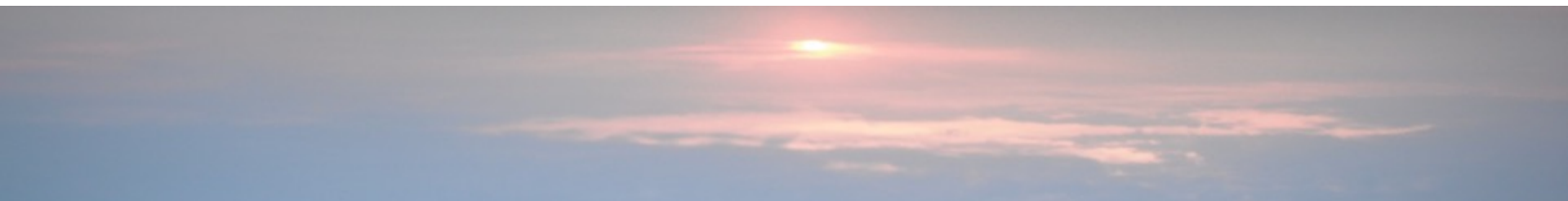
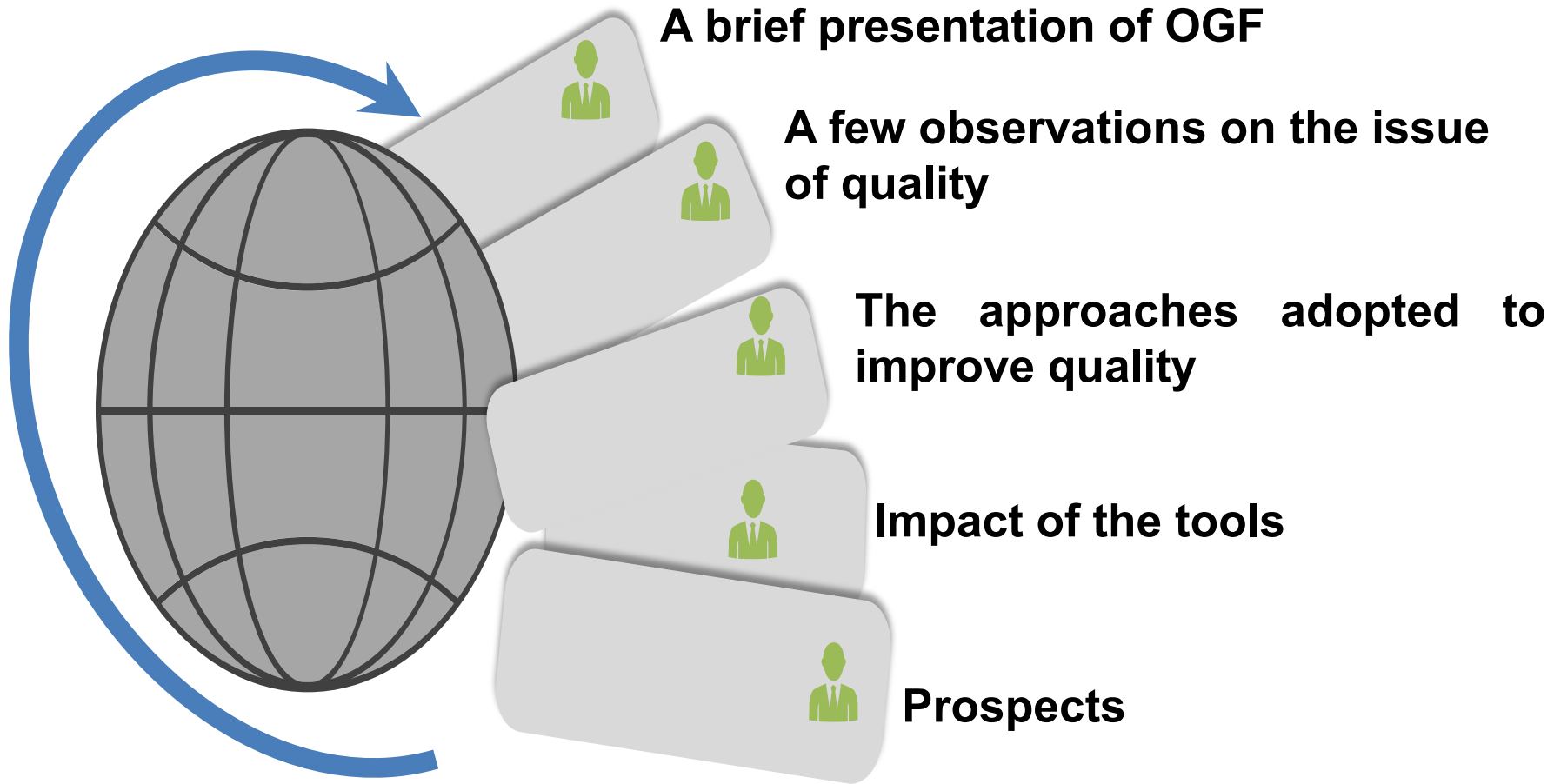


