

# **Supplier Analysis on Quality Management Service**

Final Report Appendices



*Hanoi, June 2003*

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# 1 Interview Guidelines

## 1.1 Interview Guidelines for QMS Regulator

1. Basic information	
1	Name of regulator
2	Address of head office
3	Address of branch (if any)
4	Telephone
5	Fax
6	Email
7	Director
8	QM-in-charge
9	Activities
2. High-level Market	
1	What is their understanding about background of QM Market?
2	How do they see their roles in the QM Market?
3	What are their views on the certification activities: <ul style="list-style-type: none"> <li>- Certification bodies</li> <li>- Certificate issued</li> <li>- trend in the next 5 years or so</li> </ul>
4	What are their views on the consultancy activities (variety, quality, cost) provided by: <ul style="list-style-type: none"> <li>- State owned firms</li> <li>- Local private firms</li> <li>- International firms</li> </ul>
5	What are they views on accreditation activities: <ul style="list-style-type: none"> <li>- Vietnamese</li> <li>- international</li> </ul>
6	What is the recent development of QM policy/regulations in the market?

3. Supply side	
1	What are the recent development of QM supply market in Vietnam in terms of: <ul style="list-style-type: none"> <li>- Quantity</li> <li>- Quality (technical expertise, staffing, facilities)</li> <li>- Range of services</li> </ul>
2	What are their views on the development of private QM suppliers in terms of: <ul style="list-style-type: none"> <li>- Quantity</li> <li>- Quality (technical, expertise)</li> <li>- Staffing (training, development, recruitment)</li> <li>- Range of services</li> <li>- Marketing strategy</li> </ul>
3	Impacts of government policies/regulations on private QM suppliers?
4	What are the obstacles/barriers private QM suppliers facing recently? <ul style="list-style-type: none"> <li>- Internal                             <ul style="list-style-type: none"> <li>- Technical expertise</li> <li>- Staffing</li> <li>- Experience</li> <li>- Limited services</li> <li>- "Private" bias</li> </ul> </li> <li>- External                             <ul style="list-style-type: none"> <li>- Regulations</li> <li>- State privileges</li> <li>- Competition</li> <li>- Client's expectation</li> <li>- Client's payment capacity</li> </ul> </li> </ul>
5	What private QM supplier should do to improve?
6	Any potential incentives for private QM suppliers from the government?

## 1.2 Interview Guidelines for QMS Supplier

1. Basic Information	
1	Name of supplier
2	Ownership structure
3	Address of head office
4	Address of branch (if any)
5	Telephone
6	Fax
7	Email
8	Director
9	Technical-in-charge
10	Background and history
11	Alliances (Certification bodies/Freelancers/consultants/Technical coordination partners)
12	List of people interviewed

2. Product/Market Mix	
1	Products Number of clients or % of Sale Form of delivery Other products and services not related to QM
2	Who are the supplier's customer segments? (Manufacturing, service, specific industry, location etc.
3	What kind of market strategy does the supplier apply? (Cost leadership, Differentiation, Focus)
4	How does the supplier approach their clients?
5	How does the supplier advertise himself or herself in the market?
6	How the supplier gets to understand consumer demand?
7	What are the potential services that customers and SME might need (now and in the future)?
8	Does the supplier regularly gather customer feedback and use it to improve products and marketing?
9	Who are the main competitor (public sector, private sectors or freelancers)
10	Comment on BDS results recently conducted by GTZ

3. Technical Capacity	
1	What is the company's philosophy in consulting the QM system to their clients?
2	How does the company see the role of 8 quality management principles?
3	How does the company integrate 8 principles into its consulting process?
4	Planning of a ISO9000 consulting assignment
5	How do they cope with transitional period to ISO 9000:2000 in relation to the consultancy of ISO 2000?
6	What support service does the supplier offer after the clients get certificate?
7	How does the supplier assess their strengths and weaknesses?
8	How many clients the company has this year (in progress and finished)?
9	How long/resources does the supplier need to implement a consulting assignment for a SME? (max, min, average)
10	Does the supplier implement a QMS for their operations? Is this certified?
11	Does the supplier mobilize outside resources for delivering consulting assignments? If yes, <ul style="list-style-type: none"> <li>- What are criteria of selection (qualifications, QM experience, and industry experience...)?</li> <li>- What are the QC procedures for works done by external consultants?</li> <li>- How often does the supplier use outside resources?</li> <li>- Does the supplier collect comments/ feedback from users on the performance of external consultants?</li> </ul>

4. Human Resources	
1	Number of employees
2	What are the qualifications and experience of supplier's Lead auditors and Auditors? <ul style="list-style-type: none"> <li>- Education</li> <li>- External/Internal certifications</li> <li>- Experience (industry/quality management areas)</li> <li>- Soft skills (moderation, ethical behaviour, presentation and communication)</li> </ul>
3	Do they have their own standards for their consultants/trainers in relation to all aspects of competence above? (e.g. Indicators of education, work experience, training and consultancy experience)
4	What is the supplier's training program for consultant (minimum requirements of consultant before delivering consulting services?) Average training time last year or any similar indication
5	How does the supplier maintain and develop their staff skills?
6	Is there a system of monitoring staff performance (evaluation)? (methods of staff evaluation)
7	What is the supplier's recruitment process? (Recruit experienced people or train new comers?)
8	What is the situation of staff turnover?
9	How does the supplier keep and motivate their staff?

5. Market Expansion Strategies	
1	How is the supplier trying to increase its customer base and sales?
2	What barriers do management perceive in expanding their business?
3	Do the strategies correspond with the issues found during the consumer research?
4	Is the supplier creating new products that the SMEs want?
5	How does the supplier identify their services?
6	How often does the supplier review its market strategy?
7	Does the supplier have clear vision and commitment in the field? (How suppliers see themselves after 5 years period?)

6. Private Clients Focus	
1	What are the supplier's views on the overall market? <ul style="list-style-type: none"> <li>- Barriers to entry (policy, products, finance, experience)</li> <li>- Competition (state/private/foreign QM suppliers)</li> <li>- Buyers</li> </ul>
2	How does the supplier assess customers: <ul style="list-style-type: none"> <li>- Awareness of the value provided</li> <li>- Willingness to pay for the service</li> <li>- Information customers want</li> </ul>
3	What percentage of revenues comes from donors, government agencies and private businesses?
4	What is the clients' profile?
5	What is the supplier's perception of selling to private consumers?
6	How supplier thinks about market of private SME now and in the near future?
7	Is the supplier prepared to adopt any changes necessary to expand and reach new customers?
8	How SME could be most benefited from QM and QM services?

