

SADC Commemorates World Accreditation Day

June 9, marks World Accreditation Day (WAD) as a global initiative jointly established by the International Accreditation Forum (IAF) and International Laboratory Accreditation Cooperation (ILAC) to raise awareness on the importance of accreditation-related activities. The inaugural WAD was celebrated in 2008. The theme for 2016 World Accreditation Day is **“Accreditation: A global tool to support Public Policy”** and focuses on the support accreditation delivers as a tool for all areas in the public sector – national and local government, regulators. As in previous years, the day was celebrated across the world with the hosting of major national events, seminars, and press and media coverage, being undertaken in order to raise awareness on the importance of accreditation and to communicate the value of accreditation to Government, Regulators and the leaders of the business community.

This year commemoration activities in the region ranged from seminars/conferences to press releases, television to radio interviews and street marches to targeted marketing visits. World Accreditation Day conferences were held in 5 countries namely: Botswana; Lesotho; Swaziland; Zambia and Zimbabwe. In preparation for the commemorations SADCAS provided all National Accreditation Focal Points (NAFPs) with a press release, WAD conference template and text to a speech which was to be made by a SADCAS representative.

In Botswana WAD Commemorations were celebrated as a mini-conference with an exhibition in Jwaneng on the 9th of June 2016. The conference was attended by over 61 stakeholders from different conformity assessment bodies from the health, engineering and food processing sectors from both the private and public sectors as well as various regulators. The conference was organized by the Department of Industrial Affairs, Ministry of Investment, Trade and Industry under which the NAFP-Botswana is housed. Prior to the WAD commemorations a press release was distributed to various media houses to promote the 2016 WAD. The commemorations were also promoted by holding a consultative meeting on the 24th of May 2016 at the Office of the District Commissioner (ODC) which was attended by the Jwaneng Town Leadership from ODC,

Continued to p 2

Inside This Issue

Accreditation: A Global Tool to Support Public Policy	12	Pinkie Malebe Undergoes Attachment Training at SANAS	34
Accreditation: Exporting your Business	18	Eva Muronda Goes on Attachment Training at SANAS	34
SADCAS CEO Meets with Principal Secretary—Malawi Ministry of Industry, Trade & Tourism	21	SADCAS Accredits First Facility in DRC Phase 2—PTB Germany Funded Training of Laboratories from the Mining and Mineral Processing Sector	35
SADCAS Provides Link to ILAC MRA and IAF MLA Signatories	22	Second ISO 15189 Training Course Conducted in Namibia	36
SADCAS Hosts First International Meeting	23	Namibia Breweries Laboratory Staff Undergo Training on ISO/IEC 17025	37
SADCAS Hosts a Marketing and Communication Workshop	25	New Accreditations	38
SADCAS Reaches out to GAL in Zimbabwe	26	Thistle QA—Part of the LGC Group	39
NAFPs Meet	27	SADCAS Publishes Guidance for Addressing and Clearing Nonconformities	40
NAFP-Lesotho Hosts Breakfast Meeting and ISO/IEC 17025 Awareness Course	29	Invitation to Register as SADCAS Assessors Accreditation in Supporting Public Policy	41
Technical Expert Experience—Inspection Body Accreditation Programme (IBAP)	31	Upcoming Training Courses	42
Assessor Experience - Management System Certification Bodies Accreditation Programme	32	SADCAS Now Offers Training on ISO/IEC 17065:2012	43
SADCAS Holds Time Management Training for all Staff	32	SADCAS Training Courses	44
Tsitsi Mazibuko Undergoes Attachment Training at SANAS	33	Status of Key Accreditation Standards and IAF/ILAC Documents	45
Laureen R Gudo Attends Human Resources Boot Camp	33	Diary of Upcoming Events	46

Continued from p 1

Jwaneng Town Council, Tribal Administration, and Jwaneng Chamber of Commerce (JCC). Several follow-up meetings to update the District Commissioner's office and the Jwaneng Town Mayor's office were also conducted during the week to update them on the progress of the preparations.

The official opening of the conference was conducted by the Assistant Minister of Local Government and Rural Development - Honourable Frans Van Der Westhuizen who was introduced by the Jwaneng District Commissioner Ms. Kolobetso Sejakgomo, whilst the welcome remarks were conducted by Honourable Councilor Obed Monkge on behalf of the Jwaneng Town Mayor, His Worship Mr Tsietsi Oodira-Kwenje. The Key Note address titled **"Accreditation: A Global Tool to Support Public Policy"** was performed by the SADCAS Technical Manager Ms Jeanne Françoise-Ranorovelo.



Hon. Councilor Obed Monkge delivering welcome remarks

Hon. Frans Van Der Westhuizen, officially opening the 2016 WAD

Ms Jeanne F Ranorovelo—SADCAS Technical Manger delivering the key note address



Part of the audience during the workshop

This was followed by six presentations from the following institutions namely; National Food Control Laboratory (NFCL) by Ms. Esther Rugara; Water Utilities Corporation (WUC) by Mr Teddy Ditsabatho; Botswana National Veterinary Laboratory (BNVL) by Ms. Samantha Letsho; Department of Occupational Health and Safety (DOH&S) by Mr Johannes Mosanawe; Botswana Bureau of Standards (BOBS) by Mr Pilot Masunga and Department of Clinical Services, Ministry of Health (MOH) by Ms. Dineo Motsisi. The closing remarks were delivered by Mr Gideon Mmolawa (Acting Director of Industrial Affairs). In the key note address Ms Ranorovelo explained that the challenges faced by governments and society in trade, health, consumer and environmental protection and security all call for the need for technical competence of conformity assessment bodies. She showed that accreditation is now increasingly accepted as the most transpar-

ent, non-discriminatory mechanism to assure competency of conformity assessment service providers. The use of accreditation by regulators and businesses in the world around us is expanding. She also indicated that the wider adoption of accreditation by regulators in the SADC region is still an issue that requires attention and she also reiterated that SADCAS encourage Governments to embrace accreditation and use it as a tool to support public policy. In her presentation on the Role of accreditation in supporting food safety, Ms Rugara explained the role that the NFCL plays in the development and review of food regulations and food standards and monitoring compliance thereof. The NFCL is involved in the determination of microbiological and chemical/physical contamination as well as adulteration of food.

Continued to p 3

Continued from p 2

Even though the NFCL is not yet accredited, the Laboratory realizes the importance of accreditation in promoting acceptance of results thus reducing duplication of tests and facilitating trade imports and exports. The NFCL is working towards accreditation.



Ms Rugara—NFCL



Mr Teddy Ditsabatho - WUC



Ms Samantha Letsholo—BNVL

This was followed by a presentation on the role of accreditation in supporting safe drinking water in which Mr Teddy Ditsabatho from the WUC explained that safe drinking water could not be detached from accreditation. He indicated that there is an increasing demand from regulators and consumers on compliance to standards and technical regulations. He reiterated that it is imperative for all industry players to embrace accreditation as a primary tool for protection of public health and also for international recognition. In her presentation on the role of accreditation in supporting sustainable animal health, Ms Letsholo from the BNVL informed delegates that BNVL was accredited for 41 test methods covering Microbiology, Diagnostic, Chemistry, Molecular Biology, Serology, Virology, Pathology and Feed Microscopy. She further explained the benefits that Botswana and BNVL have realized from accreditation such as being able to clearly demonstrate the hygiene status of water used in abattoirs and confirm the effectiveness of their disinfection processes. She further highlighted that BNVL is a stakeholder in the implementation of various *One Health Projects*, e.g. Rabies and some of the accredited tests available at BNVL are used as tools to monitor various zoonotic and trans-boundary diseases, namely Avian Influenza, Foot and Mouth Disease and Newcastle Disease.



Mr Mosanawe—DOH & S



Mr Masunga—BOBS

Continued to p 4

Continued from p 3

In his presentation on the role of accreditation in supporting occupational health and safety Mr Mosanawe, from the DOH&S explained that accreditation of safety & health services assures competency and guarantee quality. It therefore reduces risks associated with accidents which are costly to the organization and the national economy, provides a defense in litigation in courts of law especially when there is a case to answer and assists organization to maintain and improve the inspection management, and also enhances credibility and reputation of an organization. The BOBS representative Mr Pilot Masunga in his presentation on the role of accreditation in ensuring the quality of building materials highlighted that implementation of standards and accreditation can help central government, local government, regulators and the public sector to meet policy objectives by using accredited conformity assessment services. He also showed through various case studies instances where the public sector was shown to have utilized conformity assessment to meet public policy objectives around the world and locally. He urged Governments to embrace accreditation in public policies to ensure quality products and services. He however cautioned stakeholders on the challenges associated with accreditation such as: cost, being highly specialized and hence knowledge-intensive and that it requires time and dedication.

In the last presentation entitled Accreditation as a Strategy for the Competence of Medical Laboratories, Ms. Dineo Motisi on behalf of Department of Clinical Services in the MOH, explained that public medical laboratories operate within the framework set by the "National Policy on Public Health Institutes". She explained that the MOH use strategic initiatives to improve quality health care in the country such as: human resource management and development, improving and building adequate laboratory capacity. She explained that in line with its strategic objectives the MOH had achieved several milestones with Princess Marina, Sekgoma Memorial, Nyangabgwe Referral Hospital Laboratory, Nyangabgwe HIV Reference Laboratory and Botswana Harvard HIV Reference Laboratory having been accredited. She revealed that 7 more laboratories are working towards accreditation.

The conference was reasonably attended and the discussions were robust and lively with participants urging all CABs to be accredited in order to ensure the credibility of results. The participants also encouraged facilities accredited by SANAS to changeover to SADCAS now that SADCAS is signatory to the ILAC MRA for Testing and Calibration. Participants also encouraged the DOH&S to work towards using private accredited inspection bodies accredited to reduce the financial burden on Government with the Department having to undertake the inspections themselves for which they are still working towards accreditation. Participants lamented on some sub-standard materials used in construction projects (private and public) and further questioned on measures put in place to curtail this. The BOBS representative then explained the BOBS role in import inspections highlighting that not all products in the market are regulated and that there is a list of products that are regulated. He also clarified the difference between certification to ISO 9001 and accreditation to ISO/IEC 17025. The participants also requested the NAFFP- Botswana to engage with public procurement entity, the PPADB for the recognition of accreditation in public procurement.

A total of 4 organizations exhibited and showcased their activities at the exhibition during the commemorations, namely; Lamworld Technologies, National Blood Transfusion Laboratory, National Drug Regulatory Unit and the Department of Energy. The Department of Energy and Lamworld Technologies explained their trade using a petroleum mobile testing laboratory, and a mobile calibration Laboratory, respectively, which gave a vivid practical experience on their activities. National Blood Transfusion Laboratory used brochures and presentations whilst the National Drug Regulatory Unit used various portable Testing kits, books/reference pharmacopeia, brochures and presentations to explain their laboratory activities.



