

Polish Committee for Standardization

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Warsaw, 2006.

Ladies and Gentlemen,

The second year has passed since the Polish Committee for Standardization (PKN) operates within the structures of CEN and CENELEC, the European Standardization Organizations. This was not only a period of intensive efforts related to the continuous process of harmonization of Polish Standards (PN) with the European Standards, but also the time of important events and ceremonies, as well as new initiatives of PKN.

For the first time in our history, meetings of CENELEC Administrative Council (CA), attended by the President Dr Ulrich Spindler and CENELEC Technical Board (BT), was held in Warsaw, on 13-14 September 2005.

Warsaw was chosen as the meeting place only 16 months after PKN had become a full member of CEN and CENELEC.

The decision to choose Warsaw and PKN as the organizer of the meeting is perceived as a proof of recognition for the position and active role of PKN in the European standardization family.

The historical dimension of this meeting comes down not only to the fact that it was the first meeting in Warsaw, and we will have a chance to organize another one in some 30 years, but also that during the two day meeting a number of important decisions were made, concerning, among others, new standardization projects and ratification or postponing the ratification of European Standards.

Cooperation among national standardization bodies within the structures of CEN and CENELEC is extremely important, but the contacts of PKN with the standardization organizations in the neighbouring countries acquire particular significance. Considering this, we should appraise the initiative of common, Polish-German celebration of the World Standards Day, entered by the Minister of Foreign Affairs of the Republic of Poland into the agenda of the "Polish-German Year". The celebration, under the banner of "Standards for a safer world" took place on 14 October 2005 in Berlin. It was attended by the representatives of the Polish embassy and German administration agencies, as well as economy leaders.

The speeches of the participants stressed out the significance and impact of voluntary standardization in the development of world trade and increase of its profitability, its significance for improvement of safety and sustoiveble enhancement of quality of life.

The meeting of the representatives of standards bodies from the countries of the Visegrad Group - Czech Republic, Hungary, Slovakia and Slovenia - which took place on 23-24 May 2005 in Warsaw and was organized on the initiative of PKN, also fats perfectly within the framework of cooperation among the national standardization organizations. It is the first meeting of such a line-up. Also on the initiative of PKN, a meeting of management of PKN authorities and national standards bodies associated in the Baltic Standards Forum (Lithuania, Latvia and Estonia) was held in Warsaw. These meetings are necessary due to common objectives resulting from belonging to the same geographic region and from interests requiring common initiative on the European forum.

Last year will go down in history as the year of new national initiatives. Polish Committee for Standardization, together with the Council of the City of Łódź, organized Polish Forum "Safety of Children as Consumers". The forum was held under auspices of the President of Łódź, Dr Jerzy Kropiwnicki. It was the first such initiative. Its goal was to focus on very important aspects of life - those related to safety of children in every environment and every situation. PKN has a very important role to play here, as an institution whose task is to participate in development of standards – including the standards that relate directly to the safety of children. The Forum was attended by representatives of producers, importers and vendors of clothes, toys, furniture and computer hardware, as well as consumer organizations and journalists. We intend to carry on with this form of promoting standardization in the years to come.

A quality management system introduced in PKN a year ago is constantly developed and improved, which was confirmed by a subsequent PCBC audit. Also the system of electronic data processing is developed and improved. This system will permit for full digitalization of the process of development and publication of standards. It will make PKN a standardization body worthy of 21st century.

PKN is especially concerned about efficient functioning of our Technical Committees (KT), which are the core of the standard development system. Enormous contribution of the many experts working in these Committees should be emphasized, as it is often underestimated by their own employers. This tremendous work is reflected in the 6,814 Polish Standards approved in 2005 (developed or being transpose it that of ENs) and in the 5,286 European and international documents enquired or voted upon. In order to facilitate and streamline the work of KT we started a cycle of training for KT secretaries. Such training will be continued.

The participation of Polish experts at the European and international level is significant. They are appreciated and contribute as representatives of the interests of Polish economy. As an expression of recognition, prof. dr hab. Krystyn Pawluk, the President of KT No. 8, was awarded the IEC "1906 Award", established on 100th anniversary of IEC, for outstanding contribution to electro technical standardization. I had the pleasure to give this award to prof. K. Pawluk at a ceremonial meeting of the KT presidents, on the occasion of the World Standards Day.

During that meeting the people maintaining the secretariats for ISO and IEC Technical Committees and Subcommittees in Poland received letters of appreciation for their contribution. However, it must be regretfully stated that the lack of sufficient financial support on the part of economic entities, which should be interested in the effects of standardization, does not allow to make better use of the potential of Polish experts in the international and European arena, which limits the possibilities of effective shaping of the solutions agreed upon there. Finally, let me remind you that the year 2005 was the 20th anniversary of the Resolution of the Council of European Union of May 7th 1985, on the New Approach to technical harmonization and standards. As a result, so-called New Approach directives were introduced, which seriously reinforced the role of standards in legislation. Due to the efforts of all our technical committees and PKN employees, we transpose all the European Standards harmonized with the New Approach directives into Polish Standards, bringing to life this concept of the resolution of the EU Council.

For 2006, PKN has ambitious plans to continue their activities from previous years, as well as to carry out new initiatives. We are sure it is going to be another successful year for Polish standardization.

Yours sincerely, dr Janusz Szymański President of the PKN



Warsaw 2006

Ladies and Gentlemen,

2006 started with biting frost. Fortunately, it did not freeze the tempo of work in Polish Committee for Standardization, which, with total commitment, executed last year's plan of activities and started carrying out new directives.

Respect is due to all the PKN employees, who put much effort into continuous process to harmonize Polish Standards. It is an important part of PKN activities, which helps to eliminate the distance between Poland and the Union. It is because Polish entrepreneurs become more and more aware of the fact that the standards, tough voluntary, let undertake competitive challenges in the single European Economic Area, and profit from it.

The PKN initiative to cooperate closer with the standards bodies of neighboring countries should be appreciated. In this light, the Polish-German celebrating of the World Standards Day should also be appraised.

The importance of common regional interest was also surely an essential argument for organizing – on PKN's initiative – a meeting of the representatives of standards bodies from the member countries of so-called Visegrad Group.

Talking about PKN's activities in 2005, one cannot omit the initiative of promoting standardization in various milieus, through panel discussions and meetings, like the one that took place in Łódź, under the banner of "Safety of Children as Consumers".