7. Assessment of possible cooperation received	
1	What inputs the supplier would consider useful to improve services they offer and to make business more effective? <ul style="list-style-type: none"> <li>- Technical inputs (training, pilot application, consultancy...)</li> <li>- Management, HR, Marketing</li> </ul>
2	What is the supplier's interest in cooperating with international organisation/projects?
3	Is the supplier willing to pay for such technical inputs?

## 1.3 Interview Guidelines for QMS Users

1. Basic Information	
1	Name of user
2	Ownership structure
3	Address of head office
4	Address of branch (if any)
5	Telephone
6	Fax
7	Email
8	Director
9	QM-in-charge
10	Business activities
2. QM Services	
7	Which company (ies) delivered the QM service (s)?
2	When did the user receive QM service and how long?
3	What QM service did the user receive (QM services and other services not related to QM)?
4	What type of services did the user receive (consultancy/ training/ certification/ other)?
5	Formed of delivered service (open courses/ in-house courses)?
6	How many auditor/ consultants has the user worked with during the consulting period (in charge/ technical staff)?
7	What were the criteria the user applied in choosing the supplier? (Recommendation/ reputation/ image/ technical expertise/ years in service)?
8	Rationale for using QMS consultants? (Necessity/ fashion/ other)?
9	How long did it take the user to decide engaging the QM supplier?
10	User's resources invested in the QM assignment?

3. Results and Assessment	
1	Assessment of quality of services received?
2	How far was it useful for business improvement?
3	Areas and inputs which have been particularly useful and beneficial (as detail as possible)?
4	Was there any suggestion for improvement?
5	Assessment of overall benefits in relation to time and money invested?
6	Assessment of cooperation received from MPDF (practicality/ quality/ methods/ suggestion)?
7	What would user do if user had to pay 100% for service (carry out assignment/ hire the same service provider/ improve any area)?
8	Do they think that ISO 9000 (rate from 1 to 5)
	- good for marketing
	- Generates unnecessary administrative work and documentation?
	- good corporate management tool
	- provide a platform for improvement
	- Is not expensive to do/ is well accepted by staff?
9	Does the user feel that the QMS is well integrated with company activities or is it still stand-alone programme?
10	Does the user think that the company can continue to maintain and update the system
	The company require assistance from consultant (if yes, what kind of assistance do they need?)
11	How does the user assess the consultant competency?
12	Did supplier meet the user's expectation? If not, in what areas?
13	What does the user think about the consultant's knowledge in the areas of
	- Quality management
	- Quality management tools other than ISO 9000
	- In the industry that the user in active in

4. Human Resources	
1	Does the user have a consultancy contract with service providers defining
	Objective
	Scope of the works
	Timeframe
	Consultant's days input and
	Reporting
2	Was there any change in consultants during the implementation of the assignment?
3	How often consulting report to the user's management? And in which way (verbal/ written report/ periodical/ or on request)?
4	What was the methodology/ approach of the user in implementing the assignment?
	who was assigned to work with the consultant briefing about the implementation stages
5	Did the consultant include 8 quality management principles in the training?
6	How did the consultant assist the user in developing documentation system:
	- Who write the procedures
	- How to write them (internally designed/ base on sample/ provided by consultant)
	- How often the flowcharts are used
	- Involvement of user's staff in developing these documents
	- Integration of QMS with other activities
7	How does the user assess the consultant competency?
8	Did supplier meet the user's expectation? If not, in what areas?
9	What does the user think about the consultant's knowledge in the areas of:
	- Quality management
	- Quality management tools other than ISO 9000
	- In the industry that the user in active in

## 2 List of interview

USERS	
1	3C Engineering Co., Ltd Mr. Dang Quoc Huy - Director Dinh Cong Str., Thanh Tri, Hanoi
2	Hoa Phat Steel Pipe Joint Stock Mr. Tran Tuan Duong - Director 18 Hang Chuoi, Hanoi
3	Hoa Phat Furniture J.S Doan Gia Cuong - Deputy Director 18 Hang Chuoi Str., Hai Ba Trung Dist., Hanoi City
4	Bao Van Co., Ltd Mr. Dao Minh Ngoc – Vice Director 230E Pasteur, 3 <sup>rd</sup> Dist., HCMC
5	Le Hoa Paper, Notebook Joint-Stock Co. Mr. Lu Trung Dat – General Manager 16A, 1 <sup>st</sup> St., Tan Tao Industry Zone, Binh Chanh Dist., HCMC
6	Minh Dieu Manufacturing and Trading Co., Ltd Mr. Le Quang Doan - Director 11/12 Nguyen Van Quy Str., Phu Nhuan Ward, Dist. 7, HCMC
7	Phu Phong Joint Stock Co. Ms. Linh – QM expert No.4, B Road, Tan Tao Industrial Zone, Binh Chanh, HCMC
8	Vinh Thong Producing – Trading – Service Co., Ltd Mr. Nguyen Quang Nam, Sales Director Lot II-17, Group II, Road No. 13, Tan Binh Industrial Park, HCMC
9	WEC Saigon Joint Stock Co., Ltd Mr. Nguyen Duc Quoc – Manager of Administration Dept 4 <sup>th</sup> Floor, 146 Nguyen Cong Tru, Dist. 1, HCMC
CERTIFICATION BODIES	
10	Global-CAS Mr. Nguyen Duy Tan – Director 34A Tran Phu, Hanoi
11	TUV Rheinland Vietnam Co., Ltd Klaus Ehret – General Director Unit 608, the Landmark, 5B Ton Duc Thang Str., Dis. 1, HCMC