Delegates during the tour of stalls

A mobile National Petroleum Testing Laboratory used at the exhibition

Continued to p 5

Continued from p 4



Department of Drug Regulatory Unit stall



Mobile testing laboratories at the Lamworld Technologies stall



National Blood Transfusion Services stall

SADCAS promotional materials were also distributed during the celebrations and pull up and teardrop banners were also put up at the venue to maximize the awareness on the World Accreditation Day. The 2016 WAD commemorations held in Jwaneng, Botswana was indeed a success.

Democratic Republic of Congo (DRC) - This year DRC's WAD celebrations focused on the support accreditation delivers as a tool to support national and local government and regulators. The NAFF used the emailing tool to reach out to more than 100 stakeholders in the country by circulating the French versions of WAD video and brochure. The press release was circulated to the UN Radio called OKAPI which has a wide listener base throughout the country. The press release was publicised in the various national languages. On 14 June 2016, her Excellence Mrs Néfertiti NGUDIANZA BAYOKISA KISULA, the Minister of Trade chaired the inaugural ceremony of a new mineral laboratory of Office Congolais de Contrôle "OCC" located in Luisha Bungubungu near Likasi City – Haut Katanga Province. The event was attended by the Ministry's Senior Officials, the NAFF–DRC and the Chairman of the National Laboratory Association of DRC, ASCOLAB.

In her speech during the event the acting Director General of OCC recognized the important role that accreditation plays as a global tool that helps to address local, national and international needs of governments. "Standards, conformity assessment and accreditation are all market-based tools that can be used by Government policy makers to deliver better regulation, environmental protection, public safety, fraud prevention, fair and efficient markets and public trust" she said. The laboratory plans to be accredited in 2017. SADCAS has accredited its first facility in DRC and at the same time 6 applications are under accreditation process by SADCAS.

Continued to p 6

Continued from p 5



Her Excellence Ms NBK Néfertiti cutting the ribbon to mark the official opening of the new OCC laboratory



Dignitaries at the opening of the OCC laboratory from rights to left: Mr Viki Mbuya Kanama, NAFD-DRC, Acting DG of OCC, Her Excellence Ms NBK Néfertiti and Local Authority representative



New OCC laboratory

In Lesotho WAD was celebrated on 29 June 2016. Prior to the celebrations, the office of the NAFD held a preparatory meeting together with members of the Lesotho Federation of Laboratories and Officers from the Government's / Regulator's Departments on 15 June 2016 during which a programme for the commemorations was decided upon. The WAD commemoration was attended by forty five (45) people from 21 organizations amongst them stakeholders from various Government ministries and regulators, private and public laboratories and the media. The Office of the Principal Secretary – Ministry of Trade and Industry presided on the official opening of the commemoration and thereafter the presentations were made by different organizations. The event was televised on TV Lesotho channel. One of the highlights of the event was the awarding of certificates 25 candidates who attended the ISO/IEC 17025 Standard Training and Auditing held in December 2015.



Delivering confidence, Assuring competency, Guaranteeing quality

Continued to p 7

Continued from p 6



Mr Rabolinyane giving welcome remarks

ISO/IEC 17025 training course participant receiving certificate



Conference in session

Various recommendations were made during the commemorations including the need for capacity development and the need for accreditation especially of CABs operating in the public domain including medical laboratories. Participants of the ISO/IEC 17025 training course held in December were called upon to implement what they had learnt and develop implementation programmes in their respective laboratories. All participants showed a remarkable enthusiasm which should result in significant developments towards accreditation in Lesotho.

In Madagascar, an article about the WAD was developed in French, and was published in Newsletter of the Chamber of Commerce and Industry. For cost effectiveness, Madagascar intend to organize a ceremony to commemorate the World Accreditation Day together with the World Standards Day on October 14th 2016 in the western region of Madagascar.

Continued to p 8

Continued from p 7

Mozambique commemorated WAD on the 9th of June 2016 once again through a press release which was published in Portuguese in the electronic media Horizonte and Jornal Fair Play Mozambique.

Swaziland joined the World and commemorated the WAD on the 29th of June, 2016. In line with the theme for 2016 WAD, the NAFP engaged the Cabinet, Principal Secretaries, Members of Parliament and Regulators for the commemoration of the World Accreditation Day. Preparations started off in April with the sensitization of the Cabinet on WAD, the importance of accreditation and the role accreditation plays to policy makers. This was done through a Cabinet Paper. The WAD was then held at Sibane hotel in the form of a breakfast meeting and the event started at 7:30am and ended at 9.00 o'clock.



Participants at the breakfast commemorations



Ms SS Dlamini delivering her speech on behalf of SADCAS

Ms PP Dlamini giving a speech on behalf of the Minister

A total of 80 people attended the breakfast seminar. The Programme Director, Georgina Shabangu gave the opening remarks emphasizing the importance of the WAD to the Swazi Nation at large. Due to unforeseen circumstances, the Minister was unable to come and he was then represented by Ms Phindile Priscilla Dlamini, the Chief Quality Systems Administrator. A presentation on how accreditation supports public policy was delivered by the 1st NAFP Officer, Ms Sthembisyo Sybil Dlamini. The event was a success and it ended up at a high note with most delegates still longing to hear more on accreditation. The event was widely publicized before and after in the Swazi Observer and Swazi Times.

Zambia commemorated the 2016 World Accreditation Day by undertaking the following activities:

- ❑ Launch Statement by Honorable Margret D. Mwanakatwe, MP, Minister of Commerce, Trade and Industry on the eve of the 2016 World Accreditation Day;
- ❑ Publication of the Press release in the Zambia Daily Mail Newspaper on 9 June, 2016; and
- ❑ Half day stakeholder workshop held on 9 June 2016.

The workshop which was held at Southern Sun Hotel in Lusaka was officially opened by Mr Tobias Mulimbika, Director-Industry in the Ministry of Commerce, Trade and Industry. In his opening remarks, the Director welcomed all stakeholders to the workshop and requested all participants to actively participate in the commemoration of the 2016 World Accreditation Day. He went on further to thank UNIDO- Trade Capacity Building Framework for Zambia and Zambia Bureau of Standards (ZABS) for the valuable role they have played in facilitating the commemoration of the 2016 World Accreditation Day. A series of presentations were made starting with the role of SADCAS the role of SADCAS in supporting public policy by Mr. Manuel Mutale, Executive Director, Zambia Bureau of Standards and SADCAS Board Member. This was followed by the 2016 video on WAD and browsing through the public sector website by Mr. Moses Ngosa, 1st NAFP, Ministry of Commerce, Trade and Industry. A representative of the National Water Supply and Sanitation Council (NWASCO), Mr Curtis Muleya, then presented on the role of accreditation in supporting safe drinking water followed by

Continued to p 9

Continued from p 8

a presentation by Dr Obrian Kabunda from the Centre for Veterinary Research Institute on the role of accreditation in supporting sustainable animal health. The second session started off with a presentation on the role of accreditation in ensuring the quality of building materials by Ms. Wendy Nambule Mukape, National Construction Council (NCC). This was followed by a presentation on the role of accreditation as a strategy for the competence of medical laboratories by Mr Davy Nsama, Director Clinical Services, and Ministry of Health. The last presentation was on the role of accreditation in supporting occupational health and safety by Mr Kakoma Chivunda, Ministry of Labour and Social Security.



From left to right: Ms Himba Cheelo, CEO, ZWMA, Chief Technical Advisor for UNIDO – Trade Capacity Building Framework for Zambia, Dr Elsie Meintjies, Mr Manuel Mutale, Executive Director, ZABS and SADCAS Board Member and Mr Tobias Mulimbika, Director Industry, Ministry of Commerce, Trade and Industry

After each session there were lively discussions on the topics covered and a general discussion on all the presentations was ably chaired Mr Edward Mbuli, Zambia National Laboratories Association. The meeting noted that there is need for laboratories to ensure they are accredited as this enhances the work of various regulatory bodies and also instills a sense of confidence and trust in the citizens, that conformity to accreditation standards enhances regional and international trade and that the level of participation by industry was very good and UNIDO was impressed by the strides Zambia has made in the accreditation process. The participants raised concerns on block standards being used in construction and suggested there be a mandatory standard. It was also recommended that the National Construction Council find ways to engage Local government on residential construction to ensure structures and materials used conform to the recommended standards in order to safeguard lives as well as property. The need to sensitize organizations on the process of accreditation which would also help in knowledge gap surrounding accreditation was emphasized and it was recommended that the NCC and NWASCO be assisted in achieving their objectives regarding accreditation.

The sessions were interspaced with traditional dance group who also performed a play based on the 2016 WAD theme. The closing remarks were given by Dr. Elsie Meintjies, Chief Technical Advisor, UNIDO.

Continued to p 10

Continued from p 9



Twatasha Dance Group performing on the 2016 World Accreditation Day

The half day workshop was successful and it is therefore, prudent that the Ministry makes a follow-up on the required actions as stipulated in the recommendations. Further, it was extremely heartening to experience an entire industry coming together to commemorate the 2016 World Accreditation Day and to note that the Centre for Veterinary Research Institute has applied for accreditation.

Zimbabwe commemorated 2016 WAD on 9 June in style. They took WAD commemorations to the streets with a march starting from Mukwati Building where the National Accreditation Focal Point – Zimbabwe is housed throughout the centre of Harare City and ending up at the venue of the commemorations a tent pitched at the Causeway Post Office. Stakeholders amongst them regulators, conformity assessment bodies, government representatives, captains of industry and consumers all joined in the march donned in their WAD T shirts including the SADCAS CEO Mrs Maureen P Mutasa. Over 200 people participated in the march including the police and drum majorettes. The T shirts were provided by the NAFP - Zimbabwe. The march was led by 2 NAFP Officials holding a banner with the WAD theme on it. Behind them was the Police Band playing with their instrumental music with drum majorettes swinging and dancing to the music. Behind the drum majorettes were stakeholders all cheerfully marching throughout the city centre. At the back were officials holding another banner of the NAFP. The march attracted a lot of attention on the streets. The march was a good 6km took an hour from 10:00 to 11:00 hours at which time the speeches were delivered.



Stakeholders including Mrs Maureen Mutasa—SADCAS CEO donned in their WAD T shirts just before the march

Continued to p 11

Continued from p 10

The welcome remarks were given by Mrs Eve Gadzikwa—Director General Standards Association of Zimbabwe followed by a key note address by Honourable Mike Bimha, the Minister of Trade and Commerce who in his speech noted the benefits of accreditation and the progress that the SADC region had made in its institutional development to address non-tariff barriers to trade amongst SADC Member States and between SADC and other regional trading blocs as well as to promote quality and accreditation infrastructure in the region. He reiterated his Ministry's commitment to promoting accreditation in Zimbabwe and outlined the efforts made by the NAFP–Zimbabwe which is housed in his Ministry which has resulted in uptake in accreditation with Zimbabwe having the highest number of facilities accredited by SADCAS and the highest number of applications under process.



