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Canada's Magazine of Standardization

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CONSENSUS

Canada's Magazine
of Standardization

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national
standards
system

30 Years

Happy Anniversary SCC!

For the past thirty years, the Standards Council of Canada (SCC) has done much to ensure the social and economic well-being of Canadians. The standards it oversees protect our health, our safety and our environment, and are of vital importance to the nation's economic prosperity. What better occasion than the Council's 30th anniversary to reflect upon its accomplishments and look ahead to the leading role it will play in shaping standards in the coming century!

This special issue of CONSENSUS takes an in-depth look at the 30-year history of the SCC. We recall in words and pictures the early days of standards development in Canada and the Act of Parliament that created the Council in 1970. We look at the growth of Canada's acclaimed National Standards System from its humble beginnings to its current 275 member organizations and 15,000 volunteers. We examine how much things have changed in the world of standards in three decades – and how much they've stayed the same.

We'll also share with you some of the congratulations we've received from our friends and partners on the occasion of this historic milestone.

The work of the Standards Council of Canada and its many partners ensures the competitiveness of Canadian businesses in world markets and, ultimately, improves the quality of life for Canadians. So read on, and celebrate where we've been and where we're headed.

In this issue...

Raising the bar	4
Linda Lusby, Chair	
Three decades of dedication	5
Peter Clark, Executive Director	
Thirty years at the helm	6
A history of SCC and the NSS	
Congratulatory messages	17
Birthday wishes from friends and partners around the world	

Three decades of dedication

Peter Clark,
Executive Director



Browsing through 30 years' worth of Annual Reports and *CONSENSUS*, one thing stands out.

The names.

Kean. McKerrow. Tunis. Dettwiler. Krentz. Maheux. Perrow. Adam. Ethier. Wank. Caicco. Ender. Fontaine. Girard. Parsons. Olley. Soper. Some of these names first appear early in the Standards Council's history. Others are relative newcomers, arriving barely more than a decade ago. But these and dozens of other names continue to turn up, year after year and decade after decade, as members of Council and its advisory committees, Standards Council staff, management and staff of accredited organizations, and in many other prominent roles in the National Standards System (NSS).

The fact that the Standards Council and the NSS can inspire such long-term dedication on the part of so many people speaks highly of the work we do. It says that standardization is important enough and involving enough that leaders and experts in many fields will devote years of effort to its advancement.

It also speaks highly of the way we treat our people. Standardization is not an easy task, nor one in which the rewards come quickly. It involves long hours, multiple ongoing projects, much time spent on airplanes and in meetings, a long wait for results, and a chronic shortage

of time, money and people. Despite this, the people involved seem to feel that their efforts are acknowledged, recognized and appreciated, and can be seen to contribute in a very real way to the well-being of Canada and Canadians.

Many of these people are still devoting their efforts to the Standards Council and the NSS. Some have entered a well-earned retirement. A few, sadly, are no longer with us.

The torch continues to be passed, however. Many newcomers have joined our ranks in the last decade or so, and there's every indication that we'll be seeing their names time and again in the years and decades to come.

The work that we have accomplished over the last thirty years couldn't have happened without the dedication and expertise of many thousands of people. If you're reading this issue of *CONSENSUS*, you're probably one of them. On behalf of the Standards Council and the NSS – thank you, one and all.

30 Years

Thirty years at the helm



6

national
standards
system

A history of the Standards Council of Canada and
the National Standards System, 1970 – 2000



F

For three decades, the Standards Council of Canada (SCC) has steered the country's National Standards System (NSS) through ever-changing, sometimes turbulent seas. Over that time the passengers, the cargo, the ports of call and even the ship itself have changed substantially, but by keeping a steady hand on the helm, the Standards Council has kept its vessel afloat and on course.

In this article, we retrace that journey. We'll look at selected highlights of the Standards Council's history, from the Council's launch to the present day. We'll also study the ship's changing cargo – issues and activities that it has carried with it since its voyage began, others that were set ashore long ago, and a few that have only just been brought on board.

Building the ship

The Standards Council first put to sea in October 1970, but as with any voyage, the preparations began long before that.

Standardization as we know it today started with the establishment of Great Britain's Engineering Standards Committee in 1901. The Committee prepared standards for some of the key fields of the day, including bridge-building, rail transportation and shipbuilding.

