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**SME Policy Index**

**Western Balkans and Turkey 2022**

**ASSESSING THE IMPLEMENTATION OF THE SMALL BUSINESS ACT FOR EUROPE**

**DIMENSION 7 - Standards and technical regulations**

**Qualitative indicators government questionnaire**

# S Introduction

The SME Policy Index is a benchmarking tool for emerging economies, including the Western Balkans and Turkey (WBT), to monitor and evaluate progress in policies that support small and medium-sized enterprises (SMEs). The tool is structured around the ten principles of the Small Business Act for Europe (SBA), translated into 12 policy dimensions, which provide a wide-range of pro-enterprise measures to guide the design and implementation of SME policies.

The sixth, 2022 edition of the SME Policy Index for Western Balkans and Turkey aims to:

* + independently and rigorously assess SME policy settings and reforms against international best practice,
  + allow for comparison across time and participating WBT economies and measure convergence towards EU SME policy standard,
  + support governments in setting targets for SME policy developments and strategic priorities to further improve the business environment,
  + engage governments in policy dialogue and exchange of experiences, within the region and with OECD and EU member countries,
  + facilitate the prioritisation of government and donor activities in support of SME development,
  + assess and show progress in implementation of recommendations provided in the previous editions.

The new cycle of the SME Policy Index for Western Balkans and Turkey 2022 will be conducted in extraordinary circumstances caused by the COVID-19 pandemic. Its impact on local economies will also be taken into account in order to better inform policy-making in the region.

# Assessment framework process and design

The SME Policy Index is based on the results of two parallel assessments government self-assessment, conducted by WBT economies’ governments and independent assessment, conducted by the OECD and its partner organisations and supported by the input collected from economy-based consultants with demonstrated expertise in relevant policy areas. The final scores are the result of a highly collaborative and consultative consolidation of these two assessments, enhanced by further desk research by the OECD and the partner organisations, as well as consultations with government representatives and with key stakeholders (e.g. private sector, business associations, academia & civil society) in the participating economies.

The questionnaire is structured around 12 policy dimensions each comprising up to 5 sub-dimensions that capture the critical elements of policy development. It proposes a scoring approach to transform qualitative information into numerical information and thus facilitating cross-economy comparison and allowing for systematic monitoring of policy developments. The questionnaire is intended to be used by government authorities and statistical agencies in charge of co-ordinating the SME Policy Index assessment process.

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# Guidance to fill out the qualitative assessment

The qualitative assessment is organised around thematic blocks each structured around a certain number of questions.

For each of these questions, please:

* Provide an answer, as fully as possible, citing all key sources in the foreseen grid,
* Assign a score, by using the scoring levels described in Table 1.

Description of score levels

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Level 1** | **Level 2** | **Level 3** | **Level 4** | **Level 5** |
| No framework (e.g. law, institution) exists to address the policy topic concerned | A draft or pilot framework exists, with some signs of government activity to address the policy area concerned | A solid framework, addressing the policy area concerned is in place and officially adopted | Level 3 plus evidence of a concrete record of effective policy implementation | Level 4 plus results of monitoring and evaluation inform policy framework design and implementation |

* Match the highest performance score level characteristics that are fully described by your question responses and assign an according score of 1 to 5. If all requirements in one score level are met and at least half the requirements are met for the next score level, assign a half number score between the two levels.
* Provide a brief justification based on matching your question responses with the best corresponding level or half-level.

This questionnaire provides links to access the responses of the previous SME Policy Index 2019 questionnaire. If relevant for a given policy dimension, this questionnaire is complemented by a Statistic sheet. The assessment framework is accompanied by the Glossary of key terms - please refer systematically to it when answering the questionnaire.

Please **complete and return this assessment by 15 September 2021 to the OECD.**

|  |
| --- |
| Thank you for your time in completing this assessment. Your efforts are contributing towards removing barriers to SME development and unleashing their potential for driving inclusive economic growth in the Western Balkans and Turkey.  Should you have any questions regarding this assessment framework, please contact [jovana.pavlovicdjukic@oecd.org](mailto:jovana.pavlovicdjukic@oecd.org) and [marijana.petrovic@oecd.org](mailto:marijana.petrovic@oecd.org). |

# Assessor information

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| --- | --- | --- | --- | --- | --- | --- |
| **Mr. / Ms.** | **Name** | **Institution / Department** | **Title / Position** | **Email** | **Phone** | **Address** |
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| **Questionnaire submission date:** | 15/09/2021 |

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# Standards and technical regulations assessment framework

**Standards and technical regulations** assesses the quality infrastructure systems and procedures required in the Western Balkans and Turkey to facilitate small and medium-sized enterprises’ (SMEs) access to the EU Single Market.

This dimension is structured around three sub-dimensions:

* Sub-dimension 1: **Overall co-ordination and general measures**, which assesses the strategic documents and institutional framework for quality infrastructure co-ordination,
* Sub-dimension 2: **Harmonisation with the EU *acquis*,** which analyses the capacities of quality infrastructure institutions as well as their alignment with international and European rules for technical regulations, standardisation, accreditation, metrology, conformity assessment and market surveillance,

Sub-dimension 3: **SME access to standards**, which explores government initiatives to enhance and support access.

Figure 1. Standards and technical regulations assessment framework

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Dimension 7: Standards and technical regulations** | | | | | | | | | |
| **Outcome indicators**  Percentage of exports to the EU Single Market in total exports  Percentage annual growth of exports to the EU Single Market  Percentage share of manufactured products in total exports to the EU Single Market | | | | | | | | | |
| **Sub-dimension 7.1:**  Overall co-ordination and general measures | **Sub-dimension 7.2:**  Harmonisation with the EU acquis | | | | | | **Sub-dimension 7.3:**  SME access to standards | | |
|  | **Thematic block 1:** Technical regulations | **Thematic block 2:** Standardisation | **Thematic block 3:** Accreditation | **Thematic block 4:** Conformity  assessment | **Thematic block 5:**  Metrology | **Thematic block 6:**  Market  surveillance | **Thematic block 1:**  Awareness  raising and  information | **Thematic block 2:**  SMEs’  participation  in developing  standards | **Thematic block 3:**  Financial  support to  SMEs |
| **Quantitative indicators**  Percentage of EU standards transposed into national standards  Percentage of transposition by “endorsement” and “cover page method” in total number of transposed EU standards  Number of accredited conformity assessment bodies (CABs)  Number of annual market surveillance inspections | | | | | | | | | |