From left to Right: Legal Advisor Ministry of Trade and Commerce, Mrs Gadzikwa, Mrs Mutasa, Honourable Minister of Trade and Industry Mr Mike Bimha, Mrs Beatrice Mutetwa and Mrs Dzimwasha Directors from the Ministry of Trade and Industry

This was followed by an address by Mrs Maureen P Mutasa the Chief Executive Officer of SADCAS who first explained the relationship between standards and accreditation, then outlined how accreditation can support public policy citing many examples of how accreditation has been used to support public policy globally narrowing down to the region and making reference to the Public Sector Assurance website and highlighting the role that SADCAS has played in those SADC Member States that are serviced by SADCAS. She then concluded her address by saying that the use of accreditation in supporting public policy in the world around us is expanding. Whilst a number of regulators in the region, have started to use accreditation effectively to support their regulatory and policy objectives many more are not aware of accreditation and are therefore at risk of creating duplicate or costly in house systems. There are no requirements in public policies for the use of accredited conformity assessment services and furthermore there are Government policy makers that do not possess sufficient information which can lead to incorrect application or specification of accreditation requirements. "The wider adoption of accreditation in supporting public policy in our region is still an issue requiring attention" she said. She therefore encouraged governments to embrace accreditation and use it as tool to support public policy.

Continued to p 12

Continued from p 11



Some of the participants at WAD commemorations

Banners on display during WAD commemorations

Closing remarks were given by Mrs Dzimwasha—Director Standards in the Ministry of Trade and Commerce who thanked the NAFP for organizing the commemorations, the police band the drum majorettes and all who made the commemorations such a success. The Director of ceremonies Mr D Train then invited all to lunch and drinks courtesy the NAFP–Zimbabwe. Everything was very well organized and went according to programme. Police clearance was obtained before the march thus March was carefully controlled by the Police with an ambulance on standby. Thank goodness no one needed medical attention during or after the march.

Accreditation: A Global Tool to Support Public Sector

The Relationship between Standards and Accreditation

Societies use standards, technical regulations, metrology and conformity assessment to address issues of production, trade, health, consumer and environmental protection, security and quality as well as to manage risk and areas of market failure. As international trade has grown, so too has the number of national and international voluntary and mandatory technical regulations, standards, testing, inspection and certification procedures across all market sectors which apply to samples, products, services, management systems or personnel. Generally these are introduced to meet the legitimate requirements of quality and safety that consumers, businesses, regulators and other organizations demand of goods and services, whatever their country of origin.

Conformity and compliance of products and services with standards is verified through conformity assessment procedures such as testing, inspection and certification which offer assurance that products fulfill the requirement specified in standards and technical regulations. Accreditation determines the technical competence and integrity of organisations offering conformity assessment services such as testing, certification, inspection and calibration based on international standards. Accreditation can thus be used to verify compliance with a standard. Accreditation is an impartial and objective process carried out by third parties; it offers the least duplicative, the most transparent and the most widely accepted route for the provision of credible and trustworthy conformity assessment results. Accreditation is the basis of trust.

Continued to p 13

Continued from p 12



Conformity Assessment services

Accreditation bodies are established in most countries to ensure that conformity assessment bodies are subject to oversight by a competent body.

How Accreditation Supports Public Policy

Supporting government policy is a core objective of any accreditation body and SADCAS is no exception. Governments are constantly called upon to make decisions related to:

- ❑ Protecting the health and welfare of consumers and the public which we all are;
- ❑ Protecting the environment in which we live and all future generations;
- ❑ Measuring compliance with regulatory and legal requirements;
- ❑ Allocating resources both technical and financial; and
- ❑ Developing new regulations and requirements.

Accreditation can be used to support Government policy in different ways. For example, markets can 'self-regulate' through businesses voluntarily agreeing to meet set standards. This can be applied where there is a need to reassure markets on the conduct of business while minimising risks, but where there is no desire by Government for regulatory intervention. For example, an industry or profession might choose to develop and adopt its own code of practice promoting ethical conduct. Government can encourage the use of standards to deliver policy, or indeed may wish to sponsor the creation of a standard for a particular purpose. Government might also work with an industry to develop a standard or code of practice or a means of determining compliance that involves other parties in setting standards and authorising the activity. Accredited conformity assessment provides this assurance of compliance with such standards.

Alternatively, businesses that demonstrate compliance with standards through accreditation may earn 'recognition' from regulators, who trust them to comply with their legal obligations. This enables regulators to reduce oversight and inspection visits, saving tax payers' money. This 'Earned recognition' can achieve the same or better outcomes as regulation, but on a voluntary basis. In this way, the cost of regulation is reduced for both the government and the regulated business.

The accreditation system can also support public policy, where Government sets the top level regulatory requirements and leaves the market to define how these general principles should be met in terms of technical solutions. In some cases, the use of standards can be referenced in regulation. In others, the market itself may decide to develop standards for their own guidance on the technical state of the art and thus assist with compliance.

Examples of How Accreditation Supports Public Policy

The international accreditation organizations ILAC and IAF together with ISO and the *Independent International Organization for Certification* (IIOC) have established a website www.publicsectorassurance.org to showcase different global examples where accreditation has been used to support public policy efforts. From assisting **forensic science in the UK**, to effective voluntary programmes in the US, to improving the delivery of **food safety in Australia**, to **protecting consumers** in the safety of products in the Gulf Coast Countries, to supporting **sustainable animal health in Botswana**, the site demonstrates real examples where public policy is being delivered using accreditation. Each topic

Continued to p 14

Continued from p 13

contains case studies of how government and regulators have used accredited conformity assessment, plus independent published research and supporting information. A link to the public sector assurance site is provided on the SADCAS website www.sadcas.org under the window on links.

For example, **in the Asia Pacific region**, APEC (the Asia Pacific Economic Cooperation), endorses accreditation with the Asia Pacific Laboratory Accreditation Cooperation (APLAC) recognized as an APEC Specialized Regional Body. Accreditation is now used to underpin the conformity assessment component of the APEC agreements.

Similarly, **ASEAN (the Association of Southeast Asian Nations)** with its 10 Members States has included accreditation in the ASEAN sectoral mutual recognition arrangement for electrical and electronic equipment as a means of meeting the mandatory requirements of each member and to facilitate the implementation of the ASEAN Free Trade Area (AFTA).



Electrical products



Electronic products

In Europe, a legal framework for the provision of accreditation services across Europe is written into regulation which recognizes the benefits of accreditation by legislating that it be used as a means to show compliance with the mandatory requirements. The regulation came into effect in January 2010 and covers the operation of accreditation in support of voluntary conformity assessment as well as conformity assessment required by legislation. The regulation also recognizes the European cooperation for Accreditation (EA) as the coordinating organization for the national European accreditation infrastructure.

In the Americas regulators and governments are increasingly relying on results from accredited laboratories to meet their mandatory requirements in areas as diverse as food safety, environmental protection, toy safety and the quality of concrete, steel, electrical products and a variety of other products and services. The respective regulators have all made accreditation a core element of their policy making strategy. The Inter American Accreditation Cooperation (IAAC) is committed to disseminating the concepts and advantages of accreditation and is responsible for ensuring that accreditation bodies in the region operate their programs to stringent international requirements.

SADCAS Value Proposition

- ✓ Delivering confidence
- ✓ Assuring competency
- ✓ Guaranteeing quality

Continued to p 15

Continued from p 14



Toy safety



Quality of concrete

Quality of steel

In New Zealand and as part of the Government's support of their food industry export drive, the Ministry for Primary Industries requires all animal products (dairy, meat, fish even honey etc.) to be tested in an accredited laboratory. Similarly the New Zealand, Health Act requires that drinking water for domestic consumption be tested in an accredited laboratory.

The Hong Kong Housing Authority builds an average of 20,000 flats per year for the public sector of Hong Kong. The quality of building materials and components is a prime concern to the Housing Authority and the industry since rework of any non-complying building products would have time & cost implications to the housing projects. The Housing Authority specifies the requirement to use certified products for ten major building materials in its construction projects. Accredited product certification provides a reliable means for assuring production quality throughout the whole production process from incoming raw materials, production, inspection, sample selection and testing.



Building Materials

In the SADC region and within the **health sector** a number of countries in the region have recognized the importance of medical laboratory systems as an integral part of the health delivery system and have in their policies embraced accreditation as a strategy for the competence of medical laboratories. Programs have been put in place to assist medical laboratories to implement ISO 15189. Out of the 54 facilities accredited by SADCAS, 28% are medical laboratories from Botswana (6), Swaziland (1), Tanzania (6) and Zimbabwe (2). Another 15 medical laboratories are accredited by SANAS from Botswana (5), Namibia (9) and Zimbabwe (1) bringing the total number of accredited medical laboratories in the 13 Member States serviced by SADCAS to 30. SADCAS is witnessing an increasing interest in the Medical Laboratories Accreditation Program (MLAP) with 8 out of the 30 applications under process being from medical laboratories. The SADCAS MLAP was established in June 2010 and is a multi-disciplinary accreditation program operated in accordance with ISO/IEC 17011 the international standard that accreditation bodies have to comply with for international recognition.

Continued to p 16

Continued from p 15



SADC Region

Within the **occupational health and safety** sector and in order to have confidence in the data generated by inspection bodies in Zimbabwe, the National Social Security Authority (NSSA) under which the Factories and Works Inspectorate falls hence the regulator requires all inspection bodies to be accredited in accordance with ISO/IEC 17020 in order to be registered as an independent inspection authority. Following the requirement by NSSA, SADCAS has received 9 accreditation applications from inspection bodies operating in Zimbabwe. Four of the inspection bodies have already been accredited on the SADCAS Inspection Bodies Accreditation Programme and registered as inspection authorities by NSSA. A number of inspection bodies are still under process. A Memorandum of Understanding (MOU) spells out the operational relationship between SADCAS



Pressure vessels inspection

as the accreditation body and NSSA the delegated authority for occupational health and safety issues in Zimbabwe with the Ministry of Labour as the responsible authority. According to the MOU SADCAS main obligation is to provide the regulator with an accreditation system based on verifying competence whilst the Regulator's main obligation is to grant approval to inspection bodies based on their accreditation status. This close cooperation between the regulator and the accreditation body is essential to ensure that the service delivered by SADCAS as the accreditation body and the accredited conformity assessment body community is meeting the needs and expectations of the regulators. The SADCAS Inspection Bodies Accreditation Programme was established in June 2010 and SADCAS is working towards international recognition of this programme. Meanwhile the credibility of the programme hinges on the Twinning Partnership Arrangement with the South African National Accreditation System.

