Case Study

Enhancing Saint Lucia Bureau of Standards (SLBS) online resources to promote the use of standards.

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Commonwealth Standards Network

International standards, formulated by experts, are an agreed way of doing something by implementing best practice. They bring confidence to regulators, businesses and consumers that products and services are safe, reliable and of good quality. For businesses who implement them, they can help improve performance, reduce risks, increase sustainability and reduce technical barriers to trade.

The Challenge:

The Saint Lucia Bureau of Standards (SLBS) in collaboration with the Commonwealth Standards Network (CSN) identified that there were opportunities for SLBS standards development processes to be more accessible, representative, and collaborative to best represent the needs of standards users in Saint Lucia and increase their buy-in to the use of standards.

It was also identified that the benefits of using international standards and the services that SLBS offer could be better communicated to stakeholders to increase the use of international standards – this has benefits for helping in Saint Lucia achieve developmental goals and increasing international trade.

"A customer visiting the site can access the Standards Online Shop, there they will search for a standard by using a key word... standards related to that key word will show up where they can choose the standard they would like to purchase... Customers can also pay for services via the webstore. For example, Gas Pump Verification is a service that we provide here at the Bureau."

SLBS Communications Officer, Marciano Busby at the SLBS webstore launch 14/10/2021.

The Solution:

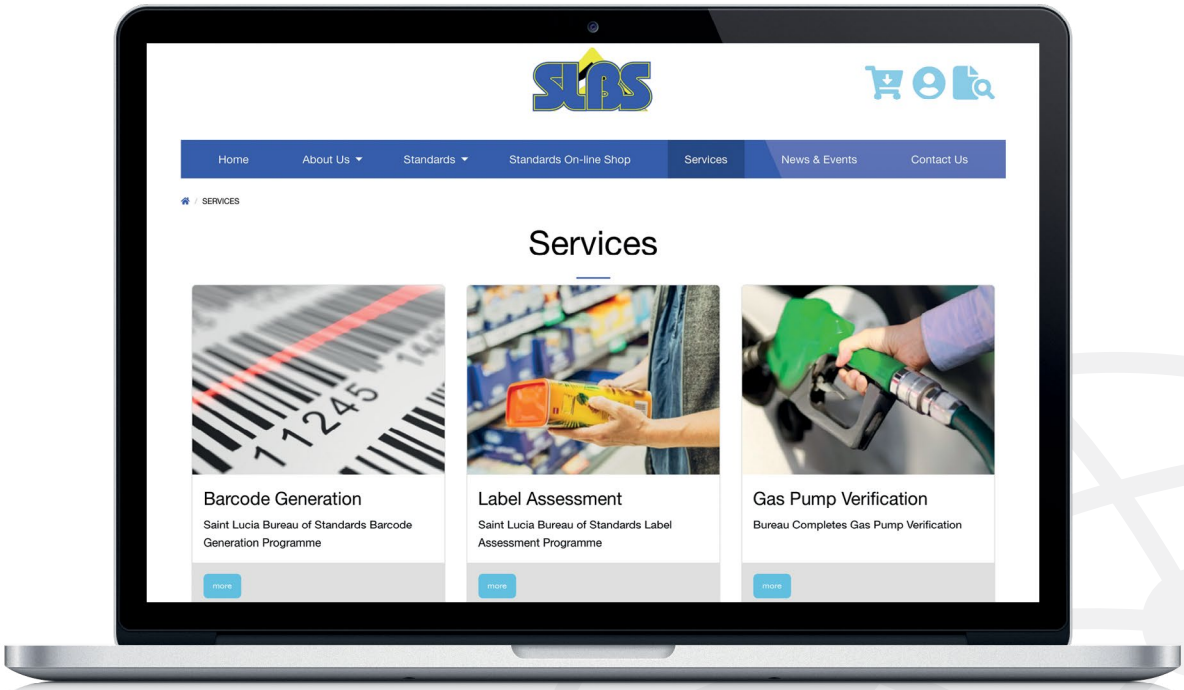
SLBS and the CSN applied international best practice guidelines to analyse, review, and then enhance SLBS online capabilities to improve access to standards development processes and the purchase of standards and services from SLBS.