## Sub-dimension 1: Overall co-ordination and general measures

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Question** | | | **Response *[expand box as necessary]*** | **Evidence/Links** |
|  | **Is there a strategy and/or action plan on adoption and implementation of EU legislation[[1]](#footnote-2) on industrial products?** | | [x] Yes, the strategy/action plan has been adopted.  [ ] No, the proposal has been prepared.  [ ] No, the proposal is in the preparatory phase.  [ ] No. | <https://www.ab.gov.tr/files/ceb/Ulusal_Eylem_Planlari/> ulusal\_eylem\_plani\_2016\_2019\_tr.pdf |
|  | If yes | Please specify |  |  |
|  | **Is there an SME designated portal where they can find all relevant information concerning the placement of products on the market and the export of them to the EU Single Market?** | | [x] Yes, all relevant information is available online.  [ ] Yes, some relevant information is available online.  [ ] No, there is no such a portal. | <https://www.tobb2b.org.tr/>  <https://tim.org.tr/en/default>  Ministry of Commerce Easy export platform:  <https://www.kolayihracat.gov.tr/> |
|  | **Is there a single contact point for exporters to the EU Single Market?** | | [ ] Yes, there is single contact point.  [x] No, but it is in the process of being developed.  [ ] No, no such single contact point exists. | Ministry of Commerce  <https://ticaret.gov.tr/dis-iliskiler/avrupa-birligi/yani-basimizdaki-dev-pazar-avrupa-birligi> |
|  | **Is there a designated government body responsible for the overall policy co-ordination on technical regulations[[2]](#footnote-3), standardisation[[3]](#footnote-4), accreditation[[4]](#footnote-5), conformity assessment[[5]](#footnote-6), metrology[[6]](#footnote-7) and market surveillance[[7]](#footnote-8)?** | | [x] Yes.  [ ] No. | TSE, the sole authorized body for standardization in Turkey, operates in diverse fields of the quality infrastructure that includes certification, testing, training as well as surveillance and inspection activities. |
|  | If yes | Please specify. |  | TSE, as a standardization body, provides the standards aimed at enabling industrialists to produce goods and services in compliance with rules, laws, codes and standards applicable in global markets, as well as being a notified body, enables clients to gain access into the European and Gulf market by ensuring their products meets all CE mark requirements according to European Directives/Regulations and G mark requirements according to GSO regulations. |
|  | **Please describe the system in place in your economy that serves as an aid to SMEs interested in exporting their products to the EU Single Market.** | | Turkey is part of Enterprise Europe Network (EEN, which aims promotion of SME internationalisation within EU Single Market, since it s establishment. |  |
|  | **Is there support and training offered to SMEs for their integration to the EU Digital Single Market[[8]](#footnote-9)?** | | [x] Yes.  [ ] No. | <https://tim.org.tr/tr/faaliyetlerimiz-tim-inovasyon-ve-girisimcilik-akademisi-inosuit-inosuit-ino>  There are Turk Eximbank and Development Investment Bank of Turkey loans for exporting SMEs:  <https://www.eximbank.gov.tr/en>  <https://kalkinma.com.tr/en/home>  There are Ministry of Commerce’s support programs for exporting SMEs:  <https://www.ticaret.gov.tr/destekler/ihracat-destekleri>  KOSGEB Support Programs:  <https://en.kosgeb.gov.tr/site/tr/genel/destekdetay/1235/lnternational-accelerator-support-programme>  <https://en.kosgeb.gov.tr/site/tr/genel/destekdetay/6673/isgem-tekmer-programme>  <https://en.kosgeb.gov.tr/site/tr/genel/destekdetay/6683/international-market-support-programme> |
|  | **Is there a regional collaboration with other Western Balkan/EU enlargement candidates related to the quality infrastructure (e.g. shared competencies)?** | | [ ] Yes.  [X] No. |  |
|  | If yes | Please describe |  |  |
| *Optional - Please provide any further information on Sub-dimension 1 in your economy that you deem relevant for the assessment* | | |  |  |

|  |  |
| --- | --- |
| **Question** | **Response** |
| Self-assessed level  (1 through 5, whole and half numbers) | 5 |
| Brief justification | Turkey has a well functioning system in overall co-ordination and general measures of standardisation |
| Assessor name and institution | N. Pınar Işın  Director of EU Coordination Unit  KOSGEB  Beyza Kuriş  SME Expert  EU Corodination Directorate  KOSGEB  Abdullah Aktepe  SME Expert  EU Corodination Directorate  KOSGEB |