IMPLEMENTATION OF THE QMS and the OTP: OPPORTUNITIES FOR IMPROVING THE QUALITY OF MANDATED IFM

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CONTENTS



A BRIEF PRESENTATION OF OGF

OUR VISION

OGF aspires to the advent of a world in which good resource governance and social justice are guaranteed

OUR MISSION

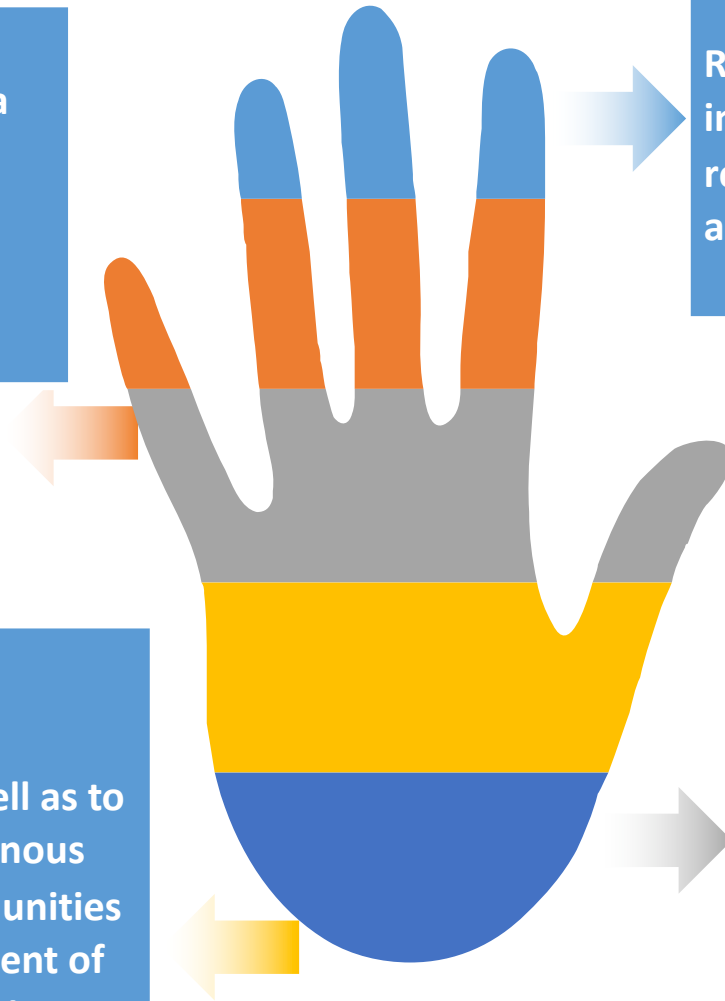
To contribute to sustainable resource management as well as to promote the rights of indigenous populations and local communities by monitoring the enforcement of the governing standards in the DRC.

OUR METHODOLOGY

Rights-based analysis; joint and/or independent field missions, recommendations for the forestry administration

AREAS OF FOCUS

To strengthen the capacities of NGOs working in IFM; to implement other sustainable resource management activities; to ensure the organisational development of OGF; to conduct IFM activities; to promote a multi-stakeholder partnership



A FEW OBSERVATIONS ON THE ISSUE OF QUALITY

1. No information of the gravity of the violation in accordance with the legal framework regulating logging activities
2. Use of technical terminology in the observation reports
3. Lack of synergy of actions for strengthening advocacy around IFM within civil society
4. Recurring conflicts with certain parties including the forestry administration and the private sector: leading to obstacles to IFM
5. Annual IFM budgets for covering all companies becoming increasingly limited
6. The proliferation of CSOs in the field of independent monitoring

OTP AS A TOOL TO AID THE PLANNING, PREPARATION AND PUBLICATION OF IM MISSION REPORTS

Planning

- ✓ Illegal activity alert
- ✓ Gathering clues
- ✓ Itinerary of sites to visit and safety
- ✓ Check equipment is functioning correctly