12	BVQI Mr. Dao Son Thep – Hanoi Manager #902 Hanoi Central Office Bld., 44B Ly Thuong Kiet, Hanoi
<b>SERVICE PROVIDERS</b>	
13	International Management Systems Consultancy Company Mr. Tran Sy Nghia – Director 6 <sup>th</sup> Floor, 69 Ba Trieu, Hanoi
14	CTC Consulting and Training Corp. Mr. Ho Them – Managing Director 24/3B Truong Quoc Dung, Phu Nhuan Dis., HCMC
15	Duc Anh Co., Ltd Mr. Ninh Duc Thanh – Director 691 Giai Phong, Hanoi
16	Foreign Trade Development & Investment Corporation of HCMC (FIDECO) Mr. Tran Huu Chinh - Director General 28 Phung Khac Khoan, Dist. 1, HCMC
17	Global Standards Consulting Services Co. Ms. Nguyen Ngoc Chau – Executive Director 29 Le Duan St, Suite 1600, Dist. 1, HCMC
18	International Quality Centre (IQC) Mr. Ho Nguyen Han 37 Tran Quy Khoach, Dist. 1, HCMC
19	Management and Investment Consultancy Co. Mr. Nguyen Ba Phuc - Consultant C16, Lam Son, Nguyen Oanh, Go Vap, HCMC
20	Quan Quan Co. Ltd Ms. Vu Thi Tam, Director 59/10 Phan Dang Luu, Phu Nhuan Dist., HCMC
21	Quasei Mr. Tran Ngoc Trung – Managing Director 46 Nguyen Van Ngoc, Ba Dinh, Hanoi
22	TQM Consultancy Co., Ltd Mr Phan Tam Tinh - Director 23A Nguyen Thi Dieu Str., Dis. 3, HCMC
23	Vietnam Productive Centre (HCMC Branch) Ms. Vu Thi Tam, Director 25A Yen The Street, Ward 2, Tan Binh District, HCMC

24	Quality Training Center (STAMEQ) Mr. Pho Duc Tru, Consultancy and Training Manager 8A Hoang Quoc Viet, Tu Liem, Hanoi
25	Quatest 3 Mr. Le Duyen Anh – Expert 49 Pasteur, Dist. 1, HCMC
26	SMEDEC Mr. Nguyen Chi Danh – Manager of Consultancy Division 49 Pasteur, Dis. 1, HCMC
27	Vietnam Productivity Centre Mr. Pham Thanh Hung - Director of Development Strategy 23 Hoang Quoc Viet, Hanoi
28	Apave (French firm) Mr. Nguyen Duc Kien – Executive Director 363 Hoang Quoc Viet, Hanoi
29	Bureau Veritas #902 Hanoi Central Office Bld., 44B Ly Thuong Kiet, Hanoi
30	QMC (Malaysia Firm) Mr. Ho Mi Nin - Consulting Manager 1 <sup>st</sup> Floor, 71-73-75 Hai Ba Trung, Dis. 1, HCMC
<b>OTHER</b>	
31	Mr Hoa, Freelancer Ex-BVQI Consultant

### 3 Brief information about Interviewed QMS Suppliers<sup>1</sup>

#### 3.1 Apave Ltd., Co.

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##### General information

Address	363 Hoang Quoc Viet Street Cau Giay District, Hanoi City	
Telephone/Fax	Tel: 04-756 5556	Fax: 04-756 5699
Email	<a href="mailto:apave.hn@fpt.vn">apave.hn@fpt.vn</a>	
Website		
Contact person and title	Nguyen Duc Kien, Director of Hanoi Branch	
Address of Subsidiaries	197 Dien Bien Phu Street, Ward 6, District 3 HoChiMinh City,	
Telephone/Fax	Tel: 822 7179-822 7180	Fax: 822 7182
Email	<a href="mailto:apave.hcm@hcm.fpt.vn">apave.hcm@hcm.fpt.vn</a>	
Main Service Area	Consultancy, technological inspection	
Year Established	1997	
Legal form	Limited Company	
Ownership	FIE (French)	
Total number of staff		
Number of professional staff	30	
Number of support staff		

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<b>Main services</b>	- Assist client in building Quality Management System ISO 9000, 14000, HACCP, SA 8000
	- Industrial and civil work technology inspection
	- Non-destructive test

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##### Main customers

Companies	FIEs, private enterprises (25%), SOEs
Sectors	
City/ Region	Nation-wide
Results to date	The company consulted 200 clients. Apave's main clients includes: Vietnam Petroleum and Gas Corporation, Total Company, Lilama, Industrial Construction Corporation, Song Da Construction Corporation, Vinatex and other Foreign investors

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<sup>1</sup> In alphabetic order

## 3.2 Consulting & Training Corporation-CTC

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### General information

Address	26 Ly Tu Trong Street, Floor 4, Ben Nghe Ward, District 1, HCM City	
Telephone/Fax	Tel: 08. 827 2127	Fax: 08.827 2128
Email	<a href="mailto:CTCcorp@hcm.vnn.vn">CTCcorp@hcm.vnn.vn</a>	
Website		
Contact person and title	Ho Thiem, MBA, Director	
Address of Subsidiaries		
Telephone/Fax		
Email		
Main Service Area	Consultancy, training	
Year Established	2000	
Legal form	Joint stock	
Ownership	Joint Stock	
Total number of staff		
Number of professional staff	4	
Number of support staff		

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- Main services**
- Consult clients in building Quality Management System based on ISO
  - Provide Business management consulting service
  - Consult IT solution
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### Main customers

Companies	Private enterprises
Sectors	IT
City/ Region	HCM City
Results to date	The company consulted 6 clients. CTC's main clients includes: Lac Viet informatics Company, Duy Tan people-founded University; Digiland Joint Stock Company and other informatics companies in Saigon Software.

