

SCRIPT – ETHICS AND LEGAL REQUIREMENTS IN QUALITY ASSURANCE

Cover Page – Slide 1

I welcome you all to this exciting session on Ethics and Legal Requirements in Quality Assurance.

Learning Outcomes – Slide 2

At the end of this session, it is my belief that we would have achieved the following Learning Outcomes:

- Discuss the concept of Ethics.
- Explain the benefits of Quality Standards.
- Describe the relationship between Quality and Ethics.
- State the agencies responsible for Quality Assurance.

What is Ethics? – Slide 3

Ethics is based on well-founded standards of right and wrong that prescribe what humans ought to do, usually in terms of rights, obligations, benefits to society, fairness, or specific virtues.

Ethics, for example, refers to those standards that impose the reasonable obligations to refrain from rape, stealing, murder, assault, slander, and fraud. Ethical standards also include those that enjoin virtues of honesty, compassion, and loyalty. And, ethical standards include standards relating to rights, such as the right to life, the right to freedom from injury, and the right to privacy. Such standards are adequate standards of ethics because they are supported by consistent and well-founded reasons.

Importance Of Ethics – Slide 4

The following are the importance of Ethics:

1. Builds a positive Corporate Culture.

An organization devoting resources to developing policies and procedures that encourage ethical actions builds a positive corporate culture. When employees feel good about being at work, the overall feeling in the organization is more positive. This breeds organizational loyalty and productivity because employees feel good about showing up for work.

2. Boosts Consumer Confidence.

An organization can lose customer confidence very quickly with a few bad online reviews. Organisations must retain consumer loyalty through ethical practices that start with fair and honest advertising methods.

3. Reduces Financial liabilities.

Organisations that don't develop policies on ethical standards risk financial liabilities.

4. Minimises potential lawsuits.

Another area of financial liability exists with potential lawsuits. No organization is exempt from a disgruntled employee or customer who claims discrimination. Organisations must maintain policies and procedures addressing various types of harassment and discrimination.

What are Quality Standards? – Slide 5

Quality standards are defined as documents that provide requirements, specifications, guidelines, or characteristics that can be used consistently to ensure that materials, products, processes, and services are fit for their purpose.

Standards provide organizations with the shared vision, understanding, procedures, and vocabulary needed to meet the expectations of their stakeholders. Because standards present precise descriptions and terminology, they offer an objective and authoritative basis for organizations and consumers around the world to communicate and conduct business.

Advantages of Quality Standards – Slide 6

Organizations turn to standards for guidelines, definitions, and procedures that help them achieve objectives such as:

- Satisfying their customers' quality requirements
- Ensuring their products and services are safe
- Complying with regulations
- Meeting environmental objectives
- Protecting products against climatic or other adverse conditions
- Ensuring that internal processes are defined and controlled

Use of quality standards is voluntary but may be expected by certain groups of stakeholders. Additionally, some organizations or government agencies may require suppliers and partners to use a specific standard as a condition of doing business.

Importance of Quality Standards – Slide 7

Standards are important to the bottom line of every organization. Successful companies recognize standards as business tools that should be managed alongside quality, safety, intellectual property, and environmental policies.

- ✓ Standardization leads to lower costs by reducing redundancy, minimizing errors or recalls, and reducing time to market.
- ✓ Businesses and organizations complying to quality standards helps products, services, and personnel cross borders and ensures that products manufactured in one country can be sold and used in another.
- ✓ Many quality management standards provide safeguards for users of products and services, but standardization can also make consumers' lives simpler.
- ✓ A product or service based on an international standard will be compatible with more products or services worldwide, which increases the number of choices available across the globe.
- ✓

Quality and Ethics – Slide 8

Quality appears to be good business. Quality is also good ethics. It is unethical to ship defective products knowingly to customers. Reliable products with low defects reflect an ethical approach of management's care for its customers.

As an example, if someone in the grocery store has to choose between the two leading brands of paper towels one of which is the quicker picker-upper and another is ultra-strong. One of the brands of paper towels is made from 100% recycled materials.