Finally, let me note that, compared to 2004, the amount of standards and other products sold by PKN in 2005 increased by 4.09%. It is an important indicator, considering the fact that the PKN's development strategy assumed a profit increase from sale of standards.

Closing my letter, I would like to wish all the employees and management of PKN, and also our friends at Standardization Council of PKN, that the year 2006 be as successful and full of our common achievements in the domain of standardization.

Yours sincerely,

Prof. Stanisław Tkaczyk, DSc, Chairman, Standardization Council at PKN

1 STANDARDIZATION SYSTEM

On January 1, 2003, the Standardization Act of September 12, 2002 (Journal of Laws No. 169, item 1386) specifying basic goals, principles, organization and financing of standardization work came into force.

Basic principles of standardization are:

- Openness and public availability,
- Consideration for the public interest,
- Voluntary participation in development of standards and voluntary application of standards,
- Ensuring possibility of participation in development of standards for all stakeholders,
- Consensus as a basis for agreement on content of standards,
- Independence from the public administration bodies and any interest groups,
- Coherence and consistency of provisions of standards,
- Utilization of proven achievements of science and technology,
- Compliance with European and international standardization principles.



STANDARDIZATION IN POLAND

From January 1, 2003, organizational elements of the standardization system in Poland are:

1.1 Polish Committee for Standardization (PKN) – a State Organizational Unit financed by the State budget recognized as a National Standards Body, the principal tasks of which are:

- Defining of present state and trends of standardization activity,
- Organising and supervising of publishing and dissemination of Polish Standards and other deliverables,
- Approving and withdrawing of Polish Standards and other standardization documents,
- Representating of the Republic of Poland in the international and regional standards organizations, participating in their work and representating of national interest abroad in matters concerning standardization,

- Initiating and organising work of Technical Committees (KTs),
- Organising and running of training, publishing, promotional and informational activities with regard to standardization and related areas,
- Issuing opinions on draft executive acts related to standardization,
- Participating in the national notification system for standards and regulations.

PKN carries out the above tasks applying basic rules of standardization. PKN employment in 2005 amounted to 316 employees, in this 141 in Standardization Divisions. The amount of employment and its structure have for a couple of years remained on a similar level. PKN hires two professors and 8 doctors.



1.2 Technical Committees (KTs) – collective working bodies serving national standardization purposes by the development of Polish Standards and other standards deliverables in specific subject areas. The Committees are composed of experts attached by national administration agencies, business, employers', consumers', professional, science and technology, high education associations and PKN members.

In 2005, the number of Technical Committees (KTs) increased by one, compared to the number at the end of 2004. A new KT No. 303 for Electrical Insulating Materials (303) deals with a number of matters taken out from the range of activities of KT No. 65 for Electric Installation Materials and Enviromental Tests of Electric Products. After taking out these matters, KT No. 65 changed its name to KT for Enviromental Testing (65). Also KT No. 207 changed its name. Having added nanotechnology to its activities, it took the name of KT for Material Removal and Accretion Machinning Processes and Surface Layer Characteristics (207). As a result of an analysis carried out in 2005, the thematic ranges of 16 KTs were corrected. During 2005, 9 technical committee's secretariats were relocated in the organization's framework, holding of another 8 secretariats were taken over by PKN. The tendency, observed for a couple of years, to give up holding KT secretariats by outside organizations remains, and at the moment 53.3% KT secretariats are hold by PKN. Still, the main reason for giving up holding of KT secretariats, given by the outside organizations, is poor financial situation, but it may also be a proof of lack of awareness of the benefits coming from standardization and access to information.

| Standardi- | 2002 | | 2003 | | 2004 | | 2005 | |
|---------------------------------------------------------|---------------|---------------------------------------|---------------|---------------------------------------|---------------|---------------------------------------|---------------|---------------------------------------|
| zation Divisions coordinating KT operations | No. of KTs | No. of secreta- riats in PKN |
| ZBD | 33 | 12 | 33 | 13 | 33 | 13 | 33 | 16 |
| ZCR | 52 | 25 | 52 | 29 | 52 | 30 | 52 | 32 |
| ZEL | 39 | 21 | 39 | 22 | 39 | 22 | 40 | 23 |
| ZIT | 15 | 7 | 16 | 7 | 16 | 7 | 16 | 8 |
| ZHG | 31 | 11 | 30 | 14 | 29 | 14 | 29 | 14 |
| ZPL | 14 | 6 | 14 | 6 | 14 | 7 | 14 | 7 |
| ZMC | 53 | 17 | 53 | 17 | 52 | 17 | 52 | 17 |
| ZOŚ | 32 | 25 | 32 | 25 | 32 | 25 | 32 | 26 |
| WSO | 2 | _ | 2 | _ | 2 | _ | 2 | 1 |
| Total | 271 | 124 | 271 | 133 | 269 | 135 | 270 | 144 |

Table 1. Technical Committees

In 2005 404 applications for recall and 333 for appointment of KT members were made. Currently, there are 4,654 people working in Technical Committees. The biggest number of Polish experts work in the sectors where Poland conducts the greatest merchandise trade with the EU countries.



In 2005, an analysis was conducted in order to measure the representative ness of KT composition for interested parties. The analysis shows that the most representatives have science and technology organizations (43.6% of KT members) and business organizations and entities and commercial law companies (24.3% of KT members). A significant group of KT members is constituted by representatives of higher education institutions and science (13.9% of KT members).



1.3 Standardization Council – PKN collegiate consultative and advisory body.

The Standardization Council consists of 25 persons. Since November 2004, when professor Krzysztof Szymański, the Polish Industry and Trade Chamber representative died, the Standardization Council has been composed of 24 members.

Composition of the Standardization Council at the Polish Committee for Standardization

PRESIDING BOARD OF STANDARDIZATION COUNCIL

Chairman of the Council

- Prof.Stanisław TKACZYK, PhD

Vice-chairman of the Council

- Prof. Olgierd HRYNIEWICZ, DSc
- Wojciech MAJ, MSc
- Andrzej SZALEWICZ, MSc
- Prof. Janusz SZYMBORSKI, PhD

MEMBERS

- Zdobysław ADAMSKI, MSc
- Krzysztof T. BORKOWSKI, MSc
- Prof. Andrzej M. BRANDT
- Stanisława CIBORSKA, MSc
- Andrzej CZEKAJ, MSc
- Paweł DRABCZYŃSKI, MA
- Dariusz DREWNIAK, PhD
- Piotr GONDEK, BSc.
- Wiesław GÓRSKI, DSc.
- Wojciech KIBLER, MSc
- Krystyna KOŁAKOWSKA, MSc
- Danuta KOZŁOWSKA, MSc
- Wojciech LESZEK. PhD
- Gustaw PIETRZYK, MA
- Jacek RÓŻYCKI, MA
- Prof. Zdzisław SZYJEWSKI, PhD
- Marek WILCZYŃSKI, MSc
- Prof. Zygfryd WITKIEWICZ, DSc.
- Stanisław ZIELENIEWSKI, DSc.

