



**SIR LANKA EXPORT DEVELOPMENT BOARD**

**Terms of Reference (TOR) for Consultant**

**OBTAINING ISO 9001:2008 CERTIFICATION FOR SRI LANKA EXPORT DEVELOPMENT BOARD**

<b>1. Job Title</b>	Consultant
<b>2. Organization</b>	Sri Lanka Export Development Board
<b>3. Programme</b>	Obtaining ISO 9001:2008 Certification for Sri Lanka Export Development Board
<b>4. Location</b>	Sri Lanka Export Development Board, 42, Navam Mawatha, Colombo 2
<b>5. Expected start Date of Consultancy</b>	1 <sup>st</sup> October 2015 <b>Duration</b> 9 Months
<b>6. Report to</b>	R.M.P.Hewaliyanage – Additional Director General (F&A)

**7. GENERAL DESCRIPTION OF TASK(S), SCOPE OF WORK AND OBJECTIVES TO BE ACHIEVED**

The SLEDB is the apex organization for development & promotion of exports. The International Trade Centre of Geneva and MTI Consultants who carried out assessments of the SLEDB's present systems, processes and procedures as a part of their specific consultancies have emphasized the need of documentation of systems, processes and procedures to enhance productivity and efficiency of its services to internal and external stakeholders.

In addition, documentation of major operations of own systems/ manuals will fall in line with the good governance which will further enhance the prevailing systems, processes and procedures for better productivity, efficiency and reliability.

Hence, it is proposed to invite for tender from eligible and qualified experts/ competent consultants to obtain the service of a consultant; to work with the Task Force, for developing Quality Policy and documentation required for establishment of the ISO 9001:2008 Certification for the Sri Lanka Export Development Board (SLEDB) by the SLSI.

**OBJECTIVES**

- To avoid possible deviations from standards in carrying out respective duties and to set the systems, processes and procedures in order to ensure obtain optimum efficiency & productivity.
- To meet the evaluation criteria of ITC in benchmarking the board as one of the sought after trade promotion institutions.
- To benchmark SLEDB as a service excellence Organization.
- To fall in line, the documentation of major operations of own systems/ manuals with the good governance which will further enhance the prevailing systems, processes and procedures for better productivity, efficiency and reliability

**SCOPE OF WORK**

The services of a Sri Lankan service provider having relevant experience (company name) will be obtained for entire task, for working with the Task Force and with relevant stake holders, for developing Quality Policy and documentation required for the ISO 9001:2008 Certification for the Sri Lanka Export Development Board (SLEDB) by the SLSI.

in relation to the above task the Consultant needs to;

- demonstrate SLEDB's ability to consistently provide a service that meet customer and applicable statutory and regulatory requirements and,
- aims to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and to assure of conformity to customer and applicable statutory and regulatory requirements

8. WORK PLANE INDICATORS	
	<b>Required completion date</b>
1. Conduct Gap Analysis of the existing documentation against the requirement of ISO 9001:2008	November 2015
2. Development of required documents ; quality manuals procedures work instructions forms and schedules	February 2016
3. Provide General awareness on ISO 9001 to all workers/Specific training on procedures, Work Instructions etc.	April 2016
4. Guidance for annual surveillance Audits.	June 2016
5. Guidance for obtaining & implementation for certification on ISO 9001.	

9.HOW TO APPLY
<p>Interested applicants are required to send the proposals with their financial consideration and duly filled Application Form. Application Form and the TOR could be downloaded from SLEDB website <a href="http://www.srilankabusiness.com">www.srilankabusiness.com</a> under "Announcements".</p> <p>Tender to be sent under Registered Post to <b>Chairman &amp; CEO, Sri Lanka Export Development Board, DHPL Building, No: 42, Nawam Mawatha, Colombo 2 on or before.....2015.</b></p> <p>"<b>Tender for Consultancy Services –ISO 9001:2008</b>" should be indicated on the top left hand corner of the envelope.</p> <p>For further details please contact Mr. Prasad Daluwatta, Deputy Director (Task Force Leader) Mobile : 071 4805749, Direct Tel: 2303974, General Tel: 230705-11 (Ext. 231), Fax: 2300717, email: <a href="mailto:Prasad@edb.gov.lk">Prasad@edb.gov.lk</a></p> <p style="text-align: center;"> Chairman &amp; Chief Executive  <b>Sri Lanka Export Development Board</b>  DHPL Building  No: 42, Nawam Mawatha, Colombo 2  <a href="http://www.srilankabusiness.com">www.srilankabusiness.com</a> </p>