



# QUALITÀ 2015: evoluzioni ed esperienze in Italia e nel Mondo

Giugno 2015





Report finale della Ricerca

# Qualità 2015: evoluzioni ed esperienze in Italia e nel Mondo

Large version

Giugno 2015

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## 7. Riferimenti

### Sitografia

- Accredia, [www.accredia.it/](http://www.accredia.it/)
- Banca Mondiale, [www.worldbank.org](http://www.worldbank.org)
- Doing Business, indicatori della Banca Mondiale [www.doingbusiness.org/rankings](http://www.doingbusiness.org/rankings)
- Central Intelligence Agency, CIA, [www.cia.gov](http://www.cia.gov)
- Eurostat, [ec.europa.eu](http://ec.europa.eu)
- The Economist Intelligence Unit, [www.eiu.com](http://www.eiu.com)
- International Organization for Standardization, ISO, [www.iso.org](http://www.iso.org)
- Istituto nazionale di statistica, ISTAT, [www.istat.it](http://www.istat.it)
- Kaizen Institute, [www.kaizen.com](http://www.kaizen.com)
- Ministero delle politiche agricole alimentari e forestal, [www.politicheagricole.it](http://www.politicheagricole.it)
- Qualivita, Fondazione per la protezione e la valorizzazione dei prodotti agroalimentari di qualità, [www.qualivita.it](http://www.qualivita.it)
- Lean Enterprise Institute, [www.lean.org](http://www.lean.org)
- Reputation Institute, [www.reputationinstitute.com](http://www.reputationinstitute.com)
- United Nations Conference on trade and development, UNCTAD, [unctad.org](http://unctad.org)
- United Nations Development Programme, [www.undp.org](http://www.undp.org)
- United Nations Industrial Development Organization, UNIDO, [www.unido.org](http://www.unido.org)
- Unioncamere, [www.unioncamere.gov.it](http://www.unioncamere.gov.it)
- World Economic Forum, WEF, [www.weforum.org](http://www.weforum.org)
- The World Tourism Organization, UNWTO, <http://www2.unwto.org/>
- World Trade Organization, WTO, [www.wto.org](http://www.wto.org)

### Bibliografia

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# 8. Riferimenti organizzazioni per Paese raggruppate per tipologia

## Italia

### **Normazione e accreditamento**

#### UNI

Via Sannio, 2 - 20137 Milano

Tel: 02 700241

Fax: 02 70024375

Web: [www.uni.com](http://www.uni.com)

Email: [uni@uni.com](mailto:uni@uni.com)

#### CEI - Comitato Elettrotecnico Italiano

Via Saccardo, 9 - 20134 Milano

Tel: 02 210061

Fax: 02 21006210

Web: [www.ceiweb.it](http://www.ceiweb.it)

Email: [info@ceiweb.it](mailto:info@ceiweb.it)

#### ACCREDIA - L'Ente Italiano di Accreditamento

Via Guglielmo Saliceto, 7/9 - 00161 Roma

Tel: 06 8440991

Fax: 06 8841199

Web: [www.accredia.it](http://www.accredia.it)

Email: [info@accredia.it](mailto:info@accredia.it)



## **Promozione della Qualità**

### Agenzia Nazionale di Valutazione del Sistema Universitario e della Ricerca - ANVUR

Via Ippolito Nievo, 35 - 00153 Roma

Tel: 06 58317203,

Fax: 06 58317 122/219

Web: [www.anvur.org](http://www.anvur.org)

Email: [segreteria@anvur.org](mailto:segreteria@anvur.org)

### Associazione Italiana Cultura Qualità (AICQ)

AICQ-Nazionale

Via Cornalia, 19 - 20124 Milano

Tel: 02 66712484

Fax: 02 66712510

Web: [aicqna.com](http://aicqna.com)

Email: [aicqna.segreteria@aicq.it](mailto:aicqna.segreteria@aicq.it)

### Associazione Nazionale Garanzia Qualità (ANGQ)

Via Castelrosso, 16 - 00144 Roma

Tel.: 06 5915028

Fax: 06 5914834

Web: [www.angq.com](http://www.angq.com)

Email: [info@angq.com](mailto:info@angq.com)

### Associazione Premio Qualità Italia (APQI)

Viale dell'Astronomia, 30 - 00144 Roma

Tel: 06 5903479

Fax: 06 5910750

Web: [www.apqi.it](http://www.apqi.it)

Email: [info@apqi.it](mailto:info@apqi.it)

### ASSOCIM

Piazza Don Enrico Mapelli, 75 - 20099 Sesto San Giovanni (MI)

Web: [www.associm.it](http://www.associm.it)

Email: [info@icim.it](mailto:info@icim.it)

### Centro per l'Innovazione e lo Sviluppo Economico (CISE)

C.so della Repubblica, 5 - 47121 Forlì

Tel: 0543 38211

Fax: 0543 38219

Web: [www.ciseonweb.it](http://www.ciseonweb.it)

Email: [info@ciseonweb.it](mailto:info@ciseonweb.it)

### Confindustria

Viale dell'Astronomia, 30 - 00144 Roma

Tel: 06 59031

Fax: 06 5919615

Web: [www.confindustria.it](http://www.confindustria.it)

Email: [confindustriastampa@confindustria.it](mailto:confindustriastampa@confindustria.it)

### Consiglio Nazionale delle Ricerche - CNR

Piazzale Aldo Moro, 7 - 00185 Roma Tel: 06 49931

Fax: 06 4461954

Web: [www.cnr.it](http://www.cnr.it)

Email: [redazionesito@cnr.it](mailto:redazionesito@cnr.it)

Consorzio Universitario in Ingegneria per la Qualità e l'Innovazione (QUINN)

Piazza Carrara, 19 - 56126 Pisa

Tel: 050 2201232

Fax: 050 501457

Web: [www.consorzioquinn.it](http://www.consorzioquinn.it)

Email: [segreteria@consorzioquinn.it](mailto:segreteria@consorzioquinn.it)

Europuglia

Via Gobetti, 26 - 70125 Bari

Tel: 080 5406424

Web: [www.europuglia.it](http://www.europuglia.it)

Email: [redazione@europuglia.it](mailto:redazione@europuglia.it)

Federazione CISQ

Via Quintiliano, 43 - 20138 Milano

Tel: 02 66117424

Fax: 02 66113066

Web: [www.cisq.com](http://www.cisq.com)

Email: [fedcisq@cisq.com](mailto:fedcisq@cisq.com)

Fondazione per le Qualità Italiane Symbola

Via Maria Adelaide, 8 - 00196 Roma

Tel: 06 45430941

Fax: 06 45430944

Web: [www.symbola.net](http://www.symbola.net)

Email: [info@symbola.net](mailto:info@symbola.net)

Formez PA

Viale Marx, 15 - 00137 Roma

Tel: 06 84891

Web: [www.formez.it](http://www.formez.it)

Email: [ufficiostampa@formez.it](mailto:ufficiostampa@formez.it), [webmaster@formez.it](mailto:webmaster@formez.it), [protocollo@pec.formez.it](mailto:protocollo@pec.formez.it)

Programma Operativo Nazionale "Ricerca e Competitività"

Piazzale J.F. Kennedy, 20 - 00144 Roma

Tel: 06 9772-6122/7979

Fax: 06 9772-7286

Web: [www.ponrec.it](http://www.ponrec.it)

Email: [info@ponrec.it](mailto:info@ponrec.it)

Istituto per le Tecnologie della Costruzione (ITC)

Web: [www.itc.cnr.it](http://www.itc.cnr.it)

Email: [info@itc.cnr.it](mailto:info@itc.cnr.it)

Istituto di Scienze delle Produzioni Alimentare (ISPA)

Via Amendola, 122/O - 70126 Bari

Tel: 080 5929359 - 080 5929365

Web: [www.ispa.cnr.it](http://www.ispa.cnr.it)

Email: [segreteria@ispa.cnr.it](mailto:segreteria@ispa.cnr.it)

Istituto per i Sistemi agricoli e forestali del Mediterraneo

Via Patacca, 85 - Ercolano (NA) Tel: 081 5746606 - 081 5747192 - 081 7717325

Fax: 081 7718045  
Web: [www.isafom.cnr.it](http://www.isafom.cnr.it)  
Email: [segreteria.na@isafom.cnr.it](mailto:segreteria.na@isafom.cnr.it)

Istituto per le Tecnologie Didattiche

Via de Marini, 6 - 16149 Genova

Tel: 010 6475303

Fax: 010 6475300

Email: [itd@itd.cnr.it](mailto:itd@itd.cnr.it)

Web: [www.itd.cnr.it](http://www.itd.cnr.it)

Istituto di ricerca sull'impresa e lo sviluppo

Vial Real Collegio 30, 10024 Moncalieri (TO)

Tel: 011 6824911

Fax: 011 6824966

Web: [www.ceris.cnr.it](http://www.ceris.cnr.it)

Email: [segreteria@ceris.cnr.it](mailto:segreteria@ceris.cnr.it)

Istituto di Ingegneria Biomedica

Area di Ricerca di Padova, Corso Stati Uniti, 4 - 35127 Padova

Tel: 049 8295702

Fax: 049 8295763

Web: [www.isib.cnr.it](http://www.isib.cnr.it)

Email: [mbox@isib.cnr.it](mailto:mbox@isib.cnr.it)

Polo Qualità di Milano

Web: [www.requs.it](http://www.requs.it)

## **Premi**

### Comitato Leonardo - Italian Quality Committee

Via Liszt, 21 - 00144 Roma

Tel: 06 59927990/991

Fax: 06 5923806

Web: [www.comitatoleonardo.it](http://www.comitatoleonardo.it)

Email: [segreteria@comitatoleonardo.it](mailto:segreteria@comitatoleonardo.it)

### Sodalitas

Via Pantano, 2 - 20122 Milano

Tel: 02 86460236/0842

Fax: 02 86461067

Web: [www.sodalitas.it](http://www.sodalitas.it)

Email: [sodalitas@sodalitas.it](mailto:sodalitas@sodalitas.it)

### ICOM-Italia

via Fabio Filzi, 22 - 20124 Milano

Tel: 02 4695693

Fax: 02 4695693

Web: [www.icom-italia.org](http://www.icom-italia.org)

Email: [info@icom-italia.org](mailto:info@icom-italia.org)

### Associazione Italiana per la Formazione manageriale (ASFOR)

Viale Beatrice d'Este, 10 - 20122 Milano

Tel: 02 58328317

Fax: 02 58300296

Web: [www.asfor.it](http://www.asfor.it)

Email: [info@asfor.it](mailto:info@asfor.it)

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## Promozione di singoli approcci alla qualità

### Lean Excellence Center

Campus Bovisa (DIG)  
Via Lambruschini, 4/b - 20156 Milano  
Tel: 02 23992701  
Web: [www.lean.polimi.it](http://www.lean.polimi.it)  
Email: [info.lean@polimi.it](mailto:info.lean@polimi.it)

### CUOA Lean Enterprise Center

Fondazione CUOA - 36077 Altavilla (VI)  
Tel: 0444 333711  
Fax: 0444 333999  
Web: [www.leancenter.it](http://www.leancenter.it), [www.cuoa.it](http://www.cuoa.it)  
Email: [info@leancenter.it](mailto:info@leancenter.it)

### Istituto Lean Management, (membro italiano del Lean Global Network)

Via col d'Echele, 15 - 36100 Vicenza  
Tel: 334 6198804  
Web: [www.istitutolean.it](http://www.istitutolean.it)  
Email: [info@istitutolean.it](mailto:info@istitutolean.it)

### Lean Experience Factory

Via Casabianca,3 - 33078 San Vito al Tagliamento (PN)  
Tel: 0434 858756  
Fax: 0434 857750  
Web: [www.leanexperiencefactory.com](http://www.leanexperiencefactory.com)

### Officina Snella

Associazione Officina Snella  
Via Panigale, 31 - 35010 Campodarsego (PD)  
Web: [www.officinasnella.com](http://www.officinasnella.com)  
Email: [info@officinasnella.com](mailto:info@officinasnella.com)

### AICQ-CI Associazione Cultura Qualità – Centro Insulare

Via di San Vito, 17 - 00185 Roma  
Tel: 06 4464132 - 06 44703329  
Fax: 06 4464145  
Web: [centroinsulare.aicqna.com](http://centroinsulare.aicqna.com)  
Email: [info@aicqci.it](mailto:info@aicqci.it)

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## **Internazionale**

### IAF – International Accreditation Forum

Elva Nilsen, 28 Chemin Old Chelsea  
Box 1811  
Chelsea, Quebec  
CANADA J9B 1A0  
Tel: +1 (613) 454 8159  
Web: [www.iaf.nu](http://www.iaf.nu)

### IEC – International Electrotechnical Commission

3, rue de Varembé P.O. Box 131  
CH - 1211 Geneva 20 - Switzerland  
Tel: +41 22 919 02 11  
Fax: +41 22 919 03 00  
Web: [www.iec.ch](http://www.iec.ch)

### ISO - International Organization for Standardization

Chemin de Blandonnet 8 - CP 401  
1214 Vernier, Geneva  
Switzerland  
Tel. : +41 22 749 01 11  
Web: [www.iso.org](http://www.iso.org)  
Email: [central@iso.org](mailto:central@iso.org)

### SAI - Social Accountability International

15 West 44th Street | New York, NY 10036 (USA)  
Tel: 212-684-1414  
Fax: 212-684-1515  
Web: [www.sa-intl.org](http://www.sa-intl.org)  
Email: [info@sa-intl.org](mailto:info@sa-intl.org)

## **Europa**

### CEN - European Committee for Standardization

Avenue Marnix 17 - B-1000 Brussels

Tel: + 32 2 550 08 11

Fax: + 32 2 550 08 19

Web: [www.cen.eu](http://www.cen.eu)

### CENELEC - European Committee for Electrotechnical Standardization

Avenue Marnix 17 - B-1000 Brussels

Tel: + 32 2 550 08 11

Fax: + 32 2 550 08 19

Web: [www.cenelec.eu](http://www.cenelec.eu)

### EFQM - The European Foundation for Quality Management

Avenue des Olympiades 2 - B - 1140 Brussels, Belgium

Tel : +322 775 3511

Fax: +322 775 3535

Web: [www.efqm.org/contact](http://www.efqm.org/contact)

Email : [info@efqm.org](mailto:info@efqm.org)

### EOQ - The European Organization for Quality

36-38 rue Joseph II, 1000 Brussels

Tel: +32 474 240 800

Web: [www.eoq.org](http://www.eoq.org)

Email: [eoq@eoq-org.eu](mailto:eoq@eoq-org.eu)

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## Austria

### Normazione

ON - Österreichisches Normungsinstitut (AS - Austrian Standards)

Heinestraße 38 AT-1020 Wien

Tel: + 43 1 213 00 0

Fax: +43 1 21300 – 355

Web: [www.austrian-standards.at](http://www.austrian-standards.at)

Email: [office@austrian-standards.at](mailto:office@austrian-standards.at)

### Accreditamento

AA - Akkreditierung Austria (Accreditation Austria)

Bundesministerium für Wirtschaft, Familie und Jugend Federal Ministry of Economy, Family and Youth

A-1011 Wien, Stubenring 1

Tel: +43 (0)1 711 00 5411

Fax: +43 (0)1 711 00 93 5411

Web: [www.bmwfj.gv.at](http://www.bmwfj.gv.at)

Email: [norman.brunner@bmwfj.gv.at](mailto:norman.brunner@bmwfj.gv.at)

### Promozione della qualità

OVQ – Österreich Vereinigung Für Qualitätssicherung (Associazione Austriaca Per La Garanzia Della Qualità)

Quality Austria

Headquarters

Zelinkagasse 103 1010 Vienna,

Tel: (+43 1) 274 87 47

Fax: (+43 1) 274 87 47-100

Web: [www.qualityaustria.com](http://www.qualityaustria.com)

Email: [office@qualityaustria.com](mailto:office@qualityaustria.com)

AFQM-Die Austrian Foundation for Quality Management - Quality Austria

Customer Service Center, a Porto Inverno 1, 4020 Linz, Austria

Tel: +43 732 34 23 22

Fax: +43 732 34 23 23

Web: [www.qualityaustria.com](http://www.qualityaustria.com)

Email: [office@qualityaustria.com](mailto:office@qualityaustria.com)

### Altri Enti

Step Up Six Sigma Austria

Europaring F 14302, A-2345 Brunn am Gebirge

Tel: +43 2236 312352.