In supporting **sustainable animal health** a number of Central Veterinary Laboratories from Botswana, Namibia and Zimbabwe are accredited under the Testing Laboratories Accreditation Programme (TLAP). The Botswana Vaccine Institute (BVI) is a public company established through the technical cooperation between Merial, a leader in the research, manufacture and supply of livestock vaccines, and the Botswana Government. Accredited testing and certification ensures the quality of the vaccines that they manufacture, generates internal efficiencies, reduces waste and saves money. It also improves market access, confidence and the eligibility for new tenders, which is demonstrated by year-on-year growth. Two thirds of all vaccines produced at BVI are exported annually to over 15 countries in Africa and the Middle East.

Continued to p 17

Continued from p 16



Within the **food sector** a number of regulatory bodies have had their testing laboratories accredited e.g. in Tanzania, where the Tanzania Food and Drug Authority and Tanzania Bureau of Standards, in Botswana where the Botswana Bureau of Standards - Microbiology Laboratory and Namibia, Zimbabwe, Botswana where the Central Veterinary Laboratories have been accredited. Within the **environment sector** a number of environmental testing laboratories have been accredited by SADCAS in Botswana, Seychelles and Zimbabwe. Testing laboratories constitute 47% of SADCAS accreditations with another 19 out of 30 applicants (63%) under process. Whilst there are regulations to support these sectors, there are no requirements as such for accreditation. The SADCAS Testing Laboratories Accreditation Program was established in October 2009 and together with the Calibration Laboratories' Accreditation Program (CLAP) are internationally recognized.



SADCAS also offers accreditation programmes for product certification bodies in accordance with ISO/IEC 17065 and management systems certification bodies in accordance with ISO/IEC 17021-1 and has applications from Zimbabwe and Namibia under process. Here again SADCAS is working towards signatory status of the said programmes and meanwhile the credibility of these programmes hinges on the Twinning Partnership Arrangement with the South African National Accreditation System.

The Benefits of Accreditation

Accreditation offers an alternative to regulation, or can support regulation and enable its simplification. It is already being used to support policy delivery across a wide range of Government and regulatory activities. Accredited conformity assessment can be used to address a wide range of regulatory requirements – it is a flexible tool that can be applied to all sectors and to any kind of assessment, approval, validations or evaluation process. Accreditation can reduce costs for Government by relying on the private sector. Accredited conformity assessment is market driven and funded by fees from these organisations, thereby removing the need for Governments to operate and fund its own laboratories and

Continued to p 18

Continued from p 17

inspectorates. Accreditation can support risk-based regulation by providing information to help target Government intervention where it is most needed. Through openness and independence, standards and accreditation have the necessary legitimacy and degree of market acceptance to be used as tools for policy delivery. Through international agreements on mutual recognition of accreditation, they are becoming more widely used as tools for regulators in both the developed and developing world.

Conclusion

The challenges faced by governments and society in trade, health, consumer and environmental protection and security all call for the need for technical competence of conformity assessment bodies. Accreditation is now increasingly accepted as the most transparent, non-discriminatory mechanism to assure competency of conformity assessment service providers.

The use of accreditation in supporting public policy in the world around us is expanding. Whilst a number of regulators in the SADC region, have started to use accreditation effectively to support their regulatory and policy objectives many more are not aware of accreditation and are therefore at risk of creating duplicate or costly in-house systems. There are no requirements in public policies for the use of accredited conformity assessment services and furthermore there are Government policy makers that do not possess sufficient information which can lead to incorrect application or specification of accreditation requirements. The wider adoption of accreditation in supporting public policy in the SADC region is still an issue requiring attention. Governments in the SADC region are therefore urged to embrace accreditation and use it as tool to support public policy.

Accreditation: Exporting your Business

In an increasingly competitive business environment, companies small and large across the globe have one main goal in common; to save time and money whilst simultaneously increasing sales. Simple to state, but considerably more difficult to achieve, particularly in testing economic conditions. However, accreditation is one tool that can help businesses reach this target, especially those with ambitions to expand into other international markets.

In essence, accreditation is a tool for ensuring the competence of an organization to carry out one or more specified tasks. Accreditation provides confidence in the companies that either hold or utilise services that have achieved accredited certification status. Accreditation is the basis of trust.

In Angola, Botswana, Democratic Republic of Congo, Lesotho, Madagascar, Malawi, Mozambique, Namibia, Seychelles, Swaziland, Tanzania, Zambia and Zimbabwe, the task of implementing the necessary infrastructure falls on the Southern African Development Community Accreditation Service (SADCAS). SADCAS is a multi - economy accreditation body established in terms of Article 15 B of the Technical Barriers to Trade (TBT) Annex to the SADC Protocol on Trade with the primary purpose of ensuring that conformity assessment service providers (calibration/testing/medical laboratories, certification and inspection bodies) operating in those SADC Member States which do not have national accreditation bodies are subject to an oversight by an authoritative body. In other words, SADCAS 'checks the checkers.'

Certification applies to standards that relate to business operation, the most commonly used being ISO 9001 for Quality Management Systems (QMS) and ISO 14001 for Environmental Management Systems (EMS). Inspection regimes cover product design, products, materials and equipment, installations, plant, processes and services. Some of these areas will be subject to legislation that demands regular inspection. Product testing and calibration are used to demonstrate that a product meets a specification. This might be a customer requirement, a part of a product development regime, or even a legal obligation. There are more than 50 accredited conformity assessment bodies, most of which are testing laboratories, in the 13 SADC Member States serviced by SADCAS with more than 30 under process at SADCAS.

Continued to p 19

Continued from p 18

Exporting

Companies looking to expand their business on the global market can benefit from holding accredited certification in several ways. The first and most important is that it can provide an entrée into a given market that would otherwise be closed to that organization. An increasing number of organizations, in both the public and private sectors are specifying accreditation as a precondition to tendering for contracts. A company that either holds or utilises accredited certification services is therefore able overcome this hurdle and widen the potential market for its goods or services.

As accreditation is recognized internationally it can open doors abroad equally well as those in the domestic market. This is made possible by a series of Mutual Recognition Arrangements/ Agreements (MRAs). These operate as catalysts for the respective economies in two ways. In addition to helping companies with SADCAS accreditation or accredited certification to pitch for business abroad, it also enables companies to have confidence in the results for accredited facilities in other countries.



Spices Exports



Fish exports



Beef exports

One of the best examples of an effective MRA is that operated by the International Laboratory Accreditation Cooperation (ILAC). ILAC membership reaches across the globe, boasting 80 members, covering a total of 70 different economies. Following SADCAS' achievement of signatory status in the ILAC MRA in November 2015 this means that laboratories holding SADCAS accreditation have better access to 70 foreign markets in – A truly global reach.

A larger playing field is just one of the ways in which accredited certification can help to increase sales. It can be utilized as a credential to designate an organization as qualified to provide a particular service. This demonstration of confidence provides credible evidence of best practice and can be used to distinguish one organisation from its competition.

Business Benefits

In addition to increasing potential business, accreditation also has a key role to play in saving businesses time and money. As anyone busy running a business knows all too well, sourcing the right people or organizations to carry out particular key services can be a time consuming process that is fraught with 'unknowns'. Using SADCAS - accredited services can make sourcing an appropriate supplier a lot easier and quicker.

Continued to p 20

Continued from p 19

At first glance achieving SADCAS accredited certification status may appear to be yet another distraction that prevents the time-strapped business owners from concentrating on providing the company's products or services. In fact the opposite is true, as accreditation can help business owners devote more time to the sharp end of their business.

Light Touch Regulation



Fish testing laboratory

At a macro level accreditation can help by reducing the regulatory burden upon commercial organizations. Making regulation more effective and less onerous is a common goal for governments across the world.

Testing, inspection, calibration and certification collectively known as Conformity assessment services, all play a vital role in underpinning and demonstrating compliance to these standards. But in order for businesses and governments to have confidence in the work done by these assessment organizations, the assessment organizations themselves also need to be independently assessed and verified. This is where accreditation comes in. With

confidence in the conformity assessment process underpinned by accreditation, standards can be used to support a lighter touch approach to regulation, which in turn means business owners spend less time tied up in red-tape.

Increasing Efficiency

Accredited certification to a QMS standard, such as ISO 9001 can also help businesses at a micro level. It can provide a regular and objective "check-up" that helps an organisation's management identify and implement operational improvements. In addition to increasing process efficiency, having an effective QMS in place reduces costs by limiting the rate of product failure and down time.

Just as achieving accredited certification status is not about having a certificate to hang on the wall, there is more to using accredited services than merely ticking compliance boxes. A conformity assessment service accredited by SADCAS has proved that it complies with the best practices of the particular industry. It has also demonstrated that it is competent to deliver a consistently reliable, impartial, and accurate service, which meets the appropriate internationally-recognised standard. When a business chooses an accredited supplier, it can be sure that it is receiving the best and most appropriate service for its needs.

Owing to increased client confidence in the accreditation process, business productivity can be increased as the number of time consuming client-audits is reduced. The MRAs mean that products do not have to be re-tested for new international markets, which further reduces paperwork and improves operational efficiency. Using an accredited supplier takes the guesswork out of choosing an evaluation body, giving the company confidence that they will get the service that best fulfils their requirements.

Other Benefits

In addition to clients, the staff of a company that holds accredited certification can also benefit. Employees can have a profound influence on how a prospective client perceives the company. Undergoing regular assessment visits provides employees with an increased sense of professionalism and pride in their work. This encourages them to stay on the "cutting edge" of the relevant technological developments in their field. Staff are also more likely to be committed to observing the firm's QMS and standards of performance.

Continued to p 21

Continued from p 20

Accredited services also play a vital part in risk management. Obtaining adequate insurance cover can be dependent on the ability to demonstrate that a company has thorough processes. It is also worth remembering that in the event of legal action, the use of accredited bodies to carry out independent evaluations can help to demonstrate due diligence.

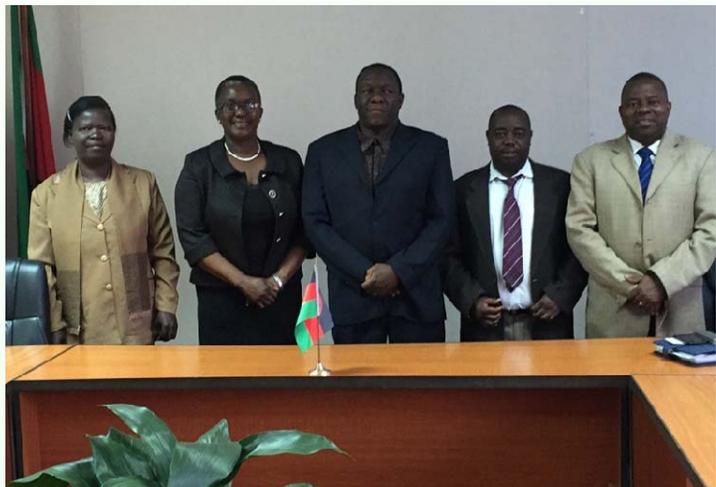
Summary

Governments and economies across the world are increasingly turning to accreditation as a means improving business performance. Using the services of an accredited body allows a business to make informed choices. It can help them save time and money whilst increasing efficiency. For companies looking to expand abroad, it can open the door to new markets. It provides confidence in the goods or services being provided, helping to win new business and establishing credibility in the absence of a track record with that client. Not only does the use of accredited services show best practice it can also provide credible evidence of due diligence should anything ever go wrong.