## Sub-dimension 2: Harmonisation with the EU acquis

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Question** | | | | **Response *[expand box as necessary]*** | | **Evidence/Links** | |
| **Thematic block 1. Technical regulations** | | | | | | | | | |
|  | **Does the Government have a document (action plan or similar) on transposition of EU sectoral legislation in priority sectors?** | | | | [ ] Yes, the document is adopted.  [ ] Yes, the document is prepared and in the process of adoption.  [ ] No, the document in being developed.  [ x] No, but it is planned.  [ ] No, such a document is not planned. | |  | |
|  | **Has national legislation been amended to reflect EU sectoral legislation in priority sectors?** | | | | [x ] Yes, the legislation has been adopted.  [ ] No, but a proposal has been prepared.  [ ] No, the proposal is in the preparatory phase.  [ ] No. | |  | |
|  | a) | | Since the previous assessment, has any additional national legislation been introduced to reflect EU legislation? If applicable, please provide examples. | |  | |  | |
|  | **Is there a webpage/portal/gateway for SMEs with relevant information about the new technical regulations and how to comply with them?** | | | | [x] Yes, there is such a webpage. Please provide link to it.  [ ] No, but it is being developed.  [ ] No, it doesn't exist. | | SMEs and Standardisation:  <https://www.tse.org.tr/IcerikDetay?ID=2930&ParentID=9252>  <https://en.tse.org.tr/Hizmetlerimiz>  There is information about regulation in the Turkish version of the specified page, as its contend is more diverse. | |
|  | **Have the training needs of the institutions implementing technical regulations been assessed and addressed.** | | | | [x] Yes, they have been assessed and personnel has undergone training.  [ ] Yes, they have been assessed and the training will be carried out.  [] No, it is in the process of assessment. | | TSE has its own department of education:  <https://www.tse.org.tr/KurumsalSablon?ID=625>  The list of trainings of TSE:  <https://statik.tse.org.tr/upload/tr/dosya/icerikyonetimi/9329/25122020151950-2.pdf> | |
|  | **Is there regular evaluation of technical regulations?** | | | | [x] Yes, there is regular evaluation.  [ ] Yes, but it is not regular.  [ ] No | | According to Eleventh development plan:  New control and inspection strategies will be developed that will ensure that products within the scope of legal metrology are placed on the market in accordance with technical regulations and that they can make reliable measurements, and that observe the principles of efficiency and productivity.  <https://www.sbb.gov.tr/wp-content/uploads/2019/07/OnbirinciKalkinmaPlani.pdf>  Since EU technical legislation is harmonized, amendments are made in phase with the EU. Therefore evaluation step is missed.  TSE’s Strategic Plan 2018-2022, page 83: evaluation is done every 3 months  <http://www.sp.gov.tr/upload/xSPStratejikPlan/files/5wG36+tse.pdf> | |
|  | a) | | If yes, how frequent is this evaluation? | |  | | evaluation is done every 3 months | |
|  | b) | | Have there been made any adjustments in technical regulations since the last assessment (January 2019) due to the results of the evaluations? If yes, please provide some examples. | | The responsible units follow new internal and external developments that may arise during the implementation period and necessary measures are taken.  Thus, a dynamic operation is realized and planned works are carried out in a stable manner.  Evaluations are made by participatory methods and the relevant parties share the results. | |  | |
|  | **What are your economy's priority sectors in technical regulation?** | | | | All sectors under EU-Turkey Customs Union | | | |
| **Questions related to digitalisation in technical regulation and to the impact of the COVID-19 pandemic on technical regulation** | | | | | | | | | |
|  | **To what extent was the work of the technical regulatory authorities impaired by the pandemic?** | | | | The Period of Rotating and Remote Working Has Started Within the Scope of COVID-19. Meetings were conducted online. | |  | |
|  | **Is there a specific strategy or action plan in place regarding the digitalisation of processes within authorities responsible for technical regulation?** | | | | TSE is the First Institution in the Public Sector in Digital Transformation Trainings  TSE's Digital Transformation Management Trainings; It serves organizations to acquire the equipment and knowledge that will enable them to review and adapt all their applications, from production/service models to management culture, from customer relations to supply chain, in accordance with the digitalization process. Currently, Training programs are organized in 5 basic subjects under the titles of Digital Transformation, Industry 4.0, Big Data Analytics, Artificial Intelligence and Machine Learning, Cloud Computing.  TSE, as the relevant institution of the Ministry of Industry and Technology, provides support to Turkey's digital transformation process with both certification and testing services related to information technologies and training programs. | | Eleventh Development Plan “Digitalization in Industry Working Group Report”:  <https://sbb.gov.tr/wp-content/uploads/2020/04/SanayideDijitallesmeCalismaGrubuRaporu.pdf>  Digital Turkey Roadmap:  <https://www.gmka.gov.tr/dokumanlar/yayinlar/2023_Dijital-Turkiye-Yol-Haritasi.pdf> | |
|  | **Do the public authorities have designated staff and/or special working groups for the digitalisation of processes and activities within the area of technical regulation?** | | | | Yes, digitalization in industry working group was established. The aim is to establish Standards and Norms related to Digital Transformation in Industry. | | Eleventh Development Plan “Digitalization in Industry Working Group Report”:  <https://sbb.gov.tr/wp-content/uploads/2020/04/SanayideDijitallesmeCalismaGrubuRaporu.pdf>  Digital Turkey Roadmap:  <https://www.gmka.gov.tr/dokumanlar/yayinlar/2023_Dijital-Turkiye-Yol-Haritasi.pdf> | |
|  | **What lessons have been learnt in this area due to the pandemic and are there any strategic changes planned due to this experience?** | | | | TSE gives safe production certificates in the form of "COVID-19 Safe Production, Safe Service, My School is Clean and Safe Tourism" | | <https://www.tse.org.tr/Icerik/DuyuruDetay?DuyuruID=5922> | |
| **Thematic block 2. Standardisation** | | | | | | | | | |
|  | **Have any changes been made to the standardisation legislation since the last assessment (January 2019)? If yes, please specify what changes have been made and whether they are connected the EU acquis[[9]](#footnote-10).** | | | | [ x] Yes  [ ] No | | TSE gives safe production certificates in the form of "COVID-19 Safe Production, Safe Service, My School is Clean and Safe Tourism" :  <https://www.tse.org.tr/Icerik/DuyuruDetay?DuyuruID=5922> | |
|  | **Is your standards developing organisation an affiliate or full member of any EU standardisation organisation?** | | | | [x ] Full member  [ ] Affiliate member  [ ] No member | | European Committee for Standardization (CEN) and European Committee for Electrotechnical Standardization (CENELEC) | |
|  | **Is your standards developing organisation a member of any international standardisation organisation?** | | | | [x ] Yes  [ ] No | | ISO & IEC | |
|  | **Is the standardisation body adequately staffed and operational?** | | | | [x ] Yes  [ ] No | | It is operational and adequately staffed.  [www.tse.org.tr](http://www.tse.org.tr/) | |
|  | **Has the standardisation body made a needs-assessment for investment and technical expertise required to participate in the European standards system?** | | | | [x ] Yes  [ ] No | | For the continuity of CEN and CENELEC membership, it is essential to have enough financial stability and technical expertise. There are strict rules and TSE has provided such a capability to become a full member of both European standardization organizations.  [www.cencenelec.eu](http://www.cencenelec.eu/) | |
|  | **Have European standards (EN) adopted in priority sectors?** | | | | [x] Fully finalized, conflicting national standards abolished.  [ ] Adoption continues with 80% of adopted standards.  [ ] Adoption continues with 50% of adopted standards.  [ ] Adoption started, up to 25% of adopted standards.  [ ] No ENs adopted. | | This is a must condition for NSBs to meet. TSE has adopted all EN standards according to its membership commitment.  [www.tse.org.tr](http://www.tse.org.tr/) | |
|  | **Is there a strategy and/or action plan on education about standardisation?** | | | | [x ] Yes  [ ] No | | National Standardization Strategy Document and Action Plan:  <https://www.resmigazete.gov.tr/eskiler/2017/03/20170303-4-1.pdf>  In school curricula standardization and quality issues are handled related with a strategy or action plan.  For standardization stakeholders as an Mirror Technical Committee member trainings are conducting continuously.  [www.std.tse.org.tr](http://www.std.tse.org.tr) | |
|  | a) | | If yes, does this strategy and/or action plan include aspects related to SME specific issues as well? | | [x ] Yes  [ ] No | | National Standardization Strategy Document and Action Plan: “Participation of interested parties such as SMEs, universities and consumers in international or regional studies on standardization will be encouraged.”  <https://www.resmigazete.gov.tr/eskiler/2017/03/20170303-4-1.pdf> | |
|  | b) | | If yes, is standardisation included into curricula of secondary or tertiary education? Please elaborate. | | [x ] Yes  [ ] No | | Trainings are organized in cooperation with the Turkish Standards Institute (TSE) and TOBB in order to raise awareness on: standardization.<https://www.denizticaretodasi.org.tr/tr/sirkuler/tobb-standardizasyon-egitimi-hk-11381>  <http://yegitek.meb.gov.tr/www/sosact-stem-ve-kodlama-egitimi-standardizasyonu-projesi/icerik/3178> | |
|  | **Is the standardisation law regularly evaluated?** | | | | [ ] Yes, there is regular evaluation.  [x] There has been evaluation but it is not regular.  [ ] There has never been an evaluation | |  | |
|  | a) | | If yes, how frequent is this evaluation? | | [ ] Less than 3 years  [ ] 3 years  [ ] 5 years  [ ] more than 5 years | | it is not regular. | |