Standardization Council members' term last 4 years. The current term will be over in 2007.

The Council accepts annual reports on PKN activities submitted by the PKN President.

The Council tasks include issuing opinions concerning in particular:

- 1) Current state and trends of standardization development,
- 2) Applications for setting up and disbanding Technical Committees,
- PKN internal regulations concerning development of standards and related documents,
- 4) Draft standardization documents developed with PKN participation, on principles specified in PKN internal regulations.

In addition, the Standardization Council tasks include:

- Submitting a motion to appoint or recall the PKN President,
- Organization of the competition for the post of the PKN President.

STANDARDIZATION COUNCIL



In 2005, the Standardization Council held four plenary sessions. They were strictly devoted to the Council statutory responsibilities, namely:

- a review of the PKN 2004 annual report,
- issuing opinion on PKN internal regulations related to standards development process, technical committees operations, financing of KT activities and standardization work; application for creation of KT No. 303 for Electro-insulating Materials;
- problems of standardization in legislation; at their December meeting, the Council appointed out of the members of the Council a Commission to deal with examination of these issues;
- endorsement of priorities of standardization work for 2006;
- guidelines for the new CEN Strategy and IEC's Master Plan;
- progress in implementation of NORMA Integrated Information System in PKN and efforts related to execution of "Portal e-NORMA" project, co-financed with the European Regional Development Fund (ERDF).

The Council always discussed state of standardization work, as well as the PKN current and international activities.

The Council reviewed by correspondence draft Polish Standard at the public enquiry stage phase, as well as draft European Standards.

Council members actively participated in a training conference organized in June 2005, which was devoted to summary of the two years of Council's operations, and, first of all, to planning out the priority tasks for Standardization Council for the second half of its term. The following issue groups were identified:

- standardization education;
- access to Polish Standards;
- issues of standardization in legislation;

- issues of operation of PKN's technical committees – from particular to current, including the issues concerning cooperation with CEN and ISO.

The Standardization Council should deal with these issues in the nearest future.

2. 2005 MOST IMPORTANT EVENTS

2.1 Meeting of the CENELEC Technical Board in Warsaw

On 13-14 September 2005 a **meeting of the CENELEC Technical Board** was held **in Warsaw**. It was the 124th meeting of the Board members.

Until the enlargement of European Union the Board used to meet four times a year. Recently the meetings have been limited to three, since most of the work is done by permanent members of the Board via Internet.

Usually, two meetings of the Board members are held in the CENELEC headquarters in Brussels, while one is organized by one of the national committees – CENELEC members.

In 2005, the CENELEC Technical Board met in Warsaw for the first time. It can be expected that in relation to the planned increase in the number of CENELEC members by Bulgaria, Romania, Croatia and other countries, another meeting of the Board has a chance of being held in Warsaw in some... 30 years, provided there are no changes in the structure of the organization and the European Union itself, and there are no significant technical changes which would make it possible to work without calling meetings.

Also in Warsaw, a CENELEC BTWG 80-3 Working Group had its meeting. They deal with electronic voting and access to CENELEC servers.

217 decisions were made, new European Standards were ratified, decisions concerning postponing of ratification were made, procedures of withdrawal of European Standards were started. Also, decisions were made concerning new standardization items, the reports of Technical Committees of member countries were accepted, the future of some working teams and standardization documents was decided. The permission for conducting purely national work and implementing some International Standards was grated. The work programs of particular committees were verified.

Some important methodological decisions were also made, among others that it will not be necessary any more to prepare the National Annex (NA), which gives the European equivalents of the standards referred in the body of the implemented International Standard (some time earlier, PKN removed the necessity of adding the National Annex). An important element of the Warsaw CENELEC BT meeting was the invitation for a PKN representative to participate in the work of two working groups for Internal Regulations and for organization of the Board operations.

2.2 Polish-German celebration of the World Standards Day

October 14th, 2005, will certainly make history.

For the first time, the national standards bodies of Poland and Germany – PKN and DIN – celebrated together the World Standards Day, held under the banner of "Standards for a safer world".

This celebration was entered in the agenda of the "Polish-German Year 2005/2006" by the Minister of Foreign Affairs of the Republic of Poland, Adam Rottfeld.

During the celebration in Berlin, the participants stressed out the significance and input of voluntary standardization in the development of world trade and increase of its profitability, its significance for increasing safety and constant enhancement of quality of life. As the speeches given during the celebration stressed out *"The standards prepared by the three leading international stan- dardization organizations, IEC, ISO and ITU, offer generally acknowledged and tried solutions, which, in professional and private life, help avoid hazards and minimize risks".*

Both organizations – PKN and DIN - have long and rich traditions of standardization activities. However, during many years affiliation to different political-economical systems, resulting in the differences in standardization system in both countries, made the effective co-operation almost impossible. Only the democratic transformation in the Poland of the 80s, which brought about radical political changes in many countries of Central and Eastern Europe, caused change of the standardization model in Poland. Today, PKN and DIN are members of one European standardization family, and the Standardization Act of September 12th 2002, observed in Poland, gives the Polish Committee for Standardization a status enjoyed by standardization institutions in other EU countries.

We operate in the common European Economic Area. New geopolitical conditions cause each party to face new perspectives and possibilities. The cooperation of standards bodies from neighboring countries is especially important. Geographical proximity allows for more intensive industrial and economic contacts, which have a significant influence on the whole economy.

Common Polish-German celebration in Berlin, on the occasion of the World Standards Day, perfectly fits the atmosphere good neighbors' cooperation. It is also a good prediction for the future. The future in which PKN and DIN closely cooperate.

The celebration in Berlin was attended by: PKN President Janusz Szymański, DIN's President Dietmar Hartig, members of the PKN and DIN standards bodies, representatives of the Polish embassy in Germany, as well as representatives of organizations and business circles of Poland and Germany.