SADCAS CEO Meets with Principal Secretary—Malawi Ministry of Industry, Trade & Tourism

The SADCAS Chief Executive Officer (CEO), Mrs Maureen Mutasa met with the Principal Secretary Ministry of Industry, Trade and Tourism Mr CK Chiunda on 28 July 2016 at the Ministry's Office at Gemini House in Lilongwe.

The purpose of the meeting was to update the Ministry on developments in SADCAS and in particular update the Principal Secretary on Governments' contributions towards SADCAS' sustainability and to appeal to the Government of Malawi to pay its contributions timeously. The meeting was attended by various Senior Government Officials including Mr S Chisale, Director Industry, Mr G Chimteka, Budget Officer and Mrs M Sauzande, the 2nd Officer for the National Accreditation Focal Point (NAFP) - Malawi. The SADCAS CEO was accompanied to the meeting by Mr DMD Chokazinga, Director General of the Malawi Bureau of Standards (MBS) and SADCAS Board Member.



From Left to right: Mrs Sauzande NAFP—Malawi, Mrs Mutasa SADCAS CEO, Mr Chiunda Principal Secretary, Mr Chimteka Budget Officer and Mr Chokazinga—Director General MBS and SADCAS Board Member.

In his welcoming remarks Mr Chiunda underscored the importance of SADCAS services to Malawi and reiterated Malawi's commitment towards SADCAS sustenance. He shared with the meeting the challenges that the Government of Malawi has been facing as donors have not been forthcoming and compounded to that the challenges with food security as a result of the drought that a number of SADC countries have suffered from.

The SADCAS CEO gave a brief update on developments in SADCAS highlighting the achievement so far and in particular the achievement of signatory status in the International laboratory Accreditation Cooperation's Mutual Recognition Arrangement (ILAC MRA) and what this means to the 13 SADC Member States that are serviced by SADCAS including Malawi. She further outlined how SADCAS was addressing Malawi's accreditation needs highlighting the operational support provided to the NAFP, the training courses held so far in Malawi and the experts trained/registered as assessors. She further mentioned that although SADCAS had not yet accredited facilities in Malawi, SADCAS was expecting to receive 3 applications from conformity assessment bodies in Malawi including the MBS. Mrs Mutasa also advised the Principal Secretary that SADCAS business is growing steadily not only in terms of field and scope of accreditation but also in terms of

Continued to p 22

Continued from p 21

geographical coverage. Dependency on Government funding had reduced from 100% in 2008 to 29% as at 31 March 2016, She however noted that break even on operational costs had not yet been achieved.

On Governments' contributions towards SADCAS sustainability, Mrs Mutasa noted that Malawi had not yet paid its contribution amounting to US\$ 80,076 towards SADCAS' operational budget deficit of US\$ 1.171 million for the 5 year period beginning 1 April 2012 to 31 March 2017. Making reference to various decisions made by the SADC Committee of Ministers of Trade's decisions regarding SADCAS contributions. Mrs Mutasa appealed to the Government of Malawi to pay its contribution so as to ensure SADCAS sustenance.

The Budget Officer, Mr Chimteka who serves as the link between the Ministry and the Malawi Treasury then informed the meeting that an amount had been set aside for contributions to regional bodies under which contributions to SADCAS would be considered. In ensuing discussions Mr Chokazinga highlighted the benefits of SADCAS services to the country and specifically to Malawi Bureau of Standards who are working towards accreditation of its laboratories and certification services citing the competitive rates of SADCAS services. He also prided in SADCAS successes being the first multi economy accreditation body in the world and whose model is being implemented in other regions as a cost effective way of meeting accreditation needs of a number of countries. He then urged the Ministry to prioritize the payment of Malawi's contribution towards SADCAS sustenance. Mr Chisale underscored the importance of SADCAS services to the success of the capacity development programme of the MBS of which accreditation is major component.

In conclusion the Principal Secretary reiterated the importance of accreditation to the national economy and promised to meet in the near future to decide on a payment plan for the long outstanding contribution towards SADCAS sustenance.

SADCAS Provides Links to ILAC MRA and IAF MLA Signatories

SADCAS has now provided links to the current International Laboratory Accreditation Cooperation's Mutual Recognition Arrangement (ILAC MRA) and International Accreditation Forum's Multi - Lateral Arrangement (IAF MLA) Directories of Signatories. The links are on the SADCAS website www.sadcas.org under the window on Links under PT Providers.

The directories contain databases of Accreditation Bodies that are signatory to the ILAC MRA and or IAF MLA would have been peer evaluated in accordance with the requirements of ISO/IEC 17011 to demonstrate competence. Both the ILAC MRA and IAF MLA directories have a dedicated signatory search function from <http://ilac.org/signatory-search/> in the case of ILAC http://www.iaf.nu/articles/IAF_MEMBERS_SIGNATORIES/4 in the case of the IAF. The databases are searchable by accreditation body name and acronym, economy and scope of signatory status to the respective Arrangement.

The Directories give you up to date information on the signatories to the ILAC MRA and the IAF MLA.

SADCAS is signatory to the ILAC MRA in the scope Testing and Calibration in accordance with ISO/IEC 17025. SADCAS is working towards signatory status for its Medical Laboratories Accreditation Programme in accordance with ISO 15189 and Inspection Bodies Accreditation Programme in accordance with ISO/IEC 17020.

SADCAS is an accreditation body member of the IAF and is working towards signatory status for its Management Systems Certification Bodies Accreditation Programme in accordance with ISO/IEC 17021 and Product Certification Bodies Accreditation Programme in accordance with ISO/IEC 17065.

Accreditation: Tested Once, accepted everywhere

SADCAS Hosts First International Meeting

Background

During the Milan meeting held in October/November 2015, the International Laboratory Accreditation Committee (ILAC MCC) and the International Accreditation Forum Communications and Marketing Committee (IAF CMC) agreed to have its next meeting at the Farm Inn in Pretoria, South Africa and requested SADCAS to host the meeting. This being the first international meeting to be hosted by SADCAS and in order to take advantage of the international marketing professionals attending this international meeting, SADCAS decided to have one day marketing and communications workshop and an National Accreditation Focal Points (NAFP) review meeting in conjunction with the international meetings.

The ILAC MCC and IAF CMC are responsible for the discussion, development and coordination of any matters related to communications and marketing of accreditation at global and regional levels and to raise awareness, lift the profile and improve the image of accreditation at global, regional and national levels.

Accreditation is still a fairly new concept in the region and 2 of the accreditation bodies in the region are still in their infancy. Therefore promoting the benefits and importance of accreditation and marketing of accreditation services has been the thrust of all the indigenous accreditation bodies in the SADC region. Each of the 3 accreditation bodies in the region has a responsible person(s) for coordinating marketing and communications activities. In the case of SADCAS, NAFPs who are appointed by their respective governments are mainly responsible for the promotion of accreditation and marketing of SADCAS services within their respective countries. They are as it were SADCAS tentacles of reaching out to clients/potential clients as well as stakeholders including the general public in the 13 SADC Member States it services. A proposal was therefore submitted to PTB Germany with a request for funding of the activities.

Preparations

Following the decision by the ILAC MCC and IAF CMC to hold its next meeting at the Farm inn Hotel in Pretoria, South Africa and subsequent approval by PTB Germany of the of funding proposal, a Task Force comprised of Mrs Maureen P Mutasa, Ms Linda Dirorimwe and Mrs Tsitsi Mazibuko was set up to plan, coordinate and implement the logistics for the meetings and workshop. Hosting an international meeting involves a lot of information gathering, planning, coordination and implementation and taking into account many factors to make sure that the meetings are a success and achieve the intended objectives. In preparing for the meeting the Task Force took into consideration the ILAC/IAF requirements for hosting international meetings and Mrs Mutasa and Ms Dirorimwe's experience in hosting international and regional meetings in their previous job and attendance to similar meetings. In choosing the venue of the meetings, a number of factors were taken into account including the location, capacity, internet connectivity, price, proposals, site visits and block bookings. The Farm Inn Hotel in Pretoria, South Africa met all these conditions hence chosen as the venue for the meeting.

PTB Germany agreed to fund the travel and subsistence costs for the 13 x NAFPs, SADCAS and MAURITAS staff (excluding those from SANAS who are locally based) throughout the week of meetings and 2 days conference package to cover the marketing workshop and NAFP review meeting. Where there are 2 NAFP officers, PTB Germany agreed to meet the subsistence (bed, breakfast and dinner) for the duration of the workshop, ILAC meetings and NAFP review meeting. A registration fee of US\$ 300 was raised for each delegate attending the ILAC MCC and IAF CMC meeting held from 19 to 21 April 2016 and this covered the meeting venue package, shuttles fro and to the airport, lunches, gala dinner held on 21 April 2016 and game drives.

The ILAC MCC & IAF CMC Meetings

A total of 33 delegates attended the ILAC MCC and IAF CMC meetings including 14 NAFPs, 2 SADCAS staff, 2 KENAS staff, 2 SANAS staff and 1 MAURITAS staff. The meeting was opened by Mr Jon Murthy the Chairman of the ILAC MCC and IAF CMC and who in his remarks thanked SADCAS for the arrangements and excellent venue, and PTB Germany for

Continued from p 23

sponsoring participants from the SADC regions. "It has been my intention to as it were bring accreditation marketing to the region seeing that most of you cannot attend the meetings held far from the region" Mr Murthy said.

Over 3 full days the Committee deliberated on various aspects of the ILAC and IAF marketing strategy and monitoring progress thereof.



Delegates at the ILAC MCC and IAF CMC Meeting pose for a photo at the Farm Inn Hotel in Pretoria, South Africa

A dinner was hosted by SADCAS to mark the end of the ILAC MCC and IAF CMC Meetings on 21 April 2016. The next meeting of the ILAC MCC and IAF CMC will be held in New Delhi, India in October/November and then on 13 March 2017 in New Zealand.