Fax: +43 2236 312351

Web: [www.step-up.at](http://www.step-up.at)

Email: [office@step-up.at](mailto:office@step-up.at)



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## Belgio

### Normazione

NBN - Bureau voor Normalisatie | Bureau de Normalisation

Rue Joseph II - straat, 40 B-1000 Brussels

Tel: + 32 2 738 01 11

Fax: + 32 2 733 42 64

Web: [www.nbn.be](http://www.nbn.be)

Email: [info@nbn.be](mailto:info@nbn.be)

### Accreditamento

BELAC - Belgian Accreditation Structure

BELAC secretariat, Boulevard du Roi Albert II, 16

1000 Brussels

Tel: +32 2 277 5434

Fax: +32 2 277 5441

Web: [economie.fgov.be/belac.jsp](http://economie.fgov.be/belac.jsp)

Email: [belac@economie.fgov.be](mailto:belac@economie.fgov.be)

### Promozione della qualità

VCK VlaamscentrumvoorkwaliteitszorgFlemish, Quality Management Centre, KWINTA qualità attraverso l'innovazione e il talento dal Centro fiammingo per la Qualità

Vlaams Centrum voorKwaliteitszorgvzw, Keizerstraat 20-22, 2000 Antwerpen

Tel: +32 3 201 14 50

Web: [www.kwinta.be](http://www.kwinta.be)

Email: [vck@vck.be](mailto:vck@vck.be)

## Bulgaria

### Normazione

BDS - Bulgarian Institute for Standardisation

13, LachezarStanchev str. Izgrev Complex BG-1797 Sofia

Tel: + 359 2 817 45 04

Fax: + 359 2 873 55 97

Web: [www.bds-bg.org](http://www.bds-bg.org)

Email: [standards@bds-bg.org](mailto:standards@bds-bg.org)

## Cipro

### Normazione

CYS - Cyprus Organisation for Standardisation

Postal address

P.O. Box 16197 CY-2086 Nicosia

Visiting address

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Limassol Avenue and KostaAnaxagora 30, 3rd Floor CY-2014 Nicosia

Tel: + 357 22 411 411

Fax: + 357 22 411 511

Web: [www.cys.org.cy](http://www.cys.org.cy)

Email: [cystandards@cys.org.cy](mailto:cystandards@cys.org.cy)

## **Promozione della qualità**

Cyprus Quality Association, CyAQ

30, Grivas Dhigenis Avenue, Nicosia

Tel: 22665102

Fax: 22669459

Web: [www.quality-cyprus.org](http://www.quality-cyprus.org)

Email: [info@quality-cyprus.org](mailto:info@quality-cyprus.org)

## **Croazia**

### **Normazione**

HZN - Croatian Standards Institute

Postal address: p.p. 167 HR-10000 Zagreb

Visiting address: UlicagradaVukovara 78 HR-10000 Zagreb

Tel: + 385 1 610 60 95

Fax: + 385 1 610 93 21

Web: [www.hzn.hr](http://www.hzn.hr)

Email: [hzn@hzn.hr](mailto:hzn@hzn.hr)

### **Accreditamento**

OE - Oskar Edukos

RadoslavaCimermana 36°, 10 000 Zagreb

Tel: +385 1 65 94 847

Web: [www.oskaredukos.hr](http://www.oskaredukos.hr)

Email: [anita.besker@oskaredukos.hr](mailto:anita.besker@oskaredukos.hr)

### **Promozione della qualità**

Hrvatsko društvo za kvalitetu, HDK

Berislavićeva 6, 10000 Zagreb

Tel: 01 4923 077

Tel: 099 504 65 99

Web: [www.hdkkvaliteta.hr](http://www.hdkkvaliteta.hr), [www.kvaliteta.net](http://www.kvaliteta.net)

Email: [info@hdkkvaliteta.hr](mailto:info@hdkkvaliteta.hr)

## **Danimarca**

### **Normazione**

DS - Danish Standards

Kollegievej 6 DK-2920 Charlottenlund

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Tel: + 45 39 96 61 01  
Fax: + 45 39 96 61 02  
Web: [www.ds.dk](http://www.ds.dk)  
Email: [dansk.standard@ds.dk](mailto:dansk.standard@ds.dk)

## **Accreditamento**

DANAK - Danish Accreditation  
Dyregaardsvej 5B DK-2740 Skovlunde  
Tel: +45 77 33 95 36  
Fax: +45 77 33 95 01  
Web: [www.danak.org](http://www.danak.org)  
Email: [va@danak.dk](mailto:va@danak.dk)

## **Promozione della qualità**

DFK - Danish Society for Quality  
Tel: 70 20 32 13  
Web: [dfk.dk](http://dfk.dk)  
Email: [dfk@dfk.dk](mailto:dfk@dfk.dk)

## **Estonia**

### **Normazione**

EVS - Estonian Centre for Standardisation  
Aru Street 10 EE-10317 Tallinn  
Tel: + 372 605 50 50  
Fax: + 372 605 50 70  
Web: [www.evs.ee](http://www.evs.ee)  
Email: [info@evs.ee](mailto:info@evs.ee)

### **Promozione della qualità**

EAQ - Estonian Association for Quality  
Mustamäe tee 4, Tallinn 10621  
Tel: 631 3550, 5695 6005  
Web: [eaq.ee](http://eaq.ee)  
Email: [eaq@eaq.ee](mailto:eaq@eaq.ee)

## **Finlandia**

### **Normazione**

SFS - Suomen Standardisoimisliitto ry.  
Postal address: P.O. Box 130 FI-00101 Helsinki  
Visiting address: Malminkatu 34 FI-00100 Helsinki  
Tel: + 358 9 149 93 31  
Fax: + 358 9 146 49 25  
Web: [www.sfs.fi](http://www.sfs.fi)

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Email: [sfs@sfs.fi](mailto:sfs@sfs.fi)

## Accreditamento

### FINAS - Finnish Accreditation Service

P.O.Box 9 (Tekniikantie 1) FI- 02151 ESPOO

Tel: +358 2950 54000

Fax: +358 2950 54399

Web: [www.finas.fi](http://www.finas.fi)

Email: [leena.tikkanen@finas.fi](mailto:leena.tikkanen@finas.fi)

## Promozione della qualità

### LaatukeskusExcellenceFinland

Keilaranta 16, 02150 ESPOO

Tel: +358 207 791 470

Web: [www.laatukeskus.fi](http://www.laatukeskus.fi)

Email: [info@laatukeskus.fi](mailto:info@laatukeskus.fi)

## Francia

### Normazione

#### AFNOR - Association Française de Normalisation

11, rue Francis de Pressensé FR - 93571 La Plaine Saint-Denis Cedex

Tel: + 33 1 41 62 80 00

Fax: + 33 1 49 17 90 00

Web: [www.afnor.org](http://www.afnor.org)

Email: [webmaster@afnor.org](mailto:webmaster@afnor.org), [norminfo@afnor.org](mailto:norminfo@afnor.org)

#### European Telecommunications Standards Institute

650, Route des Lucioles - 06921 Sophia Antipolis Cedex Tel: +33 (0)4 92 94 42 00

Fax: +33 (0)4 93 65 47 16

Web: [www.etsi.org](http://www.etsi.org)

Email: [info@etsi.org](mailto:info@etsi.org)

### Accreditamento

#### HAS-Haute Autorité de Santé

2, avenue du Stade de France - 93218 Saint-Denis La Plaine Cedex

Tel: 01 55 93 70 00

Fax: 01 55 93 74 00

Web: [www.has-sante.fr](http://www.has-sante.fr)

Email: [contact.web@has-sante.fr](mailto:contact.web@has-sante.fr)

#### COFRAC - Comité Français d'Accréditation

52 rue Jacques Hillairet 75012 Paris

Tel: +33 (1) 4468 8224

Fax: +33 (1) 4468 8221

Email: [bernard.doroszczuk@cofrac.fr](mailto:bernard.doroszczuk@cofrac.fr)

Web: [www.cofrac.fr](http://www.cofrac.fr)

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## Promozione della qualità

### MFQ - MouvementFrançais pour la Qualité

6 Place de Madeleine, 75008 Paris

Web: [www.mfq-iledefrance.org](http://www.mfq-iledefrance.org)

Email: [contact@mfq-iledefrance.org](mailto:contact@mfq-iledefrance.org)

## Altri enti

### Institut Lean France

34 rue de Bagneaux, 45140, ST JEAN DE LA RUEELLE

Tél: 0238704021

Fax: 0238704001

Email: [info@leanfrance.fr](mailto:info@leanfrance.fr)

## Germania

### Normazione

#### DIN - Deutsches Institut für Normung e.V.

Postal address: Postfach DE-10772 Berlin

Visiting address: Am DIN-Platz Burggrafenstraße 6 D-10787 Berlin, Germany

Tel: + 49 30 26 01 0

Fax: + 49 30 26 01 12 31

Web: [www.din.de](http://www.din.de)

Email: [postmaster@din.de](mailto:postmaster@din.de)

### Accreditamento

#### DAkKS - GermanAccreditation

Spittelmarkt 10 10117 Berlin

Tel: +49 30 670591 0

Fax: +49 30 670951 0

Web: [www.dakks.de](http://www.dakks.de)

Email: [office@dakks.de](mailto:office@dakks.de)

## Promozione della qualità

### BVA - Bundesverwaltungsamt

Tel: +49 (0) 22899 358 - 0

Web: [www.bva.bund.de](http://www.bva.bund.de)

### DGQ - Deutsche Gesellschaft Für Qualität German Society for Quality

August-Schanz-Straße 21 A, 60433 Frankfurt am Main

Tel: +49 (0) 69-954 24-0

Fax: +49 (0) 69-954 24-133

Web: [www.dgq.de](http://www.dgq.de)

Email: [info@dgq.de](mailto:info@dgq.de)

### IfBQ - Institut für Bildungsmonitoring und Qualitätsentwicklung

Beltgens Giardino 25, 20537 Hamburg

Tel: 040-428851 - 311 o 040 - 428842-223

Fax: 040-428851 - 325 o 040 - 428842-215

Web: [www.hamburg.debsbifbq](http://www.hamburg.debsbifbq), il sito web del IfBQ è ancora in costruzione.

E-Mail: [verwaltung@ifbq.hamburg.de](mailto:verwaltung@ifbq.hamburg.de)

IQR - Institut zur Qualitätsentwicklung im Bildungswesen

Luisenstr. 56, 10117 Berlin

Tel: +49 (30) 2093-4650 0

Fax: +49 (30) 2093-5336

Web: [www.iqb.hu-berlin.de/institut](http://www.iqb.hu-berlin.de/institut)

Email: [iqboffice@iqb.hu-berlin.de](mailto:iqboffice@iqb.hu-berlin.de)

ILEP - Ludwig Erhard

Ludwig-Erhard-Str. 16a, 61440 Oberursel

Tel: 06171 8876880

Fax: 06171 8876889

Web: [ilep.de](http://ilep.de)

Email: [info@ilep.de](mailto:info@ilep.de)

SBA - Sächsische Bildungsagentur

Postfach 10 09 10, 01079 Dresden

Tel: 0351 564-2514

Fax: 0351 564-2886

Web: [www.schule.sachsen.de](http://www.schule.sachsen.de)

Ständige Konferenz

Segreteria

Taubenstraße 10, 10117 Berlin, (Postfach 11 03 42, 10833 Berlin)

Tel: 25418-499 030

Fax: 25418-450 030

Web: [www.kmk.org](http://www.kmk.org)

Invio posta Ufficio Bonn:

Graurheindorfer Str. 157, 53117 Bonn, (Postfach 22 40, 53012 Bonn, Germania)

Tel: 0228 501-0

Fax: 501-777 0228

ZIB - Zentrum für internationale Vergleichsstudien

Marsstr. 20-22, 80335 München

Web: [www.zib-cisa.de](http://www.zib-cisa.de)

Email: [info@zib-cisa.de](mailto:info@zib-cisa.de)

**Altri enti**

B-Wise GmbH

Business Wissen Information Service,

Bismarckstraße 21, D- 76133 Karlsruhe

Tel. +49- (0) 721-183970

Fax: +49- (0) 721-1839727

Web: [www.business-wissen.de](http://www.business-wissen.de), [b-wise.de](http://b-wise.de)

Email: [redaktion@business-wissen.de](mailto:redaktion@business-wissen.de), [info@b-wise.de](mailto:info@b-wise.de)

European Six Sigma Club Deutschland e.V. - ESSC-D

m Rod 11, D-99438 Bad Berka

Tel: +49 036458 49477

Fax: +49 036458 49478

Web: [www.sixsigmaclub.de](http://www.sixsigmaclub.de)  
EMail: [de@kaizen.com](mailto:de@kaizen.com)

QFD-ID, QFD Institut Deutschland e. V.