Canada followed suit in 1919 with the creation of the Canadian Engineering Standards Association (later renamed the Canadian Standards Association and today known as CSA International). Besides developing standards for Canadian industry, the Association represented Canada in the International Electrotechnical Commission (IEC, founded in 1906) and later in the International Organization for Standardization (ISO, founded in 1947).

In 1934, the federal government established the Canadian Government Purchasing Standards Committee, later known as the Canadian Government Specifications Board, and still later as the Canadian General Standards Board (CGSB).

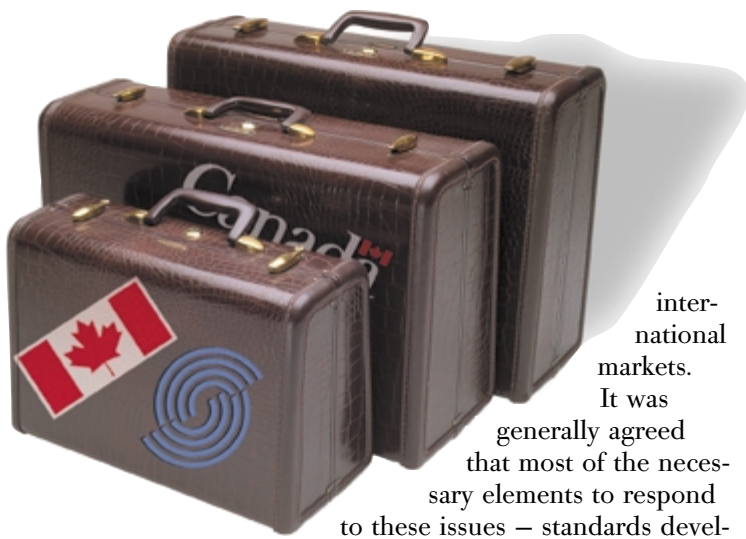
By the 1950s, the two bodies had developed several thousand Canadian standards. Despite their success, however, some observers wondered whether Canada

wouldn't be better off with a single national standards body.

In 1964, the CSA asked the federal government to double the subsidy it received to take part in international standardization. The government turned down this request, and instead launched a comprehensive review of standards activity in Canada.

It soon became clear that the country needed a single body that could respond to a variety of issues that had emerged in Canada's approach to standardization:

- There was no national body responsible for coordination or long-term planning.
- Government and industry were not providing enough technical, financial or administrative support for standardization.
- Unlike most of its trading partners, Canada had no mechanism for establishing national standards.
- Groups with an interest in standardization, especially consumers, were not always represented in standards development.
- Canada didn't participate in international standardization at an adequate level.
- Canada relied heavily on U.S., European and international standards, and needed to determine how to effectively apply them.
- Standards were becoming an essential tool for achieving economic objectives such as increased access to



international markets.

It was generally agreed that most of the necessary elements to respond to these issues – standards development bodies, certification organizations, testing facilities and so on – were already in place. All that was needed was someone to get them working together.

Federal officials launched discussions with CSA, the provincial governments and industry in order to work out a framework for the proposed Standards Council of Canada. Bill C-163, the *Standards Council of Canada Act*, was introduced in the House of Commons in December 1969. The Act received Royal Assent the following October.

Assembling the crew

The *Act* provided for the appointment of a governing Council of up to 57 members: six from the federal government, ten from the provincial governments and the remainder from the private sector. These members had to represent a wide cross-section of groups with an interest in standardization, from all sectors of the

economy, both official language groups and all parts of the country. The variety of organizations invited to nominate potential Council members included standards bodies, public safety organizations, industry associations, consumer groups, the academic community and labor organizations.

A 55-member Council was appointed and held its first meeting in July 1971. Almost immediately, it set to work establishing the framework for the National Standards System (NSS).

Taking on passengers

The NSS's first passengers were standards development organizations (SDOs). Developing accreditation criteria was sensitive work, since the Council was proposing to scrutinize and approve organizations that predated it. Recognizing the value of the Standards Council's work, however, the SDOs provided their cooperation and support.

The criteria for SDOs were approved in January 1973. With the accreditation of CSA, CGSB, the Canadian Gas Association (CGA) and Underwriters' Laboratories of Canada (ULC) that June, the NSS officially set sail. The Bureau de normalisation du Québec (BNQ) was accredited the following year.

