



NATIONAL QUALITY INFRASTRUCTURE PROJECT FOR NIGERIA  
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“The ISO 9001:2015 implementation has lifted up our standards. The method of training that we conduct now is far ahead of what it used to be previously. We have put in place a management system. We have implemented ISO 9001 in our organization. It is a continuous process.”

Angela Daniel, President, WEAN

## Implementation of a Quality Management – ISO 9001:2015

Quality Management Systems (QMS) ISO 9001 is one of the most widely implemented standards globally. The international standard is based on quality management principles such as a strong customer focus, motivation and implication of top management, the process approach and continual improvement. As of 2013, the worldwide total of ISO 9001 certificates was 1,126,460, with Nigeria accounting for 65. This amount placed Nigeria far behind the top three countries in Africa: South Africa (3,565), Egypt (2,133) and Tunisia (838).

### UNIDO’S APPROACH

Nigeria’s micro-, small- and medium- sized enterprises (MSMEs) which intend to be compliant with the ISO 9001:2015 standard spend an average of US\$1,000 per person to receive their certification. The European Union-funded National Quality Infrastructure Project for Nigeria (NQIP), implemented by the United Nations Industrial Development Organization (UNIDO), has made significant progress in advancing the uptake of skills related to quality in order to promote economic growth in Nigeria.

In May and June 2016, 162 people from the private sector and government ministries, departments and agencies, were trained in ISO 9001 with a success rate of about 75 per cent. One hundred and twenty four people have been certified as lead auditors and lead implementers. Of this number, 47 per cent report that they have implemented the QMS standard in their organizations.

### IMPACT

One of the beneficiaries of the ISO 9001 training from the Women Entrepreneurs Association of Nigeria (WEAN) began the process of sharing the knowledge through courses facilitated in the organization’s training centre. WEAN empowers women and young people with skills by facilitating trainings on entrepreneurship and vocational/life skills. The implementation of ISO 9001:2015 at WEAN has upgraded the delivery of its training and empowerment programmes. It has also helped integrate customer feedback and improve WEAN’s organizational structure as well as its processes and job responsibilities.

This development led WEAN to set up a limited liability company, WEANiscol, to diffuse knowledge on the topic of quality among MSMEs. WEANiscol operates as a for-profit subsidiary and provides training on ISO 9001:2015 at a fee per persons. It provides consultancy services on the implementation of ISO 9001:2015 for MSMEs. It has organized over three training

programmes since it commenced operations in 2018 and has trained over 36 people in QMS.

### WAY FORWARD

WEANiscol has been investing in rigorous marketing and awareness creation activities to sensitize businesses on the need to learn about and implement QMS. The QMS training provided by WEANiscol has driven the growth of WEAN, generating income with the potential to sustain the company as well as enabling the training centre’s entry into new markets.

### AT A GLANCE

<b>Project title</b>	National Quality Infrastructure Project for Nigeria (NQIP)
<b>Thematic area</b>	Advancing Economic Competitiveness
<b>Donor</b>	European Union
<b>Project counterpart</b>	Federal Ministry of Industry, Trade and Investment (FMITI)
<b>Budget</b>	12,080,000 EUR
<b>Duration</b>	July 2013 – January 2019