QFD Institut Deutschland e. V.

Eupener Str. 70, D 52066 Aachen Tel: +49 (0)241 6009-1925 (9.3.2011: temporarily unavailable, please call our conference hotline +49 (0)711 68584479 instead)

Fax: +49 (0)941 5992 03852

Web: [www.qfd-id.de](http://www.qfd-id.de)

Email: Prof. Dr. Georg Herzwurm [info@qfd-id.de](mailto:info@qfd-id.de), [webmaster@qfd-id.de](mailto:webmaster@qfd-id.de)

Lean Management Institut

Am Schloß Broich 2, D-45479 Mülheim an der Ruhr Tel.: +49 (0) 208 43 91 89 90

Fax: +49 (0) 208 43 91 89 99

Web: [www.lean-management-institut.de](http://www.lean-management-institut.de)

EMail: [info@lean-management-institut.de](mailto:info@lean-management-institut.de)

## Grecia

### Normazione

ELOT - Hellenic Organization for Standardization

50Kifisou Av. GR- 121 33 Peristeri

Tel: + 30 210 21 20 100

Fax: + 30 210 22 83 034

Web: [www.elot.gr](http://www.elot.gr)

Email: [info@elot.gr](mailto:info@elot.gr)

### Accreditamento

ESYD - Hellenic Accreditation System S.A.

7Thisseosstr 17676 Kallithea, Athens Tel: +30 210 7204 502

Fax: +30 210 7204 501

Web: [www.esyd.gr](http://www.esyd.gr)

Email: [chairman@esyd.gr](mailto:chairman@esyd.gr)

### Promozione della qualità

Greece - Hellenic Management Association

Athens Office 200 Ionias Av. &Iakovaton str., 111 44 Athens Tel: +30 210 2112000

Fax: +30 210 2112020-1

Web: [www.eede.gr](http://www.eede.gr)

Email: [eede@eede.gr](mailto:eede@eede.gr)

## Irlanda

### Normazione

NSAI - National Standards Authority of Ireland

1 Swift Square Northwood Santry IE-Dublin 9

Tel: + 353 1 807 38 00

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Fax: + 353 1 807 38 38  
Web: [www.nsai.ie](http://www.nsai.ie)  
Email: [info@nsai.ie](mailto:info@nsai.ie)

### **Accreditamento**

INAB - Irish National Accreditation Board  
Wilton Park House Wilton Place Dublin 2 Tel: +353 1 607 3251  
Fax: +353 1 607 3109  
Web: [www.inab.ie](http://www.inab.ie)  
Email: [adrienne.duff@inab.ie](mailto:adrienne.duff@inab.ie)

### **Promozione della qualità**

EIQA - ExcellenceIrelandQualityAssociation  
68 Pembroke Road, Ballsbridge, Dublin 4 Tel: +353 (01)660 4100  
Fax: +353 (01)660 4280  
Web: [www.eiqa.com](http://www.eiqa.com)  
Email: [info@eiqa.com](mailto:info@eiqa.com)

### **Altri enti**

SFA - Small Firm Association  
Tel: 01 605 1500  
Web: [www.sfa.ie](http://www.sfa.ie)  
Email: [info@sfa.ie](mailto:info@sfa.ie)

## **Lettonia**

### **Normazione**

LVS - Latvian Standards Ltd  
K. Valdemāra Street 157 LV-1013 Riga  
Tel: + 371 7 371 308  
Fax: + 371 7 371 324  
Web: [www.lvs.lv](http://www.lvs.lv)  
Email: [LVS@lvs.lv](mailto:LVS@lvs.lv)

### **Promozione della qualità**

LKA - LatvijasKvalitātesasociācija, Latvian association for Quality  
Kr. Valdemāra Street 157, Riga LV-1013, Latvia (321.room)  
Tel: +3717372083 (Office)  
Fax: +3717372085  
Web: [www.lka.lv](http://www.lka.lv)  
Email: [lka@lka.lv](mailto:lka@lka.lv)



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## Lituania

### Normazione

LST - Lithuanian Standards Board

T. Kosciuškos g. 30 LT-01100 Vilnius

Tel/Fax: + 370 5 212 62 52

Web: [www.lsd.lt](http://www.lsd.lt)

Email: [lstboard@lsd.lt](mailto:lstboard@lsd.lt)

## Lussemburgo

### Normazione

ILNAS - InstitutLuxembourgeois de la normalisation, de l'accréditation, de la sécurité et qualité des produits et services

Southlane Tower - Site Esch-Belval 1, avenue du Swing LU-4367 Belvaux

Tel: + 352 46 24 77 43 - 00

Fax: + 352 46 97 46 39

Web: [www.ilnas.public.lu](http://www.ilnas.public.lu)

Email: [normalisation@ilnas.etat.lu](mailto:normalisation@ilnas.etat.lu)

### Accreditamento

OLAS - Luxembourg Office of Accreditation

1, avenue du Swing, L-4367 Belvaux Telephone: +352 247 743 61

Fax: +352 247 943 60

Web: [www.olas.public.lu](http://www.olas.public.lu)

Email: [dominique.ferrand@ilnas.etat.lu](mailto:dominique.ferrand@ilnas.etat.lu)

### Promozione della qualità

MLQE - MouvementLuxembourgeois pour la Qualité et l'Excellence

Technoport Schlassgoart, 66, rue de Luxembourg, L-4221 Esch-sur-Alzette

Tel: +352 42 59 91-4580

Fax: +352 42 59 91-4581

Web: [www.mlqe.lu](http://www.mlqe.lu)

Email: [info@mlqe.lu](mailto:info@mlqe.lu)

## Malta

### Normazione

MCCAA - Malta Competition and Consumer Affairs Authority

Mizzi House National Road Blata l-Bajda HMR 9010

Tel: + 356 23 95 20 00

Fax: + 356 2124 24 06

Web: [www.mccaa.org.mt](http://www.mccaa.org.mt)

Email: [francis.e.farrugia@mccaa.org.mt](mailto:francis.e.farrugia@mccaa.org.mt)

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## Norvegia

### Normazione

#### SN - Standards Norway

Postal address: P.O. Box 242 NO-1326 Lysaker

Visiting address: Strandveien 18 NO-Lysaker

Tel: + 47 67 83 86 00

Fax: + 47 67 83 86 01

Web: [www.standard.no](http://www.standard.no)

Email: [info@standard.no](mailto:info@standard.no)

### Accreditamento

#### NA - Norwegian Accreditation

Fetveien 99, 2007 Kjeller Telephone: +47 64 84 86 00

Fax: +47 64 84 86 01

Web: [www.akkreditert.no](http://www.akkreditert.no)

Email: [gsa@akkreditert.no](mailto:gsa@akkreditert.no)

### Promozione della qualità

#### NFKR - NorskForening for KvalitetogRisikostyring, Norwegian Association for Quality and Risk Management

Postal address: Postboks 160, NO-1324 Lysaker

Visiting address: Kjørbokollen 30, Sandvika

Tel: 985 841 020

Web: [www.nfkr.no](http://www.nfkr.no)

Email: [info@nfkr.no](mailto:info@nfkr.no), [aa@nfkr.no](mailto:aa@nfkr.no), [sertifisering@nfkr.no](mailto:sertifisering@nfkr.no)

## Paesi Bassi

### Normazione

#### NEN - NederlandsNormalisatie-instituut

Postal address: P.O. Box 5059 NL-2600 GB Delft

Visiting address: Vlinderweg 6 NL-2623 AX Delft

Tel: + 31 15 2 690 390

Fax: + 31 15 2 690 190

Web: [www.nen.nl](http://www.nen.nl)

Email: [info@nen.nl](mailto:info@nen.nl)

### Accreditamento

#### RvA - RaadVoorAccreditatie

(Dutch Accreditation Council) Dutch Accreditation Council (RaadVoorAccreditatie)

P.O. Box 2768, 3500 GT UTRECHT

Tel: +31 30 2394500

Fax: +31 30 2394539

Web: [www.rva.n](http://www.rva.n)

Email: [jan.vander.Poel@rva.nl](mailto:jan.vander.Poel@rva.nl)

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## Promozione della qualità

INK - InstituteNederlandKwaliteit

Postbus 2057, 3500 GB Utrecht

Tel: 088 12 66 888

Web: [www.ink.nl](http://www.ink.nl)

Email: [ink@ink.nl](mailto:ink@ink.nl)

## Polonia

### Normazione

PKN - Polish Committee for Standardization

Postal address: skr.poczt. 411 PL-00-950 Warszawa

Visiting address: Swietokrzyska 14 PL-00-050 Warsaw

Tel: + 48 22 55 67 591

Fax: + 48 22 55 67 786

Web: [www.pkn.pl](http://www.pkn.pl)

Email: [intdoc@pkn.pl](mailto:intdoc@pkn.pl)

### Accreditamento

PCA - Polish Centre for Accreditation

ul. Szczotkarska 42, 01-382 Warszawa

Telephone: +48 22 355 70 00

Fax: +48 22 355 70 18

Web: [www.pca.gov.pl](http://www.pca.gov.pl)

Email: [sekretariat@pca.gov.pl](mailto:sekretariat@pca.gov.pl)

### Altri enti

IPED - Foundation "Institute for Private Enterprise and Democracy"

ul. Trębacka 4, room 319, 00-074 WarsawTel: (+48) 22 630 98 01-03

Fax: (+48) 22 826 25 96

Web: [www.iped.pl](http://www.iped.pl)

Email: [iped@kig.pl](mailto:iped@kig.pl)

## Portogallo

### Normazione

IPQ - InstitutoPortuguês da Qualidade

Rua AntónioGião, 2 PT-2829-513 Caparica

Tel: + 351 21 294 81 00

Fax: + 351 21 294 81 01

Web: [www1.ipq.pt](http://www1.ipq.pt)

Email: [ipq@ipq.pt](mailto:ipq@ipq.pt), [questionar@ipq.pt](mailto:questionar@ipq.pt)

## Accreditamento

IPAC - Portuguese Institute for Accreditation  
Rua AntónioGião, 2, 2829-513 Caparica Portugal  
Tel: +351 212 948 201  
Fax: +351 212 948 202  
Web: [www.ipac.pt](http://www.ipac.pt)  
Email: [acredita@ipac.pt](mailto:acredita@ipac.pt)

## Promozione della qualità

APQ- AssociaçãoPortuguesa Para A Qualidade,PortugueseAssociation for Quality  
ServiçosCentrais:  
PóloTecnológico de Lisboa, Rua Carlos Alves N.3, 1600-515 Lisboa  
Tel. 214 996 210  
Fax. 214 958 449  
Web:[www.apq.pt](http://www.apq.pt)  
Email:[geral@apq.pt](mailto:geral@apq.pt)

## Repubblica ceca

### Normazione

UNMZ - Czech Office for Standards, Metrology and Testing  
Standards Department  
Postal address: Gorazdova 24 P.O. Box 49 CZ-128 01 Praha 2  
Visiting address: Biskupskýdvur 5 CZ-110 02 Praha 1  
Tel: + 420 221 802 802  
Fax: + 420 221 802 301  
Web: [www.unmz.cz](http://www.unmz.cz)  
Email: [extrel@unmz.cz](mailto:extrel@unmz.cz)

### Accreditamento

CAI - Českýinstitut pro akreditaci, o.p.s.,Czech Accreditation Institute  
Olsanska 543,130 00 Prague 3 Tel: +420 272 096 222  
Fax: +420 272 096 221  
Web: [www.cai.cz](http://www.cai.cz)  
Email: [ruzickaj@cai.cz](mailto:ruzickaj@cai.cz)

### Promozione della qualità

CSQ - Czech society for quality  
Novotneholavka 2005, 116 68 Praha 1Tel.: +420 221 082 269  
Fax: +420 221 082 229  
Web: [www.csq.cz](http://www.csq.cz)  
Email: [sekretariat@csq.cz](mailto:sekretariat@csq.cz)

## Altri enti

### Quality Council of the Czech Republic - National Quality Policy of the Czech Republic

Novotnéholávka 5, 116 68 Praha 1

Tel: +420 221 082 637

Web: [www.npj.cz](http://www.npj.cz)

Email: [info.npj@npj.cz](mailto:info.npj@npj.cz)

## Romania

### Normazione

#### ASRO - Romanian Standards Association

Str. Mendeleev 21-25 RO-010362 Bucharest 1

Tel: + 40 21 316 32 96

Fax: + 40 21 316 08 70

Web: [www.asro.ro](http://www.asro.ro)

Email: [international@asro.ro](mailto:international@asro.ro)

### Accreditamento

#### RENAR – Asociatia de Accreditare din Romania, Romanian Accreditation Association

#18 Plugariilor Street, Sector 4, 040443 Bucharest Telephone: +40 2 04 71

Fax: +40 2 04 70

Web: [www.renar.ro](http://www.renar.ro)

Email: [catalina.neague@renar.ro](mailto:catalina.neague@renar.ro)

### Promozione della qualità

#### ARC - Romanian Association for Quality

Str. Iani Buzoiani 1, bl.16A, et. 10, ap. 41, cod postal 011571, sector 1, Bucuresti, Interfon 40C 41C

Tel: 021 224 03 08; 021 224 10 52;

Fax: 021 224 29 01

Web: [www.quality.ro](http://www.quality.ro)

Email: [arc@quality.ro](mailto:arc@quality.ro)

#### PRC-JMJ - Fundatia Premiul Roman pentru Calitate J.M.JURAN

Bucuresti, str. Theodor Burada nr. 6, sector 1, cod postal 010215

Mobile: +40-740.611.035

Tel/Fax: +40-21.413.33.57

Web: [www.fundatia-juran.ro](http://www.fundatia-juran.ro)

Email: [prc@fundatia-juran.ro](mailto:prc@fundatia-juran.ro) sau [fundatiajuran@yahoo.com](mailto:fundatiajuran@yahoo.com)

## Russia

### Normazione

#### Rosstandart

Post Address: 9 Leninsky Prospect, Moscow, B-49, GSP-1, 119991

Tel: +7 (499) 236 03 00

Fax: +7 (499) 236 62 31, +7 (499) 237 60 32

Web: [www.gost.ru](http://www.gost.ru)  
Email: [info@gost.ru](mailto:info@gost.ru)

## Accreditamento

STC-IS - Scientific Technical Centre on Industrial Safety  
34A, Taganskayast., Moscow, 109147 Telephone: +74 9 5500 5198  
Fax: +74 9 9763 7021  
Web: [www.aoontc.ru](http://www.aoontc.ru)  
Email: [belovmi@aoontc.ru](mailto:belovmi@aoontc.ru)