|  | b) | | If yes, have any changes been made to the standardisation law since the last assessment (January 2019) based on the results of the evaluations? Please provide examples. | |  | |  | |
|  | **What are the staff numbers of the standardisation body? What is the annual budget of this body and what is the percentage of public financial contribution to the budget?** | | | | There are 52 staffs working under the Headship of Standardization Development Center of TSE. All budget contributions are provided by TSE and no public contribution for standardization is being made currently. | |  | |
|  | **Is the National Standards Body (NSB) collaborating with other NSBs from the EU enlargement countries? If applicable, please provide examples of concrete collaboration projects.** | | | | TSE signed Memorandum of Understanding with its counterparts in Montenegro, Albania, Serbia and North Macedonia in the field of standardization and conformity assessment. However, concrete collaboration projects has not been developed yet. | |  | |
|  | **Have any additional revenue-earning services been introduced by the National Standards Body since the last assessment (January 2019)? If so, please elaborate.** | | | | No | |  | |
|  | **What is the exact share of European Standards adopted by your National Standards Body in %?** | | | | The implementation rate of CEN standards by TSE is 99,94 % up to and including  2020-12-31;  The implementation rate of CENELEC standards by TSE is 96,00 % up to and including  2020-12-31. | |  | |
| **Questions related to digitalisation in standardisation and to the impact of the COVID-19 pandemic on standardisation** | | | | | | | | | |
|  | **Prior or at the beginning of the pandemic, was there a contingency plan established which laid down appropriate procedures?** | | | | No | |  | |
|  | **To which extent were the services offered by the national standards body available during the pandemic?** | | | | The committee participation and meetings are held online. | |  | |
|  | **Does the national standards body offer the possibility of digital/remote participation in committees?** | | | | Yes | | Microsoft Teams, Jitsi, Skype | |
|  | **a)** | | | **If yes, how has the digital/remote participation of firms and in particular SMEs in developing standards changed during the pandemic** | At the beginning of pandemic, number of meetings and participation ratio were small. With the spread of dijital platform using abilities it is getting more. It is better before than pandemic. | |  | |
|  | **Is there a strategy or action plan in place regarding digitalisation within the national standards body?** | | | | The need to upscale our current standardization platform and ICT initiatives has been amplified by the COVID-19 experience.  We have started an IPA project on the digital transformation of our deliverables, services and processes which would constitute a major change of the our national standardization system prior to COVID-19 breakout.  We have focused to integrate our online standardization platform with their systems of by working closely with CEN and CENELEC also ISO and IEC.  Therefore, our Online Standardization Platform will provide a more modern, consistent, seamless and integrated working environment to our Mirror Technical Committees (MTC) and the staffs of TSE. | |  | |
|  | **Do you have designated staff and/or special working groups for digitalisation of processes in the national standards body?** | | | | Yes | |  | |
|  | **What lessons have been learnt in this area due to the pandemic and are there any strategic changes planned due to this experience?** | | | | During the COVID-19 pandemic, TSE took [a series of decisive actions](https://www.cencenelec.eu/covid19/Pages/default.aspx) in order to contribute to addressing the health crisis. We believe that these actions will contribute to our future decision-making in order to further enhance our organisational resilience in the face of future possible challenges like COVID -19. Taken actions/measures are follows;   1. One of TSE's key take-aways from the COVID-19 crisis so far concerned issues pertaining to human and technological resource management. In this context, the need and importance to upscale and fast track ongoing our digitalisation process has been become apparent once again. We believe that in line with our IPA Project , the digital transformation of our tools, services and processes will constitute a major change in how we operate and create value for our customers and stakeholders in the future. 2. Ensuring business continuity and providing stability to the stakeholders who rely on us has been a priority since day one of the crisis for TSE. So, either the works of our mirror technical committees or our staffs in TSE have continued in a safe and well-integrated working environment as online using our ICT services. 3. We have temporarily brought available for free for the stakeholders in our country a series of European standards (ENs), as CCMC decision, used in the context of the COVID-19 pandemic. 4. TSE has developed a certification criteria numbered TSE K 599 on "non medical and reusable protective face masks made of textile"   5) TSE COVID-19 Safe Production, Safe Service, My School is Clean and Safe Tourism projects have been initiated, in this context, “Covid-19 Hygiene, Infection Prevention and Control Guidelines” have been developed and published for industrial organizations, service sector and educational institutions.  6) A cooperation protocol was signed with the Turkish Standards Institute (TSE) and the Association of All Restaurants and Tourism (TÜRES) to develop healthy environments in restaurants, to ensure hygiene conditions and to implement infection control measures within the scope of combating the new type of coronavirus (Covid-19) epidemic and infectious diseases. During the controlled normalization process, "TSE COVID-19 Safe Operation Certificate" is given to the restaurants that meet the necessary conditions by making audits in the restaurants in our country in order for the companies in the food and beverage sector to continue their activities safely, upon their request. | |  | |
|  | **Thematic block 3. Accreditation** | | | | | | | |
|  | **Have any changes been made to the accreditation legislation since the last assessment (January 2019)? If yes, please specify what changes have been made and whether they are connected to the EU acquis.** | | | | Yes | | DUTIES OF THE TURKISH ACCREDITATION INSTITUTION ADVISORY BOARD,  REGULATION ON MEETING PROCEDURES AND PRINCIPLES:  <https://www.mevzuat.gov.tr/mevzuat?MevzuatNo=38633&MevzuatTur=7&MevzuatTertip=5>  COMMUNIQUÉ ON ACCREDITATION USE FEE/SHARE TO BE APPLIED BY THE TURKISH ACCREDITATION AGENCY:  <https://www.mevzuat.gov.tr/mevzuat?MevzuatNo=38856&MevzuatTur=9&MevzuatTertip=5> | |
|  | **Is the accreditation body a member in European Co-operation for Accreditation (EA)?** | | | | [ x] Full member  [ ] Affiliate member  [ ] Application submitted  [ ] Not applied | | <https://www.turkak.org.tr/resimler/userfiles/2019-2023_stratejik_plan.pdf> | |
|  | **Has the accreditation body applied for EA Multilateral Agreement (EA-MLA) signature status?** | | | | [x ] Yes, for all fields of accreditation  [ ] Yes, for some fields of accreditation  [ ] No | | <https://www.turkak.org.tr/resimler/userfiles/2019-2023_stratejik_plan.pdf> | |
|  | **Has the accreditation body been positively assessed by EA or by peer organisations?** | | | | [ x] Yes, for all fields of accreditation  [ ] Yes, for some fields of accreditation  [ ] No | |  | |
|  | **Does the accreditation body have a yearly or biannual activity plan and has the planning frequency changed since the last assessment (January 2019)?** | | | | [x ] Yes  [ ] No  There is a four year strategic plan 2019-2023 | | <https://www.turkak.org.tr/resimler/userfiles/2019-2023_stratejik_plan.pdf> | |
|  | **Have any changes been made to the**  **register of accredited bodies since the last assessment (January 2019)? If yes, please elaborate** | | | | [x ] Yes  [ ] No | | 1938 is the total number of accredited bodies:  <https://www.turkak.org.tr/> | |
|  | **Is the accreditation body adequately staffed and operational?** | | | | [ x] Yes  [ ] No | | <https://www.turkak.org.tr/resimler/userfiles/2019-2023_stratejik_plan.pdf> | |
|  | **Is the accreditation legislation being evaluated at regular intervals?** | | | | [x] Yes, there is regular evaluation.  [ ] There has been evaluation but it is not regular.  [ ] There has never been an evaluation | |  | |
|  | a) | | If yes, have any changes been made to the accreditation legislation as a consequence of the evaluation results? Please elaborate. | |  | |  | |
|  | **Is there a body designated for monitoring and evaluation of accreditation and responsible for proposing measures for improvement?** | | | | [x] Yes  [ ] No | | Turkish Accreditation Agency (TÜRKAK) which is affiliated with the Ministry of Foreign Affairs of Turkey, with its headquarters in Ankara, subject to private law, has legal personality, is a non-profit organisation, has administrative and financial autonomy and special budget was established in 1999.  TÜRKAK with the objectives of accrediting conformity assessment bodies, ensuring that such bodies operate in accordance with national and international standards and thus the certificates issued by conformity assessment bodies be nationally and internationally recognised is the sole national accreditation body recognised by the Turkish government.  TURKAK Strategic Plan  <https://www.turkak.org.tr/resimler/userfiles/2019-2023_stratejik_plan.pdf> | |
|  | a) | | If yes, how frequent is this evaluation? | | [x] Less than 3 years  [ ] 3 years  [ ] 5 years  [ ] more than 5 years | | According to TURKAK Strategic Plan; For the first six months of each year (January-June)  <https://www.turkak.org.tr/resimler/userfiles/2019-2023_stratejik_plan.pdf> | |
|  | **For which fields has accreditation been provided?** | | | | “calibration, testing, medical testing, certification, inspection, verification,  providing proficiency testing, production of reference material, sampling and other conformity assessment activities” | | TURKAK Activity Report 2020:  <https://www.turkak.org.tr/resimler/userfiles/file/faaliyet_raporu__2020.pdf> | |