A sixth standards development organization, the Electronics Industries Association of Canada (EIAC), was accredited in 1975. Not long afterward, however, EIAC became part of a larger industry organization, and its accreditation was withdrawn. The only other major



The bridge crew: This 1973 photo shows the early leaders of the Standards Council (from left to right): Albert Tunis, Director, Public Relations; Hugh Adam, Director National Standards; Ralph Hennessy, Executive Director; George H. Spencer, Director Metric Conversion Program; and Ted Price, Treasurer and Director, Administration. Missing: Michael McKerrow, Director, International Standards.

change to the SDO line-up would take place in 1997, when CSA took over the standards development responsibilities of CGA.

The Standards Council also set to work coordinating the activities of the SDOs. Previously, the standards developers had worked in isolation from one another, developing the standards requested by their individual groups of clients. Working together, the Standards Council and the SDOs developed a list of approved subject areas for which each body would assume primary responsibility. The assignment of subject areas helped to reduce duplication and ensure the effective use of limited standardization resources.

Carry-on luggage

Like most passengers, the SDOs had luggage – a collection of several thousand standards that they had developed over the years. The Standards Council’s task was to develop criteria for the recognition of these and any new standards as National Standards of Canada.

Those criteria were approved in May 1972. A year later, the Standards Council approved the first two National Standards of Canada: CAN-3-001-01-73, *The International System of Units (SI)* and CAN-3-001-02-73, *Metric Practice Guide*, both submitted by CSA.

The plan was for the SDOs to submit most or all of their existing standards for approval as national standards. It proved to be a slow process. Ten years after the first approval, 382 National Standards of Canada had been reviewed and approved, out of an estimated 5000 existing standards.

The process gradually picked up speed. The backlog diminished as unapproved standards were revised, combined or withdrawn. Between 1983 and 1989, the pace of approvals doubled, and the 1000th National Standard of Canada was approved in 1989.

More passengers

With the SDOs safely on board, the Standards Council turned its attention to another group of NSS passengers – the organizations responsible for verifying conformity to standards.

Work on the development of accreditation criteria for certification organizations and testing laboratories began in 1972. The Standards Council was determined to get the details right and to ensure that the criteria, the procedures and the implementation of the accreditation programs were acceptable to everyone involved – SDOs, testing and certification organizations, their clients, regulators and consumers. That meant proceeding slowly and carefully.

A final version of the criteria for certification organiza-



tions didn’t emerge until 1977, and the first certification organization – Warnock Hersey Professional Services Limited – received its accreditation in 1980.

On the testing side, the Standards Council decided in 1979 that it needed to run a pilot project. The project made one thing clear – there was significant demand for such an accreditation program. Twenty-two labs volunteered to participate, four of which were selected. Finally, in 1981, the Standards Council accredited its first two testing organizations: Northern Telecom’s Component Evaluation and Test Laboratory and the Ontario Research Foundation’s Textile, Clothing and Footwear Department.

The NSS’s growing passenger list didn’t just consist of accredited organizations. In 1977 the National Research Council (NRC) committees responsible for the national building and fire codes established a formal liaison with the NSS. The agreements were intended to ensure that the national codes recognized and incorporated the standards and conformity assessment services offered by the NSS.

The NRC was also a member of the Standards Council’s first lab accreditation partnership. In 1988, the two bodies agreed to cooperate in the establishment of a

national accreditation program for calibration laboratories. That partnership set the stage for a number of joint accreditation programs that would be set up in the 1990s. These joint programs would greatly expand the scope of the laboratory accreditation program, and bring a number of industry associations and regulators on board the NSS.

Course corrections

Throughout the course of its voyage, the Standards Council has constantly checked its position, updated its maps and, where necessary, corrected its course.

Its first long-range plan – the forerunner of today’s Strategic Plans – was developed in 1975. The plan was reviewed and updated along the way, and then followed by further long-range plans developed at regular intervals.

Relationships with the ship’s home port – the federal government – also changed over the years. Initially, the Standards Council reported to Parliament through the Minister of Industry, Trade and Commerce. In 1982, responsibility shifted to Consumer and Corporate Affairs Canada, prompting some concern among standards stakeholders that this signaled a more regulatory role for the Council. That proved not to be the case. In 1994, the

Standards Council returned to Industry Canada.