## Promozione della qualità

MIRQ - Russian Organization for Quality  
115280, г. Москва, ул. Мастеркова, дом 4  
27 Rozdestvenka Street, Moscow, 107031  
Tel: +7 (495) 771 6652, +7 495 960 2015  
Web: [www.mirq.ru](http://www.mirq.ru)  
Email: [info@mirq.ru](mailto:info@mirq.ru), [be@mirq.ru](mailto:be@mirq.ru), [info@cepvok.ru](mailto:info@cepvok.ru), [ygus@redline.ru](mailto:ygus@redline.ru)

Centro di consulenza e formazione (FOC)  
115280, Mosca, ul. Casa Masterkova 4  
Web: [www.mirq.ru](http://www.mirq.ru)  
Email: [info@mirq.ru](mailto:info@mirq.ru) Indicazioni

## Altri Enti

Russian association Six Sigma  
Prospect Mira 124, building 15, Moscow 129164  
Tel: +7 (495) 517 8877, +7 (495) 752 2710  
Web: [www.russixsigma.ru](http://www.russixsigma.ru)

# Slovacchia

## Normazione

Slovak Office of Standards, Metrology and Testnign (SOSMT)  
Štefanovičova 3, P. O. Box 76, 810 05 Bratislava 15, IČO: 30810710  
Tel: +421 2 5249 6847 o +421 2 5249 8030  
Web: [www.unms.sk](http://www.unms.sk)  
Email: [kvalita@normoff.gov.sk](mailto:kvalita@normoff.gov.sk)

SUTN - Slovak Standards Institute  
Karloveská 63 PO Box 246 SK-840 00 Bratislava  
Tel: + 421 2 60 29 44 74  
Fax: + 421 2 65 41 18 88  
Web: [www.sutn.sk](http://www.sutn.sk)  
Email: [int@sutn.gov.sk](mailto:int@sutn.gov.sk)

## Accreditamento

### SNAS - Slovak National Accreditation Service

Karloveská 63, P.O.BOX 74, SK-84000 Bratislava Telephone: +421 911 858 758

Web: [www.snas.sk](http://www.snas.sk)

Email: [snas@snas.gov.sk](mailto:snas@snas.gov.sk)

## Promozione della qualità

### SSK - Slovenská spoločnosť pre kvalitu, società slovacca per la Qualità

Slovenská spoločnosť pre kvalitu, P.O.BOX 30, 810 00 Bratislava

Slovenská spoločnosť pre kvalitu, Námestie Ľ. Štúra 1 010 01 Žilina

Tel: +421 (0) 918 473 329

Web: [www.ssk.sk](http://www.ssk.sk)

Email: [ssk@ssk.sk](mailto:ssk@ssk.sk), [vyborssk@ssk.sk](mailto:vyborssk@ssk.sk)

## Slovenia

### Normazione

#### SIST - Slovenian Institute for Standardization

Šmartinskacesta 152 SI-1000 Ljubljana

Tel: + 386 1 478 30 13

Fax: + 386 1 478 30 94

Web: [www.sist.si](http://www.sist.si)

Email: [sist@sist.si](mailto:sist@sist.si)

### Accreditamento

#### SA - Slovenska Akreditacija

Šmartinska 152, 1000 Ljubljana Tel: +386 1 5473 250

Fax: +386 1 5473 272

Web: [www.slo-akreditacija.si](http://www.slo-akreditacija.si)

Email: [bostjan.godec@slo-akreditacija.si](mailto:bostjan.godec@slo-akreditacija.si)

### Promozione della qualità

#### SZKO - Slovensko združenje za kakovost in odličnost, Slovenian Quality and Excellence Association

Dimičeva 13, 1000 Ljubljana Tel: 01 58 98 490

Web: [www.szko.si](http://www.szko.si)

Email: [info@szko.si](mailto:info@szko.si); [zlekcic@siol.net](mailto:zlekcic@siol.net)

### Altri enti

#### MIRS - Metrology Institute of the Republic of Slovenia

Tkalska ulica 15, SI - 3000 Celje

Tel: +386 3 428 0750

Fax: +386 3 428 0760

Web: [www.mirs.gov.si](http://www.mirs.gov.si)

Email: [gp.mirs@gov.si](mailto:gp.mirs@gov.si)

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## Spagna

### Normazione

#### AENOR - Asociación Española de Normalización y Certificación

Génova, 6 ES-28004 Madrid

Tel: + 34 91 432 60 00

Fax: + 34 91 310 31 72

Web: [www.aenor.es](http://www.aenor.es)

Email: [info@aenor.es](mailto:info@aenor.es)

### Accreditamento

#### ENAC-Entidad Nacional de Acreditación

CSerrano 240, 3ª – 28016 Madrid Tel: +34 91 457 32 89

Fax: +39 91 458 62 80

Web: [www.enac.es](http://www.enac.es)

Email: [enac@enac.es](mailto:enac@enac.es)

### Promozione della qualità

#### AEC - Asociación Española para la Calidad

C Claudio Coello, 92 28006 Madrid

Tel: 915 752 750

Fax: 915 765 258

Web: [www.aec.es](http://www.aec.es)

Email: [emarco@aec.es](mailto:emarco@aec.es)

#### ANCA Fundación Agencia Nacional de Evaluación de la Calidad y Acreditación

C Orense nº 11 7ª planta 28020 Madrid

Tel: +34 91 417 82 30

Fax: +34 91 556 86 42

Web: [www.aneca.es](http://www.aneca.es)

Email: [informacion@aneca.es](mailto:informacion@aneca.es)

#### FUNDIBEQ Fundación Iberoamericana para la Gestión de la Calidad

C/ Fernando El Santo, 27 4ªB – 28010 Madrid

Tel: +34 915488882

Web: [www.fundibeq.org](http://www.fundibeq.org)

Email: [coms@fundibeq.org](mailto:coms@fundibeq.org)

#### Sociedad Española de CalidadAsistencial (SECA)

C Uría, 68 – 1º D 33003 Oviedo

Tel: 984051604-984051671

Fax: 984 281 671 r

Web: [www.calidadasistencial.es](http://www.calidadasistencial.es)

Email: [secretariaseca@calidadasistencial.es](mailto:secretariaseca@calidadasistencial.es)

#### SECA - Sociedad Espanola de CalidadAsistencial

C Uría, 68 – 1º D 33003 Oviedo

Tel: 984 051 604 - 984 051 671

Fax: 984 281 671

Web: [www.calidadasistencial.es](http://www.calidadasistencial.es)



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Email: [secretariaseca@calidadasistencial.es](mailto:secretariaseca@calidadasistencial.es)

## Altri enti

### Instituto Lean Management

cTresCreus,104,3-1 08202 Sabadell Barcellona

Tel:+34937156414

Fax: +34 937156414

Web: [www.institutolean.org](http://www.institutolean.org)

Email: [mail@institutolean.org](mailto:mail@institutolean.org)

## Svezia

### Normazione

#### SIS - SwedishStandardsInstitute

Postal address: SE-118 80 Stockholm

Visiting address:Sankt Paulsgatan 6 SE-118 80 Stockholm

Tel: + 46 8 555 520 00

Fax: + 46 8 555 520 01

Web: [www.sis.se](http://www.sis.se)

Email: [info@sis.se](mailto:info@sis.se)

### Accreditamento

#### SWEDAC - Swedish Board for Accreditation and Conformity Assessment

Box 878, SE 501 15 BoråsTelephone: +46 33 17 77 33

Fax: +46 33 1013 92

Web: [www.swedac.sesddSwInternet.nsf](http://www.swedac.sesddSwInternet.nsf)

Email: [merih.malmqvist@swedac.se](mailto:merih.malmqvist@swedac.se)

### Promozione della qualità

#### SIQ SvenskaInstitutetförKvalitetsutveckling Swedish Institute for Quality

Fabriksgatan 10, Se-412 50 GöteborgTel:+46 (0)31-723 17 00

Fax:+46 (0)31-723 17 99

Web: [www.siq.se](http://www.siq.se)

Email: [siq@siq.se](mailto:siq@siq.se)

## Svizzera

### Normazione

#### SNV - SchweizerischeNormen-Vereinigung

Bürglistraße 29 CH-8400 Winterthur

Tel: + 41 52 224 54 54

Fax: + 41 52 224 54 74

Web: [www.snv.ch](http://www.snv.ch)

Email: [info@snv.ch](mailto:info@snv.ch)

## Accreditamento

### SAS - Swiss Accreditation Service

State Secretariat for Economic Affairs (SECO), Lindenweg 50, CH-3003, Bern-Wabern Tel: +41 31 323 3520

Fax: +41 31 323 3510

Web: [www.sas.ch](http://www.sas.ch)

Email: [konrad.flueck@sas.ch](mailto:konrad.flueck@sas.ch)

## Promozione della qualità

### SAQ Schweizerische qualitätsforderung, Swiss Association for Quality

Stauffacherstrasse 6542, CH-3014 Bern

Tel: +41 31 330 99 00

Fax: +41 31 330 99 10

Web: [www.saq.ch](http://www.saq.ch)

Email: [info@saq.ch](mailto:info@saq.ch)

### ESPRIX

Visiting address: Lindenmoosstrasse 4, 8910 Affoltern a. A.

Postal address: Postfach 1, 8912 Obfelden

Tel: 044 281 00 13

Fax: 044 281 00 16

Web: [www.esprix.ch](http://www.esprix.ch)

Email: [priska.wyser@esprix.ch](mailto:priska.wyser@esprix.ch), [melanie.viert@esprix.ch](mailto:melanie.viert@esprix.ch), [sylke.nirk@esprix.ch](mailto:sylke.nirk@esprix.ch), [felix.horner@esprix.ch](mailto:felix.horner@esprix.ch)

## Altri enti

### SQS - Swiss Association for Quality

Associazione Svizzera per Sistemi di Qualità e di Management (SQS)

Bernstrasse 103, 3052 Zollikofen Tel: +41 58 710 35 35

Fax: +41 58 710 35 45

Web: [www.sqs.ch](http://www.sqs.ch)

## Ungheria

### Normazione

#### MSZT - Hungarian Standards Institution

Horváth Mihály tér 1. HU-1082 Budapest

Tel: + 36 1 456 68 00

Fax: + 36 1 456 68 84

Web: [www.mszt.hu](http://www.mszt.hu)

Email: [isoline@mszt.hu](mailto:isoline@mszt.hu)

### Accreditamento

#### NAT - Hungarian Accreditation Board

1119 Budapest, Tétényi út 82 Tel: +36 1 204 5364

Fax: +36 1 204 5075

Web: [www.nat.hu](http://www.nat.hu)

Email: [ring@nat.hu](mailto:ring@nat.hu)

## Promozione della qualità

### HNC for EOQ- Hungarian National Committee of European Organization for Quality

1026 Budapest, Nagyajtaiutca 2b.

H-1530 Budapest, P.O.Box: 21

Tel: (361)2128803

Fax: (361)2127638

Web: [www.eoq.hu](http://www.eoq.hu)

Email: [info@eoq.hu](mailto:info@eoq.hu)

### NemzetiMinőségKlub, Quality Club nazionale

1119 Budapest road, Tétényi 93

Tel: 331 9311

Fax: 06-1-331 9311

Web: [www.kivalosag.hu](http://www.kivalosag.hu)

Email: [info@kivalosag.hu](mailto:info@kivalosag.hu)

## UK

### Normazione

#### BSI - British Standards Institution

389 Chiswick High Road GB-London W4 4AL

Tel: + 44 208 996 90 00

Fax: + 44 208 996 74 00

Web: [info@bsigroup.com](mailto:info@bsigroup.com)

Email: [www.bsi-global.com](http://www.bsi-global.com)

### Accreditamento

#### UKAS - United Kingdom Accreditation Service

21-47 High Street, Feltham, Middlesex TW13 4UN

Tel: +44 (0) 20 89178400

Web: [www.ukas.com](http://www.ukas.com)

Email: [info@ukas.com](mailto:info@ukas.com)

## Promozione della qualità

### The RQA–The Research Quality Association

RQA, 3 Wherry Lane, Ipswich, IP4 1LGTel: +44 (0)1473 221411

Fax: +44 (0)1473 221412

Web: [www.therqa.com](http://www.therqa.com)

Email: [eqac@therqa.com](mailto:eqac@therqa.com), [rqa@therqa.com](mailto:rqa@therqa.com), [info@therqa.com](mailto:info@therqa.com)

### BQF - British Quality Foundation

HRH The Princess Royal, 32-34 Great Peter Street, London, SW1P 2QXTel:+44 (0)20 7654 5000

Web: [www.bqf.org.uk](http://www.bqf.org.uk)

Email: [Email@bqf.org.uk](mailto:Email@bqf.org.uk)

### North of England Excellence

International Business Centre, Delta Crescent, Warrington, WA5 7WQ

Tel: +44 (0) 1925 715245

Fax: +44 (0) 1925 715244

Web: [www.northofenglandexcellence.co.uk](http://www.northofenglandexcellence.co.uk)  
Email: [info@northofenglandexcellence.co.uk](mailto:info@northofenglandexcellence.co.uk)

Quality Scotland

11 Abercromby Place, Edinburgh, EH3 6LB

Tel: 0131 556 2333

Fax: 0131 556 7111

Web: [www.qualityscotland.co.uk](http://www.qualityscotland.co.uk)

Email: [info@qualityscotland.co.uk](mailto:info@qualityscotland.co.uk),

Wales Quality Centre

The Waterton Centre, Waterton Estate, Waterton, Bridgend, CF31 3WT

Tel: 01656 652063

Web: [www.walesqualitycentre.org.uk](http://www.walesqualitycentre.org.uk)

Email: [info@walesqualitycentre.org.uk](mailto:info@walesqualitycentre.org.uk)

**Altri enti**

Lean Enterprise Academy

The Old Vicarage, Goodrich, Ross-on-Wye, Herefordshire, HR9 6JETel: +44 (0)1600 890590

Fax: +44 (0)1600 890540

Web: [www.leanuk.org](http://www.leanuk.org)

E-mail: [info@leanuk.org](mailto:info@leanuk.org)

Lean Construction Institute UK

Web: [leanconstruction.org.uk](http://leanconstruction.org.uk)

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# **America**

## **Brasile**

### **Normazione**

#### ABNT - Associação Brasileira de NormasTécnicas

Av. 13 de Maio, n° 13, 28° andar BR-20031-901 - Rio de Janeiro

Tel: +55 11 30 17 36 00

Fax: +55 11 30 17 36 33

Web: [www.abnt.org.br](http://www.abnt.org.br)

Email: [abnt@abnt.org.br](mailto:abnt@abnt.org.br)