2.3 Polish Forum SAFETY OF CHILDREN AS CONSUMERS.

On October 11th 2005, Łódź hosted Polish Forum SAFETY OF CHILDREN AS CONSUMERS.

The Forum was held on the initiative of the Polish Committee for Standardization, in cooperation with the Council of the City of Łódź, under auspices of the President of the City, Dr Jerzy Kropiwnicki.

The person who contributed a lot into organization of the Forum was prof. dr hab. of medical sciences, Janusz Szymborski. He was one of the initiators and main speaker. Mr. Szymborski for years has been dealing with the subject of health and safety of children and young people in Poland. He is the President of the KT No. 237 for Articles for Infants and Babies and for Safety of Toys.

A child, an ignorant consumer/user, does not have the experience nor the ability to assess the risk, therefore their safety should be the main concern for the society. The duty of adults is to design such products, constructions, installations and services, as to minimize the risk of injuries among children.

In view of new requirements with which the modern information society, and especially young generation, are faced, the role of education concerning widely understood safety takes on a whole new perspective.

Considering this important matter, PKN as an organization responsible for development of standards, also the standards for children's safety, organized the Forum. It was directed in particular at:

- teachers in day care centres, kindergartens, children's homes, nurses;
- parents and child carers;
- education departments of city councils;

- producers, importers, vendors of toys, clothes, shoes, furniture, articles for child care, computer hardware;
- organisers of games and leisure for children;
- designers and producers of playgrounds;
- scientific research units.

The Forum was presided over by the President of the Polish Committee for Standardization, Dr Janusz Szymański.

The participants got to know various issues relating to the children safety, presented by the invited specialists from CIOP (Central Institute for Labour Protection), ITITD TRICOTEXTIL (Institute of Knitting Techniques and Technologies), UOKiK (Office of Competition and Consumer Protection), FK (Consumer Federation). They presented several papers on the issue of children safety in various aspects.

The papers and presentations aroused real interest of the Forum participants. During the discussion, a need of developing initiatives for the safety of children was stressed out. There is a real need for organizing cyclic thematic meetings concerning particular issues. It is essential, as not all of the issues concerning children safety, including food, cosmetics for child care, communication dangers, were discussed at the Forum in 2005.

The Forum successfully reached the environments not involved in standardization, where the awareness of standards is small.

As a gift from the organizers, the Forum participants received a CD with a list of standards concerning safety of products for children, and a useful ISO/IEC Guide No. 50, touching upon the same subjects.

2.4 Operations of PKN Technical Committees.

Efficient functioning of 270 Technical Committees of PKN is an issue of great significance. These committees are the central link of the standardization system in Poland. It is hard to underestimate the tremendous effort and great commitment of the many experts working for KT, who are often not appreciated by their own employers. The achievements of KT are best illustrated by numbers. In 2005, there were 6,814 Polish Standards approved (home developed or transposed ENs), while 5,286 European and international documents were enquired or voted upon. In order to facilitate and streamline the operation of KTs, a cycle of training for KT secretaries was started. Such training will be continued.

In no way is it possible not to mention the significant participation of our experts in the European and international activities, where they represent the interests of Polish economy.

As an expression of recognition for the activities of KT, prof. dr hab. Krystyn Pawluk, the President of KT No. 8, was awarded the IEC "1906 Award", established on 100th anniversary of IEC, for outstanding contribution to electro-technical standardization. The award was presented to Prof. K. Pawluk at a ceremonial meeting of the presidents of Technical Committees, on the occasion of the World Standards Day. Also, at the same meeting, the people maintaining the secretariats for ISO and IEC Technical Committees and Sub-committees, received letters of appreciation for their contribution. It is sad that there is an insufficient financial support for the Technical Committees on the part of economic entities, which should be interested in the effects of standardization efforts. Inadequate level of financing does not allow to make better use of the potential of national experts in the European and international fora, which in turn limits the opportunities to effectively influence the solutions agreed upon there.

2.5 Development of the IT System.

The year 2005 was marked in PKN by modernization of IT. Apart from carrying out statutory tasks, much time and effort was devoted to implementation of NORMA Integrated Information System. For a couple of years, PKN had been attempted to create a supporting system for the process of development and maintenance of Polish Standards, which would make it possible to meet the requirements of Standardization Act, as well as to effectively cooperate with the European and international standardization organizations.

Works carried out on the process of IT system deployment in PKN constitute a part of the nationwide IT development program, in accordance with the resolution of the Polish Parliament dated on July 14th 2000, concerning creation of basis of information society.

Implementation of the ZSI NORMA system was preceded by update of the existing IT infrastructure. Modern computer hardware was installed at workstation and in the server room (servers, network active devices).

The ZSI NORMA system was designed for the PHARE funds, and its essence was to integrate (up till then autonomous) databases of Polish Standards – NORMA and POLINORM. Within the ZSI NORMA system new modules were designed (NORMA, CERTYFIKACJA, ABAK, WWM, WWN, POLSKIE NORMY – Search Engine, OIN, Online Shop). Also, many new applications were created and implemented, which ensure effective processing of the information collected in PKN. The implementation of the system has significantly streamlined work in the internal organization structures of PKN, helped unify the technology at all the stages of development of Polish Standards and speed up the process of transposition of European Standards into the Polish standardization system. The implemented ZSI NORMA system facilitated partial integration with the sale system in PKN, as well as financial and accounting system. Changes and enhancements were introduced into the publishing process, which gave notable benefits for preparation for printing and printing itself of Polish Standards. In 2005, all purely national and translated Polish standards, which were approved in a given year, were made available to users for the first time. At the moment, we are in the process of implementing an Online Shop.

In the second half of 2005 a realization of an enormous IT project called "Portal e-Norma" was started. This will be another important stage of IT system deployment in PKN. Its goal is to fully integrate people, processes and IT system of PKN, and, subsequently, to give an easy access to the standardization knowledge to all interested parties, first of all to small and medium enterprises, increasing their competitiveness at the European and international markets. One of the more important particular goals of the "Portal e-Norma" project is to give the Technical Committees secretariats and cooperating experts a possibility of automatic registration and distribution of submitted remarks, via the Internet, and to give them easy access to all the standardization resources, with no need to organize sessions and meetings.

The project is financed in 75% from the means of European Regional Development Fund.