|  | **Has a cost-benefit analysis been undertaken to assess to identify priority sectors and to assess which areas of accreditation to add or remove from the offering of the national accreditation body? If yes, please elaborate.** | | | |  | |  | |
| **Questions related to digitalisation in accreditation and to the impact of the COVID-19 pandemic on accreditation** | | | | | | | | | |
|  | **Prior or at the beginning of the pandemic, was there a contingency plan established which laid down appropriate procedures?** | | | | TURKAK COVİD 19 precautions  In order to manage this extraordinary situation, TÜRKAK has published the Procedure for Management of Extraordinary Situations Affecting P706 Accredited Institutions on 23 March 2020. | | COVID-19 MEASURES AT ON-SITE AUDIT GUIDE:  <https://www.turkak.org.tr/resimler/userfiles/YERINDE_DENETIM_COVID19_TEDBIRLERI_KILAVUZU.pdf> | |
|  | **To which extent were the services offered by the accreditation body available during the pandemic?** | | | | Accreditation audits will be carried out using the remote audit technique until the conditions are normalized in accordance with the measures taken by TÜRKAK within the scope of combating the coronavirus. For this purpose, P705 Remote Control Procedure was published on March 23, 2020. The primary purpose of remote audits is to carry out surveillance and accreditation renewal audits in order to ensure the continuity of existing accreditations. | | <https://www.turkak.org.tr/duyurular/akreditasyon-denetimlerinin-uzaktan-denetim-teknigi-kullanilarak-gerceklestirilmesi-hakkinda.html> | |
|  | **Have remote audit and inspection activities been introduced by the accreditation body?** | | | |  | |  | |
|  | a) | | If yes, is this remote procedure also available for first-time accreditation? | | yes | | <https://www.turkak.org.tr/duyurular/akreditasyon-denetimlerinin-uzaktan-denetim-teknigi-kullanilarak-gerceklestirilmesi-hakkinda.html> | |
|  | **Is there a strategy or action plan in place regarding the digitalisation of procedures and activities within accreditation bodies?** | | | | E-government strategies and policies also include the digitalization of TURKAK. | | <http://www.sp.gov.tr/upload/xSPTemelBelge/files/Swkoy+2016-2019-Ulusal-e-Devlet-Stratejisi-ve-Eylem-Plani.pdf>  <https://www.turkiye.gov.tr/turk-akreditasyon-kurumu> | |
|  | **Does the accreditation body have designated staff and/or working groups for digitalisation of procedures and activities?** | | | | yes | | Eleventh Development Plan “Digitalization in Industry Working Group Report”:  <https://sbb.gov.tr/wp-content/uploads/2020/04/SanayideDijitallesmeCalismaGrubuRaporu.pdf>  Digital Turkey Roadmap:  <https://www.gmka.gov.tr/dokumanlar/yayinlar/2023_Dijital-Turkiye-Yol-Haritasi.pdf> | |
|  | **What lessons have been learnt in this area due to the pandemic and are there any strategic changes planned due to this experience?** | | | |  | |  | |
|  | **Thematic block 4. Conformity assessment** | | | | | | | |
|  | **Have any changes been made to the conformity assessment legislation since the last assessment (January 2019)? If yes, please specify what changes have been made and whether they are connected to the EU acquis.** | | | | [x ] Yes  [ ] No | | 2016-2019 National e-Government Strategy and Action Plan  <http://www.sp.gov.tr/upload/xSPTemelBelge/files/Swkoy+2016-2019-Ulusal-e-Devlet-Stratejisi-ve-Eylem-Plani.pdf>  11th Development Plan: “It will be ensured that the scope, effectiveness, recognition, acceptability of  conformity assessment activities carried out by domestic institutes at the national and international areas will be increased.”  <https://www.sbb.gov.tr/wp-content/uploads/2020/06/Eleventh_Development_Plan-2019-2023.pdf>  Conformity Assessment Methods Regulation has been published in the Official Gazette on 27 May 2021. The purpose of this Regulation is to determine the procedures and principles regarding the use of modules specifying the conformity assessment methods to be applied in cases where conformity assessment is foreseen for a product.  https://www.resmigazete.gov.tr/eskiler/2021/05/20210527-5.htm | |
|  | **Have there been any changes with respect to the assessment of conformity assessment bodies by the national accreditation body since the last OECD survey?** | | | | [x] Yes  [ ] No | | <https://www.resmigazete.gov.tr/eskiler/2021/05/20210527-5.htm>  <https://www.mevzuat.gov.tr/MevzuatMetin/21.5.4022.pdf> | |
|  | **Is there an SME designated webpage/portal/gateway providing information on conformity assessment bodies?** | | | | [x ] Yes  [ ] No | | <https://secure.turkak.org.tr/kapsam/search> | |
|  | **Are there any measures in place which facilitate SMEs access to conformity assessment (e.g. certification of products)?** | | | | [x] Yes  [ ] No | | Technical Assistance Project for Raising Awareness in the Fields of Product Safety, Market Surveillance and Inspection and Conformity Assessment:  <https://www.urunguvenligi.org/> | |
|  | a) | | If yes, please provide examples of such measures. | |  | |  | |
|  | **Is there legislation on conformity assessment evaluated at regular intervals?** | | | | [x] Yes, there is regular evaluation.  [ ] There has been evaluation but it is not regular.  [ ] There has never been an evaluation | | <https://www.sbb.gov.tr/wp-content/uploads/2020/06/Eleventh_Development_Plan-2019-2023.pdf> | |
|  | a) | | If yes, how frequent is this evaluation? | |  | | Annually | |
|  | b) | | Have any adaptations been made to conformity assessment legislation since the last assessment (January 2019) as a consequence of evaluation results? If yes, please provide examples. | |  | | <https://www.resmigazete.gov.tr/eskiler/2021/05/20210527-5.htm>  <https://www.gumruktv.com.tr/ce-isareti-ve-uygunluk-degerlendirme-yonetmelikleri-yayinlandi>  <https://abmevzuat.com/teknik-duzenlemeler-mevzuati/> | |
|  | **Is there a body designated for monitoring and evaluation of conformity assessment and responsible for proposing measures for improvement?** | | | | [ x] Yes  [ ] No  TÜRKAK | | <https://secure.turkak.org.tr/kapsam/search> | |
|  | a) | | If yes, have any new measures related conformity assessment been implemented as a result of these proposals? Please provide example (this does not relate to legislation, but concrete (cross-sectoral) measures regarding the implementation of conformity assessments) | |  | |  | |
|  | **How many accredited conformity assessment bodies exist in which fields (e.g. testing, certification, certification of management systems) and serving which main sectors?** | | | | 1980 | | <https://secure.turkak.org.tr/kapsam/search> | |
|  | **Are there priority sectors which cannot be served with domestic conformity assessment bodies? How do you solve this?** | | | | no | |  | |
|  | **In case where conformity assessment is not available locally, are SMEs being supported to get assessed abroad, i.e. in a neighbouring economy?** | | | |  | |  | |
| **Questions related to digitalisation in conformity assessment the impact of the COVID-19 pandemic on conformity assessment** | | | | | | | | | |
|  | **To which extent were the services offered by the conformity assessment bodies (CAB) available during the pandemic?** | | | | Fully | | <https://www.mevzuat.gov.tr/MevzuatMetin/21.5.4022.pdf> | |
|  | **To which extent did the financial situation of CABs deteriorate during the pandemic? How many CABs went out of business?** | | | |  | | <https://www.mevzuat.gov.tr/MevzuatMetin/21.5.4022.pdf> | |
|  | **Was financial support from the government available for CABs (either from general or specific programs)?** | | | | [ ] Yes  [ ] No | |  | |
|  | a) | | Was this support being claimed and used by the CABs? | |  | |  | |
|  | b) | | If yes, please specify for what purposes this support has been used. | |  | |  | |
|  | **Have remote audit and inspection activities been introduced by the CABs?** | | | |  | |  | |
|  | **Thematic block 5. Metrology** | | | | | | | |
|  | **Have any changes been made to metrology since the last assessment (January 2019)? If yes, please specify what changes have been made and whether they are connected to the EU acquis.** | | | | [ ] Yes  (X] No | |  | |
|  | **Is there a strategy on metrology? If yes, have any revision been made to the strategy since the last assessment? Please elaborate.** | | | | [ ] Yes  [X] No - There was a Metrology Strategy and Action Plan covering the 2015-2018 periods. However, there is no new document available. | |  | |
|  | **Compared to the time of the previous assessment, is the metrology body adequately staffed and operational?** | | | | [X] Yes  [ ] No | |  | |
|  | **Is the metrology body recognised by relevant international/European organisations?** | | | | [X] Yes - Within the scope of Legal Metrology, we have OIML, WELMEC and BIPM memberships. National Metrology Institute as well as two Designated Institutes are signatories of the CIPM MRA. Furthermore, National Metrology Institute (TUBITAK UME) is full member of European Association of National Metrology Institutes (EURAMET), associate member of Euro-Asian Cooperation of National Metrology Institutions (COOMET) and Gulf Association for Metrology (GULFMET).  [ ] No | |  | |
|  | **Are there joint activities with other metrology bodies from the region?** | | | | [X] Yes  [ ] No | |  | |
|  | a) | | If yes, please provide examples of joint activities. | | * Participation in technical working groups at WELMEC and OIML organizations is ensured. * Active participation in CIPM Consultative Committees (CC) and their Working Groups * Active participation in Technical Committees and Sub-Committees/Working Groups of three Regional Metrology Organizations (EURAMET, COOMET, GULFMET). Examples of joint activities includes, but not limited to participation in projects, participation in interlaboratory comparisons of national measurement standards, preparation of Guidance documents, chairing Technical Committees and Sub-Committees.   Partnership and coordination of joint research projects under European Metrology Programme for Innovation and Research (EMPIR), jointly funded by European Commission and participant states (Turkey is one of them). | |  | |