### **Accreditamento**

#### CGCRE - General Coordination for Accreditation

Rua Santa Alexandrina, 416 9th floorRio Comprido - Rio de Janeiro,20.261-232 Tel: +55 21 2563 5529

Fax: +55 21 2563 2836

Web: [www.inmetro.gov.brorganismosindex.asp](http://www.inmetro.gov.brorganismosindex.asp)

Email: [amelo@inmetro.gov.br](mailto:amelo@inmetro.gov.br)

### **Promozione della qualità**

#### PGQP Qualidade RS

ProgramaGaúcho da Qualidade e Produtividade

Rua Washington Luiz, 820, cj.302 - CEP 90010-460 - Porto Alegre - RS

Tel:(51) 3216-8800

Web: [www.mbc.org.brmbcpgqp](http://www.mbc.org.brmbcpgqp)

Email: [secretaria@qualidade-rs.org.br](mailto:secretaria@qualidade-rs.org.br)

#### FNQ. Brazilian National Quality Award Foundation

Av. das NaçõesUnidas 11 857, 6º andar, Brooklin Novo, São Paulo – SP, CEP 04578-000

Tel: +55 11 5509-7700

Web: [www.fnq.org.br](http://www.fnq.org.br)

### **Altri enti**

#### Six Sigma Brasil

Rua Coronel Joaquim Teixeira da Silva Braga, 100

Bairro: Aclimação - UF: São Paulo SP - CEP: 01536-020

Tel: 11.3772-2587 | 11. 4112-7344 | 11. 98111-3945 | 11. 98783-0110

Web: [www.leansixsigma.com.br](http://www.leansixsigma.com.br)

Email: [diretoria.comercial@leansixsigma.com.br](mailto:diretoria.comercial@leansixsigma.com.br)

## Canada

### Normazione

#### Bureau de normalisation du Québec – BNQ

333, rue Franquet, Québec (Québec) G1P 4C7Tel: 418 652-2238

Fax: 1 800 386-5114

Web: [www.bnq.qc.ca](http://www.bnq.qc.ca)

#### SCC - Standards Council of Canada

270 Albert Street, Suite 200 CA-Ottawa Ontario K1P 6N7

Tel: +1 613 238 32 22

Fax: +1 613 569 78 08

Web: [www.scc.ca](http://www.scc.ca)

Email: [cguay@scc.ca](mailto:cguay@scc.ca), [info@scc.ca](mailto:info@scc.ca)

### Accreditamento

#### Accreditation Canada

1150 Cyrville Road, Ottawa, Ontario, K1J 7S9

Tel: 613-738-3800

Fax: 613-738-7755

Web: [accreditation.ca](http://accreditation.ca)

Email: [LearnMore@accreditation.ca](mailto:LearnMore@accreditation.ca)

#### Canadian Centre for Accreditation

970 Lawrence Avenue West, suite 500A, Toronto (ON) M6A 3B6

Tel: 416-239-2448 o 1-844-239-2448

Fax: 416-239-5074

Web: [www.canadiancentreforaccreditation.ca](http://www.canadiancentreforaccreditation.ca)

### Promozione della qualità

#### Association of Universities and Colleges of Canada – ACCU

1710-350 Albert Street, Ottawa, Ontario, K1R 1B1Tel: 613-563-1236

Fax: 613-563-9745

Web: [www.aucc.ca](http://www.aucc.ca)

Email: [info@aucc.ca](mailto:info@aucc.ca)

#### Canadian Public Sector Excellence Network CPSEN (ex CPSQA)

Web: [www.cpsen.ca](http://www.cpsen.ca)

#### Mouvement Québécois De La Qualité

360, rue Saint-Jacques, Suite 1710 Montreal (Quebec) H2Y 1P5

Tel: 514 874-9933

Fax: 514 866-4600

Web: [www.qualite.qc.ca](http://www.qualite.qc.ca)

Email: [info@qualite.qc.ca](mailto:info@qualite.qc.ca)

#### NQI - National Quality Institute, Excellence Canada

402 - 154 University Avenue, Toronto, ON M5H 3Y9

Tel Free: (800) 263-9648

Tel: (416) 251-7600

Fax: (416) 251-9131

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Web: [www.nqi.ca](http://www.nqi.ca)  
Email: [info@excellence.ca](mailto:info@excellence.ca)

Institute for Citizen-Centred Service – ICCS

99 Wellesley Street West, Whitney Block, Room 3310, 3rd Floor, Toronto, Ontario, Canada, M7A 1W4  
Tel: 416-327-0786  
Fax: 416-212-3420  
Web: [www.iccs-isac.org](http://www.iccs-isac.org)  
Email: [info@iccs-isac.org](mailto:info@iccs-isac.org)

## **Altri enti**

Excellence in Manufacturing Consortium – EMC

Tel: 1.866.323.4362  
Web: [www.emccanada.org](http://www.emccanada.org)  
Email: [info@emccanada.org](mailto:info@emccanada.org)

HPC

Web: [www.hpcnetwork.com](http://www.hpcnetwork.com)  
Email: [andon@hpcnetwork.com](mailto:andon@hpcnetwork.com); [info@hpsinc.ca](mailto:info@hpsinc.ca)

Ontario Municipal Benchmarking Initiative (OMBI)

Ontario Municipal Benchmarking Initiative, 60 Main Street, Dundas, Ontario  
Tel: 905-540-5779  
Fax: 905-546-4573  
Web: [www.ombi.ca](http://www.ombi.ca)  
Email: OMBI Program Manager: [Connie.Wheeler@hamilton.ca](mailto:Connie.Wheeler@hamilton.ca)

Treasury Board of Canada Secretariat

Strategic Communications and Ministerial Affairs, L'Esplanade Laurier, 9th Floor, East Tower, 140 O'Connor Street, Ottawa, Canada K1A 0R5  
Tel: (613) 957-2400; 1-877-636-0656  
Fax: 613-941-4000  
Web: [www.tbs-sct.gc.ca](http://www.tbs-sct.gc.ca)

CPSQA - Canadian Public Sector Quality Association

Web: [www.cpsqa.ca](http://www.cpsqa.ca)

## **Messico**

### **Normazione**

DGN - Dirección General de Normas

Ave. Puente de Tecamachalco N° 6 Col. Lomas de Tecamachalco Sección Fuentes MX-C.P. 53950 Naucalpan de Juárez, Edo. de México  
Tel: +52 55 57 29 94 80  
Fax: +52 55 55 20 97 15  
Web: [www.economia.gob.mx](http://www.economia.gob.mx)  
Email: [iso-mex@economia.gob.mx](mailto:iso-mex@economia.gob.mx)

## Accreditamento

EMA - Entidad Mexicana de Acreditacion, Mexican Accreditation Entity  
564 Mariano Escobedo Av Nueva Anzures, Miguel Hidalgo 11590 Mexico City  
Tel: +52 (55) 9148 4323, +52 (55) 9148 4357  
Fax: +52 (55) 5591 0529  
Web: [www.ema.org.mx](http://www.ema.org.mx)  
Email: [fhernandez@ema.org.mx](mailto:fhernandez@ema.org.mx)

## Promozione della qualità

FUNDAMECA - Sociedad Mexicana para el Desarrollo de Calidad Total, ex Fundación para la Calidad Total  
Web: [www.fundameca.org.mx](http://www.fundameca.org.mx)  
Email: [calidadtotal@fundameca.org.mx](mailto:calidadtotal@fundameca.org.mx)

Instituto Nacional para el Federalismo y el Desarrollo Municipal – INAFED  
Calle Roma No. 41 4to Piso, Col. Juárez, Del. Cuauhtémoc, México, D.F. CP. 06600  
Tel: +52 (55) 50-62-20-00  
Web: [www.inafed.gob.mx](http://www.inafed.gob.mx)  
Email: [inafed.webmaster@segob.gob.mx](mailto:inafed.webmaster@segob.gob.mx)

## Altri enti

Lean Enterprise Institute Mexico  
Av. Lopez Mateos 2077 2do. Piso Local Z-31 Col. Jardines de Plaza del Sol C.P. Guadalajara, Jalisco  
Tel: + 52 (33) 3030 7208  
Web: [www.lean.org.mx](http://www.lean.org.mx)

## USA

### Normazione

ANSI - American National Standards Institute  
1899 L St NW, 11th Floor US-Washington DC 20036  
Postal Address:  
25 West 43rd Street, Fourth Floor, New York N.Y. 10036  
Tel: +1 212 642 49 00 +1.202.293.8020  
Fax: +1 212 398 00 23 +1.202.293.9287  
Web: [www.ansi.org](http://www.ansi.org)  
Email: [info@ansi.org](mailto:info@ansi.org)

ANAB - American National Standards Institute - American Society for Quality National Accreditation Board LLC  
ANSI-ASQ National Accreditation Board  
PO Box 582 Milwaukee, Wisconsin 53201-0582 Tel: +1 414 347 9858  
Fax: +1 414 298 2506  
Web: [www.anab.org](http://www.anab.org)  
Email: [rdougherty@anab-aclass.org](mailto:rdougherty@anab-aclass.org)



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## Accreditamento

### IAS – International Accreditation Service

5360 Workman Mill Road, Whittier CA 90601 Tel: +1 562 699 0541

Fax: +1 562 699 8031

Web: [www.iasonline.org](http://www.iasonline.org)

Email: [rcoiner@iasonline.org](mailto:rcoiner@iasonline.org)

## Promozione della qualità

### ASQ, American Society for Quality America

P.O. Box 3005, Milwaukee, WI 53201-3005

or

600 North Plankinton Avenue, Milwaukee, WI 53203

North America: 800-248-1946 (United States and Canada only)

Mexico: 001-800-514-1564

All other locations: +1-414-272-8575

Fax: 414-272-1734

Web: [asq.org](http://asq.org)

Email: [help@asq.org](mailto:help@asq.org)

### Deming Institute

The W. Edwards Deming Institute, PO Box 7, Palos Verdes Estates, CA 90274

Tel: (310) 487-8137

Web: [www.deming.org](http://www.deming.org)

### Center for Quality and Productivity Improvement

University of Wisconsin – Madison, 3130 Engineering Centers Building, 1550 Engineering Drive, Madison, WI 53706

Tel: (608) 263-2520

Fax: (608) 263-1425

Web: [cqpi.engr.wisc.edu](http://cqpi.engr.wisc.edu)

Email: [cqpi@engr.wisc.edu](mailto:cqpi@engr.wisc.edu)

### SOLE - The International Society of Logistics

14625 Baltimore Avenue, Suite 303, Laurel, Maryland 20707-4902

Tel: (301) 459-8446

Fax: (301) 459-1522

Web: [www.sole.org](http://www.sole.org)

Email: [solehq@erols.com](mailto:solehq@erols.com), [webmaster@sole.org](mailto:webmaster@sole.org)

### Ohio Quality & Productivity Forum

Web: [www.oqpf.com](http://www.oqpf.com)

### SQA - Society of Quality Assurance

154 Hansen Road, Suite 201, Charlottesville, VA 22911

Tel: +1 434.297.4772

Fax: +1 434.977.1856

Web: [www.sqa.org](http://www.sqa.org)

Email: [sqa@sqa.org](mailto:sqa@sqa.org), [webmaster@sqa.org](mailto:webmaster@sqa.org)

### The Baldrige Performance Excellence, Foundation for the Malcolm Baldrige National Quality Award

Tel: (202)-285-1334

Web: [www.baldrigepe.org](http://www.baldrigepe.org)

Email: [tschamberger@baldrigefoundation.org](mailto:tschamberger@baldrigefoundation.org), [kglenn@baldrigefoundation.org](mailto:kglenn@baldrigefoundation.org)

IAQ - International Academy for Quality

IAQ Administrative Office, co American Society for Quality (ASQ), 600 North Plankinton Avenue  
Milwaukee, WI 53202  
Tel: +1 (414) 272-8575  
Fax: +1 (414) 765-8671  
Web: [www.iaqweb.org](http://www.iaqweb.org)  
Email: [tborzon@asq.org](mailto:tborzon@asq.org)

**Altri enti**

Association for Manufacturing Excellence - AME

3701 Algonquin Road, Suite 225, Rolling Meadows, IL 60008-3150  
Tel: 224-232-5980  
Fax: 224-232-5981  
Web: [www.ame.org](http://www.ame.org)  
Email: [info@ame.org](mailto:info@ame.org)

Best Manufacturing Practices Program

4321 Hartwick Rd., Suite 308, College Park, MD 20740  
Tel: 301-405-9990  
Tel Free: 1-800-760-5911  
Fax: 301-403-8180  
Web: [www.bmpcoe.org](http://www.bmpcoe.org)

CMMI Institute

11 Stanwix Street, Suite 1150, Pittsburgh, PA 15222  
Tel: +1 412-282-4020  
Fax: +1 412-282-4030  
Web: [whatis.cmmiinstitute.com](http://whatis.cmmiinstitute.com)

International Society Of Six Sigma Professionals - ISSSP

7301 RR 620 N, Ste 155 O362, Austin, TX 78726 Tel: 844-477-7746  
Fax: 512-233-2721  
Web: [issp.com](http://issp.com)

ILA - International Leadership Association

1110 Bonifant Street, Suite #510, Silver Spring, MD 20910  
Tel: +1.202.470.4818  
Fax: 202.470.2724 or 301.588.1503  
Web: [www.ila-net.org](http://www.ila-net.org)  
Email: [membership@ila-net.org](mailto:membership@ila-net.org), [conferences@ila-net.org](mailto:conferences@ila-net.org), [ila@ila-net.org](mailto:ila@ila-net.org)

Lean Enterprise Institute

215 First Street, Suite 300, Cambridge, MA 02142  
Tel: 617 871-2900  
Fax 617 871-2999  
Web: [www.lean.org](http://www.lean.org)  
Email: [info@lean.org](mailto:info@lean.org)

NIST - The National Institute of Standards and Technology

Baldrige Performance Excellence Program (Malcolm Baldrige National Quality Award)  
100 Bureau Drive, Stop 1020, Gaithersburg, MD 20899-1020  
Tel: (301) 975-2036  
Web: [www.nist.gov/baldrige](http://www.nist.gov/baldrige)  
Email: [nqp@nist.gov](mailto:nqp@nist.gov)

The Benchmarking Exchange and Best Practices  
437 Coates Drive, Aptos, California, 95003  
Web: [www.benchnet.com](http://www.benchnet.com)  
Email: [gif@benchnet.com](mailto:gif@benchnet.com)

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## **Asia**

### **Emirati Arabi Uniti**

#### **Normazione**

ESMA-Emirates Authority for standardization and metrology

Al-Khazna Tower, Al-Najda Street, Abu Dhabi

Web: [www.esma.gov.ae](http://www.esma.gov.ae)