Conclusion

Based on the feedback received the ILAC MCC and IAF CMC meetings went very well and were very informative. Hosting the international meeting in the SADC region provided all those involved in promoting accreditation and marketing accreditation services in the region to network with international marketing professionals and to contribute towards the development of the ILAC and IAF marketing strategy thus ensure that marketing strategies adopted suit developing regions such as SADC. Hosting the meeting also presented an opportunity to take advantage of the presence of marketing professionals who are actively involved in the communications and promotion of accreditation to be resource persons for the one day marketing and communications workshop. To SADCAS the meetings were a good opportunity for sharing information and experiences all of which fed into the 9th NAFF Annual meeting held on 22 April 2016 during which SADCAS developed the 2016/17 Marketing Plan framework and SADCAS tagline. Based on the framework developed during the 9th Annual meeting, the 2016/17 Marketing Plan has since been finalized, published and is now being implemented with SADCAS monitoring its implementation quarterly.

Many thanks to PTB Germany who sponsored NAFF attendance to the ILAC MCC and IAF CMC meetings.

SADCAS Hosts a Marketing and Communications Workshop

The Marketing Workshop was held on 18 April 2016 at The Farm Inn, Pretoria, South Africa and was attended by 14 NAFPs, 2 SADCAS staff, 2 SANAS staff, 1 MAURITAS staff and 2 KENAS staff. The IAF and ILAC Secretariats Dr Elva Nilsen and Mrs Sharon Kelly were in attendance during the workshop. The workshop was facilitated by 4 experienced marketing professionals who are actively involved in the communication and promotion of accreditation namely: Mr Jon Murthy – Chairman of the ILAC Marketing and communications Committee (MCC) and IAF Communications and Marketing Committee (CMC); Mr Marcus Long – Vice Chairman of the IAF CMC; Ms Wanji Yang – Member of the ILAC MCC and IAF CMC; and Ms Sylvana Ricciarini – Member of the ILAC MCC.

The workshop was opened by Mrs Maureen Mutasa, CEO SADCAS who in her remarks welcomed the delegates to the workshop and outlined the objective of the workshop. She noted that accreditation is still a fairly new concept in the region and therefore promoting the benefits and importance of accreditation and marketing of accreditation services has been the thrust of all the indigenous accreditation bodies in the SADC region namely MAURITAS, SADCAS and SANAS. "We are privileged to have experienced marketing professionals who are actively involved in the communication and promotion of accreditation with a perspective from all the main regions of the world as resource persons for the workshop," she said. She then thanked the resource persons of the workshop for their time and efforts in preparing for the workshop. She also thanked PTB Germany for sponsoring all the participants to the workshop and urged all participants to actively participate in the workshop and declared the workshop open.

The workshop explored all the main channels of communication their advantages and disadvantages and concluded that whatever channel is used it must be well coordinated and that duplication is good to emphasize the message, and that the message must be simple, clear and focused on target group. The participants were also given an outline of the promotional available at the ILAC and IAF for use in marketing and communicating the benefits of accreditation and were encouraged to use these materials in their promotional efforts including a demonstration of the ILAC, IAF, ISO and IIOC public sector site which show cases different global examples where accreditation has been used to support public policy efforts. It was noted that evidence on the benefits of accreditation through external research, case studies and public sector stipulation is important in communicating and convincing the wide application of accreditation and use of accredited services. The more we can share the evidence the easier it will be to publicize benefits of accreditation benefits especially amongst policy makers and regulators. Sometime was spent on using websites as a platform of promotion and marketing and how to get the best out of this tool. On social media it was noted that a significant number of accreditation bodies had moved onto to the social media using tools such as twitter, LinkedIn and Wikipedia. The pros and cons of each social media tool was analyzed and applicability in our region discussed fully.

During the experience sharing session Ms Yang emphasized the need to understand the user and what the user wants. She articulated how the accreditation body in Taiwan had addressed the needs of the electronic industry of which Taiwan is a major exporter through ensuring international recognition of its accreditation schemes relevant to the sector. In conclusion she urged all participating accreditation bodies to understand their markets and to come up with services that meet the market needs and not to forget about the domestic market besides the export market. In her presentation Ms Ricciarini noted that there is a lot of information available for promoting the benefits of accreditation and marketing accreditation services. She noted that everyone in the accreditation body has a role to play in marketing and that there is usually a good knowledge base in the accreditation body. She also reiterated the need for a coordinated approach and team work in promoting the benefits of accreditation and marketing accreditation services.

The workshop ended with a vote of thanks by Mr Viki Mbuya Kanama, the Chairman of SADCA who in his remarks thanked the resources persons of the workshop, Team SADCAS, Ms Linda Dirorimwe and Ms Tsitsi Mazibuko for all the logistical arrangements made which made the workshop a success. To SADCAS, the output from the workshop together with the experiences from attending the ILAC MCC and IAF CMC meetings held from 19 to 21 April 2016 served as the bases for the development of the framework for the 2016/17 marketing plan which was subsequently developed on 22 April 2016.

SADCAS Reaches out to GAL in Zimbabwe

As a follow up to discussions held with Mrs Zindi Deputy—Director Toxicology and Administration, Government Analyst Laboratory (GAL) during the 2016 World Accreditation Day celebrations held on 9 June 2016 in Harare Zimbabwe, the SADCAS CEO, Mrs Maureen P Mutasa and the 2nd NAFP-Zimbabwe, Mrs Mildred Machiri met with Senior Managers of the GAL, Mr ML Musiyambiri—Director, Mr F Chinyavanhu—Deputy Director Food Control, Mrs Zindi—Deputy Director Toxicology and Administration, Mr E Shoko - Quality Manager and Mr Ndlovu—Chief Medical Scientist Laboratory technologies. The meeting was held at GAL premises located at Corner Josiah Tongogara/Mazowe Street, Harare, Zimbabwe. The GAL participated in the USAID SATH funded project on Training Opportunities for Testing Laboratories Operating in the Agro Food Production Processing Sectors when some of GAL staff were trained, at which time the GAL was developing and implementing a laboratory management system. The purpose of the meeting was therefore to establish progress in the accreditation process.



Meeting in session

From left to Right standing at the entrance of the GAL Building are Mr Ndlovu, Mrs Machiri, Mr Musiyambiri, Mrs Mutasa, Mrs Zindi and Mr Chinyavanhu

The Director welcomed the SADCAS delegation and introduced his team following which he advised that not much progress had been made in working towards accreditation mainly due to lack of resources. He however mentioned that the GAL had secured funding from the World Food Programme (WFP) to capacitate the GAL and to fund the accreditation process under a 4-year Food Fortification Programme. Under this Programme and amongst other activities the GAL would be able to have its staff trained and assisted in developing and implementing a laboratory management system in accordance with ISO/IEC 17025 as well as funding the accreditation costs. The Director GAL therefore requested for information on the aspects to be taken into account in the costing the accreditation component of the project. In response Mrs Mutasa outlined the accreditation process and the major milestones towards accreditation which would have to be taken into account in the costing of the accreditation component of the project such as training including attachment training in an accredited laboratory with a similar scope, consultancy if deemed necessary, participation in PT/ILCs, pre-assessment, initial assessment costs, annual fees and surveillance costs throughout the accreditation cycle. She then referred the GAL to the SADCAS Training Administration Unit for quotations on training and to the SADCAS Technical Unit for the quotations for accreditations costs for which the GAL would have to provide the necessary information required for a quotation. On PT costs she referred GAL to the PT service providers for a quotation on participation.

The major challenge that the GAL has had in working towards accreditation has been resources especially that the GAL was not getting any support from the Central Government. Through the WFP Food fortification Programme the GAL now has an opportunity to earnestly work towards accreditation. The staff at GAL are very motivated by the prospects of this WFP Project under which they intend to utilize SADCAS training and accreditation services.

NAFPs Meet

The 9th SADCAS NAFP Annual meeting was held at The Farm Inn in Pretoria, South Africa on 22 April 2016. The meeting was attended by 14 NAFPs, SADCAS staff and Mr Jon Murthy, Chairman of the ILAC MCC/IAF CMC. National Accreditation Focal Points from Angola (1); Botswana (2), Democratic Republic of Congo (1), Lesotho (2), Madagascar (1), Malawi (1), Swaziland (2), Zambia (2), and Zimbabwe (2) attended the meeting.



NAFPs pose for a photo during the 7th NAFP meeting with SADCAS staff

The main purpose of the meeting was to develop the 2016/17 SADCAS Marketing Plan framework utilizing the knowledge gained from the marketing and communication workshop and experiences from attendance to the ILAC and IAF Marketing and Communications Committees meeting held from 19 to 21 April 2016. In developing the 2016/17 Marketing Plan framework discussions were also held on how best to promote the achievement of signatory status in the ILAC Mutual Recognition Arrangement for testing and calibration.

The meeting was also an opportunity to update NAFPs on developments in SADCAS and to review Governments Contributions' inflows. Some time was spent in reviewing NAFP roles and responsibilities, activities and performance, and to discuss how SADCAS can assist in addressing the challenges that NAFPs face in executing their responsibilities. On NAFP activities, the meeting reviewed progress with the development of databases of conformity assessment bodies operating in the 13 SADC Member States serviced by SADCAS. The meeting also agreed to compile a database of regulators in the various countries serviced by SADCAS. The database of regulators is already being developed by the SADC Technical Regulations Liaison Committee which is chaired by Ms P Dlamini NAFP-Swaziland with Mr Moses Ngosa NAFP-Zambia as the Vice Chairman. The databases of regulators and CABs will be provided to SADCAS as soon as the database has been compiled. These databases will be used in promoting the importance of accreditation and marketing SADCAS services and activity which is ongoing.

A total of 19 resolutions were passed during the meeting which was chaired by Mrs Mutasa. The meeting was a great success and benefited immensely from the expert's input Mr Jon Murthy. The NAFPs resolved to encourage all facilities accredited by SADCAS on the Testing and Calibration laboratories (ISO/IEC 17025) accreditation programmes to use

Continued to p 28

Continued from p 27

the ILAC MRA mark of which approval can be obtained from SADCAS. The NAFPs also committed to step up their promotion and marketing efforts and utilizing the knowledge gained from the marketing workshop and attendance to the ILAC MCC and IAF CMC meetings to realize the objectives set in the SADCAS 2016/17 budget.



NAFPs meeting in progress



Ms Dirorimwe and Mr John Murthy—ILAC MCC Chairman during the meeting

The framework agreed upon at the meeting was used to develop the 2016/17 Marketing Plan which was finalized and published on 7 May 2016. The Marketing Plan sets out the objectives for marketing, examines the actual situation where some of the strengths, weaknesses, opportunities and threats are highlighted and provides the strategies for marketing and lays out the action plan for 2016/17.

National Accreditation Focal Points who are appointed by their respective governments are mainly responsible for the promotion of accreditation and marketing of SADCAS services within their respective countries. They are SADCAS tentacles of reaching out to clients/potential clients as well as stakeholders including the general public in SADC Member States.