|  | **Is the legislation on metrology being evaluated at regular intervals?** | | | | [ ] Yes, there is regular evaluation.  [X] There has been evaluation but it is not regular.  [ ] There has never been an evaluation | |  | |
|  | a) | | If yes, how frequent is this evaluation? | | [ ] Less than 3 years  [ ] 3 years  [ ] 5 years  [ ] more than 5 years | |  | |
|  | b) | | Have any adaptations been made to metrology legislation since the last assessment as a consequence of evaluation results? If yes, please provide examples. | | [ ] Yes  [x ] No | |  | |
|  | **Is there a body designated for monitoring and evaluation of metrology and responsible for proposing measures for improvement?** | | | | [ ] Yes  [ x] No | |  | |
|  | a) | | If yes, have any new measures been introduced as a consequence of these recommendations? Please provide examples (either sector-specific or cross-sectoral), if applicable. | |  | |  | |
|  | **Has a cost-benefit analysis been undertaken to assess which metrology are essential and should therefore be provided by the national metrology body? If yes, please briefly elaborate on the outcomes.** | | | | Cost-benefit analysis is undertaken for each large-scale investment. Recent investment made by National Metrology Institute with a purpose of establishment of capabilities for quantum metrology could be given as an example. | |  | |
| **Questions related to digitalisation of the metrology body and on the impact of the COVID-19 pandemic on metrology** | | | | | | | | | |
|  | **Prior or at the beginning of the pandemic, was there a contingency plan established by the metrology institute which laid down appropriate procedures?** | | | | Contingency plan was not available prior to pandemic but was established immediately at the beginning in line with directives from Turkish government. | |  | |
|  | **To which extent were the services/legal responsibilities of the metrology institute available during the pandemic?** | | | | Legal metrology services continue without any interruption.  National Metrology Institute continued providing services without any interruptions. | |  | |
|  | **Are remote calibration services available? If yes, please elaborate on the service.** | | | | No | |  | |
|  | **Is there a strategy or action plan in place regarding the digitalisations of the metrology institute?** | | | | Preparation of action plan is in progress. National Metrology Institute joined Working Group on Metrology for Digital Transformation (WG M4D) operating under EURAMET Technical Committee for Interdisciplinary Metrology (TC-IM). In addition, NMI is a partner in EURAMET project “Development of digital calibration certificates” (Project No 1448). | |  | |
|  | **Does the metrology institute have designated staff and/or working groups for digitalisation?** | | | | Studies are being followed for the digitization of legal metrology services.  No formal assignment has been made at National Metrology Institute, but establishment of Working Group for Digitalisation is currently under consideration. | |  | |
|  | **What lessons have been learnt in this area due to the pandemic and are there any strategic changes planned due to this experience?** | | | | Improvement and strengthening of IT infrastructure allowed remote participation in meetings of technical committees, project meetings, etc. Regular participation in 30-40 remote meetings per month were assured by NMI.  NMI started providing online trainings. The practice with online trainings will be continuing in future even after pandemic becoming standard option for service to customers.  Work on possibility of on-line calibrations will be investigated. | |  | |
|  | **Thematic block 6. Market surveillance** | | | | | | | |
|  | **Is the legislation on market surveillance in line with the new EU acquis in place (the new EU regulation 2019-1020 from June 2019)?** | | | | [x] Yes there is legislation in line with the current EU acquis.  [ ] There is legislation but it is not yet completely in line with the current EU Acquis.  [ ] There is legislation which is in line with the old EU acquis (765/2008)  [ ] No, but it is being developed.  [ ] No, there is no specific legislation on market surveillance | | <https://ugdgm.ticaret.gov.tr/duyurular/urunlerin-piyasa-gozetimi-ve-denetimine-dair-cerceve-yonetmelik-yayimlandi>  Framework regulation on market surveillance has been published in the Official Gazette on 10.07.2021  https://ugdgm.ticaret.gov.tr/data/6107bed913b87644444bcf0d/urun.guvenligi.kanun.pdf  CE Marking Regulation has been published in the Official Gazette on 27 May 2021  https://ugdgm.ticaret.gov.tr/duyurular/ce-isareti-yonetmeligi-yayimlandi  Conformiy assessment Bodies and Acredited Bodies Regulation has been published in the Official Gazette on 27 May 2021  https://ugdgm.ticaret.gov.tr/duyurular/uygunluk-degerlendirme-kuruluslari-ve-onaylanmis-kuruluslar-yonetmeligi-yayimlan  . | |
|  | **Is there a strategy and/or action plan on market surveillance and has it been revised/updated since the last assessment? If updated, please provide the date of the update and elaborate on which parts.** | | | | [ x] Yes there is a strategy/action plan and it has been updated since the last assessment:  Date of last update:  Parts updated:  [ ] Yes there is a strategy/action play but it has not been updated since the last assessment  [ ] No, but the strategy/action plan is being drafted at the moment  [ ] No there is no strategy/action . | |  | |
|  | **Since the last assessment (January 2019), how has the coordination between different public authorities on market surveillance activities changed?** | | | | [x ] Coordination has intensified  [ ] The level of coordination remains unchanged  [ ] The level of coordination has reduced | | Market Surveillance EU Project of Ministry of Trade aims to reach 4000 stakeholders and enhance coordination.  <https://ugdgm.ticaret.gov.tr/haberler/urun-guvenligi-projesi/urun-guvenligi-projesi>  https://www.urunguvenligi.org/ | |
|  | a) | If it has intensified or was reduced please elaborate in which areas. | | |  | |  | |
|  | **Has the national authority established a contact point to enhance the exchange of information on unsafe products and surveillance measures?** | | | | [ ] Yes  [x] No | |  | |
|  | a) | | If yes, please provide some examples. | |  | |  | |
|  | **Are all the procedures for effective and efficient market surveillance in place? Please elaborate.** | | | | [ x] Yes, all measures are in place  [ ] Yes, certain measures are in place and others are being developed  [ ] No | | https://ugdgm.ticaret.gov.tr/ | |
|  | **Are the evaluation results of market surveillance activities, and information on its effectiveness and efficiency publicly available? If yes, please provide links.** | | | | [ ] Yes. Link(s) to results:  [ ] No | |  | |
|  | **Is the legislation on market surveillance being evaluated in regular intervals?** | | | | [ ] Yes, there is regular evaluation.  [ ] There has been evaluation but it is not regular.  [ ] There has never been an evaluation | |  | |
|  | a) | | If yes, how frequent is this evaluation? | | [ ] Less than 3 years  [ ] every 3- 5 years  [ ] more than 5 years | |  | |
|  | b) | | Have any adaptations been made to market surveillance legislation since the last assessment as a consequence of evaluation results? If yes, please provide examples. | |  | |  | |
|  | **Please describe any new procedures of the market surveillance authorities that have been introduced since the last assessment.** | | | |  | | Framework regulation on market surveillance has been published in the Official Gazette on 10.07.2021  https://ugdgm.ticaret.gov.tr/data/6107bed913b87644444bcf0d/urun.guvenligi.kanun.pdf  CE Marking Regulation has been published in the Official Gazette on 27 May 2021  https://ugdgm.ticaret.gov.tr/duyurular/ce-isareti-yonetmeligi-yayimlandi  Conformiy assessment Bodies and Acredited Bodies Regulation has been published in the Official Gazette on 27 May 2021  https://ugdgm.ticaret.gov.tr/duyurular/uygunluk-degerlendirme-kuruluslari-ve-onaylanmis-kuruluslar-yonetmeligi-yayimlan | |
| **Questions related to digitalisation of market surveillance activities and on the impact of the COVID-19 pandemic on market surveillance** | | | | | | | | | |
|  | **Prior or at the beginning of the pandemic, was there a contingency plan established by the market surveillance authorities which laid down appropriate procedures?** | | | |  | | <https://www.resmigazete.gov.tr/eskiler/2020/04/20200401-4.htm>  <https://www.resmigazete.gov.tr/eskiler/2021/07/20210714-1.htm>  <https://tuketici.ticaret.gov.tr/data/612499a313b8765a2c3d06b6/149.say%C4%B1_Avni_Dilber_R%C3%B6portaj.pdf> | |
|  | **To which extent were market surveillance activities upheld during the pandemic?** | | | | In the market price movements, factors such as the prohibition, restriction, export quotas, the increase in imports due to the increase in food prices in the domestic markets of the countries with the effect of Covid-19, rather than the adequacy in production, have been the main determinants. | | <https://www.turib.com.tr/wp-content/uploads/2021/04/2020_turib_faaliyet_raporu.pdf> | |
|  | **Have digital activities of surveillance authorities been introduced or expanded during the pandemic?** | | | | yes | |  | |
|  | **Is there a digitalisation strategy or action plan in place that addresses the digitalisation of procedures and activities of the market surveillance authorities?** | | | |  | | NATIONAL MARKET SURVEILLANCE AND AUDIT STRATEGY (2019-2021)  <https://ticaret.gov.tr/data/5b88054b13b8761160fa1e70/2019-2021%20PGD%20Stratejisi.pdf> | |
|  | **Do the surveillance authorities have designated staff and/or working groups for digitalisation?** | | | | yes | |  | |
|  | **What lessons have been learnt in this area due to the pandemic and are there any strategic changes planned due to this experience?** | | | |  | |  | |
| *Optional - Please provide any further information on Sub-dimension 3 in your economy that you deem relevant for the assessment* | | | | | |  | |  | |

