prime Minister and Cabinet (MPMC)	PACER Plus Implementation Unit (PPIU)
Office of the Regulator (OOTR)	Office of the Regulator (OOTR)
Public Service Commission (PSC)	Ministry of Finance (MOF)
Samoan Fire and Emergency Services Authority	Ministry of the Prime Minister and Cabinet (MPMC)
Private sector organizations	
Samoa Farmers Association (SFA)	

Feedback by the NPCC was received and responded to in January 2025, with resulting modifications to the Policy and its Implementation Plan made in March 2025.

104 Meeting was held in the island of Savai'i.

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