Abu Dhabi Quality and Conformity Council

PO Box 853, Abu Dhabi Tel: 6666 406 (0) 2 971

Fax: 6677 406 (0) 2 971

Web: [www.qcc.abudhabi.ae](http://www.qcc.abudhabi.ae)

Email: [info@qcc.abudhabi.ae](mailto:info@qcc.abudhabi.ae)

HAAD -Health Authority - Abu Dhabi

Abu Dhabi, Airport Road, Abu Dhabi, P.O. Box 5674

Tel: +971 2 449 3333

Fax: +971 2 444 9822

Web: [www.haad.ae](http://www.haad.ae)

Email: [contact@abudhabi.ae](mailto:contact@abudhabi.ae)

#### **Accreditamento**

CAA-Commission for Academic Accreditation

P.O.Box 45133, Abu Dhabi Tel: +9712 6951461

Fax: +9712 6428488

Web: [www.caa.ae](http://www.caa.ae)

#### **Promozione della qualità**

EQA-Emirates QualityAssociations

P.O. Box 62326 Abu Dhabi Tel: 009712 666 33 68

Fax: 009712 666 33 58

Web: [www.eqa.ae](http://www.eqa.ae)

Email: [info@eca.ae](mailto:info@eca.ae)

SKEA-Sheikh Khalifa Excellence Award

Abu Dhabi Chamber, Abu Dhabi Tel: +971 2 6177 552533531484

Fax: +971 2 6177077

Web: [www.skea.ae](http://www.skea.ae)

Email: [info@skea.ae](mailto:info@skea.ae)

## **Cina**

#### **Normazione**

China Association for Standardization - CAS

Haidian District, graced Road 33 China Association office standard, 100048

Tel: 010-68482899  
Fax: 010-68486228  
Web: [www.china-cas.org](http://www.china-cas.org)  
Email: [cas@china-cas.org](mailto:cas@china-cas.org)

China National Institute of Standard – CNIS  
No.4 Zhi Chun Road, Haidian District, Beijing, 100088  
Tel: +86 010-58811517  
Web: [en.cnis.gov.cn](http://en.cnis.gov.cn)  
Email: [zhangwl@cnis.gov.cn](mailto:zhangwl@cnis.gov.cn)

China Jiliang University  
Department of International Exchange and Cooperation of China Jiliang University  
No. 258, Xueyuan Street, Higher Education Zone of Xiasha, Hangzhou City Postcode: 310018  
Tel: +86-571-87676158, 86836028, 86836086  
Fax: +86-571-86836028  
Web: [www.cjlu.edu.cn](http://www.cjlu.edu.cn)  
Email: [jgchen@cjlu.edu.cn](mailto:jgchen@cjlu.edu.cn), [iecd@cjlu.edu.cn](mailto:iecd@cjlu.edu.cn), [faocim@cjlu.edu.cn](mailto:faocim@cjlu.edu.cn)

ITCHKSAR -Innovation and Technology Commission of the Government of the Hong Kong Special Administrative Region  
Quality Services Division Product Standards Information Bureau 36F Immigration Tower HK-Hong Kong  
Tel: +852 28 29 48 19  
Fax: +852 28 24 13 02  
Web: [www.itc.gov.hk](http://www.itc.gov.hk)  
Email: [psib@itc.gov.hk](mailto:psib@itc.gov.hk)

Product Standards Information Bureau – PSIB  
36F, Immigration Tower, 7 Gloucester Road, Wan Chai, Hong Kong  
Tel:(852) 2829 4820  
Fax:(852) 2824 1302  
Web: [www.itc.gov.hkenqualitypsissales.htm](http://www.itc.gov.hkenqualitypsissales.htm)  
Email: [psib@itc.gov.hk](mailto:psib@itc.gov.hk)

SAC - Standardization Administration of the people’s republic of China  
No. 9 Madian East Road Haidian District CN-Beijing 100088  
Tel: +86 10 8226 2622  
Fax: +86 10 8226 0660  
Web: [www.sac.gov.cn](http://www.sac.gov.cn)  
Email: [sac@sac.gov.cn](mailto:sac@sac.gov.cn)

## **Accreditamento**

CNCA - Amministrazione di certificazione e accreditamento  
9A Madian Street, Haidian District, Beijing 100088  
Web: [www.cnca.gov.cn](http://www.cnca.gov.cn)

CNAS - China National Accreditation Service for Conformity Assessment  
8 Nan Hua Shi Dajie Chongwen District Beijing 100062 Tel: +86 10 67 105288  
Fax: +86 10 67 105089  
Web: [www.cnas.org.cn](http://www.cnas.org.cn)  
Email: [info@cnas.org.cn](mailto:info@cnas.org.cn)

HKAS - Hong Kong Accreditation Service

Innovation and Technology Commission 36th Floor, Immigration Tower 7 Gloucester Road, Wan Chai Hong Kong

Tel: +852 (2) 829 4838

Fax: +852 (2) 824 1302

Web: [www.itc.gov.hkhkas](http://www.itc.gov.hkhkas)

Email: [wwwong@itc.gov.hk](mailto:wwwong@itc.gov.hk)

**Promozione della qualità**

CAQ - China Association for Quality

12 Zhongjingji Road, Xicheng District, 100032

Tel: +86 10 6607 9100

Web: [www.caq.org.cn](http://www.caq.org.cn)

CSQ - Chinese Society for Quality

10th FL. 75 Roosevelt Road, Sec. 2, Taipei, Taiwan Tel: 886-2-23631344, 886-2-02-23629477

Fax: 886-2-02-23627663

Web: [www.csq.org.tw](http://www.csq.org.tw)

HKSQ - Hong Kong Society for Quality <mailto:info@hksq.org>

P.O. Box 84375, Hunghom Bay Post Office, Kowloon, Hong Kong

Tel: (852) 2766 6591

Fax: (852) 3522 4128

Web: [www.hksq.org](http://www.hksq.org)

Email: [info@hksq.org](mailto:info@hksq.org)

**Altri enti**

AQSIQ - General Administration of Quality Supervision, Inspection and Quarantine

No.52 Tiantongyuan, Changping District Beijing China, 102218

Tel: 86-10-64284605 86-10-64132180

Fax: 86-10-64132180

Mobile: 86-13466338375

Web: [www.aqsiq.gov.cn](http://www.aqsiq.gov.cn)

Email: [aqsiqccc@gmail.com](mailto:aqsiqccc@gmail.com), [bj500@126.com](mailto:bj500@126.com)

Lean Enterprise China

Mr. Morgan Zhang, Office Manager, Unit B1, 15F, No.5 Anshan Rd. Yangpu District, Shanghai, 200092

Tel: +86-21-6597 9076

Fax: +86-21-6598 6165

Web: [www.leanchina.org](http://www.leanchina.org)

Email: [info@leanchina.org](mailto:info@leanchina.org)

Lean Six Sigma Club - Institute

Tel: 18616817457.

Web: [www.lssclub.com](http://www.lssclub.com)

Email: [eva.jiang@lssclub.com](mailto:eva.jiang@lssclub.com); [marketing@lssclub.com](mailto:marketing@lssclub.com)

Six Sigma Institute

Unit 1627, Star House, TsimShaTsui, Hong Kong

Tel: +852-25812771

Web: [www.sixsigmainstitute.org](http://www.sixsigmainstitute.org)

Email: [info@ssi.org.hk](mailto:info@ssi.org.hk)

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## Corea del Sud

### Normazione

#### KATS - Korean Agency for Technology and Standards

96Gyoyukwon-Gil, Gwacheon-si KR-Seoul Gyeonggi-do 427-723

Tel: +82 2 509 73 99

Fax: +82 2 509 7344

Web: [www.kats.go.kr](http://www.kats.go.kr)

Email: [standard@kats.go.kr](mailto:standard@kats.go.kr)

### Accreditamento

#### KAB - Korea Accreditation Board

#207, 2th floor, building 4, 98 (Jungang-dong), Gyoyookwon-ro, Gwacheon-si, Gyeonggi-do

Tel: +82 2 6673 6850

Fax: +82 2 6673 6868

Web: [www.kab.or.kr](http://www.kab.or.kr)

Email: [international@kab.or.kr](mailto:international@kab.or.kr)

#### KAS - Korea Accreditation System

#2 Jungang-Dong, Gwachon, Gyunggi-Do, 427-716

Tel: +82 2 509 7230

Fax: +82 2 509 7414

Web: [www.kats.go.krkasenglishindex.asp](http://www.kats.go.krkasenglishindex.asp)

Email: [kas1@korea.kr](mailto:kas1@korea.kr)

#### KOLAS - Korea Laboratory Accreditation Scheme

98, Gyoyukwon-ro, Gwacheon, Gyonggi-do

Tel: +82 2 509 7298-7301

Fax: +82 2 507 1921

Web: [www.kolas.go.kr](http://www.kolas.go.kr)

Email: [kolas1@korea.kr](mailto:kolas1@korea.kr)

### Promozione della qualità

#### KSA - Korean Standards Association

Korea Technology Center, 701-7, Yeoksam-dong, Gangnam-gu, Seoul, 135-513

Tel: 82-2-6009-4513

Fax: 82-2-6919-4006

Web: [www.ksa.or.kr](http://www.ksa.or.kr)

Email: [ksaicd@ksa.or.kr](mailto:ksaicd@ksa.or.kr)

#### KSQM - Korea Society for Quality Management

Tel: 02 6009 4696

Fax: 02 6009 4697

Web: [www.ksqm.org](http://www.ksqm.org)

Email: [ksqm@ksqm.org](mailto:ksqm@ksqm.org)

### Altri enti

#### Six Sigma management Institute

1006 Life Officetel, 63-1 Yeouido-dong, Youngdeunpo-gu, Seul 151-731

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Tel: 02 786 9871 9872  
Fax: 02 786 9873  
Web: [www.sixsigma.org](http://www.sixsigma.org)  
Email: [sixsigma@sixsigma.org](mailto:sixsigma@sixsigma.org)

## Giappone

### Normazione

#### JISC - Japanese Industrial Standards Committee

Technical Regulations, Standards & Conformity Assessment Policy Unit Ministry of Economy, Trade and Industry

1-3-1, Kasumigaseki, Chiyoda-ku JP-Tokyo 100 - 8901

Tel: +81 3 35 01 94 71

Fax: +81 3 35 80 86 37

Web: [www.jisc.go.jp](http://www.jisc.go.jp)

Email: [isojisc@meti.go.jp](mailto:isojisc@meti.go.jp)

#### JASC - Japan Accreditation System for Product Certification Bodies of JIS Mark

Office for JIS Mark Scheme Operation, Industrial Science and Technology Policy and Environment Bureau, Ministry of Economy, Trade and Industry

1-3-1 Kasumigaseki, Chiyoda-ku, TOKYO 100-8901

Tel: +81 3 3501 9222

Fax: +81 3 3580 8598

Web: [www.jisc.go.jp](http://www.jisc.go.jp)

Email: [jasc@meti.go.jp](mailto:jasc@meti.go.jp)

### Accreditamento

#### Japan Accreditation Council – JAC

JAC Secretariat, co IAJapan, National Institute of Technology & Evaluation

Fax: +81-3-3481-1937

Web: [www.accreditation.jp](http://www.accreditation.jp)

Email: [info-j@accreditation.jp](mailto:info-j@accreditation.jp), [jac@nite.go.jp](mailto:jac@nite.go.jp)

#### IAJapan - International Accreditation Japan

International Accreditation Japan 2-49-10, Nishihara, Shibuya Tokyo, 1510066

Tel: +81 3481 1948

Fax: +81 3481 1937

Web: [www.iajapan.nite.go.jp](http://www.iajapan.nite.go.jp)

Email: [rep-iajapan@nite.go.jp](mailto:rep-iajapan@nite.go.jp)

#### JAB - Japan Accreditation Board

Gotanda AN Bldg. 3F, 22-1 Higashigotanda, 1-chome Shinagawa-ku, Tokyo 141-0022

Tel: +81 3 6823 5702

Fax: +81 3 5475 2780

Web: [www.jab.or.jp](http://www.jab.or.jp)

Email: [shinjiro.fujimaki@jab.or.jp](mailto:shinjiro.fujimaki@jab.or.jp)



## Promozione della qualità

### Asian Network for Quality - ANQ

ANQ Secretariat

co JSQC Secretariat

JUSE (Union of Japanese Scientists and Engineers)

1-2-1 Higashi K1-2-1 Ko-enji Minami, Suginami-ku, 166-0003 Tokyo

Tel: +81-3:5378-1506

Fax: +81-3:5378-1507

Web: [www.ANforQ.net](http://www.ANforQ.net)

Email: [Secretariat@ANforQ.net](mailto:Secretariat@ANforQ.net)

### JSQA - Japan Society of Quality Assurance

Mita-kokusaiBldg., 1-4-28,Mita,Minato-ku, Tokyo 108-0073

Tel: +81-3-6435-2118

Fax: +81-3-6435-2119

Web: [www.jsqa.com](http://www.jsqa.com)

### JSQC - The Japanese Society for Quality Control

Tel: +81-3-5378-1506

Fax: +81-3-5378-1507

Web: [www.jsqc.org](http://www.jsqc.org)

Emai: [office@jsqc.org](mailto:office@jsqc.org)

### JUSE, Union of Japanese scientists and engineers

5-10-11, Sendagaya, Shibuya-ku, Tokyo 151-0051

Tel: +81-3-5379-1229

Fax: +81-3-3225-1814

Web: [www.juse.or.jp](http://www.juse.or.jp)

Email: [juse@juse.or.jp](mailto:juse@juse.or.jp)

### IQAC - Japan Quality Award's Council

form: [www.jqac.comWebPost.nsfinqE?OpenForm](http://www.jqac.comWebPost.nsfinqE?OpenForm)

Web:[www.jqac.com](http://www.jqac.com)

### JPC - Japan Productivity Center

Web: [www.jpc-net.jp](http://www.jpc-net.jp)

## Altri enti

### JSA - JapaneseStandardsAssociation

Mita MT Bldg., 3-13-12 Mita, Minato-ku, Tokyo, 108-0073

Tel: +81-3-4231-8503

Fax: +81-3-4231-8650

Web: [www.jsa.or.jp](http://www.jsa.or.jp)

### Nikkei Asian Review

Web: [asia.nikkei.com](http://asia.nikkei.com)

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## Giordania

### Normazione

SNV - Standardization Department in Jordan Standard and Metrology

### Accreditamento

Accreditation Unit in Jordan Standard and Metrology – JSMO

Address: Dabouq area, #50 Khair Al-Din Al-Ma ani St-(previous yathreb St)