2.6 The Quality Managment System.

Since 2004, Polish Committee of Standardization has been operating under the Quality Management System (SZJ). For PKN it is a way in which we direct and control our business activities, which are related to quality.

In accordance with the principles of the Quality Management System, we ensure constant improvement of the processes, and, consequently, products and services. Improvement is a part of the permanent goal determined in the *Quality Policy of PKN*. Improvement is facilitated by internal audits and system reviews carried out by the top authorities. These are a precious source of information for assessment of the effectiveness of the Quality Management System implemented in PKN.

The formal assessment of effectiveness of PKN QMS was carried out by Polish Centre for Testing and Certification (PCBC), an IQNet partner, on 28th and 29th November 2005 during the first supervision audit. Audit covered basic processes carried out in particular organization units of PKN. The audit found no inconsistency with the requirement of PN-EN ISO 9001:2001 standard.

The audit research exposed strong points of PKN in relation to the undertaken pro-quality activities:

- leadership of PKN President when it comes to improvements of SZJ;
- involvement of Quality Director, management and employees of PKN;
- modernisation of IT infrastructure;

- good use of possibilities resulting from undertaking of preventive activities;
- implementation of activities helping in getting education and raising qualifications;
- employees' awareness of notable benefits resulting from implementation and improvement of SZJ;
- detailed and inquisitive reviews of SZJ carried out by the management of PKN.

The audit results show explicitly that the Quality Management System in PKN is effective and under constant process of improvement. The result of this is the extension of validity of the certificate issued in 2004.

3. DEVELOPMENT OF STANDARDS

3.1 Programming the standards work

In 2005, there were in total 3,889 new standards work items in progress, included in the program of standards work, of which 88.6% were transpositions of European Standards into PN.

| Work items related to | 2002 | 2003 | 2004 | 2005 |
|------------------------------------------|-------|-------|-------|-------|
| Transposition of European Standards | 7 816 | 4 679 | 5 333 | 3 448 |
| Transposition of International Standards | 467 | 323 | 393 | 296 |
| Development of purely national standards | 396 | 194 | 197 | 145 |
| Total | 8 679 | 5 196 | 5 923 | 3 889 |

Table 2. Number of work items

The structure of elaboration mode in standards work programs, formed for some years, still persists and proves consistent fulfillment by PKN of its duties as a member of CEN and CE-NELEC. A decrease in the number of standards work items in the operation program for 2005 results from the change in the way the European Standards are transposed into Polish Standards. It concerns these European Standards which were developed in the initial stage of PKN's membership in CEN and CENELEC, when PKN did not participate in enquiring this draft EN. The implemented way of operation ensures timely transposition of EN into PN, with no need to enter them into the work program.



3.2 Approval of Polish Standards

The main goal of PKN, as a member of CEN and CENELEC, is to participate in the process of development of European Standards. Within this process, in 2005, 1,491 draft European Standards were under public enquiry, 800 projects were voted upon and 257 European Standards were transposed into Polish Standards.

Table 3. Participation in drafting European Standards, according to the word program of CEN and CENELEC, in 2005, in the sectors coordinated by particular Standardization Divisions.

| Sectors | Number of drafts | Voted projects | Number of EN transposed into EN |
|------------------------------------------------------|---------------------|----------------|---------------------------------------|
| Buildings & Construction | 186 | 64 | 25 |
| Chemistry, Agriculture & Foodstuffs | 218 | 89 | 39 |
| Elektrical Engineering | 299 | 199 | 62 |
| Metallurgy & Mining | 100 | 66 | 33 |
| IT & Telecommunications | 109 | 69 | 6 |
| Mechanical Engineering | 350 | 191 | 50 |
| Heath, Environmental Protection & General Aspects | 112 | 39 | 11 |
| Light Industry | 112 | 81 | 31 |
| Defense | 5 | 2 | 0 |
| Total | 1 491 | 800 | 257 |

In 2005, 2,436 Polish Standards included in the standards work program were approved and additionally, outside the program, 4,378 standards were adopted by endorsement, in this 1,387 standards implementing CEN and CENELEC European Standards as well as 2,991 standards implementing European Standard developed by ETSI.

During preparation activities for the membership in CEN and CENELEC, PKN implemented into the Polish Standards all the harmonized European Standards prepared by ETSI, while the activities aiming at implementation of the rest of ETSI standards were postponed. These activities were resumed immediately when PKN was informed by the European Commission that we are behind with implementation. A special procedure, so-called fast track, was prepared, and in 2005 the outstanding ETSI standards were incorporated into PN by recognition (2,991 standards). It should be noted that all the ETSI standards fall within the competence of the KT No. 11 for Telecommunication.

Number of Polish Standards as of 31 December 2005: 31 620 items, including 14 189 PN-EN.

| Sectors | 2002 | 2003 | 2004 | 2005 |
|---------------------------------------------------|-------|-------|-------|-------|
| Buildings & Construction | 481 | 215 | 349 | 566 |
| Chemistry, Agriculture & Foodstuffs | 918 | 471 | 417 | 547 |
| Elektrical Engineering | 1 686 | 605 | 409 | 627 |
| Metallurgy & Mining | 451 | 263 | 235 | 346 |
| IT & Telecommunications | 447 | 279 | 303 | 3 121 |
| Mechanical Engineering | 1 471 | 783 | 578 | 887 |
| Heath, Environmental Protection & General Aspects | 557 | 171 | 234 | 268 |
| Light Industry | 453 | 237 | 218 | 404 |
| Defense | 84 | 31 | 27 | 48 |
| Total | 6 548 | 3 055 | 2 770 | 6 814 |

Table 4. Number of approved Polish Standards by sector



4 PUBLICATIONS

4.1 Publishing of Polish Standards

In 2005, a total of 3631 new PN titles was published, including 1895 standards adopted by endorsement. Polish Standards implementing ENs developed by ETSI (37 titles) and standards of more than 280 pages (12 titles) were published exclusively in the electronic form, on CD-ROM.





Changing the software for publication (In Design, Acrobat 6) and the printing device (Océ 2110), as well as training the employees who prepare for print and print PN resulted in shorter time of publication of the new PN.

Due to streamlining and speeding up of publishing work, for the first time all purely national and translated standards approved in a given year were published.

Customers are more and more interested in the standards published in electronic format. In 2005, 2,500 copies of standards and other publications were issued on CD-ROMs.