### 3.3 Duc Anh Ltd. Co.,

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#### General information

Address	691 Giai Phong Street Hai Ba Trung District, Hanoi City	
Telephone/Fax	Tel: 04.664 0892	Fax: 04. 664 2643
Email	<a href="mailto:ducanh1@hn.vnn.vn">ducanh1@hn.vnn.vn</a>	
Website		
Contact person and title	Ninh Duc Thanh, Director	
Address of Subsidiaries		
Telephone/Fax		
Email		
Main Service Area	QM Consultancy	
Year Established	1999	
Legal form	Limited company	
Ownership	Private	
Total number of staff	25	
Number of professional staff	7 (Consultants in QM)	
Number of support staff	12 associates	

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<b>Main services</b>	<ul style="list-style-type: none"><li>- Consult in applying QMS: QM (based on ISO 9000); environment management (ISO 14000); and SA 8000</li><li>- Assist client in Finance management: accountant, audit service and other issues on finance.</li><li>- IT: Service, component; IT solution; software.</li></ul>
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#### Main customers

Companies	SOEs (87%), Private enterprises (10%), J.V Companies (2-3%)
Sectors	Transportation, Construction, IT
City/ Region	Hanoi, Hai Phong, Da Nang, Vinh, Nam Dinh, Tuyen Quang, Ninh Binh, Thai Nguyen, Hung Yen, Quang Ninh.
Results to date	The company assisted 57 clients in applying QMS and now it is consulting 40 other companies. Main clients comprises Transportation construction Corporation; Cienco No. 1; Cienco No. 4; Cienco No. 5; Bridge No. 12 company; Bridge No. 14 company; Licogi No. 13; Vinaconnex No. 7 J.V Company; Alphanam; CMC....

### 3.4 Fideco Company, AMC Center

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#### General information

Address	28, Phung Khac Khoan Street District 1, HCM City	
Telephone/Fax	Tel: 08-829 1107	Fax: 08-822 5241
Email	chinhth@fidecovn.com	
Website	<a href="http://www.fidecovn.com">www.fidecovn.com</a>	
Contact person and title	Tran Huu Chinh, Director	
Address of Subsidiaries		
Telephone/Fax		
Email		
Main Service Area	Consultancy	
Year Established	1998	
Legal form	Joint Stock	
Ownership	Private	
Total number of staff		
Number of professional staff	9	
Number of support staff		

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- Main services**
- Assist client in building QMS based on ISO, HACCP, and SA8000.
  - Consult on other issues: Real estate, finance management, HR management.
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#### Main customers

Companies	SOEs and Private enterprises
Sectors	Commerce, Service, Electron; IT; Real estate; banking and other fields.
City/ Region	HCM City and other provinces
Results to date	The centre consulted 50-60 clients. Main clients of the centre include: Toan My Ltd. Co., East Asia Bank, Phu Nhuan Jewellery (PNJ), Fosco Ltd. Co.,

### 3.5 International Management System Consulting - IMSC

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#### General information

Address	6 <sup>th</sup> floor, 69 Ba Trieu Street, Hai Ba Trung district, Hanoi City	
Telephone/Fax	Tel: 04 943 3996	Fax: 04 943 3745
Email	<a href="mailto:imsc@hn.vnn.vn">imsc@hn.vnn.vn</a>	
Website		
Contact person and title	Tran Dai Nghia, Director	
Address of Subsidiaries		
Telephone/Fax		
Email		
Main Service Area	QM consultancy	
Year Established	2000	
Legal form	Limited Company	
Ownership	Private	
Total number of staff	12	
Number of professional staff	5	
Number of support staff	7	

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<b>Main services</b>	Assist client in building and implementing QMS based on ISO 9000
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#### Main customers

Companies	SOEs (85%), Private enterprises (15%)
Sectors	Service, consultancy, production, industry, construction and transportation
City/ Region	Hanoi City, Hai Phong City, Thai Binh, Vinh
Results to date	The company consulted 30 clients, among of them, 15 clients received certification Now, IMSC is penetrating into some new industries: ISO for lending buildings, hospital operation and other services. Main clients of IMSC include: CONINCO consulting company (Ministry of Construction); VRICCC consulting company (Railway union); Thang Long consulting company; ADCC consulting company (Ministry of Defence); Vinh Trinh computer Ltd. Co; International Technology Centre (HITC); Minh Khai Clock Company, Transportation construction companies: 246, 482, 484, 479, B19; ATS company; Tan My company.

### 3.6 International Quality Center IQC

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#### General information

Address	37 Tran Quy Khoach, Tan Dinh Ward, District 1, HCM City	
Telephone/Fax	Tel: 08-848 0678	Fax: 08-843 5767
Email	<a href="mailto:nhhan@iqccvietnam.com">nhhan@iqccvietnam.com</a>	
Website	<a href="http://www.iqcvietnam.com">www.iqcvietnam.com</a>	
Contact person and title	Ho Nguyen Han, Lead consultant	
Address of Subsidiaries		
Telephone/Fax		
Email		
Main Service Area	QM Training and consultancy	
Year Established	1998	
Legal form	Limited Company	
Ownership	Private	
Total number of staff	28	
Number of professional staff	20 Auditors	
Number of support staff	8	

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<b>Main services</b>	<ul style="list-style-type: none"><li>- Deliver training courses on management skills</li><li>- Consult client in building QMS based on TQM</li><li>- Train internal auditor</li><li>- Co-ordinate with international Certificate Organization to train QMS Lead Auditor.</li></ul>
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#### Main customers

Companies	SOEs, Private Enterprises, Administration organization.
Sectors	Commerce, Service, industrial production, construction.
City/ Region	HCM City, Hanoi City and other provinces.
Results to date	IQC assisted 100 clients in building QMS and now the company is consulting 30 clients. Main client of IQC include: The People's Committee of District 1, Vietnam dairy products company-Vinamilk dielac factory, aviation printing company, Bien Hoa sugar company, Ben Hoa Building Material production and construction company.

### 3.7 Investment Management Consulting Company IMCC

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#### General information

Address	C16 CX Lam Son, Nguyen Oanh Street, Go Vap District, HCM City	
Telephone/Fax	Tel: 08-984 1303	Fax: 08-895 1686
Email	<a href="mailto:micc@hcm.vnn.vn">micc@hcm.vnn.vn</a>	
Website		
Contact person and title	Nguyen Ba Phuc, Consultant	
Address of Subsidiaries		
Telephone/Fax		
Email		
Main Service Area	Consultancy	
Year Established	2001	
Legal form	Limited Company	
Ownership	Private	
Total number of staff	4	
Number of professional staff	3	
Number of support staff	1 Accountant	

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<b>Main services</b>	<ul style="list-style-type: none"><li>- Consult client in building QMS based on ISO 9000, SA 8000, HACCP</li><li>- Assist client on environment management system</li><li>- Consult production management, cost analysis, financial management, investment, project management and appraisalment.</li></ul>
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#### Main customers

Companies	Private enterprises.
Sectors	
City/ Region	HCM City
Results to date	Now the company has 5 clients, among of them 2 clients have received certification. Main clients of IMCC include: Viet Nhat Company, Dai Thong Tank company.