When the Standards Council was established in 1970, it took pains to emphasize its independence in policy and operational matters from the federal government. *The Standards Council of Canada Act*, for example, pointed out that the organization was not an agent of the Crown, and that its employees were not part of the public service.

The Standards Council’s status changed slightly in September 1984, when it became a Crown corporation. Standards stakeholders again expressed their concern over the prospect that this move would reduce the Council’s independence. The legislation ordering the change addressed this through provisions that reinforced the Council’s autonomy in areas such as the promotion of standardization.

Another significant change of course began in the mid-1980s, when the federal government began to scale back its budget. Like other government-funded bodies, the Standards Council was forced to reassess its priorities, cancel or curtail some programs, lay off staff, and find other ways to finance its activities. One of the most visible changes was the closure of the Council’s Toronto-area office, home to the international standardization program and the standards sales service. These operations were moved to the main office in Ottawa.

The Standards Council also had to consider which of its programs were most capable of paying for themselves. Increased support from industry meant that the international standardization program could be maintained at current levels, despite cuts in Standards Council funding. The standards sales program had been essentially self-supporting all along.

The accreditation programs, which by now were well-established and growing, had the potential to recover some or possibly all of their costs. Since that would mean higher costs for at least some accredited organizations, however, the move had to take place gradually in order to win the clients’ acceptance. Efforts began in 1985, and are only now approaching the level of full cost recovery.

The Standards Council’s most important course correction since its launch began in 1994, with a major national consultation intended to determine how the Council’s mandate and structure could be improved. Close to 3,000 representatives of government, industry,



Presidents and Chairs

The title of President was changed to Chair when the Standards Council of Canada Act was amended in 1996.

Jean-Claude Lessard
November 1970 – August 1971

Jean Paul Carrière
October 1971 – December 1977

George Willington Lord
January 1978 – December 1980

Jean Robert Roy
March 1981 – August 1984

Georges Archer
November 1984 – October 1994

Richard Lafontaine
October 1994 – April 1998

Linda Lusby
April 1998 – present

standards organizations, consumer groups, and environmental and labor organizations took part.

That was followed by a major revision of the *Standards Council of Canada Act*, proclaimed in November 1996. The revised *Act* reduced the number of hands on the bridge, slimming the Council down from 57 to 15 members. It also broadened the Standards Council's

mandate by removing references to specific subjects and allowing the Council to move into new areas such as the environment, information technology and the services sector. The organization also received additional powers and objectives related to the role of standards in trade.

Its crew refreshed and its mission renewed, the Standards Council set out to survey the seas that lay ahead. Standards stakeholders from across the country were recruited to plot a new course, in the form of the Canadian Standards Strategy.

Officially launched in March 2000, the strategy is a national action plan developed to deal with critical national and international standards issues facing Canadians. It's intended to strengthen the National Standards System, ensure that the views of all standards stakeholders are represented, and focus and improve Canada's influence in regional and international standards forums.

Changing cargo

A changing course has sometimes meant changes in cargo as well.

For example, one of the Standards Council's chief preoccupations during its first decade was the ongoing effort to convert Canada from imperial measurements to the SI (metric) system. The Council's task was to coordinate the conversion of thousands of existing Canadian standards to metric units. The project took about 12 years to complete, and ran its course just as the federal government began to back away from the drive to convert.

That monumental effort is commemorated, however, in the fact that most Canadian standards incorporate metric units, enabling Canada to trade with countries whose primary measurement system is metric. It's also reflected in the criteria for National Standards of Canada, which allow standards developers to use either system but indicate that metric is preferred.

Sailing the globe

A major ongoing element of the Standards Council's cargo has been its role as coordinator of Canada's participation in ISO and IEC.

Despite being a longtime member of both bodies, Canada was not seen as a major contributor to either during the 1960s, as the chair of the Canadian National Committee on ISO admitted in a speech to the Twelfth British Standards Conference in 1966:

I have to report, with regret and with understandable embarrassment, that Canadian participation in ISO work has not been in keeping with Canada's position as one of the leading trading nations of the world. In some technical fields, Canada has been able to make, I believe, useful contributions. ... But the overall situation is in need of great and immediate improvement.