The good ethics marketing revolution becomes a problem when companies and advertisers cannot teach us how to differentiate between what is a company with good ethics and what is a company with a quality product. If consumers demand more companies to be ethical and have better quality standards, then this will force the companies to become this way in order to meet their consumers' demands.

Today, companies are marketing the ethical values of their products that not only meet customers' needs but also provide health care. Having an ethical rationale for Total quality management and the resulting goals, strategies, and processes can assist organizational leaders as they attempt to train, inform, motivate, and support their employees in the pursuit of these goals and strategies.

Comprehension of the ethics of principle, purpose, consequence, and the situation can help organizational members to see the need of Quality and can overcome objections to the implementation of the systems.

If quality meet ethical standard, it can appeal to principle, purpose, consequence, and the current situation of the organization and higher reputation becomes obvious. Therefore, adding ethical considerations to quality design, quality training be beneficial in gaining company sucess.

Agencies responsible for Quality Assurance in Nigeria – Slide 9

There are numerous agencies responsible for Quality Assurance in Nigeria. These institutions focus on specific areas of quality assurance. They are as follows:

1. National Agency for Food and Drug Administration and Control (NAFDAC)
2. Nigeria Agricultural Quarantine Services (NAQS)
3. Department of Veterinary and Pest Control Services (DVPCS)
4. Department of Fisheries
5. Standards Organization of Nigeria (SON)

National Agency for Food and Drug Administration and Control (NAFDAC) – Slide 10

NAFDAC (National Agency for Food and Drug Administration and Control) is the designated competent authority under Codex Alimentarius in compliance with Sanitary and Phytosanitary (SPS) measures.

NAFDAC issues the health certificate and the certificate of manufacture & free sale. This is important when exporting (processed and semi-processed) food items, cosmetics, medical devices, chemicals, and detergents.

Nigeria Agricultural Quarantine Services (NAQS) – Slide 11

Nigeria Agricultural Quarantine Services is the designated competent authority under International Plant Protection Convention (IPPC) in compliance with Sanitary and Phytosanitary (SPS) measures. This ensures that Nigerian agricultural exports meet international standards. The organization issues the phytosanitary certificate for export of agricultural produce.

Department of Veterinary and Pest Control Services (DVPCS) – Slide 12

Department of Veterinary and Pest Control Services is a department in the Federal Ministry of Agriculture and Rural Development. It is designated as the competent authority under the World Organization for Animal Health standards, guidelines and recommendations as stipulated by the Office International des Epizooties (OIE).

DVPCS issues the International Veterinary Entry Document (CVED/IVED) for exports of animals and animal products. It aims to guarantee that wholesome food of animal origin from Nigeria complies with export requirements.

Department Of Fisheries – Slide 13

Department of fisheries is a department in the Federal Ministry of Agriculture and Rural Development. It is designated as the competent authority for the issuance of health certificate for export of fish and fishery products.

Standards Organization of Nigeria (SON) – Slide 14

Standards Organizations of Nigeria (SON) provides national standards that are applicable to the export of goods. It has accredited laboratories for physiochemical and microbiological tests on food samples.

Within SON, the following sub-laboratories are available:

- Food microbiology testing Lab
- Food physiochemical testing Lab
- Micro-nutrients Lab
- Mycotoxin Lab

Conclusion – Slide 15

Hey, so in the past few minutes, we have been able to look at:

- Concept of Ethics.
- Benefits of Quality Standards.
- Relationship between Quality and Ethics, and,
- Agencies responsible for Quality Assurance in Nigeria.

Ethics and quality serve the same purpose. Both evoke what is good, fine, and right. Quality cannot be achieved without ethics, as ethics builds trust and trust is an essential ingredient of Total Quality. It is commonly believed that high quality cannot be achieved without ethics. Low quality is both the cause and the result of unethical activities.

Thank you and Stay Safe. Bye