4.2 Supplementation of the collection of Polish Standards in the electronic format

In 2005, the work on supplementation of the collection of Polish Standards in the electronic format were carried on. The collection grew by another 699 PN developed before 1 January 1997.

At the end of 2005, the collection of all the Polish Standards in the electronic format amounted to 22,184 titles.

4.3 PKN's own publications

In 2005, as the result of its publishing activities, the following own publications of PKN came out:

- Science and technology monthly "Normalizacja" with a supplement "Wiadomości PKN" ("PKN News"),
- Polish Standards Catalogue 2005,
- Two-volume supplements to the PN Catalogue 2005. Update 1-3,
- Environmental management. Commentary to the ISO 14000 standards, ed.3, updated,
- Standardized terminology. Military science Country Defense (paper and electronic versions).

In total, there were 287.5 thousand copies of standards and other publications printed in PKN in 2005.

5 INTERNATIONAL CO-OPERATION

In 2005, PKN co-operated with the following international and European organizations and institutions:

- International Organization for Standardization ISO,
- International Electrotechnical Commission IEC,
- European Committee for Standardization CEN (including European Committee for Iron and Steel Standardization ECISS),
- European Committee for Electrotechnical Standardization CENELEC,
- European Telecommunications Standards Institute ETSI,
- Working Party for Technical Harmonization and Standardization Policies of the UN Economic Commission for Europe UN/ECE, WP.6-EKG/ONZ,
- Senior Officials Group on Standardization and Conformity Assessment (SOGS) at DG Enterprise and Industry of European Commission,
- World Trade Organization/Agreement on the Technical Barriers to Trade (WTO/TBT) (enquiry point),
- American Society for Testing and Materials (ASTM) (exchange of information).

As a member of ISO and IEC, PKN participated in activities of technical bodies of these organi-

zations as P-member or O-member. PKN run secretariats of ISO Technical Committee: TC 98 and subcommittee TC 98/SC2. Secretariats of ISO/TC 195 and ISO/TC 34/SC 3 and ISO/TC 107/SC 7 run, on behalf of PKN, other entities. Polish experts convened 4 Working Groups. PKN also run the Secretariat of IEC/TC 27.

Since January 1, 2004, the PKN participates in the CEN and CENELEC work as a full member.

PKN acts as an ETSI National Standards Organization (ETSI/NSO). PKN does not participate in the work of ETSI technical bodies, however it maintains a public enquiry for draft European Standards developed by ETSI and transposes such standards into Polish Standards.

Bilateral cooperation continued with the German Institute for Standardization (DIN), German Commission for Electrical, Electronic, and Information Technologies (DKE) and Austrian Standards Institute (ON).

In cooperation with other national standards bodies, the representatives of PKN took part in the celebration of the 15th anniversary of the Lithuanian Standards Board (LST) in Vilnius, as well as in the celebration of the 60th anniversary of standardization in Israel.

For the first time, PKN and DIN, with participation of the Polish Embassy in Germany, organized together a celebration of the World Standards Day. They took place in Berlin, on 14 October 2005, as a part of the "Polish-German Year 2005/2006".

PKN's representatives participated in the meeting of the Baltic Standards Forum (BSF) in Tallinn (this was the second session of BSF with the participation of PKN, devoted to exchange of experiences and setting the stance of the Baltic countries in the context of their membership in CEN and CENELEC) and in 27th EASC Session in Moldova.

| Organization | Type of | Number of TCs+SCs / percentage** | | | | |
|--------------|------------|----------------------------------|------------|------------|------------|--|
| organization | membership | 2002 | 2003 | 2004 | 2005 | |
| | _ | 288 | 281 | 272 | 268 | |
| ISO* | Р | 39 % | 38% | 37% | 37% | |
| | 0 | 357 | 354 | 362 | 360 | |
| | | 48 % | 48% | 49% | 49% | |
| | | 86 | 84 | 84 | 79 | |
| IEC | Р | 49 % | 48% | 48% | 47% | |
| | | 83 | 84 | 85 | 86 | |
| | 0 | 48 % | 48% | 49% | 51% | |

Table 5. PKN participation in the work of TCs and SCs of internationalstandards organizations

* ISO/IEC JTC1 is referred to in ISO

** participation of active TCs and SCs



Participation in meetings in 2005:

- ISO 45 PKN representatives in 28 meetings,
- IEC 14 PKN representatives in 15 meetings,
- CEN 47 PKN representatives in 44 meetings,
- CENELEC 8 PKN representatives in 11 meetings.

The participants of Working Groups:

- ISO -112 experts (in 2005 were proposed -5),
- IEC 74 experts (in 2005 were proposed 6, canceled 7),
- CEN 109 experts (in 2005 were proposed 35, canceled 8),
- CENELEC 5 experts (in 2005 were proposed 1).

In 2005, the people authorized to directly use the resources of the organization (direct access to the servers) were:

- ISO 131 people,
- IEC 195 people,
- CEN 140 people,
- CENELEC 39 people.

In 2005, PKN worked on the following number of documents:

- 2994 ISO working documents subject to enquiry/vote, including 1 605 related to TC/SC, where PKN enjoys the "P" membership status. 1 295 documents were answered, including 140, where content-related or editorial remarks or revision proposals were made;
- 1839 IEC working documents, including 1 107 related to TC/SC, where PKN enjoys the "P" membership status. 929 documents were answered, including 193, where content--related or editorial remarks or revision proposals were made;

- 1 695 CEN working documents enquired or voted upon, including 1 366 draft European Standards. 219 draft European Standards were the subject of content-related or editorial remarks;
- 707 CENELEC working documents enquired or voted upon, including 695 draft European Standards. Content-related or editorial remarks were submitted to 35 draft European standards (remarks to draft European standards developed on the strength of the Dresden Agreement are sent to IEC).
- 93 opinions for the draft of European Standards (prEN) prepared by ETSI, in this 37 with comment.



As regards fulfillment of such obligations, PKN is ranked in the first ten of national standardization bodies – ISO members.

In 2005, working visits in PKN were paid by:

- February and April representatives of the Austrian Standards Body (ON), among them Dr Elisabeth Stampfl-Blaha, ON deputy director,
- April the new Secretary General of CEN, Hermann W. Ahls. This was his first visit abroad since after assuming the post. Mr Ahls got acquainted with PKN and discussed CEN's strategy,
- May a group of Slovakian experts, in order to familiarise themselves with the activities and structure of PKN,
- July DKE's management.