The establishment of the Standards Council made a significant difference to Canada's profile within ISO. Within two years, Canada was appointed to a three-year term on ISO Council. A few years later, Canada was again appointed to Council and this time held the position for several successive terms.

Individual Canadians also took on leadership roles in ISO and IEC for the first time. In 1973, John Kean was appointed to ISO's certification policy committee. In later years, Canadians would serve as vice-presidents of both ISO and IEC. Finally, in 1988, the title of ISO President went to Canadian Roy Phillips.

The number of technical committees and subcommittees in which Canada participated, and the number of Canadians taking part in international standardization, also increased steadily following the Standards Council's creation.

Canada held a leadership role in this technical work as well. The number of international subcommittee and working group secretariats held by Canada nearly tripled in the first two years of the Standards Council's involvement, growing from 6 to 17. It wasn't long before Canada took up the secretariat and the chair of a newly created technical committee (ISO/TC 155, Nickel and Nickel Alloys) as well.

Another indication of Canada's growing influence was the international adoption of its national standards. A



themselves, as long as some support was provided for the expense of participation.

For most of its history, the Standards Council's chief means of recognizing exceptional contributions has been the Jean P. Carrière Award. Created in 1978, the award honors the memory of the President who oversaw the establishment of the Standards Council and the development of the National Standards System.

During the 1990s, concern began to grow that the makeup of the NSS didn't adequately reflect the needs of standards stakeholders. Small and medium-sized businesses for example, had come to be recognized as important elements in the national economy, but were often under-represented on standards development committees. Standardization was moving into new subject areas, including the environment and societal issues such as privacy. To produce effective standards, experts in these areas had to be brought into the fold. The standards development community was aging, and with funds in short supply, long-time volunteers were often not replaced when they retired. Issues such as these prompted the Standards Council to develop a recruitment, training and support program for standards development participants.

Travellers' tales

One of the benefits of a long voyage is that you have plenty of stories to tell when you get back. For the Standards Council, however, sharing information has been not so much a pleasant pastime as a vital obligation. Right from the start, making Canadians more aware of standards and standardization was seen as one of its most important roles.

Looking back during the Standards Council's 20th anniversary, Albert A. Tunis, former Director of the



Making a name for ourselves: In this 1973 photo, Executive Director Ralph Hennessy displays a newly designed Standards Council logo to President J. P. Carrière.

Education and Information Branch, described the situation in the 1970s this way:

The standards game, at that time, was a relatively private affair, with its own language, its own acronyms, significant only to a relatively small community of manufacturing companies and to a restricted group of government bureaucrats. There was precious little information available to the novice and the material that was available, most of it, was virtually incomprehensible to the uninitiated.

The Standards Council wanted to change that. Its information program geared up in 1973 with the publication of its first booklet, *What is standardization?* In January 1974, it launched *CONSENSUS*, a news-magazine intended to help people and organizations involved in standardization share information.

The silver screen followed, with the 1977 release of *Standards Are for Living*, a 14-minute 16-mm color film. A long series of short films, videotapes, and radio and television public service announcements followed – many

Executive Directors
R. L. Hennessy January 1971 – October 1982
John R. Woods December 1982 – July 1992
Michael McSweeney September 1992 – October 1998
Peter Clark April 1999 – present

the World Trade Organization (WTO), it became the WTO/NAFTA Enquiry Point. In 1998, the Enquiry Point developed *Export Alert!*, the world's first e-mail alert service for WTO/NAFTA notifications.

Another effective method of spreading information about standards was through the standards themselves. At first, the Standards Council was content to let CSA handle the Canadian distribution of foreign and international standards. In 1976, however, it took over the sales service.

By 1984, the Standards Council had conceived the notion of making its sales service – so far restricted to foreign and international standards – a one-stop service by selling Canadian standards as well. Only CGSB agreed to a reciprocal sales arrangement, however. The other SDOs didn't come on board until the effort was renewed in 1995. In 1998, the Standards Council signed an agreement that moved its sales service (and staff) to Global Info Centre Canada.

Trade goods

It was clear from the very beginning of the Standards Council's voyage that international trade would be one of its major concerns. One of the main reasons for increasing Canada's role in ISO and IEC, for example, was to ensure that foreign markets using international standards would remain open to Canadian exporters.