Mail Address: P.O. box 941287 Amman - 11194

Tel: +962-6-5506060, 080022860

Fax: +962-6-5301249

Web: [www.jsmo.gov.jo](http://www.jsmo.gov.jo)

Email: [jsmo@jsmo.gov.jo](mailto:jsmo@jsmo.gov.jo)

Health Care Accreditation Council – HCAC

Abdullah Ghosheh Street- Al Ra'faa Building No: 58- 2nd Floor

P.O Box: 811971 Amman 11181

Tel: +962 6 5814100, 0 800 22 7 55

Fax: +962 6 5853070

Web: [www.hcac.jo](http://www.hcac.jo)

Email: [contactus@hcac.com.jo](mailto:contactus@hcac.com.jo)

### Promozione della qualità

Jordan Society for Quality

Web: [www.jsquality.jo](http://www.jsquality.jo)

King Abdullah II Award for Excellence

Re Abdullah II Street (Re Hussein Medical Via precedenza) Business Park Edificio n ° 8, al piano terra

PO Box 143 584, 11814 Amman

Tel: 5.828.693 600.962-5828643 600 962

Fax: 0.096.265.828.694

Web: [www.kace.jo](http://www.kace.jo)

Email: [Info@kace.jo](mailto:Info@kace.jo)

## India

### Normazione

BIS - Bureau of Indian Standards

ManakBhavan 9 Bahadur Shah Zafar Marg IN-New Delhi 110002

Tel: +91 11 23 23 79 91

Fax: +91 11 23 23 93 99

Web: [www.bis.org.in](http://www.bis.org.in)

Email: [ird@bis.org.in](mailto:ird@bis.org.in), [msd@bis.org.in](mailto:msd@bis.org.in)

## Accreditamento

### NABCB – National Accreditation Board for Certification Bodies

Quality Council of India (QCI),

2nd floor, Institution of Engineers Building, 2, Bahadur Shah Zafar Marg, New Delhi 110002

Tel: +91 11 2337 8056, + 91 11 2337 8057, +91 11 2337 8837, +91 11 2337 8838

Fax: +91 11 2337 8678

Web: [www.qcin.org](http://www.qcin.org)

Email: [ceo.nabcb@qcin.org](mailto:ceo.nabcb@qcin.org), [info@qcin.org](mailto:info@qcin.org), [nabcb@qcin.org](mailto:nabcb@qcin.org)

## Promozione della qualità

### Confederation of Indian Industry, CII - Institute of Quality

Near Bharat Nagara, 2nd Stage, Magadi Main Road, Vishwaneedam Post Bangalore – 560 091

Web: [www.cii-iq.in](http://www.cii-iq.in)

### ISQ - Indian Society For Quality

52 Community Centre, 2nd Floor, East of Kailash, New Delhi - 110 065

Tel: + 9111 46526000

Web: [isqnet.org](http://isqnet.org)

Email: [info@isqnet.org](mailto:info@isqnet.org)

### Institute of Director Institute of Director, Golden Peacock Awards

M-52 (Market), Greater Kailash Part-II, New Delhi – 110048

Mobile: + 91- 9711124474

Tel: +91-11- 41636294, 41636717

Fax: +91-11-41008705

Web: [www.goldenpeacockawards.com](http://www.goldenpeacockawards.com)

Email: [info@goldenpeacockawards.com](mailto:info@goldenpeacockawards.com)

### IMC RBNQA - IMC Ramkrishna Bajaj National Quality Awards Committee

IMC Ramkrishna Bajaj National Quality Trust, IMC Marg, Churchgate, Mumbai 400 020.

Tel: (91-22) 2204 6633, 2202 5438

Fax: (91-22) 2204 8508, 2283 8281

Web: [www.imcrbnqa.com](http://www.imcrbnqa.com)

Email: [mayad@imcrbnqa.com](mailto:mayad@imcrbnqa.com)

## Altri enti

### Lean Management Institute of India

AIMIL- NAIMEX House, 881, Outer Ring Road, Nagawara, Bangalore- 560 045

Tel: +91 80 2543 1525

Web: [www.leaninstitute.in](http://www.leaninstitute.in)

Email: [info@leaninstitute.in](mailto:info@leaninstitute.in)

### QCFI - Quality Circle Forum of India

306A, 3rd Floor, Navketan Chambers, 62, SD Road Secunderabad - 500 003

Tel: 66318068, 66311168, 6631674344,

Fax: 040 - 27805660

Web: [www.qcfihq.com](http://www.qcfihq.com)

Email: [qcfihq@qcfi.in](mailto:qcfihq@qcfi.in), [qcfihq@eth.net](mailto:qcfihq@eth.net)

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## Indonesia

### Normazione

BSN - Badan Standardisasi Nasional, National Standardization Agency, Indonesia  
Mangala Wanabakti Blok 4 4th Floor Jl. Jendral Gatot Subroto ID-Jakarta 10270  
Tel: +62 21 574 70 43-44  
Fax: +62 21 574 70 45  
Web: [www.bsn.go.id](http://www.bsn.go.id)  
Email: [bsn@bsn.go.id](mailto:bsn@bsn.go.id)

### Accreditamento

KAN - Komite Akreditasi Nasional, Accreditation Body of Indonesia  
Gedung Mangala Wanabakti Blok IV Lantai 4, Jl. Jend. Gatot Subroto, Senayan, Jakarta 10270  
Tel: +62 21 574 7043, +62 21 574 7044  
Fax: +62 21 579 02948  
Web: [www.kan.or.id](http://www.kan.or.id)  
Email: [kan-pac-iaf@bsn.go.id](mailto:kan-pac-iaf@bsn.go.id)

### Promozione della qualità

BUMN Executive Club - BEC  
R1 costruzione, piano 2 Pertamina Learning Center. Jl. Sinabung II, Simprug Canal, South Jakarta Tel: (+ 62-21) 72780216  
Fax: (+ 62-21) 72780215  
Web: [www.bec.or.id](http://www.bec.or.id)  
Email: [secretariat@bec.or.id](mailto:secretariat@bec.or.id)

Indonesian Quality Management Association  
Web: [pmmi-iqma.org](http://pmmi-iqma.org)

IQAF - Indonesian Quality Award Foundation  
Pertamina Learning Center (PLC),  
Gedung Tc. 3 Lt. 2, Jln. Sinabung 2 Terusan Simprug, Jakarta Selatan, Jakarta 12120  
Tel: 6221-7264135  
Fax: 6221-7263102  
Web: [www.indonesianqualityaward.org](http://www.indonesianqualityaward.org)  
Email: [iqa-secretariat@iqaf.org](mailto:iqa-secretariat@iqaf.org)

### Altri enti

LeanIndonesia.com  
Menara Rajawali 11th Floor, Jakarta, 12950  
Tel: +62215763020  
Web: [www.leanindonesia.com](http://www.leanindonesia.com)

Total Quality Indonesia - TQ  
Graha Total Quality, Jl. Raya Jemursari 85B Surabaya  
Tel: +62 31 848 469095

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Fax: +62 31 848 4696  
Web: [www.tqpartner.com](http://www.tqpartner.com)  
Email: [info@tqpartner.com](mailto:info@tqpartner.com)

## Israele

### Normazione

The Israel Standards Institute, SII  
Web: [www.sii.org.il](http://www.sii.org.il)

### Accreditamento

Israel Laboratory Accreditation Authority, Israc  
PA offices in St. Kinneret 12, Building Khan, Airport City  
Mailing Address: PO Box89 Lod Airport 7015002 Map available  
Tel: 03-9702727  
Fax: 03-9702413  
Web: [www.israc.gov.il](http://www.israc.gov.il)  
Email: [israc@israc.gov.il](mailto:israc@israc.gov.il)

### Promozione della qualità

Movement for Quality Government in Israel  
Box Jaffa Road PO 208 4207, Gerusalemme 91043  
Tel: 02-5000073  
Fax 02-5000076  
Web: [www.mqg.org.il](http://www.mqg.org.il)  
Email: [mqg@mqg.org.il](mailto:mqg@mqg.org.il)

The Israel Society for Quality, ISQ  
3 Hamezudah St., P.O.B. 11491 Azor 58001  
Tel: +972-3-556 8133  
Fax: +972-3-556 8134  
Web: [www.isq.org.il](http://www.isq.org.il)

### Altri enti

Israel Lean Enterprise, ILE  
Horanim 10 Street, Zichron Yaakov, Zip 30900  
Tel: +972-54-4563070  
Web: [www.worldview.biz](http://www.worldview.biz)  
Email: [Efrat.luria@worldview.biz](mailto:Efrat.luria@worldview.biz)

## Turchia

### Normazione

TSE - Turkish Standards Institution  
Web: [global.tse.org.tr](http://global.tse.org.tr)  
Email: [info@tse.org.tr](mailto:info@tse.org.tr)

## **Accreditamento**

TURKAK - Turkish Accreditation Agency

Esat Caddesi No:41 06660, Kucukesat Ankara

Tel: +312 410 8210

Fax: +312 419 8700

Web: [www.turkak.org.tr](http://www.turkak.org.tr)

Email: [uim@turkak.org.tr](mailto:uim@turkak.org.tr)

## **Promozione della qualità**

Türkiye Mükemmellik Ödülü, Turkish Society for Quality

Centrum Is Merkezi Aydınevler Sanayi Cad. No:3 Küçükyali 34854 Istanbul

Tel: 216 5184284

Fax: 216 5184286

Web: [www.kalder.org](http://www.kalder.org)

Email: [kalder@kalder.org](mailto:kalder@kalder.org)

## **Altri enti**

TUSIAD

Tel: +90 212 249 19 29

Fax: +90 212 249 13 50

Web: [www.tusiad.org](http://www.tusiad.org)

Email: [tusiad@tusiad.org](mailto:tusiad@tusiad.org)

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# **Oceania**

## **Australia**

### **Normazione**

#### SA - Standards Australia

Level 10, The Exchange Centre 20 Bridge Street AU-Sydney NSW 2000

Postal Address: GPO Box 476 AU-Sydney NSW 2001

Tel: +61 2 9237 6000

Fax: +61 2 9237 6010

Web: [www.standards.org.au](http://www.standards.org.au)

Email: [intsect@standards.org.au](mailto:intsect@standards.org.au)

### **Accreditamento**

#### JAS-ANZ - Joint Accreditation System of Australia and New Zealand

Suites 3&4, Fecca House 4 Phipps Close Deakin, ACT 2600

Tel: +61 2 6232 2000

Fax: +61 2 6262 7980

Web: [www.jas-anz.org](http://www.jas-anz.org)

Email: [steve.keeling@jas-anz.org](mailto:steve.keeling@jas-anz.org)

### **Promozione della qualità**

#### AOQ SA- Australian Organisation for Quality (South Australia) Inc

Brisbane QLD 4000

Tel: +61 7 3816 2255

Web: [aoq.asn.au](http://aoq.asn.au)

Email: [office@aoq.asn.au](mailto:office@aoq.asn.au), [membersevents@aoq.asn.au](mailto:membersevents@aoq.asn.au)

### **Altri enti**

#### Lean Enterprise Australia

Level 4, 90 William Street, Melbourne 3000

Tel: 03 8199 7907

Fax: 03 8199 7999

Web: [www.lean.org.au](http://www.lean.org.au)

Email: [info@lean.org.au](mailto:info@lean.org.au)

#### ALHN - Australian Lean Healthcare Network

Level 4, 90 William Street, Melbourne 3000

Tel: 03 8199 7907

Fax: 03 8199 7999

Web: [www.leanhealth.org.au](http://www.leanhealth.org.au)

Email: [lisa@lean.org.au](mailto:lisa@lean.org.au)

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# **Africa**

## **Sud Africa**

### **Normazione**

#### SABS - South African Bureau of Standards

1 DrLategan Rd, Groenkloof Private Bag X191 ZA-Pretoria 0001

Tel: +27 12 428 79 11

Fax: +27 12 344 15 68

Web: [www.sabs.co.za](http://www.sabs.co.za)

Email: [wto@sabs.co.za](mailto:wto@sabs.co.za)

### **Accreditamento**

#### SANAS - South African National Accreditation System

Private Bag X23, Sunnyside, 0132

Tel: +27 12 394 3760

Fax: +27 12 394 4762

Web: [www.sanas.co.za](http://www.sanas.co.za)

Email: [christinahl@sanas.co.za](mailto:christinahl@sanas.co.za)

#### COHSASA -Council for Health Service Accreditation of Southern Africa

Lonsdale Building, Lonsdale Way, Pinelands, Cape Town, 7405

Tel: +27 21531-4225

Fax: +27 21531-4243

Web: [www.cohsasa.co.za](http://www.cohsasa.co.za)

Email: [queries@cohsasa.co.za](mailto:queries@cohsasa.co.za)

### **Promozione della qualità**

#### SAQI- South African Quality Institute

Building 4, North Gate CSIR Campus, MeriringNaude Road, Brummeria

Tel: 012 2395006

Fax: 012 349 1232

Web: [saqi.co.za](http://saqi.co.za)

Email: [vanessa@saqi.co.za](mailto:vanessa@saqi.co.za)

#### SASQ - Southern African Society for Quality Control

P O Box 63,Persequor Park, Pretoria, 0020

Fax: +27 (0) 86 543 0778

Web: [www.quality.org.za](http://www.quality.org.za)

Email: [sasqadmin@sasq.org.za](mailto:sasqadmin@sasq.org.za)

#### South African Business Excellence Foundation

Web: [www.asip.org.arenvistas39kappkapp\\_01.php](http://www.asip.org.arenvistas39kappkapp_01.php)

### **Altri enti**

#### LIA-Lean Institute Africa

Graduate School of Business, PO Box 50683, UCT Breakwater Lodge, V&A Waterfront, Cape Town, 8002



Tel: +27 (0)21 406 1477  
Web: [www.lean.org.za](http://www.lean.org.za)  
Email: [leaninfo@gsb.uct.ac.za](mailto:leaninfo@gsb.uct.ac.za)

## Nigeria

### Normazione e accreditamento

#### SON-Standard Organization of Nigeria

Victoria Arobieke St, Lagos

Web: [www.son.gov.ng](http://www.son.gov.ng)

Email: [info@son.gov.ng](mailto:info@son.gov.ng)

### Promozione della qualità

#### SQA-Society for Quality Assurance in Nigeria

154 Hansen Road, Charlottesville, VA 22911 USA

Tel: +1 434.297.4772

Fax: +1 434.977.1856

Web: [www.sqa.org](http://www.sqa.org)

Email: [sqa@sqa.org](mailto:sqa@sqa.org), [webmaster@sqa.org](mailto:webmaster@sqa.org)