Several important meetings were held in Warsaw, too:

- May meeting of the representatives of national standards bodies from Czech Republic, Poland, Slovakia, Slovenia and Hungary. A common memorandum was signed;
- July meeting with the management of the German Electrotechnical Committee (DKE), devoted to the issues of cooperation in electrotechnical standardization, within the framework of a Cooperation Agreemen signed last year, and the meeting of the representatives of national standards bodies from Lithuania, Latvia and Poland, which resulted in signing a conclusion supporting the initiative of the Visegrad Group;
- September for the first time in history Warsaw hosted the meeting of the Administrative Council and Technical Board of CENELEC (on 13 – 14 September).

6 INFORMATION SERVICES

In 2005, we carried out information and documentative activities, aiming at fulfilling the needs of domestic and foreign customers, in this small and medium business, large industrial plants, science and technology units, technical committees and PKN employees. At the Centres of Standardization Information in Warsaw, Łódź and Katowice, as well as in thirteen authorized regional Standards Information Points (PIN) in Białystok, Bydgoszcz, Gdańsk, Gliwice, Kielce, Kraków, Lublin, Olsztyn, Opole, Poznań, Szczecin, Wrocław and Zielona Góra, information was granted about the Polish Standards and other standardization products - international, European and foreign.

Besides, we continued:

- automated information services concerning updates to the customer's collection of standards (ABAK),
- realizing by KPI WTO-TBT its notification obligations, determined in the National Notification System,

The electronic format began to dominate in the documentation, which facilitates creation of modern standardization products, such as thematic sectored collections of Polish Standards. Likewise, as to the notification activities, CEN was convinced to accept electronic notification; at the moment, the format is agreed upon.

We prepared and published in the Internet tabular lists of harmonized standards together with supplements containing information on transitional periods related to application of harmonized standards for conformity assessment of compliance.

We cooperated with the network of EURO-INFO centers, in relation to the information concerning European issues, and in particular the New Approach directives and conformity assessment.

Polish notification obligations were fulfilled in the standardization extends resulting from the WTO TBT Agreement.

Answers given to the questions from Poland and abroad were complex, enhancing and considering legal aspects of the issue. It concerned, among others, construction products, waste, marking of products.

In 2005, the following trends could be noted:

 the number of customers in standard reading rooms increased, as increased the number of documents made available to them,

- the number of standards borrowed also increased,
- there was more interest in the information about the European and International Standards transposed into the Polish Standards,
- after the information about withdrawn standards was published on the PKN's website, the amount of queries concerning the validity of standards decreased by 71.2%.

| | | | - | |
|------------------------------------------------------------|--------|--------|--------|--------|
| Services | 2002 | 2003 | 2004 | 2005 |
| Use of the standards reading room: | | | | |
| number of visitors | 6 652 | 7 225 | 7 375 | 7 689 |
| number of documents provided | 27 217 | 29 711 | 26 800 | 27 473 |
| average number of documents per person | 4,1 | 4,1 | 3,6 | 3,8 |
| Simple information by phone (number of calls) | 56 800 | 63 330 | 56 912 | 50 909 |

Table 6. Information services provided free of charge

Table 7. Information services provided against payment (in PLN thousands)

| Services | 2002 | 2003 | 2004 | 2005 |
|-------------------------------------------------------|------|------|------|------|
| Specialized information | 46 | 50 | 52 | 47 |
| Parts of PN datebase and datebase update for customer | 16 | 13 | 2 | 9 |
| Copies of PrPN for public enquiry | 78 | 38 | 56 | 96 |
| Total | 140 | 101 | 110 | 152 |

In 2005, the National Information Point continued efforts related to notification and information.

Since January 1, 2004, the PKN committed itself to a new task resulting from the information Directive, implemented by the December 23, 2002 Ministers' Council Regulation on the national system notification of standards and legal acts (Journal of Laws No. 239, item 2039, with subsequent amendments) – namely, notifying the CEN of purely national Polish Standards. In 2005, 108 Standards of diverse development stage were notified.

Table 8. Number of notifications in 2005

| Organisation | Number of notifications |
|-----------------------------------------|-------------------------|
| CEN PN-EN, PN-ENV, PN-EN ISO, PN) | 3 157 |
| CENELEC (PN-EN, PN EN IEC) | 805 |
| ETSI (PN-EN, PN-ETS, PN-I ETS, PN-ETSI) | 2 902 |
| IEC (PN-IEC, PN-EN implementing IEC) | 2 696 |

7 SALES OF STANDARDS AND OTHER RELATED PRODUCTS

PKN was selling Polish and foreign standards, as well as other standardization publications and licenses for use of PKN intangible rights to PN Conformity Mark, actively promoting their products.

Such sales were carried out by PKN in Warsaw, Katowice and Lodz, and via PKN-authorized Standards Information Points network.

7.1 Polish Standards and PKN own publications

The year 2005 was again a year of dynamic growth of Polish Standards sales.

In 2005, a total of 297 thousand PKN publications was sold for PLN 9.456 thousand, including Polish Standards 277 thousand copies for PLN 8.912,8 thousand. 154 customers were buying Polish Standards on subscription basis.



In 2005, the sales of ready sets of standards recorded on CDs, and recorded standards on CD-ROMs by individual orders were developed. The value of these sales amounted to 491.7 thousand PLN that is 1.21% more than in the previous year; in total, 9,984 standards were recorded. Sales of Polish Standards in the electronic format constitute 5.5% of sales in general. Besides, 226 licenses for use of standards recorded on a CD in the Internet were granted, and the license fees generated 83.0 thousand PLN.

In 2005, for the first time a new product was prepared for sale – a full set of up to date construction standards, in a multi-user electronic form.

7.2 International and foreign standards

International and foreign standards were sold only by PKN, using the standard publishers list prices.

In addition to standards, also other standardization publications, such as catalogues, comments and technical regulations, were sold. However, they constituted a small percentage of total sales.

Total sales of foreign standards products in 2005 decreased by 25% compared to the year before and amounted to PLN 1.086 thousand. This is connected to increased sales of Polish Standards implementing European Standards.

International, German and American Standards are characterised by the highest selling rate among all foreign standards.



The quantitative part of foreign standards products in 2005 in the total standards product sales amounted to approx. 1.35%, and – considering a high cost of foreign products – their share in the sales value was relatively high, albeit it keeps going down as the sales of Polish Standards rise.