Even in the 1970s, it wasn't hard to see that regional and global trade agreements were going to be the wave of the future. In 1973, the Standards Council and other standards bodies from the Pacific Rim established the Pacific Area Standards Congress. PASC was the first of many organizations in which standards bodies would come together to share information and build partnerships.

The focus on trade was intensified in the 1980s and 1990s with the development of trade agreements such as

GATT/WTO, NAFTA and the European Union. These agreements called on member nations to harmonize their standards, adopt international standards, and make their conformity assessment systems accessible to domestic and foreign traders alike.

Accreditation bodies such as the Standards Council set to work developing agreements that would ensure that conformity assessment procedures performed in one country would be acceptable to clients and regulators in another. The result was a veritable alphabet soup of

regional and international standards and conformity assessment organizations: COPANT, IAF, ILAC, PAC, APLAC, NAC, IATCA, IAAC, CANENA and many more. The federal government, meanwhile, began work on agreements of its own that required the expertise of the Standards Council.

The proliferation of organizations and agreements strained the Standards Council's limited resources, and the requirements of some agreements meant the organization had to undergo rigorous peer evaluations by a variety of would-be partners over the years. The work paid off, however: by the mid-1990s, an ever-increasing number of foreign regulators and accreditation bodies in a variety of fields had agreed to recognize the work of conformity assessment bodies accredited by the Standards Council, easing access to foreign markets for Canadian exporters.

New waters

While much of its voyage has been spent in familiar seas, the Standards Council has also guided the NSS into unfamiliar waters.

At the time the Council was established, most standards work focused on hard-edged technical matters – the composition of materials, the dimensions of components, the performance of assemblies. That was about to change.

In 1972, the IEC proposed setting up a quality assess-





from our friends and partners

Industry Canada

Throughout its 30-year history, the Standards Council of Canada has proven time and again that a strategic and collaborative approach to standards is critical to this country's economic health and social well being. As an acknowledged leader in the development and promotion of national and international standards, the SCC also recognizes the need to respond to the competitive and all-encompassing world at our doorstep. With the Canadian Standards Strategy as a guide, the SCC has charted a bold course to capitalize on Canada's strengths in telecommunications, information technology, electronic commerce and natural resources – the hallmarks of the new global economy. The success of these endeavours is the key not only to ensuring the open access of our goods and services to markets around the world, but also to protecting the health, safety and environment of Canadians at home. We have a right to be proud of the SCC's accomplishments and its well-deserved reputation around the world as a model of exceptional value.

V. Peter Harder
Deputy Minister

Canadian General Standards Board

The Canadian General Standards Board has witnessed a great deal of change since its founding over 65 years ago. Perhaps one of the most significant changes was the establishment of the Standards Council of Canada in 1970, with the goal of co-ordinating and promoting Canada's standardization activities.

Throughout the years the CGSB has always appreciated the relationship it has shared with the SCC, a co-operative relationship that has contributed to a better understanding and use of standards and conformity assessment both nationally and internationally. Today that relationship is stronger and healthier than ever. It is vital that we continue to nurture that relationship and work together to meet the challenges that confront Canada's National Standards System.

On the occasion of the Standards Council of Canada's 30th anniversary, the CGSB is pleased to congratulate you on your outstanding efforts to promote standardization and looks forward to working with you for many years of continued success.

Bill Cunningham
Director

International Electrotechnical Commission

The IEC has always valued very highly the contribution that Canada makes to its work. Through the Canadian National Committee of the IEC, the Standards Council of Canada has provided some of the best minds and contributed some of the most dedicated people to IEC work in both the technical arena and at the management level and the IEC is clearly that much better for it.

Since SCC's formation in 1970, we have enjoyed a harmonious and mutually beneficial relationship and the IEC looks forward to continuing with this in the years to come. The IEC congratulates SCC on its 30th Anniversary and is proud to be a partner with SCC in international electrotechnical standardization.

A. Amit
General Secretary

Canadian Association for Environmental Analytical Laboratories

As a proud partner in delivering a joint program for the accreditation of environmental labs, the Canadian Association for Environmental Analytical Laboratories (CAEAL) is pleased to extend its congratulations to the SCC on the occasion of its 30th anniversary. Our partnership during the past six years has been fruitful and rewarding and we look forward to its continuing success.