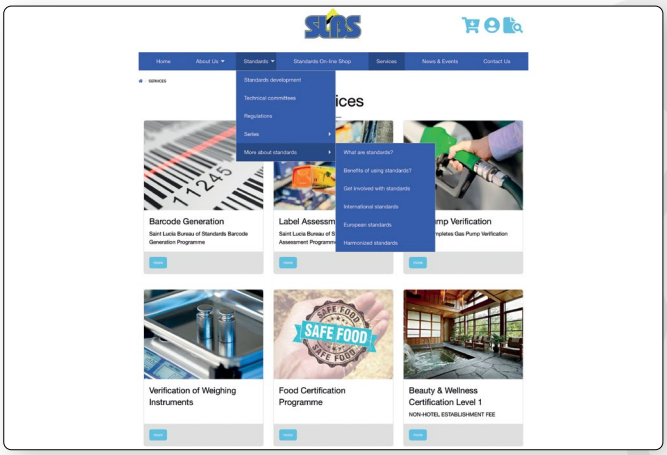
"Today, we launch the SLBS webstore – a key result of the CSN programme... With the advent of Covid19-, we are challenged more than ever before with unemployment, productivity and competitiveness. In order to improve the lives of our people, we must address those challenges head on, and the SLBS is central in this fight and in the achievement of our national development plan... SLBS represents in a tangible manner the unique interface between standards and the consumer. SLBS ensures the maximum participation of consumers through the public comment stage in standards development."

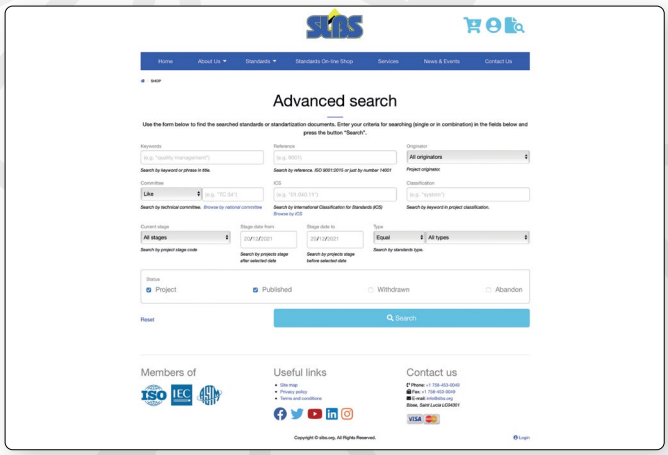
Saint Lucia Minister for Commerce, Manufacturing, Business Development, Cooperatives and Consumer Affairs, Emma Hippolyte at the SLBS webstore launch 2021/10/14

"SLBS is proud to launch this webstore as a key outcome which cements the work done in being responsive to the needs of the public to have standards as accessible as possible. The Covid19- pandemic highlighted the need to have the electronic access to the services of the Bureau."

SLBS Director of Standards, Verne Emmanuel at the SLBS webstore launch 2021/10/14.







"The development and adoption of standards for the services sector ensures that the Bureau remains relevant and positions Saint Lucia to maximize the opportunities for economic growth and development"

Saint Lucia Minister for Commerce, Manufacturing, Business Development, Cooperatives and Consumer Affairs, Emma Hippolyte at the SLBS webstore launch 14/10/2021

The Results:

SLBS and its stakeholders are benefiting from the following online developments:

- Improved public access for commenting on standards development:
  - Increased stakeholder representation which means that standards are more representative of their needs and are more likely to be used more widely.
- New SLBS publishing tool:
  - Improved efficiency and effectiveness of the SLBS standards department for publishing standards.
- Improved online access to SLBS standards and services:
  - SLBS is more financially independent and better able to provide targeted support for the growth in the economy of Saint Lucia. Stakeholders have improved access to standards and standards related services – this benefits Saint Lucia's development and reduces technical barriers to international trade.