|  |  |
| --- | --- |
| **Question** | **Response** |
| Self-assessed level  (1 through 5, whole and half numbers) | 5 |
| Brief justification | Turkey has a good level of harmonisation with the EU in the field of standardisation. |
| Assessor name and institution | N. Pınar Işın  Director of EU Coordination Unit  KOSGEB  Beyza Kuriş  SME Expert  EU Corodination Directorate  KOSGEB  Abdullah Aktepe  SME Expert  EU Corodination Directorate  KOSGEB |

## Sub-dimension 3: SMEs Access to Standardisation

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | | | **Response *[expand box as necessary]*** | | **Evidence/Links** |
| **Thematic Block 1: Awareness Raising and Information** | | | | | |
|  | **Is there a webpage (or other online tools) in local language where SMEs could find information on standards applicable to products and processes in various sectors?** | | [x] Yes, there is a webpage. Please share a link.  [ ] No, but it is being developed.  [ ] No. | | <https://intweb.tse.org.tr//Standard/Standard/StandardAra.aspx> |
|  | a) | Does this webpage provide the opportunity to search for European and international standards in the local language as well? | [x] Yes  [ ] No | | Adoption of EN standards as national standard is a rule of CEN and CENELEC, so most of them are exist in our data base.  And also adopted ISO and IEC standards can be searched in Turkish. |
|  | **Since the last assessment (January 2019) have there been forums on regular basis for dialogue between national standards organisations (NSO) and business associations representing SMEs allowing for provision of up-to-date information?** | | [ ] Yes, there is regular dialogue  [x] Yes, but the dialogue is sporadic and limited.  [ ] No such dialogue exists. | | Within the activities of IPA project we are in conduct with the organs of Turkish Chamber of Commerce. SMEs are members of these organisations. |
|  | **Since the last assessment have standardisation bodies and business associations introduced any new measures to increase SMEs awareness of standards? If yes, please provide examples of the new measures.** | | [ ] Yes  [ ] No | |  |
|  | a) | Do business associations provide regular information (e.g. newsletters) about standards and standardisation activities to their members? | [ ] Yes, regular information is provided.  [ ] Some information is provided, but it is not regular.  [x] No such information is provided. | |  |
|  | b) | Are any promotional campaigns on standards (e.g. sectoral roadshows) organised by standards organisations and/or business organisations? | [ ] Yes, regular information is provided.  [x] Some information is provided, but it is not regular.  [ ] No such information is provided. | | Seminars, brochures and animation videos are main tools. |
|  | c) | Do any practical guides exist on the benefits of using standards and standardisation activities to their members? | [ ] Yes, regular information is provided.  [x] Some information is provided, but it is not regular.  [ ] No such information is provided. | | Brochures are main tools. |
|  | d) | If yes, has this material been updated since the last assessment (January 2019)? | [x] Yes  [ ] No | | Last update in 2021. |
|  | e) | Are any successful case studies on standardisation and its benefits collected and made available to public? | [ ] Yes, regular information is provided.  [ ] Some information is provided, but it is not regular.  [x] No such information is provided. | |  |
|  | **Since the last assessment have there been any training events (seminars or workshops) on the implementation of standards organised by standards organisations and/or business associations?** | | [x] Yes  [ ] No | | In 10 different cities seminars have been continuing with the targeted attendees of 2000, by IPA project. |
|  | **If any, how many awareness raising and training events have been organised by standards organisations and/or business associations between 2018-2020?** | |  | |  |
|  | **How many SMEs have annually benefitted from different awareness raising and training events between 2018-2020?** | | There is no exact number of SMEs. | |  |
|  | **Please describe the measures to facilitate SME’s access (e.g. information, assistance, advice, awareness etc.) to certify their products - if any.** | |  | |  |
| **Thematic block 2: SMEs participation in developing standards** | | | | | |
|  | Do national standards organisations have specific committee or working groups that are dedicated to considering the needs and concerns of SMEs? | | | [ ] Yes  [x] No | Current scope of committees are broad including SMEs. And all standardization staff is trying to do best for enhancing SMEs participation. |
|  | Are there measures in place to enhance the participation of SMEs in development of standards? | | | [x] Yes  [ ] No | Digitalization is the most powerful tool to eliminate barriers to participation. |
|  | Is there a mechanism in place which allows SMEs to offer feedback on standards? | | | [x] Yes  [ ] No | Any SME can participate in the standardisation process through national technical committees. And also systematic review is a good opportunity for any stakeholder. |
|  | Is the involvement of SMEs in standardisation regularly monitored and evaluated? | | | [x] Yes  [ ] No |  |
|  | If specific committee and working groups exist, please provide more information on them - e.g. How often do they meet? | | |  |  |
|  | Is there any evidence that the feedback and views of SMEs are taken into account while developing and revising standards? (e.g. Records of public consultations) | | | Standardization activities are conducted on the bases of consensus principle by stakeholders, including SMEs. All standards at relevant stages are made available to SMEs for reviewing, collecting opinion and their expertize etc. |  |
|  | Please provide more information on the mechanisms in place that increase SMEs participation in developing standards | | | Within our IPA project; raising awareness activities and tools such as seminars, brochures, animated videos, TV spot and interactive web page have been used to increase SMEs participation in developing standards. |  |
| **Thematic block 3: Financial support to SMEs** | | | | | |
|  | **Are there any financial measures (e.g. subsidies) in place which reduce the cost of acquiring standards for SMEs?** | | | [X] Yes  [ ] No  KOSGEB's R&D, Product Development and Innovation Support Programme was designed for developing SMEs and entrepreneurs possessing new ideas/inventions on new products, for providing information and/or services to facilitate the production and for supporting innovative activities of SMEs. The program aims at supporting the SMEs’ high added value R&D projects with up to 1 million Turkish Liras. These supports are offered in the form of grants and loans. Test analysis and calibration support up to 100.000 TL is provided under this program. | [**https://www.kosgeb.gov.tr/site/tr/genel/destekdetay/7664/arge-urge-ve-inovasyon-destek-programi**](https://www.kosgeb.gov.tr/site/tr/genel/destekdetay/7664/arge-urge-ve-inovasyon-destek-programi)  We have discount for SMEs for long term subscription. |
|  | **Are there any financial measures in place which reduce the cost of SMEs participation in standardisation?** | | | [X] Yes  [ ] No | There is no membership fees for participation in standardization activities. |
|  | a) | Do standards organisations and/or business associations provide financial support to SMEs for attendance in technical meetings and seminars? | | [X] Yes  [ ] No  KOSGEB provides training support for attendance in meetings and seminars under the R&D, Product Development and Innovation support programme as it describes on page 6.  [x] No | [**https://webdosya.kosgeb.gov.tr/Content/Upload/Dosya/AR-GE%20UR-GE/UE-02-02\_(01)\_Ar-Ge\_U%CC%88r-Ge\_ve\_I%CC%87novasyon\_Destek\_Program%C4%B1\_Uygulama\_Esaslar%C4%B1--.pdf**](https://webdosya.kosgeb.gov.tr/Content/Upload/Dosya/AR-GE%20UR-GE/UE-02-02_(01)_Ar-Ge_U%CC%88r-Ge_ve_I%CC%87novasyon_Destek_Program%C4%B1_Uygulama_Esaslar%C4%B1--.pdf)  Seminars which organised by TSE is free of charge. |
|  | b) | Does the government offer any tax credits related to standardisation? | | [ ] Yes  [ ] No | There is no membership fees for participation in standardization activities. |
|  | **Are there any financial measures in place which reduce the cost of implementation of standards?** | | | [X] Yes  [ ] No  KOSGEB provides Certificating support for SMEs under the R&D, Product Development and Innovation Support Programme for the implementation of product standards after certification process. | [**https://webdosya.kosgeb.gov.tr/Content/Upload/Dosya/AR-GE%20UR-GE/UE-02-02\_(01)\_Ar-Ge\_U%CC%88r-Ge\_ve\_I%CC%87novasyon\_Destek\_Program%C4%B1\_Uygulama\_Esaslar%C4%B1--.pdf**](https://webdosya.kosgeb.gov.tr/Content/Upload/Dosya/AR-GE%20UR-GE/UE-02-02_(01)_Ar-Ge_U%CC%88r-Ge_ve_I%CC%87novasyon_Destek_Program%C4%B1_Uygulama_Esaslar%C4%B1--.pdf)  KOSGEB provides funds for SMEs for the implementation of product standards and specific management system standards after certification process. |
|  | **Are the financial measures related to standards provided for SMEs regularly monitored and evaluated?** | | | [X] Yes  [ ] No  Evaluations and monitoring are not public accessible but the procedure of evaluation is defined in the R&D, Product Development and Innovation Support Programme legislation on page 19, 22 and 33. | [**https://webdosya.kosgeb.gov.tr/Content/Upload/Dosya/AR-GE%20UR-GE/UE-02-02\_(01)\_Ar-Ge\_U%CC%88r-Ge\_ve\_I%CC%87novasyon\_Destek\_Program%C4%B1\_Uygulama\_Esaslar%C4%B1--.pdf**](https://webdosya.kosgeb.gov.tr/Content/Upload/Dosya/AR-GE%20UR-GE/UE-02-02_(01)_Ar-Ge_U%CC%88r-Ge_ve_I%CC%87novasyon_Destek_Program%C4%B1_Uygulama_Esaslar%C4%B1--.pdf) |
|  | **How many SMEs have annually benefitted from various financial support schemes between 2018-2020?** | | | Certificating Support under the R&D and Innovation Support Programme that KOSGEB provides, the number of SMEs that benefitted from the support is indicated below:  for 2018, 26 SMEs  for 2019, 34 SMEs  for 2020, 30 SMEs  Total 87 SMEs  **Note:** At the beginning of 2021, the name of the R&D and Innovation Support Programme and the limits in it were changed and started to be implemented as R&D, Product Development and Innovation Support Programme. For this reason, R&D and Innovation Support Programme’s data is shared between 2018-2020. |  |
|  | **How much annual support has been provided to SMEs between 2018-2020?** | | | Certificating Support under the R&D and Innovation Support Programme that KOSGEB provides, the number of SMEs that benefitted from the support is indicated below:  for 2018, 211.014,64 TL  for 2019, 230.655,39 TL  for 2020, 310.891,29 TL  Total 752.561,32 TL |  |
|  | **To which extent did the SME representation in standardization committees change during the pandemic?** | | | During the pandemic, online tools has increased the participation of stakeholders including SMEs. |  |
| *Optional - Please provide any further information on Sub-dimension 3 in your economy that you deem relevant for the assessment* | | | | Not only related with SMEs; there is a lack of participation to standardization activities in Turkey. By the help of activities in IPA project we aim to enhance participation by raising awareness activities and building user friendly online standardization portal. If there are some specific tools which directly attracts SMEs interest for standardization we would appreciate to hear it. |  |