Denise LeBlanc
President

CSA International

On behalf of everyone at CSA International, I would like to extend congratulations to all staff at the Standards Council of Canada as they celebrate their 30th anniversary. Over the years, our organizations have worked together diligently to promote the value and integrity of standardization activities in Canada. As a member of the National Standards System, we look forward to continuing to work collaboratively with the Standards Council to ensure the success of the Canadian Standards Strategy.

Pat Keindel
Vice President, Standards

APLAC, ILAC agreements open borders for labs, clients

Canadian laboratories and their clients should soon find it easier to market their goods and services to other countries, thanks to the Standards Council of Canada's participation in two mutual recognition agreements on laboratory accreditation.

The Standards Council is one of 37 laboratory accreditation bodies from 28 countries that recently signed an agreement developed by the International Laboratory Accreditation Cooperation (ILAC).

The ILAC agreement (or as ILAC describes it, "arrangement") was signed in Washington, DC, on November 2. Once the agreement comes into effect on January 31, 2001, member bodies will be required to accept the results of tests performed by foreign laboratories accredited by other member bodies. This is expected to help to reduce the need for exporters to re-test their products in order to meet the requirements of overseas markets.

Last summer, the Standards Council was accepted into a similar agreement developed by the Asia Pacific Laboratory Accreditation Cooperation (APLAC).

APLAC and other regional bodies are an important element in the ILAC agreement. Regional bodies will

look after the peer evaluation process that ensures the equivalence of member bodies' laboratory accreditation programs, a condition of participating in the ILAC agreement.

The ILAC agreement was signed by laboratory accreditation bodies from Australia, Belgium, Brazil, Canada, China, the Czech Republic, Denmark, Finland, France, Germany, Hong Kong, India, Ireland, Italy, Japan, South Korea, the Netherlands, New Zealand, Norway, Singapore, South Africa, Spain, Sweden, Switzerland, Taiwan, the United Kingdom, the United States and Vietnam.

The Standards Council of Canada, which accredits calibration and testing laboratories through its Program for Accreditation of Laboratories – Canada (PALCAN) is the Canadian member body of both ILAC and APLAC.

More information about ILAC is available on its Web site at <http://www.ilac.org>. Information about APLAC is available at <http://www.ianz.govt.nz/aplac/>.

Take notice

Long-time *CONSENSUS* readers may notice that something's missing from this issue.

The public notices that used to appear in these pages are no longer being published on paper. Instead, we're making them available on our Web site. This change is intended to make this information more widely available, more timely and easier to use.

Accreditation and recognition notices describe changes in the status of calibration and testing laboratories, certification bodies, environmental management systems (EMS) registrars, quality management systems (QMS) registrars, and EMS and QMS auditor trainers and certifiers. These notices are available at <http://www.scc.ca/accreditation/news/index.html>.

Public review notices give the public the opportunity to review and comment on proposed new, reviewed, amended or withdrawn Canadian standards before they're published. Standards developers can publish this information on our Web site at http://www.scc.ca/notices/public_review/

pr_notices.html, or make it available through their own information channels.

A listing of standards newly approved by the Standards Council as **National Standards of Canada** will soon be available on the Web site.

The Canadian OSI Registration Authority (COSIRA) plans to publish applications for **Open Systems Interconnection (OSI) identifiers** on its Web site at <http://www.pwgsc.gc.ca/cosira>.

To be notified by e-mail when new features are added to the Standards Council's Web site, visit our sign-up page at <http://www.scc.ca/consensu/registration/form.html>.

For more standards news and features from Canada and around the world, visit the Standards Council's Web site at <http://www.scc.ca>.

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200 – 270 Albert Street
OTTAWA, Ontario K1P 9Z9

Management Systems Standards: THE STORY SO FAR

*Canada's experience with
ISO 9000, ISO 14000 and QS-9000*

Management Systems Standards: The Story So Far is the first comprehensive survey on Canada's experience with these influential standards. The product of nearly 3,000 interviews with registered and unregistered private-sector firms, this survey answers key questions on ISO 9000 and its successors, including:

- Who's using the standards? Who isn't?
- How much do users know about the standards, and where do they get their information?
- Why do businesses use the standards, or decide not to use them?
- How well does the registration process serve the needs of the organizations that undertake it?
- What are the results of using the standards?
- How do users and non-users feel about the standards?

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