### 3.8 QMC Vietnam Ltd. Co.,

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#### General information

Address	1 <sup>st</sup> floor, 71-73-75 Hai Ba Trung street, District 1, HCM City	
Telephone/Fax	Tel: 08-822 7582	Fax: 08-823 6754
Email	<a href="mailto:qmc@cinet.vnnews.com">qmc@cinet.vnnews.com</a> ; <a href="mailto:anhnin@hcm.vnn.vn">anhnin@hcm.vnn.vn</a>	
Website		
Contact person and title	Ho Mi Nin, Vice Director	
Address of Subsidiaries		
Telephone/Fax		
Email		
Main Service Area	QM training and consultancy	
Year Established	1998	
Legal form	Limited Company	
Ownership	100% Foreign Invested Company (Malaysia)	
Total number of staff	8	
Number of professional staff	5 (3 + 2 associates)	
Number of support staff		

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<b>Main services</b>	<ul style="list-style-type: none"><li>- Provide training and implementation services on QMS based on ISO (ISO 9000/QS 9000);</li><li>- HACCP Management system;</li><li>- Total Quality Control/ Management (TQC/TQM);</li><li>- Statistical Quality/ Process Control (SPC);</li><li>- Environment management systems (ISO 14000);</li><li>- Small group activities/ QC Circles (QCC);</li><li>- Social Accountability (SA) 8000.</li></ul>
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#### Main customers

Companies	Small and Medium size enterprises.
Sectors	Industries (90%) and service (10%)
City/ Region	HCM City and southern provinces
Results to date	The company consulted 22 clients. Main clients of QMC include Saigon Tribeco Joint stock company; Fenix stockinet company; Cai Lan vegetable oil company (Calofic); Unilever-Bestfoods company; Nike.

### 3.9 Directorate for Standards and Quality-Training Centre

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#### General information

Address	8 Hoang Quoc Viet Street, Cau Giay District, Hanoi City	
Telephone/Fax	Tel: 04-756 4246-836 1407	Fax: 04-836 1408
Email	<a href="mailto:training.stq@hn.vnn.vn">training.stq@hn.vnn.vn</a>	
Website		
Contact person and title	Pho Duc Tru, Consultancy and training manager	
Address of Subsidiaries		
Telephone/Fax		
Email		
Main Service Area	QM consultancy and training	
Year Established		
Legal form	Public Agency	
Ownership	State	
Total number of staff		
Number of professional staff	5	
Number of support staff		

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- Main services**
- Compile material for training courses on directorate for standards and quality
  - Provide training courses on directorate for standards and quality for centers and branches of STAMEG
  - Train and consult client on QMS based on ISO (ISO 9000, ISO 14000, ISO 17025) TQM, HACCP, and environment management and SA 8000.
- 

#### Main customers

Companies	SOEs and private enterprises
Sectors	
City/ Region	Nationwide
Results to date	The center delivered consulting service to more than 30 clients, more than 20 of them has received services Main clients of the center include:

### 3.10 Quality Service International Co Ltd. (Quasei)

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#### General information

Address	Room 106, 46 Nguyen Van Ngoc, Ba Dinh, Hanoi
Telephone/Fax	Tel: 4 766 1313 Fax: 4 766 1314
Email	<a href="mailto:quasei@fpt.vn">quasei@fpt.vn</a>
Website	
Contact person and title	Tran Ngoc Trung, Director
Address of Subsidiaries	
Telephone/Fax	
Email	
Main Service Area	Training and Consultancy
Year Established	1995
Legal form	Limited company
Ownership	Private
Total number of staff	8 staffs and associates
Number of professional staff	
Number of support staff	

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- Main services**
- Provide training courses, guidelines and consulting services on Quality Management System, Environment, Social Awareness, etc. according to ISO 9000, HACCP, TQM, ISO 17025, ISO 14000, SA 8000, etc.
  - Consult on Project Management.
- 

#### Main clients

Company	SOEs and Private enterprises
Industry	
City/ Area	Hanoi City
Achievements	Quasei has provided consulting services for 40 companies gaining ISO certificates. Main clients of Quasei are Thai Nguyen Steel Corporation, Electronic Measurement Equipment Company, Hanoi Textile Company, Song Da No.11 Company, Z117 Engineering Factory, etc.

### 3.11 Quality Assurance and Testing Center 3-Quatest3

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#### General information

Address	49 Pasteur Street, District 1, HCM City	
Telephone/Fax	Tel: 08-821 7394	Fax: 08 829 3012
Email		
Website	<a href="mailto:quatest3@hcm.vnn.vn">quatest3@hcm.vnn.vn</a>	
Contact person and title	Le Duyen Anh, Expert	
Address of Subsidiaries		
Telephone/Fax		
Email		
Main Service Area	Consultancy, training and inspection activities	
Year Established		
Legal form	Public Agency	
Ownership	State	
Total number of staff	242	
Number of professional staff	60-70 Auditor	
Number of support staff		

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<b>Main services</b>	<ul style="list-style-type: none"><li>- Inspection and technical verification activities,</li><li>- Metrology activities</li><li>- Testing activities</li><li>- Conformity assessment</li><li>- Consulting on establishing and applying system for QM conforming to ISO 9000, QS 9000, TQM,...Environment management (ISO 14000), SA 8000, ...</li><li>- Information and Standard library service.</li></ul>
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#### Main customers

Companies	SOEs (50%), Private enterprises and other company (50%).
Sectors	Construction, fishery, rubber, plastic
City/ Region	HCM City and southern provinces
Results to date	In 2000, The center provided consulting service to 120 clients, furthermore Quatest3 usually conducts training courses on QMS. Main clients of center include:

### 3.12 SMEDEC - Small and Medium Enterprises Development Support Centre

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#### General information

Address	49 Pasteur street, District 1, HCM City	
Telephone/Fax	Tel: 08 8298287/ 821 5516	Fax: 08 821 7226
Email	<a href="mailto:smeeanvn@hcm.vnn.vn">smeeanvn@hcm.vnn.vn</a>	
Website	<a href="http://www.smedec.com">www.smedec.com</a>	
Contact person and title	Pham Ba Cuu, Nguyen Chi Danh, Manager of Consultancy Division	
Address of Subsidiaries	328 Phan Dinh Phung, Quang Ngai town	
Telephone/Fax	Tel : 055 835233	Fax : 055 835233
Email	<a href="mailto:vpdd@dng.vnn.vn">vpdd@dng.vnn.vn</a>	
Main Service Area	Consultancy and training	
Year Established	1995	
Legal form	Public Agency	
Ownership	State	
Total number of staff	20	
Number of professional staff	10 consultants	
Number of support staff		

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- Main services**
- Assist clients in building Quality Management System ISO 9000, 14000, HACCP, SA 8000
  - Conduct training courses on Quality Management and Business Management.
- 

#### Main customers

Companies	SOEs and Private enterprises
Sectors	Mechanics; Textile; Chemistry; Electricity and Electron; construction; plastic bag, etc.
City/ Region	Nation-wide
Results to date	The centre consulted 50 clients. Main clients of centre includes <ul style="list-style-type: none"><li>- Machinery: Saigon Auto Machinery Company (SAMCO); SGE Schindler Elevator Joint Venture Company.</li><li>- Textile: Viet Thang Textile company;</li><li>- Construction: Concrete No. 620 Company; Air construction Company (ACC)</li><li>- Material production: Van Tuong Cement factory</li><li>- Plastic bag, Chemistry: Mosfly Joint Venture Vietnam</li></ul>

### 3.13 TQM Consultancy Ltd. Co.,

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#### General information

Address	23A Nguyen Thi Dieu Street, District 3, HCM City	
Telephone/Fax	Tel: 08-930 1748	Fax: 08 930 1357
Email	<a href="mailto:t.q.m.co@hcm.vnn.vn">t.q.m.co@hcm.vnn.vn</a>	
Website	<a href="http://www.tqm.com.vn">www.tqm.com.vn</a>	
Contact person and title	Phan Tam Tinh, Director	
Address of Subsidiaries	123N, Thuy Khue Street, Hanoi City	
Telephone/Fax		
Email		
Main Service Area	Consultancy	
Year Established	1999	
Legal form	Limited company	
Ownership	Private	
Total number of staff	19	
Number of professional staff	10	
Number of support staff	9	

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- Main services**
- Consult client in building QMS based on ISO 9000, 14000, HACCP
  - Assist client in applying sale network, building trademark, and restructuring.
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#### Main customers

Companies	Private enterprises (Majority), SOEs
Sectors	
City/ Region	HCM City, Hanoi, Hai Phong, Nghe An, Dong Nai, Binh Duong, Phan Thiet, Long An, Dong Thap
Results to date	The company assisted 70 clients, among of them, 30 clients received ISO 9000, SA 8000, and HACCP certification. Main clients of company include:

### 3.14 Vietnam Productivity Centre

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#### General information

Address	8 Hoang Quoc Viet Street, Cau Giay District, Hanoi City	
Telephone/Fax	Tel: 04-756 1501	Fax: 04 756 1502
Email	<a href="mailto:vpchn@vpc.org.vn">vpchn@vpc.org.vn</a>	
Website	<a href="http://www.vpc.org.vn">www.vpc.org.vn</a>	
Contact person and title	Pham Thanh Hung, Director Development strategy	
Address of Subsidiaries	19 Dong Da Street, Hai Chau District.	
Telephone/Fax	Tel: 0511.886872	Fax: 0511.886873
Address of Subsidiaries	25A Yen The Street, Ward 2, Tan Binh District,	
Telephone/Fax	Tel: 08 845 3208,	Fax: 08 848 5396
Main Service Area	Consultancy and training	
Year Established	1997	
Legal form	Public Agency	
Ownership	State	
Total number of staff	90	
Number of professional staff	36	
Number of support staff	30	

- 
- Main services**
- Deliver consulting service and training courses on QMS based on ISO (9000, 14000), 5S, TQM, HACCP
  - Co-ordinate and implement project: green productivity, community development, trade village development
  - Provide solution on online management system, support software, knowledge management in company.

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#### Main customers

Companies	SOEs (60%), Small and Medium size Enterprises, FIEs
Sectors	Mechanics, Processing industry, Electricity-Electron-Communication, Textile and clothing, Construction, Plastic, Oil and gas, Medical equipment, Leather, Administration organisations.
City/ Region	Nation-wide
Results to date	The centre consulted 250 clients to obtain ISO certification and now it holds 25-30% market share. Main clients of centre include 10 General Corporation, their member companies, and other companies operating in many industries.

### 3.15 Quan Quan Ltd., Co.

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#### General information

Address	Number 35/16, 5-7 Duong Quang Ham Street, Ward 17, Go Vap District, HoChiMinh City	
Telephone/Fax	Tel: 84.08.984 1701	Fax: 84.08.984 0954
Email	<a href="mailto:bvcamtam@hcm.fpt.vn">bvcamtam@hcm.fpt.vn</a>	
Website		
Contact person and title	Vo Tien Loi, Director	
Address of Subsidiaries	None	
Main Service Area	Technological science services	
Year Established	1997	
Legal form	Limited Company	
Ownership	Private	
Total number of staff	08	
Number of professional staff	03	
Number of support staff	05	

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- Main services**
- Conduct technological methods to protect environment, design models, which meet commercial service quality standards.
  - Provide consulting service on Quality Management System.
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#### Main customers

Companies	Private companies, FIEs, Joint Ventures, SOEs
Sectors	Banking, industry, fishery, food-stuff, laboratory
City/ Region	HoChiMinh City, Hanoi City, Vung Tau, Vinh Long, Nha Trang, DakLak, Minh Hai.
Results to date	The company consulted 20-25 companies to achieve ISO certification. Quan Quan's main clients comprise Tan Cuong Thanh Company, Thinh Phat (produces electric wives), VKX Company (switchboard), Enamelled tile My Duc company (Ceramic), East Asia Bank, Nigico company (Fishery), L.Q Joton Company (produces paint for decorating in construction), Cam Nguyen company (steel), Mai Anh company (powder milk), HCMC Center for laboratorial analysis service and The laboratory for cable of Vina GSC (ISO/IEC Guide 25.1990)...