This 9th NAFP meeting was sponsored by PTB Germany who met the venue costs as well as the NAFP attendance costs including travel and subsistence costs.

NAFP-Lesotho Hosts Breakfast Meeting and ISO/IEC 17025 Awareness Course

National Accreditation Focal Point (NAFP) - Lesotho hosted a breakfast meeting and one-day awareness training course on ISO/IEC 17025 for various participants from Government Departments, conformity assessment bodies the private and public sectors and Academic Institutions. The training was funded by the European Union under the Commonwealth Hubs and Spokes Program on trade capacity development. The NAFP-Lesotho is housed within the Department of Standards and Quality Assurance under the Ministry of Trade and Industry. The breakfast meeting and awareness course were facilitated by SADCAS and this was the 2nd training course that SADCAS has held in Lesotho.

The breakfast meeting was attended by 21 participants mainly Chief Executive Officers, University Faculty Deans, Government Principal Secretaries and Heads of Government laboratories from 14 organizations including the Press. The breakfast meeting started off with remarks by Mr Molebatsi Rabolinyane, the Director of the Department of Standards and Quality Assurance who welcomed delegates and outlined the purpose of the meeting, the role of his department in promoting accreditation, the role of the NAFP as well as the role of the Commonwealth Trade Capacity Building Programme. The Trade Advisor in the Commonwealth Trade Capacity Building Programme, Mr Samuel Ato Yeboah, briefly explained the role of the programme in building capacity for laboratory accreditation.



Mr Teddy Ditsabatho - WUC

The SADCAS Trainer presented an overview of SADCAS. He emphasized the fact that Lesotho was lagging far behind other SADC Member States in terms of accreditation and should seriously work towards the accreditation of strategic laboratories to strengthen the country's export drive. He also emphasized the need for commitment by Heads of the respective organizations. A lively discussion ensued after the presentation with industry calling for Government's support to avoid the expensive retesting of goods in foreign lands, the undue delays experienced when calibrations are done outside the country and the expenses incurred when moving equipment across borders for calibration. The Principal Secretary in the Ministry of Trade and Industry, Mr M Mokoena challenged the delegates to identify low hanging fruits that could be delivered by December 2016 and ordered the Department of Standards and Quality Assurance to immediately start building physical infrastructure on the land that was allocated to them and to reach out to industry as well as to Small and Medium Enterprises. The breakfast meeting ended at 10:27 hours.

The one-day ISO/IEC 17025 awareness training course was attended by a total of 16 participants from the 10 organizations from the private and public sectors. The participants for the one-day awareness training course comprised of respective heads of laboratories from the organizations represented at the breakfast meeting, the majority of whom attended the Requirements, Implementation and Internal Auditing course held in December 2015. After the December 2015 training course it was felt that the participants needed to be equipped with skills for conducting awareness sessions and for lobbying the support of the respective top management. The awareness course started immediately after the breakfast meeting. The Commonwealth Trade Advisor introduced the SADCAS Trainer for the Awareness Course.

Continued from p 29

Participants expected a clear understanding of the ISO/ IEC 17025 Standard, knowledge of implementing the Standard, knowledge of the benefits of accreditation and skills for convincing top management to provide the necessary resources for accreditation. The course delivery prompted lively participation and discussions. The training course ended at 17:30 hours.



During meeting with LANCOQ Management

The breakfast meeting was successful in creating a demand for accreditation and initiating dialogue between Government and the private sector towards accreditation. Judged by the feedback from participants, the awareness course was well presented and well received. The objectives of the course were met and the participants' expectations were met.

SADCAS offers accreditation programmes for:

- Calibration laboratories in accordance with ISO/IEC 17025;
- Testing laboratories in accordance with ISO/IEC 17025;
- Medical laboratories in accordance with ISO 15189;
- Management systems certification bodies in accordance with ISO/IEC 17021;
- Product certification bodies in accordance with ISO/IEC

Technical Expert Experience—Inspection Body Accreditation Programme (IBAP)



Engineer Gilbert Mhangwa describes the experience he has had on the SADCAS Inspection Bodies Accreditation (IBAP) as a paradigm shift towards sustainable engineering excellence through the provision of competent and world class inspection services by accredited inspection bodies to ISO/IEC 17020:2012 for the manufacturing and in-service inspection of pressure vessels and boilers in Zimbabwe. Engineer Mhangwa is a registered Technical Expert seconded by NSSA to the SADCAS IBAP.

The experience of Zimbabwe is indeed a success story following the accreditation of four inspection bodies namely NDT Inspection Solution, Standards Association of Zimbabwe, Veritec Inspection Engineers and Gammatec Inspection Services to date. The achievement was not going to be possible without the commitment and involvement of the stakeholders. In line with the international best practice, the delegated regulatory authority for occupational health and safety in Zimbabwe, the National Social Security Authority (NSSA) made it a requirement that all inspection bodies operating under the Factories and Woks Act Chapter 14:08 be accredited to ISO/IEC17020:2012 prior to approval. In pursuant to the aforesaid, NSSA signed a Memorandum of Understanding (MoU) with SADCAS. An Advisory Committee was established consisting of stakeholders and came up with criteria for the accreditation of inspection bodies performing inspection in terms of pressure vessels and boiler regulations in Zimbabwe being the SADCAS TR 05.

The accreditation process commenced with the pre-assessments which were followed by initial assessments up to the accreditation. Surveillance assessments are being carried out to ensure that the accredited inspection bodies continuously adhere to the requirements of ISO/IEC 17020:2012 in carrying out competent inspections. To date surveillance assessments have been carried out twice on 3 of the accredited inspection bodies. Opportunities for improvement are identified on an on-going basis through these surveillance assessments with the inspection bodies implementing them within the required time frame.

The SADCAS IBAP remains relevant and satisfies the Zimbabwe's needs. The assessments are carried out professionally, with the due confidentiality, impartiality and integrity by the assessment team made up of experienced assessors put together by SADCAS. Engineer Mhangwa's role in the team as a Technical Expert is to ensure that the provisions of the law are observed in the accreditation process. The assessment teams are made up of a Lead Assessor, Technical Assessor and Technical Expert and the documents are reviewed, vertical assessments and witnessing an activity carried out as part of the accreditation process by the teams with scheduled responsibilities.

The interaction for information exchange and sharing of experiences among the assessment team makes it possible to produce credible and consistent assessments. "I am indebted to Mr Eben Smit, the late Mr Bart Van Oostrom, Mr Sakkie de Villiers and Engineer Robin Williamson whom I have worked with and shared experiences with in the assessment teams that I have participated in," Engineer Mhangwa said. Further, Engineer Mhangwa pays tribute to NSSA his employer for affording him an opportunity to participate in the accreditation process and SADCAS for registering him as a Technical Expert and the exposure and the training on ISO/IEC 17020:2012 under the Regional Economic Integration Support Programme (REIS), the Advisory Committee and the Inspection Bodies for their commitment and active participation demonstrated in making accreditation a reality in Zimbabwe.

Engineer Mhangwa was registered by SADCAS as a Technical Expert in 2012. He is the Principal Inspector of Factories & Works for the NSSA for the Matabeleland Region in Zimbabwe. With 22 years wealth of experience in industrial and manufacturing engineering and occupational safety and health inspection at the workplace, Engineer Mhangwa holds a Master of Science Degree in Safety, Health and Environmental Management and a Master's Degree in Business Administration (MBA), a Bachelor of Technology (Honours) Degree in Industrial and Manufacturing Engineering. Mr Mhangwa also has an ASNT Level 2 certificate for Non-Destructive Testing in Magnetic Particle Testing and Liquid penetrant testing.

Continued to p 32

Continued from p 31

Engineer Mhangwa encourages all the inspection bodies in the SADC region to be accredited to ISO/IEC 17020:2012 to ensure competent inspections. "The benefits outweighs the cost of accidents, thus ensuring the use of safe and reliable pressure equipment at the workplace" he said.

Assessor Experience—Management Systems Certification Bodies Accreditation Programme



Ranganai Mutunono was trained as a Lead Assessor and Technical Assessor for ISO/IEC 17021 in 2009 and 2010 under the SADC EU EDF 9 programme. This was followed by mentoring under the PTB Germany/ SADC SQAM support project which enabled him to be qualified and registered as a SADCAS Lead Assessor and Technical Assessor for ISO/IEC 17021.

To date, Mr Mutunono has undertaken ISO/IEC 17021:2011 assessments as a Technical Assessor. Taking part in an assessment as a Technical Assessor is key as it requires one to verify competence and always keep the Lead Assessor aware of any issues of concern that may significantly affect the outcome of the assessment. "Working with seasoned and experienced Assessors has sharpened my assessment skills", he remarked. Participation in SADCAS assessments has given me a platform to understand and interpret the ISO/IEC 17021 standard in a better way. As a Technical Assessor, my role has been to witness audits and carry out vertical assessment of files. With experience of working for an already accredited certification body, the Standards Association of Zimbabwe Quality assurance Department, there could be a temptation to assess against the requirements of my own certification body, but the Lead assessor and Technical Assessor and mentoring by SADCAS seasoned assessors equipped me to carry out the assessments objectively based on the requirements of ISO/IEC 17021. "Carrying out assessments on behalf of SADCAS is really an honour and I appreciate the value and experience that I have gained" he said. Mr Mutunono looks forward to undertaking more assignments on behalf of SADCAS and also to impart the knowledge and experience to others.

SADCAS Holds Time Management Training for all Staff

As part of the staff training and professional development plan for 2016/17, SADCAS held an inhouse training course on Priority and Time Management for its internal staff from 7 to 8 April 2016 at the SADCAS offices in Gaborone, Botswana. The training was facilitated by Mast Botswana, a certified training institution and was aimed at amongst others to improve time management in the work place for efficient and effective service delivery.

The 2-day vigorous training covered the areas of priorities, urgency versus importance, overload of work, managing your diary, setting goals, commitment, managing deadlines, planning, and managing stress.

The training allowed participants to interact and share their day-to-day experiences and the challenges that they face working in a multi-economy accreditation body, and developed systematic coping mechanisms to deal with these challenges. The training also helped to define each individual's role within the SADCAS value chain and how that can impact on the rest of the team.

SADCAS will continuously strive to develop its employees in line with their nature of work and will cease opportunities that will help create a proactive and efficient workforce that will service the region and fulfill its mandate.

SADCAS Value Proposition

- ✓ **Delivering confidence**
- ✓ **Assuring competency**
- ✓ **Guaranteeing quality**

Tsitsi Mazibuko Undergoes Attachment Training at SANAS

As part of on job training to become an equipped and competent Accreditation Administrator, Mrs Tsitsi Mazibuko attended a 3-day attachment training at SANAS in Pretoria, South Africa from 27 to 29 June 2016. The SANAS Quality Manager Mrs Yolanda Vinnicombe started off the training by presenting an overview of SANAS and afterwards introduced Mrs Mazibuko to Cleon Andrews, the Administrative Coordinator, who then outlined the training programme and gave an overview of the SANAS Administration Processes covering Accreditation Administrator's functions; Administration workflow; and Roles and responsibilities within the administrative process. The role of the Accreditation Administrator is to provide all administrative support service relating to the accreditation process from inception to maintenance.