The CSN is a collaborative network that supports trade, economic growth and prosperity throughout the Commonwealth by promoting increased awareness, development and use of international standards.

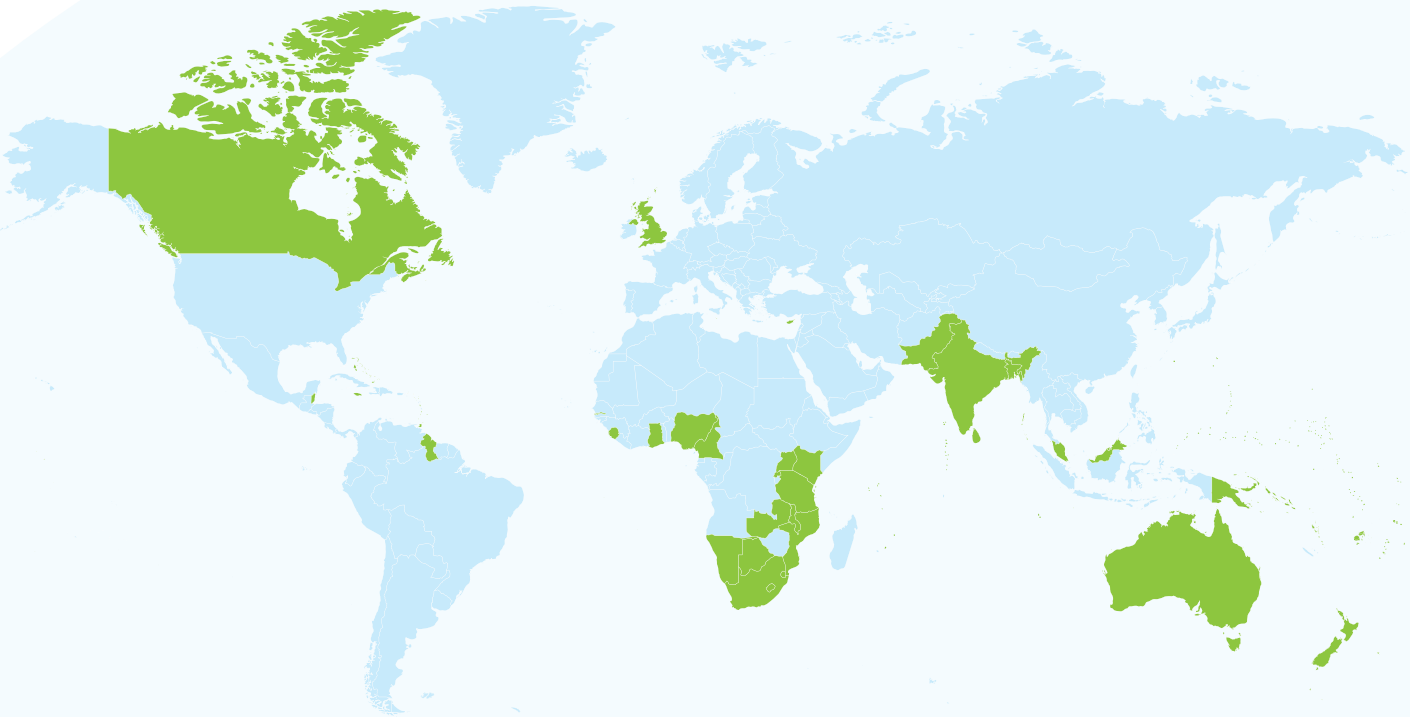
International standards play an important role in promoting productivity and efficiency, reducing costs, removing barriers to trade, and driving economic growth. As such, the CSN is especially relevant to National Standards Bodies from Commonwealth nations that are looking to boost support of their nations international trade capabilities.

The CSN is a collaborative network open to all Commonwealth countries, its members are actively involved in shaping its development so that outcomes will best suit their needs.

Find out more...

If you would like find out more about the CSN or wish to participate or support this important initiative, please visit www.commonwealthstandards.net

CSN Senior Programme Manager, Ben Hedley: ben.hedley@bsigroup.com



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