### 3.16 Toan Tin Consulting & Business Services

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#### General information

Address	26/43 Nguyen Binh Khiem, DaKao Ward, District 1, HCM City
Telephone/Fax	Tel: 848 9103867 - 9103868
Email	<a href="mailto:chau@global-standards.com">chau@global-standards.com</a>
Website	<a href="http://www.global-standards.com">www.global-standards.com</a>
Contact person and title	Nguyen Ngoc Chau, Executive Director
Address of Subsidiaries	
Main Service Area	Consultancy
Year Established	2000
Legal form	Limited Company
Ownership	Private Enterprise
Total number of staff	
Number of professional staff	4
Number of support staff	3

#### Main services

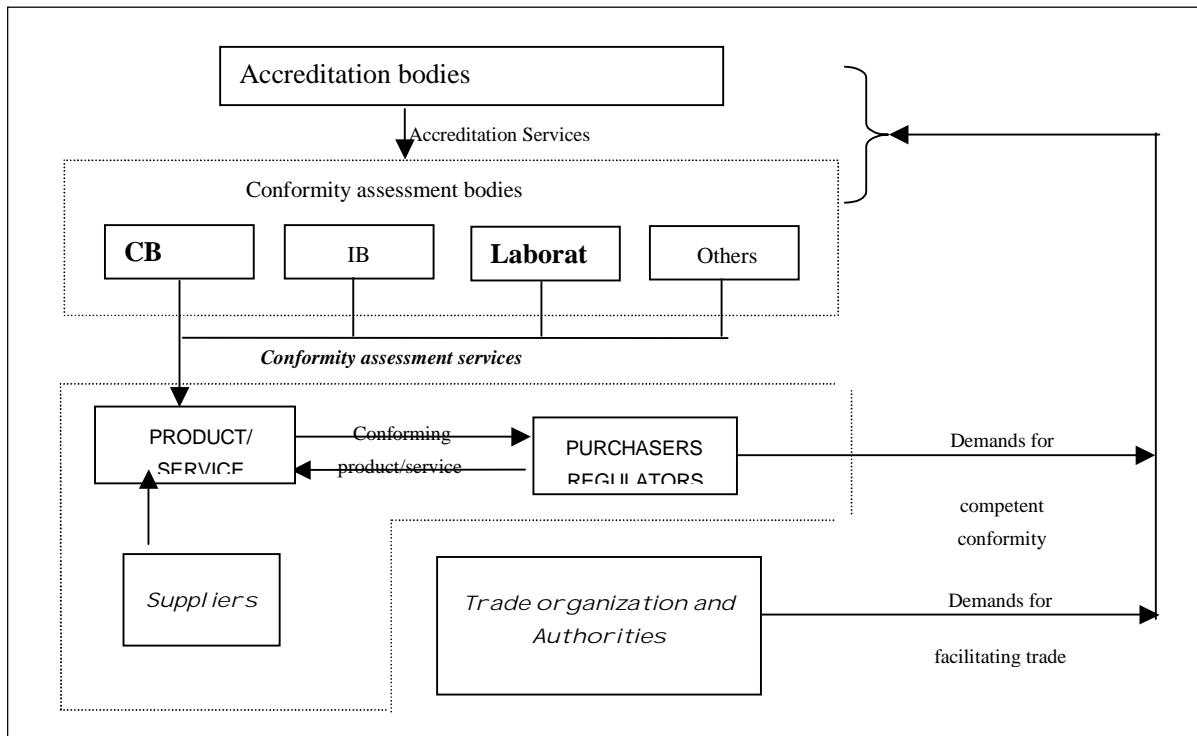
- Auditing & monitoring manufacturer labour & social compliance (internal, second party & independent audits) according to Vietnam labour law, international labour standards (Company Codes of Conduct, FLA-Fair Labour Association, WRAP-Worldwide Responsible Apparel Production, SA8000, etc.)
- Consulting & training on implementation (remedial and corrective action plans) for labour standards WRAP, Company Codes of Conduct, SA 8000 and local legal compliance.
- Consulting, set up and training on CSR systems (including labour, safety and environmental standards) covering management and documentation systems (work rules, worker handbook, management manuals, production records etc.)
- Consulting and training courses for management & staff on labour compliance codes and practices and other labour relation programs.
- Labour news and Legal Updates

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#### Main customers

Companies	FLA member Companies, International Brands with manufacturing suppliers in Vietnam, local factories applying for WRAP certification or working on labour compliance implementation.
Sectors	Textile, apparel, handicraft & wood furniture exporter.
City/ Region	Ho Chi Minh City & other provinces
Results to date	Our clients including Fair Labour Association, GAP, Ikea, Adidas, Nike, Reebok, Sears, etc.

## 4 Supervision in the Market



Legends: CB: Certification Body IB: Inspection Body

## **5 Vietnam Accreditation Body Profile**

- Name : Bureau of Accreditation (BoA)
- Date of establishment: 1995
- Status: Degree of the Minister of Science Technology and Environment
- Operating Services: Accreditation assessment for certification bodies, inspection bodies and laboratories, but none accreditation certificate for certification bodies awarded (over 100 accreditation certificate for laboratories and 2 for inspection bodies granted).
- A joint Auditor registration was established with QSA of Australia. 7 Vietnam auditors were registered with this program.
- Associate: ILAC and APLAC MRA members for accreditation scheme for laboratories. Associate member of PAC

## **6 STAMEQ Profile**

- Name : The Directorate for Standards and Quality (STAMEQ)
- Date of establishment: 1962
- Status: Government Organisation under the Ministry of Science and Technology
- Location: Hanoi, HoChiMinh City and Danang.
- Staff: about 1000
- Functions: Administration for all activities of standards, quality and metrology in Vietnam
- Other Services: Offering services of accreditation, certification, consulting, training and testing.