In the field

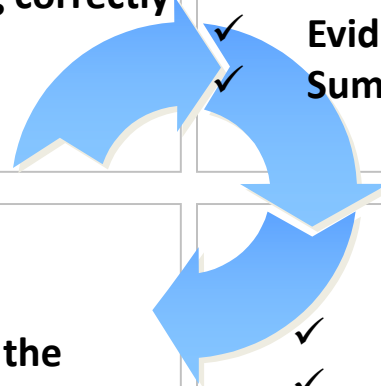
- ✓ Stakeholder consultation
- ✓ Documentary evaluation
- ✓ Visit operations in the forest and on the sites (park, warehouse, etc.)
- ✓ Evidence gathering
- ✓ Summary of observations

- ✓ Finalisation of the report
- ✓ Obtaining full discharge for publication in accordance with the client / mission sponsor requirements
- ✓ Follow-up of recommendations & disputes

Publication & Communication

- ✓ Building the evidence
- ✓ Drafting the report
- ✓ Proofreading of the report by the team
- ✓ External review of the report

FEEDBACK FROM THE FIELD



1. Helps young monitors get familiar with IM mission methodology: planning, preparation, execution and publication of reports **using report and observation archives in the OTP.**
2. Helps young monitors to understand how to document acceptable evidence: data collection in the field (documents, GPS coordinates, photos) **using illustrations and legal references archived by category in the OTP.**
3. Developing young monitors ability to get to grips with a rigorously applied quality approach, namely: **triangulation of observations for evidence consolidation, formulation of quality observations and drafting of coherent rapports.**

OTP AS A PLATFORM FOR STRENGTHENING THE CAPACITIES OF IFM MEMBERS(2/2)

4. Theoretical classroom-based training



5. Field trip to try out the OTP features that help to prepare and publish IFM mission reports

THE QUALITY MANAGEMENT SYSTEM FOR IMPROVING MANDATED IFM (1/3)

STAGE I

Rapport de mission | SMQ – OGF RDC

Cadrage & Clarification

Présentation Mise en place SMQ

Présentation Principes et apports du SMQ dans l'OI

Présentation Norme ISO 9001 version 2015

Diagnostic contextuel

Analyse SWOT

Analyse PESTEL

Analyse des attentes et intérêts des PP

Diagnostic qualité

Revue documentaire

Entretiens

Identification écarts Fonctionnement vs Exigences ISO 9001

THE QUALITY MANAGEMENT SYSTEM FOR IMPROVING MANDATED IFM (2/3)