#### SQHN-Society for Quality in Healthcare in Nigeria

34 Raymond Njoku Street,, South-West, Ikoyi, Lagos

Web: [sqhn.org](http://sqhn.org)

Email: [info@sqhn.org](mailto:info@sqhn.org), [sqhnigeria@gmail.com](mailto:sqhnigeria@gmail.com)

## 9. Acronimi

### A

AA	Akkreditierung Austria
ABNT	Associação Brasileira de Normas Técnicas
ACCA	The Association of Chartered Certified Accountants
AEC	Asociación Española para la Calidad
AENOR	Asociación Española de Normalización y Certificación
AFNOR	Association Française de Normalisation
AFQM	Die Austrian Foundation for Quality Management
AFQP	Association France Qualité Performance e MFQ- Mouvement Français pour la Qualité
ALHN	Australian Lean Healthcare Network
AME	Association for Manufacturing Excellence
ANAB	ASI-ASQ National Accreditation Board
ANECA	Fundación Agencia Nacional de Evaluación de la Calidad y Acreditación
ANQ	Asian Network for Quality
ANSI	American National Standards Institute
AODA	Accessibility for Ontarians with Disabilities Act
AOQ	Australian Organisation for Quality
AOQ SA	Australian Organisation for Quality (South Australia) Inc
AOQ-QLD	Australian Organisation for Quality-Queensland Inc
APLAC	Asia Pacific Laboratory Accreditation Cooperation
APQ	Portuguese Association for Quality
APQ	Associação Portuguesa para a Qualidade
AQSIQ	General Administration of Quality Supervision, Inspection and Quarantine
ARC	Asociatia Romana Prentu Calitate
AS	Austrian Standards
ASNITE	Accreditation System of NITE, National Institute of Technology and Evaluation
ASQ	American Society for Quality
ASSOCHAM	Associated Chambers of Commerce and Industry of India
AUCC	Association of Universities and Colleges of Canada

### B

BDS	Bulgarian institute for standardization
BEC	BUMN Executive Club
BIS	Bureau of Indian Standards

BMPCOE	Best Manufacturing Practices Program
BNQ	Bureau de normalisation du Québec
BQF	British Quality Foundation
BRICS	Brasile, Russia, India, Cina e Sud Africa
BSI	British Standards Institution
BSN	Badan Standardisasi Nasional
BSTQM	Bangladesh Society for Total Quality Management
BVA	Bundesverwaltungsamt

## C

CAA	Commission for Academic Accreditation
CAE	Canada Awards for Excellence
CAF	Common Assessment Framework
CAQ	China Association for Quality
CAS	China Association for Standardization
CCL	Center for Creative Leadership
CCR	Consejo de Cooperación Regulatoria México – Estados Unidos
CEN	European Committee for Standardization
CENELEC	European Committee for Electrotechnical Standardization
CEP	Certified Professional Excellence Program
CF	Citizens First
CFR	Code of Federal Regulations
CGCRE	General Coordination for Accreditation
CICA	Canadian Institute of Chartered Accountants
CII	Confederation of Indian Industry
CIP	Competitive Industrial Performance Index
CMA Canada	Society of Management Accountants of Canada
CMMI	Capability Maturity Model Integration
CMMI-ACQ	CMMI for Acquisition
CMMI-DEV	CMMI for Development
CMMI-SVC	CMMI for Services
CMT	Common Measurements Tool
CNAL	China National Accreditation Board for Laboratories
CNAS	China National Accreditation Service for Conformity Assessment
CNC IEC	Canadian National Committee to the International Electrotechnical Commission
CNCA	Certification and Accreditation Administration of the People's Republic of China
CNIS	China National Institute of Standard
COFRAC	Comité français d'accréditation
COHSASA	Council for Health Service Accreditation of Southern Africa
CPAB	Canadian Public Accountability Board
CPCS	Compulsory Product Certification System

CPHLN	Canadian Public Health Laboratory Network
CPSEN	Canadian Public Sector Excellence Network
CPSQA	Canadian Public Sector Quality Association
CQC	Certified Quality Consultant
CQE	Certified Quality Engineer
CQF	Chinese Quality Forum
CQM	Certified Quality Manger
CQPI	Center for Quality and Productivity Improvement
CQT	Certified Quality Technician
CRE	Certified Reliability Engineer
CSM	Certified Service Manager
CSQ	Chinese Society for Quality
CSQE	Certified Software Quality Engineer
CSQP	Certified Service Quality Professional
CSTE	Certified Software Test Engineer

## D

DAkKS	Deutsche Akkreditierungsstelle
DFK	Dansk Forening For Kvalitet
DGN	Dirección General de Normas
DGQ	Deutsche Gesellschaft Für Qualität
DIN	Deutsches Institut für Normung e.V.
DQG	Dubai Quality Group

## E

EAQ	Estonian Association for Quality
ECSI	Índice Nacional de Satisfação do Cliente
EEA	EFQM Excellence Award
EHR	Electronic Health Records
EIQA	Excellence Ireland Quality Association
EJKA	Eesti Juhtimiskvaliteedi auhind
EMA	Entidad Mexicana de Acreditacion
EMC	Excellence in Manufacturing Consortium
ENAC	Entidad Nacional de Acreditación
EOQ	European Organization for Quality (ora EFQM)
EQA	Emirates Quality Associations
ESMA	Emirates Authority for Standardization and Metrology
ETER	Education Team Excellence Recognition
ETP	Excellence Through People

ETSI	European Telecommunications Standards Institute
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## F

FCCI	Federazione di Camere indiani di Commercio e Industria
FUNDIBEQ	Fundación Iberoamericana para la Gestión de la Calidad

## G

GCI	Global Competitiveness Index
GCP	Good Clinic Practice
GLP	Good Laboratory Practice
GMP	Good Manufacturye Practice
GPQQ	Grands Prix québécois de la qualité

## H

HAAD	Health Authority - Abu Dhabi
HAS	Haute Autorité de Santé
HCAC	Health Care Accreditation Council
HDK	Hrvatsko društvo za kvalitetu
HKAS	Hong Kong Accreditation Service
HKPC	Hong Kong Productivity Council
HKQAA	Hong Kong Quality Assurance Agency
HKSQ	Hong Kong Society for Quality
HLRCC	High-Level Regulatory Cooperation Council
HMA	Hellenic Management Association
HNC for EOQ	Hungarian National Committee of the European Organization for Quality

## I

IACC	Inter American Accreditation Cooperation
IAF	International Accreditation Forum
IAJapan	International Accreditation Japan
IAL	International Academy of Law
IAS	International Accreditation Service
ICCS	Institute for Citizen-Centred Service
ICQ	International Conference on Quality

ICQCC	International Convention on Quality Control Circles
ICSI	Institute of Company Secretaries of India
IfBQ	Institut für Bildungsmonitoring und Qualitätsentwicklung
ILA	International Leadership Association
ILAC	International Laboratory Accreditation Cooperation
ILE	Israel Lean Enterprise
ILEP	Ludwig Erhard Preis, Initiative Ludwig-Erhard-Preis e.V.
ILM	Instituto Lean Management
ImWMT	Impact of a country on World Manufactures Trade
ImWMVA	Impact of a country on World Manufacturing Value Added
INAFED	Instituto Nacional para el Federalismo y el Desarrollo Municipal
INK	Institute Nederland Kwaliteit
IOD	Institute of Directors
IPQ	Instituto Português da Qualidade
IQAFoundation	Indonesian Quality Award Foundation
IQR	Institut zur Qualitätsentwicklung im Bildungswesen
IS	Indian Standards
ISEGI-UNL	Further Institute Of Statistics and Information Management of Universidade Nova Lisboa
ISO	International Organization for Standardization
ISQ	Israel Society for Quality
ISQM	Iranian Society of Quality Managers
ISQNET	Indian Society for Quality
ISRAC	Israel Laboratory Accreditation Authority
ISSSP	International Society Of Six Sigma Professionals
ITCHKSAR	Innovation and Technology Commission of the Government of the Hong Kong Special Administrative Region

## J

JAB	Japan Accreditation Board
JAC	Japan Accreditation Council
JAS-ANZ	Joint Accreditation System of Australia and New Zealand
JASC	Japan Accreditation System for Product Certification
JCSS	Japan Calibration Service System
JIS	Japanese Industrial Standards
JISC	Japanese Industrial Standards Committee
JMJ-RQAF	Joseph Moses Juran - Romanian Quality Award Foundation
JNLA	Japan National Laboratory Accreditation System
JPC	Japan Quality Award, Japan Productivity Center
JSA	Japanese Standards Association
JSMO	Accreditation Unit in Jordan Standard and Metrology
JSQA	Japan Society for Quality Assurance

JSQC	The Japanese Society for Quality Control
JUSE	Union of Japanese scientists and engineers

## K

KAB	Korea Accreditation Board
KAN	Komite Akreditasi Nasional
KAS	Korea Accreditation System
KATS	Korean Agency for Technology and Standards
KOLAS	Korea Laboratory Accreditation Scheme
KOQIM	Kazakh Organization for Quality and Innovation Management
KS	Korean Industrial Standards
KSA	Korean Standards Association
KSQM	Korean Society for Quality Management

## L

LEF	Logistics Education Foundation
LEI	Lean Enterprise Institute
LIA	Lean Institute Africa
LQC	Lean Quality Circle

## M

MAF	Management Accountability Framework
MAFF	Ministry of Agriculture, Forestry and Fishery
MBC	Movimento Brasil Competitivo
MEQA	Middle East Quality Association
METI	Ministry of Economy, Trade and Industry
MHCC	Mental Health Commission of Canada
MHLW	Ministry of Health, Labor and Welfare
MHVash	Medium & High-tech Manufacturing Value Added share in total manufacturing value added
MHsh	Medium and High-tech manufactured Exports share in total manufactured exports
MKE	Ministry of Knowledge Economy
MLA	Multilateral Recognition Arrangement IAF
MLAP	Specified Measurement Laboratory Accreditation Program
MOCIE	Ministry of Commerce, Industry and Energy
MQQ	Mouvement quebecois de la qualite
MRA	Multilateral Recognition Arrangement APLAC
MTECH	Maryland Technology Enterprise Institute

MVApc	Manufacturing Value Added pro capite
MVAsh	Manufacturing Value Added share in total GDP
MXpc	Manufactured Exports pro capite
MXsh	Manufactured Exports share in total exports

## N

NABCB	National Accreditation Board for Certification Bodies
NABET	National Accreditation Board for Education and Training
NABH	National Accreditation Board for Hospitals & Healthcare Providers
NABL	National Accreditation Board for Testing and Calibration Laboratories
NBQP	National Board for Quality Promotion
NEN	Nederlands Normalisatie-instituut
NISI	Northern Infrastructure Standardization Initiative
NIST	National Institute of Standards and Technology
NPICQAS	National Perinatal Information Center Quality Analytic Services
NPK	Nàrondnì politika kvality
NQI	National Quality Institute (ora Excellence Canada)
NQPCN	Network for Quality Productivity and Competitiveness Nepal
NSAI	National Standards Authority of Ireland
NZOQ	New Zealand Organisation for Quality

## O

OCSE	Organizzazione per la cooperazione e lo sviluppo economico
OMBI	Ontario Municipal Benchmarking Initiative
ON	Österreichisches Normungsinstitut
ÖQA	Österreichische Arbeitsgemeinschaft zur Förderung der Qualität
OQPF	Ohio Quality and Productivity Forum

## P

PAC	Pacific Accreditation Cooperation
PASC	Pacific Area Standards Congress
PEP	Progressive Excellence Program
PEX-SPQ	Prémio de Excelência – Sistema Português da Qualidade
PGQP	Programa Gaúcho da Qualidade e Produtividade
PHAC	Public Health Agency of Canada
PICG	Pakistan Institute of Corporate Governance



PMMI-IQMA	Indonesian Quality Management Association
PP	Priced Publication
PRC-JMJ	Premiul Roman pentru Calitate (JM JURAN)
PSCIOC	Public Sector CIO Council
PSIB	Product Standards Information Bureau
PSSDC	Public Sector Service Delivery Council

## Q

QCFI	Quality Circle Forum of India
QCI	Quality Council of India
QFD	Quality Function Deployment
QIT	Quality Improvement Team
QPSP	Quality and Productivity Society of Pakistan

## R

RBNQA	Ramkrishna Bajaj National Quality Award
RFQP	Romanian Foundation for Quality Promotion
ROQ	Russian Organization for Quality
RQA	Research Quality Association
RvA	Raad Voor Accreditatie

## S

SA	Standards Australia
SA	Slovenska Akreditacija
SABS	South African Bureau of Standards
SAC	Standardization Administration of the people's republic of China
SAEF	South African Business Excellence Foundation
SANAS	South African National Accreditation System
SAQ	Swiss Association for Quality
SAQI	South African Quality Institute
SAS	Swiss Accreditation Service
SASQ	Southern African Society for Quality Control
SBA	Sächsische Bildungsagentur
SCC	Standards Council of Canada
SCL	Standards & Calibration Laboratory
SECA	Sociedad Española de Calidad Asistencial

SII	Standards Institute of Israel
SIQ	Swedish Institute for Quality
SKEA	Sheikh Khalifa Excellence Award
SNB	Swiss National Bank
SNI	Indonesian National Standard
SNV	Schweizerische Normen-Vereinigung
SOLE	International Society of Logistics
SON	Standard Organization of Nigeria
SOSMT	Slovak Office of Standards Metrology and Testing
SQA	Society of Quality Assurance
SQAT	The Standards and Quality Association of Thailand
SQHN	Society for Quality in Healthcare in Nigeria
SQI	Singapore Quality Institute
SQMA	Swedish Quality Management Academy
SQS	Schweizerische Vereinungen für Qualitäts und management Systeme
SSI	Six Sigma Institute
SSK	Slovenská spoločnosť pre kvalitu
STC-IS	Scientific Technical Centre on Industrial Safety

## T

TBE	The Benchmarking Exchange and Best Practices
TCB	Taking Care of Business
TPM	Total Productive Maintenance
TQ	Total Quality Indonesia
TSE	Turkish Standards Institution
TURKAK	Turkish Accreditation Agency

## U

UKAS	United Kingdom Accreditation Service
USSS	United States Standards Strategy

## V

VA	Valore aggiunto
VQAH	Vietnam Quality Association of Ho Chi Minh City

## W - Y - Z

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WCSQ	World Congress for Software Quality
WMT	World Manufactures Trade
WMVA	World Manufacturing Value Added
YES	Youth Empowerment System
ZIB	Zentrum für internationale Vergleichsstudien

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