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| **Question** | **Response** |
| Self-assessed level  (1 through 5, whole and half numbers) | 4,5 |
| Brief justification | In Turkey SMEs Access to Standardisation is well developed and functioning. |
| Assessor name and institution | N. Pınar Işın  Director of EU Coordination Unit  KOSGEB  Beyza Kuriş  SME Expert  EU Corodination Directorate  KOSGEB  Abdullah Aktepe  SME Expert  EU Corodination Directorate  KOSGEB |

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| **Self-assessed level (1 through 5, whole and half numbers) for the overall dimension – Standards and technical regulations:** | 5 All quality infrastructure institutions are operational, adequately staffed and actively co-operate with European and international institutions. Turkey implements various concrete measures to improve SME access to standardisation. Turkey has an advanced quality infrastructure system. |

1. Directives/Regulations regulating a specific product sector, or certain product aspects, such as Low Voltage Directive, or Electromagnetic Compatibility Directive, or Construction Products Regulation. [↑](#footnote-ref-2)
2. Technical regulations - set out specific characteristics of a product — such as its size, shape, design, functions and performance, or the way it is labelled or packaged before it is put on sale. The compliance with requirements set out in technical regulations is mandatory. In certain cases, the way a product is produced can affect these characteristics, and it may then prove more appropriate to draft technical regulations in terms of a product's process and production methods rather than its characteristics per se. [↑](#footnote-ref-3)
3. Standards - set out characteristics of a product — such as its size, shape, design, functions and performance, the compliance with which is voluntary. [↑](#footnote-ref-4)
4. Accreditation is designed to ensure and attest that conformity assessment bodies (e.g. laboratories, inspection or certification bodies) have the technical capacity to perform their duties adequately. It is used in both the regulated sector to meet the requirements of certain legislation and in the voluntary area where there is no specific legislation. Accreditation aims to increase trust in conformity attestation and thus reinforces the mutual recognition of products, processes, services, systems, persons and bodies across the EU. It is based on a peer evaluation system that ensures the proper functioning of accreditation across the EU. In the EU it is the last level of public control in the European conformity assessment system. [↑](#footnote-ref-5)
5. Conformity assessment procedures demonstrate that a product, before it is placed on the market, conforms to the essential legislative requirements that apply to it. The purpose of conformity assessment procedures is to ensure confidence on all sides as regards the conformity of products to the relevant essential requirements. As a general rule a product should be covered by conformity assessment during both the design and production phase. Conformity assessment must not be confused with market surveillance, which consists of controls after the product has been placed on the market. However both techniques are complementary and equally necessary to ensure the smooth functioning of the market. Designated CABs (Conformity Assessment Bodies) - are bodies providing services for conformity assessment under the conditions set out in the legislation. [↑](#footnote-ref-6)
6. Metrology is the scientific study of measurement. Legal Metrology is the entirety of the technical and administrative procedures established in law by the public authorities in order to guarantee the quality of measurements made in the course of commercial transactions and official controls, and in relation to health care, safety, etc. [↑](#footnote-ref-7)
7. The objective of market surveillance is to ensure that products placed on the market do not endanger health, safety or any other aspects of the protection of public interests. In practice, market surveillance includes any necessary action (e.g. bans, withdrawals, recalls) to stop the circulation of products that do not comply with all the requirements set out in the relevant EU harmonisation legislation, to bring the products into compliance and to apply sanctions. [↑](#footnote-ref-8)
8. The Digital Single Market aims to remove virtual borders, boost digital connectivity and make it easier for consumers to access cross-border online content. Support services and training are necessary for SMEs, in particular for micro- and small enterprises that have been slow to adopt digital solutions.  [↑](#footnote-ref-9)
9. European standardisation is organised by and for the stakeholders concerned based on national representation (the European Committee for Standardisation (CEN) and the European Committee for Electrotechnical Standardardisation (CENELEC) and direct participation (the European Telecommunication Standards Institute (ETSI)), and is founded on the principles recognised by the World Trade Organisation (WTO) in the field of standardisation, namely coherence, transparency, openness, consensus. [↑](#footnote-ref-10)