## 7 List of certification bodies in Vietnam

No	Certification Body	Address	Parent Company
1	QUACERT Vietnam CCertification Services	8 Hoang Quoc Viet, Caugiay, Hanoi	
2	BVQI Bureau Veritas Quality International	137 Nguyen Van Trois, Dist PhuNhan, HoChiMinhcity.  Hanoi Branch: 44B Ly Thuong Kiet	BVQI Bureau Veritas Quality International  H/O: 2 <sup>nd</sup> Floor Tower Bridge Court. 224 ÷ 226 Tower Bridge Road London E1 2 TX. United Kingdom
3	QMS QMS Certification Services Pty. Ltd	2 Phung Khac Hoan, Q1, HoChiMinh City  Hanoi Branch: 64 Nguyen Hong, Hanoi	QMS QMS Group International Pty. Ltd  No7 Charles Court, Wantina South, Melbourne 3152 Vic. Australia Tel: 613 9801 8388 Fax: 613 9801 8533
4	DNV Det Norske Veritas AS	4 Le Qui Don, Vung Tau  HoChiMinh Office: 8A/11 D1 Thai Van Lung, HoChiMinhcity	DNV Det Norske Veritas AS  Norway: Veritasveien 1, N-1322 Hovik, Norway
5	AAI AFAQ ASCERT International	197 Dien Bien Phu, Q3, HoChiMinh City  Hanoi Office: AFAQ-ASCERT International. 363 Hoang Quoc Viet, Caugiay, Hanoi	AFAQ - ASCERT International.  116 Avenue Aristide Briand. F 92225 Bagneux Cedex. Paris. France. Tel: 00 331 4615 7060 Fax: 00 331 4615 7069 Website: <a href="http://www.afaq.org">http://www.afaq.org</a> .
6	TüV Rheinland Vietnam Co Ltd	Unit 608, The Landmark, 5 <sup>B</sup> Ton	TüV RHEINLAND BERLIN – BRANDENBURG

No	Certification Body	Address	Parent Company
		Duc Thang, Dist.1, HoChiMinh City	Am Grauen Stein/ D - 51105 Cologne. Gemany. Tel: 49 211 8063 090 Fax: 49 211 806 114 Website:http://www.tuv.com.
7	TüV CERT TüV CERT Certification body of Tuv Nord e.V.	6/C 8 c Nam Thanhcong, Hanoi	TüV NORD Group  Graße Bahnstraße 31. D - 22525 Hamburg – Germany Tel: 49 (0) 40 8557 2931 Fax: 49 (0) 40 8557 2806 Email: <a href="mailto:tininternational@tuev-nord.de">tininternational@tuev-nord.de</a> . Website:http://www.tuev.nord.de.
8	SGS Vietnam Ltd	63 Ngo Thoi Nhiem, Dist.3, HoChiMinh City	N/a
9	Global	34 A- Tran phu, Hanoi	Global Certification Group (UK) Website:http://www.globalcertificat ion.com

Other certification bodies who granted QM certificates to Vietnam-based companies have not registered in Vietnam

No	Certification Body	Address
1	AJA	Room 1802, 18 <sup>th</sup> Floor Jasmine International Tower. 200 Moo4, Changwattana Rd. T. Pakkret, A. Pakkret, Nonthaburi, 11120 Thailand Tel: 662 9649 919 Fax: 662 9649 920
2	PSB (Singapore)	3 Science Park Drive #03-18, PSB Annex, Singapore 118223 Tel: 65 7729 579 Fax: 65 8720 531
3	ASTA (UK)	N/a
4	UL (US) – Korea Branch	N/a

5	C.Q.C (China)	N/a
6	ABS Quality Evaluation (US)	N/a
7	BM-Trada (UK) – Thailand Branch	N/a
8	BSI (UK)	N/a
9	LLOYD'S	N/a
10	LRQA	N/a

## **8 Background Of Some International Standards**

### *ISO 9000/1*

This is the most successful ISO standards . It is a set of ISO 9000 standards developed by ISO TC 176 and was first issued in 1987. Then it was revised in 1994. After that in December 2000, ISO 9001: 2000 has been issued to replace 3 set of standards: ISO 9001, 9002 and 9003: 1994. ISO 9001 is official named Quality Management System-Requirements.

ISO 9001:2000 is primary concerned with quality management and is based on eight quality management principles which can be used by organisations as a framework to guide their organisations towards improved performance.

### *ISO 14001*

The International Standards ISO 14001 specifies requirements for an environmental management system, to enable an organisation to formulate a policy and objectives taking into account legislative requirements and information about significant environmental impacts. It applies to those environmental aspects, which the organisation can control and over which it can be expected to have an influence.

Implementing ISO 14001 helps organisations to form a convincing statement that its environmental management system is up to international interpretation of the standard as well as in compliance with local legal requirements.

### *SA 8000 (Social Accountability 8000)*

The standards SA 8000 is an uniform, auditable standard for a third party verification system. SA 8000 is modelled after ISO 9000 and based on the principles of 11 Conventions of the International Labor Organization (ILO), the University Declaration of Human Rights, and the United Nations Convention on the Rights of the Child. The standard covers eight workplace conditions: child labor, forced labor, health and safety, discrimination, compensation, freedom of association and the right to collective bargaining, working hours, disciplinary practices. The ninth area covered by standard is management systems, stipulating necessary systems for ensuring ongoing conformance with requirements of standard.

### *The HACCP (Hazard Analysis and Critical Control Points) standard*

HACCP is the systemic and scientific method, which identifies the special hazards and finds solutions to control and ensure food sanitation. It is an instrument to identify the hazards,

focusing rather on preventive control than testing on final products. In all cases, HACCP system facilitates the technological development and advanced processing line.

*TQM (Total Quality Management)*

TQM is an approach to continuous improvement for an efficient and effectiveness organisation. Despite of the existence of many different concepts and philosophies, it is the consensus that TQM attends to the quality of all activities, the awareness and commitment of the whole team of staff in the enterprises/ organisations especially the leadership. The salient features of TQM can be described in 12 major points: awareness, commitment, organization, measurement, quality planning, quality design, quality management system, application of statistical methods. Japanese are pioneers in applying this approach.

*QM Tools*

7 old tools

- Check sheet
- Pareto
- Histogram
- Scatter Diagram
- Flow Chart
- Cause and Effect
- Control Chart

Some others tools

- Affinity Diagram
- Matrix Diagram
- Force Field Analysis
- Quality Function Deployment/ House of Quality (QFD)
- Failure Mode and Effect Analysis (FMEA)