STAGE II

Training

ISO 9001:2015 requirements

Process approach

Process management

Document control

Development of documentary system

Scope

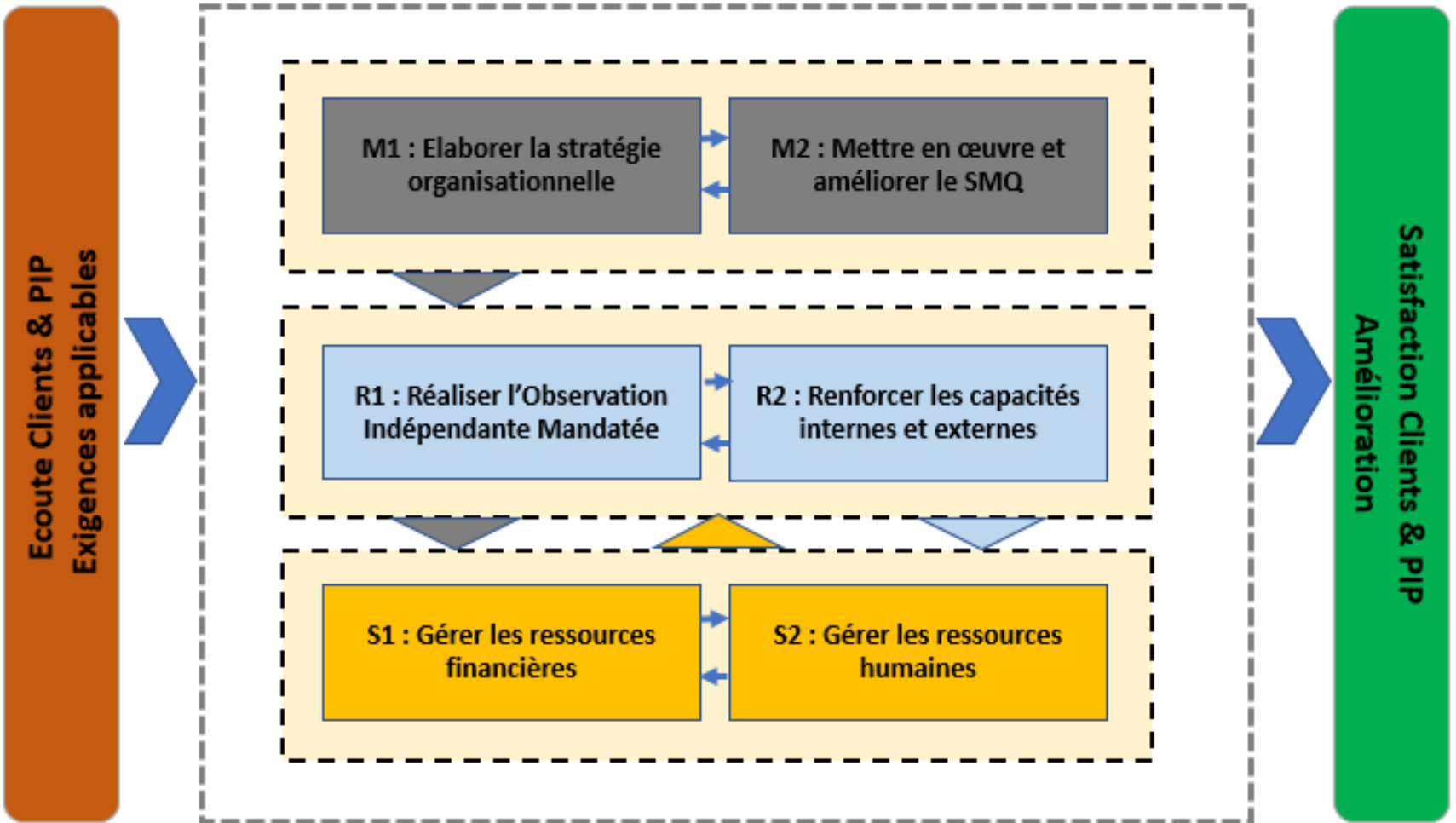
Quality policy and objectives

Mapping of processes

Process sheet

Operational procedure

STAGE III



IMPACTS OF IMPLEMENTING QUALITY TOOLS

IM recommendations	IFM approach
<p>Signing of a new decree 072/CAB/MIN/EDD/ORCE/00/AAN/2018 of 12th November 2018 laying down the model agreement establishing the social clause in forest concession contract specifications</p>	<p>Adoption of quality control approaches 1 and 2 before the validation of observations</p>
<p>Decree 84/2016 laying down conditions and rules for timber exploitation. Clarification of the roles of governors and of provincial coordination in the issuance of approvals and industrial logging permits (article 9 of decree 84/2016)</p>	<p>Creation of RENOI (National Network of Independent Observers)</p>
<p>Cancellation of FFCs awarded in violation of the moratorium: actions taken as part of the updated REDD Climate Working Group, RENOI and OGF's mandate led to the allocation process of these titles being audited by the Inspectorate General of Finances at the request of the Prime Minister in addition to another legal review funded by the EU.</p>	<p>Creation of 6 process sheets</p>
<p>The easing of measures prohibiting the exportation of cut Mukulu since 2016; the logging of rosewood conditional on obtaining a CITES permit.</p>	<p>Extension of the mandated IFM, ongoing dialogue with the private sector</p>
<p>1200 illegal logs seized, 44 tickets for infringement reported on one mission</p>	

PERSPECTIVES

Stages

Approval of prepared tools and documents from OGF's QMS: feedback to OGFs main stakeholders consulted during the launch of the projet through a national workshop organised for this purpose. This means a FODER mission in DRC to review with OGF the stakeholders consulted at the beginning and to present to them the results obatined.

Implementation of the QMS: Test phase of the QMS and follow-up by OGF. Collection and analysis of feedback and test results of the improve the QMS.

Training of internal quality auditors: training of OGF staff on internal quality auditing in accordance with ISO 19011 lasting at least three (03) days.

Execution of internal quality audits: each process of the QMS must be evaluated on its level of compliance with the requirements of ISO 9001/2005 including internal procedures, and applicable regulatory and legal texts.

FODER QMS benchmarking: OGF immersion mission to FODER (Yaoundé) to learn about the functioning of QMS process.

Continuation of roll out of the OTP in provinces: information and training on use of the tool provided to provincial CSOs (external IFM et mandated IFM)

Thank you for your attention

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