7.3 PKN intangible rights – Mark of Conformity with Polish Standard

The mark of conformity with Polish Standard is a property of PKN. A product that meets PN requirements may be marked with the "PN Conformity Mark" only on the basis of the Certificate of Conformity issued by an accredited certification body (JCW). Such certificate is issued to a product manufacturer or importer. The



right to issue certificates is granted to a certification body after signing an appropriate license agreement. Certificates are issued for a three-year period with possibility of prolongation.

For using the certificate and PN Conformity Mark, a manufacturer pays appropriate fees to PKN that manages the marking system. The table below shows detailed data in this regard.

| Details | 2002 | 2003 | 2004 | 2005 | In total since 1997 r. |
|-----------------------------|------|------|------|------|------------------------------|
| Certificates issued | 15 | 9 | 13 | 0 | 131 |
| Certificates revoked | 21 | 23 | 15 | 21 | 113 |
| Certificates valid | 55 | 41 | 39 | 18 | 18 |
| Licenses (In PLN thousands) | 15 | 12 | 15 | 8 | 118 |

Table 9. Number of licenses, certificates issued and certificates revoked

In relation to the decreasing interest of producers and the Product Certifying Units (JCW) in the PN compliance certificate, we prepared and sent out 3 surveys: for JCWs cooperating with PKN, for all the JCWs accredited for certification of products by the Polish Centre of Accreditation (PCA) and for the owners of PN certificates of conformity. The results of these surveys will be used in 2006 for development of the certification system for the PN Certificate of Conformity.

On 2 January 2005, PKN signed with CEN an agreement concerning the Keymark. On the basis of this agreement PKN became - in Poland - an exclusive representative of CEN when it comes to supervising the process of accrediting Polish JCWs for participation in the Keymark system, granting sublicenses to JCWs (on behalf and for CEN) for doing certification of products for the Keymark and supervising CEN rights to the use of the Keymark by the producers. By 30 June 2005, a procedure of accreditation of the first Polish JCW, for doing certification for the scheme of insulation products for construction, under the supervision of PKN, was carried out. The unit with which we signed a sub-license agreement is the Research and Development Centre of the Building Insulation Industry in Katowice. This organization has started activities to acquire producers interested in certification of products for the Keymark compliance certificate.

Apart from undertaking the activities related to the Keymark, PKN began (by delegating its representatives with the right of vote) to actively participate in the proceedings of the CEN Certification Board (CB CEN) and the Scheme Development Group No. 5 (SDG 5).

8 TRAINING ACTIVITIES

In 2005, training was performed mainly internally, for the PKN employees.

The following training sessions were organized:

- Financial instruction and public procurement
- Civil defence
- In Design
- Quality management system
- Quick reading and effective mind work
- Effective methods of presentation
- Principles of standardization
- QMS internal auditor
- Adobe Acrobat
- General principles of ZSI NORMA functioning
- Researching the level of customer satisfaction
- Periodical health and safety trainings
- Trainings for workplace instruction
- Workshops concerning cooperation with ISO, CEN and IEC
- Training concerning functioning of ZSI NORMA

In total, 701 employees participated in the PKN courses, which means that on average one employee participated in two training sessions.

PKN employees also participated in foreign language courses.

Besides, PKN organized courses for outside consumers, in the following fields:

- Principles of standardization
- Standardization and principles of PN applications in building ¹
- Standardization in a company²

in which participated 99 people in total. The income from these trainings amounted to 35,177 PLN.

¹ training on customer's site

² training both, on customer's site and in PKN

In May 2005 there was one day training for the secretaries of Technical Committees, concerning the principles of KT operations. In December, there was another meeting for the secretaries of Technical Committees, concerning the processes related to enquiry and voting on the draft International and European Standards. 133 people in total participated in the two meetings.

The table below presents a list of people trained in 2005.

| Type of training | 2002 | 2003 | 2004 | 2005 |
|-------------------|------|------|------|------|
| External training | 54 | 94 | 100 | 232 |
| Internal training | 323 | 747 | 308 | 701 |
| Grand total | 377 | 841 | 408 | 933 |

Table 10. Number of trainees

9 FINANCING THE STANDARDIZATION ACTIVITIES

PKN's expenditures on standardization activities are covered mainly by the State budget.

| Details | 2002 | 2003 | 2004 | 2005 |
|-----------------------------------------------------------------------------------|--------|--------|--------|--------|
| 1. PKN income (exluding payment to State budget from special funds) | 7 206 | 8 720 | 11 228 | 13 938 |
| of which: voluntary contributions from businesses | 66 | 45 | 44 | 14 |
| 2. Total PKN expenditures | 28 629 | 29 019 | 36 181 | 29 576 |
| of which: coverde by the State budget | 24 181 | 24 531 | 26 536 | 29 526 |
| 3. Percentage of PKN income in total expenditures (item 1 : item 2) × 100 % | 25,2 % | 30,0% | 31,0% | 47,1% |

| Table 11. PKN finances (| (in PLN thousands) |
|--------------------------|--------------------|
|--------------------------|--------------------|



By the end of 2004, there was a closedown of the special assets (the rest of the special assets was deposited into the budget in 2005), therefore the incomes received in 2005 for granting standardization information, selling of standards and other standardization products were allotted directly into the State budget. Only the voluntary payments from the business entities were, in accordance with the donors' will, used for financing standardization work.

In 2005 the investments amounted to the sum total of 2.8 mln PLN.

When it comes to IT infrastructure, 18 computer sets were bought, in this computers for graphic design and laptops to replace used and obsolete equipment, 2 colors laser printers, 8 black--and-white printers and 4 label printers; a new system of antivirus protection with a central console for control and distribution and a filter gate for email, packages of professional publishing software from Adobe (in Design, Illustrator, Photoshop, Image Ready, Go Live), audio-video equipment for conference rooms.

A huge undertaking was the work carried out in 2005 for development of the Integrated IT System NORMA.

As a part of investment expenses, Océ machines for print-on-demand were bought in 2005.

Standardization Section:

- ZBD Building and Construction Division
- ZCR Chemistry, Agriculture and Foodstuffs Division
- ZEL Electrical Division
- ZHG Metallurgy and Mining Division
- ZIT IT and Telecommunications Division
- ZMC Mechanical Division
- ZOŚ General Aspects, Health and Environmental Protection Division.
- ZPL Light Industry Division
- WSO Defence Affairs Departament

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