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# **TUNISIA: A quality approach for CITET**

- International Office for Water - Cooperation - International actions - Vocational training and engineering -

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In 2003, the partnership between the National Training Centre for Water Professions (CNFME) and the International Centre on Environmental Technologies of Tunis (CITET), which depends on the Tunisian Ministry of Agriculture, Environment and Water Resources, widely developed.

Therefore, this year enabled IOWater to organise 2 seminars in Tunis , dealing with the topics: "Design of pumping stations in sanitation" and "Treatment of industrial effluents".

As a continuation to these seminars, the CNFME is now helping the CITET in its technical assistance assignments and audits in the water sector and industry: follow-up and validation of several technical assistance studies carried by the CITET (surface treatment, paperboard industry, agri-food industry, etc.) and joint audits of industrial wastewater treatment plants in Tunisia .

**On the other hand, CITET has started optimising its training quality to obtain the ISO 9001 certification in 2004 and requested the CNFME's experience in this field.**

It is to be reminded that the CNFME has been certified ISO 9001/BVQI for several years.

This collaboration on the topic of quality management included three steps:

- • audit of the organisation of CITET training centre to improve the quality of its services,
- • a study tour of the CITET executives in charge of training at the CNFME in June 2003,
- • quality support to CITET by CNFME up to the ISO 9001 certification for its training activities until August 2004.

**All these activities are financed by GTZ (German Co-operation to Development).**

In 2004, this co-operation should increase, especially regarding the following projects:

- • **organisation of seminars at the CITET on sanitation** (water disinfecting, operation of wastewater treatment plants, etc.),
- • technological co-operation for **the drafting of international technical documents** on the adaptation of wastewater treatment techniques to the Maghreb context and management of international working groups on these topics,
- • **joint organisation of seminars** addressing beneficiaries other than Tunisians,
- • **e-mail coaching** in terms of technical assistance to industrialists, etc.