The training program covered the following key areas:

- ❑ Application process;
- ❑ Assessment scheduling;
- ❑ Assessment documentation preparation and distribution;
- ❑ Travel arrangements and coordination;
- ❑ Assessment pack return; Corrective action process;
- ❑ Corrective action timeline;
- ❑ Accreditation Approvals Committee packs;
- ❑ Certificate and schedule of accreditation processing;
- ❑ Website management;
- ❑ Filing and records; and Archiving.

The training was very relevant as it gave a better understanding of the support services relating to the facility accreditation process from inception to maintenance and closure of a facility by the Accreditation Administrator. Many thanks to the SANAS staff who made the attachment training worthwhile.

Lauren R Gudo Attends Human Resources Boot Camp



The SADCAS Financial Administrator Mrs Lauren Gudo attended a Human Resources Boot Camp held at the Gaborone International Conference Centre from 11 to 13 July 2016. This was the first HR Boot Camp to be held in Botswana. A total of 25 participants attended the Boot Camp. The turnout was not as expected maybe because it was the first time such a conference was held in Botswana.

Despite the low turnout the content was very good and the presenters were very knowledgeable and skilled and covered a range of topical issues such as:

- ❑ Views of a leader on the role of Human Resource function and the generic expectations out of the function from a Chief Executive Office's perspective;
- ❑ HR Strategy and the role it plays in the success of the organization;
- ❑ Information Technology and Human Resources;
- ❑ Trends in Human Resources to look out in 2016;
- ❑ Transforming Performance Management for today's business requirements;
- ❑ The role of Talent Management in the organizations;
- ❑ Recruitment & Selection: How to recruit effectively in the current market; and
- ❑ Industrial Relations- Latest key cases and changes in the Labour laws.

"All in all it was a good programme though it would have been more beneficial if more experienced HR Practitioners had attended the Boot camp", Mrs Gudo said. In her role as the Financial Administrator Mrs Gudo is responsible for the financial, human resource and general administration of SADCAS. SADCAS has a staff compliment of 8 staff which is poised to grow.

Pinkie Malebe Undergoes Attachment Training at SANAS



The Lead Assessor responsible for the SADCAS Testing Laboratory Accreditation Program (TLAP), Mrs Pinkie Malebe attended a 5-day training attachment at SANAS from 4 to 8 July, 2016. The training attachment was part of the 2016/17 SADCAS staff Continuous Professional Development program. The training was a learning and benchmarking opportunity to appreciate how SANAS manages and coordinates its large base of accredited facilities, learn the best practices and implement them to improve operations at SADCAS.

During the week of the attachment, Mrs Malebe joined the SANAS team that conducted a surveillance assessment.

Mrs Malebe also had an opportunity to attend an Assessor workshop for the Calibration Laboratories Accreditation Program. The workshop was part of the training and information sharing sessions for assessors. The topics of discussion were relevant to her area of operation and some technical subjects relating to Proficiency Testing, Inter-laboratory Comparisons and traceability of measurement.

It was a week filled with a lot of activities and fruitful discussions and a lot of information was garnered from the attachment. The SANAS staff was very friendly and helpful and openly shared information.

Eva Muronda Goes on Attachment Training at SANAS

SADCAS newly recruited full-time Lead Assessor, Mrs Eva Muronda, underwent attachment training at SANAS in Pretoria, South Africa from 4 to 8 July 2016. The attachment training was part of the 2016 SADCAS Continuous Professional Development (CPD) program. The CPD program is a structured approach to help ensure competence to practise, taking in knowledge, skills and practical experience by SADCAS personnel. The Lead Assessor was assigned to the SANAS Accreditation Manager - Medical Accreditation Programme.

The objective of the training was to enhance Mrs Muronda's knowledge and skills in managing an accreditation program and covered the following aspects:

- ❑ Accreditation process as a whole.
- ❑ Assessment planning.
- ❑ Review of accreditation applications and the conduct of document reviews.
- ❑ Setting up of assessment teams and confirmation of all logistical arrangements pertaining to assessments.
- ❑ Post assessment activities.
- ❑ Accreditation decision activities.
- ❑ Specialist Technical Committee Activities.
- ❑ Assessor Mentoring/Monitoring processes.
- ❑ Budgeting for the accreditation program



Commenting after the training, Mrs Muronda said that the training was very informative and interesting. "The whole experience was worthwhile and the objectives of the training were met" she added. During the training, Mrs Muronda was equipped to plan and organise and manage an accreditation program in an efficient manner.

SADCAS is very grateful to SANAS for the attachment opportunity for Mrs Muronda.

SADCAS Accredits First Facility in DRC

SADCAS is proud to announce the accreditation of **Mutanda Mining SARL** in Lubumbashi in the Democratic Republic of Congo (DRC). This is the first facility to be accredited by SADCAS in the DRC.

Mutanda Mining SARL has been accredited in the scope of Chemical Analysis in accordance with ISO/IEC 17025. The accreditation in the scope "Chemical Analysis" covers the determination of LME elements in Copper Cathode and Determination of Cobalt and Cobalt Moisture in Cobalt Hydroxide. Through this accreditation, **Mutanda Mining SARL** has granted the unique accreditation number **TEST-5 0021** indicating that **Mutanda Mining SARL** is a SADCAS accredited laboratory.

Mutanda Mining SARL explores and produces copper and cobalt. The company is based in Lubumbashi, Democratic Republic of the Congo. Mutanda Mining SARL operates as a subsidiary of Glencore Plc.



By 31 May 2016 SADCAS had issued 68 accreditation certificates to 52 accredited facilities in 9 SADC Member States. At the same time SADCAS had 33 applications under process from 9 countries of which 8 are SADC Members States. Six of the applications are from DRC.

Training on Validation/Verification of Methods and Measurement Uncertainty

SADCAS also offers training on Validation/Verification of Methods and measurement Uncertainty.

The objective of the **Validation & Verification of Methods** is to:

- Bring the participants from fundamental principles of descriptive statistics with the emphasis on hypothesis testing for the determination and verification of:
 - Trueness (Bias)
 - Precision
 - Linearity of calibration curves
 - Working Range
 - Selectivity/specificity
 - Ruggedness & Robustness
 - Sensitivity
 - Limit of Quantification
 - Limit of Detection

The objective of **Measurement Uncertainty** is to:

- Remove the mystique surrounding the concept of *Measurement Uncertainty*;
- Promote a practical methodology, based on GUM requirements to calculate measurement uncertainty over the working range of the method;
- Promote acceptable forms of expression of *Measurement Uncertainty* associated with any results.
- Create an understanding of the requirement of validation and verification and their respective applications in terms of both ISO/IEC 17025 and ISO 15189
- Ability to design a validation or verification programme

Phase 2—PTB Germany Funded Training of Laboratories from the Mining and Mineral Processing Sector

Phase 2 of the PTB Germany funded training of laboratories from the mining and mineral processing sector started in April 2016 following the approval of the project plan. Phase 2 of the project is for the capacity development of testing laboratories that are involved in the mining and minerals processing sector in 4 SADC Member States namely: **Angola, DRC, Zimbabwe and Namibia**. Although Namibia was in Phase 1 of the project, the training courses were not held as scheduled thus deferred to Phase 2 of the project.

The objective of the project is to train testing laboratories management and staff on ISO/IEC 17025 the appropriate standard for testing laboratories from both the private and public sector covering exploration, research and quality control in the mining and minerals processing sector in order to prepare them for accreditation. Thus contribute to the strengthening of industrial capacities in the mining and minerals processing sector and enhance the competitiveness and integration into the world markets.

Two training courses will be undertaken per participating country as follows:

- ❑ One-day awareness training on ISO/IEC 17025 the accreditation standard for testing laboratories; and
- ❑ Five-day course on the requirements, implementation and internal auditing in accordance with ISO/IEC 17025.

The funding provided by PTB Germany covers travel, accommodation and meals for Trainers; venue costs in the respective countries at the most convenient location; and course fee which includes training materials, ISO/IEC 17025 standard and certificate for each participant, Trainers' fees and course administration costs. The participating laboratories are responsible for meeting the travel and subsistence costs of each of their staff to the courses' venues as necessary throughout the duration of the courses. This is considered as the laboratories' contribution and commitment towards the program.

The training courses are scheduled to be held in Luanda, Angola and Lubumbashi, DRC during the week 8 August 2016 and in Harare, Zimbabwe and Swakopmund, Namibia during the week beginning 15 August 2016.

ISO/IEC 17021-1: 2015 Training

SADCAS now offers training on the updated version of ISO/IEC 17021-1: Conformity assessment- Requirements for bodies providing audit and certification of management systems ISO 17021-1 was published on 15 June 2015 and replaces and cancels ISO/IEC 17021: 2011 which has been technically revised.

Participants will gain a general understanding of the requirements of ISO/IEC 17021-1:2015 and its relationship with other accreditation requirements such as ISO/IEC Technical Specification (TS) 17021-3: Competence requirements for auditing and certification of quality management systems and IAF documents.

The training course is intended for management systems certification bodies' staff and SADCAS assessors.

For more information contact:

Linda Dirorimwe on +267 3132909/10 or
Email on ldirorimwe@sadcas.org; info@sadcas.org

Second ISO 15189 Training Course Conducted in Namibia

SADCAS conducted another 5-day training course on the new edition of the ISO 15189 standard. This was the 2nd course on ISO 15189 to be conducted in Windhoek, Namibia by SADCAS. The training course was held from 13 to 17 June 2016. A total of twelve (12) participants from public and private sectors attended the course.

The objective of the open course was to train interested laboratory staff in Namibia on the requirements, implementation and internal auditing to the new standard ISO 15189:2012. The course content included: Introduction to accreditation, a comprehensive elaboration on each clause of the management and technical requirements of ISO 15189:2012, method validation, monitoring compliance thereof through internal auditing, SADCAS accreditation process and a brief account on the SADCAS TR 10 - SADCAS Policy - ISO 15189:2012 Transition for Medical Laboratories that had implemented a system based on ISO 15189:2007.



Course participants pose for a photo with the Trainer

The theoretical sessions were interspaced with the practical sessions where participants undertook exercises based on the standard requirements and internal auditing elements. The sessions generated a lot of discussions and also provided participants with the opportunity to put into practise what they had learnt.

Judged by feedback from the participants, the course was well organised, very useful and met participant's expectations.

Namibia Breweries Laboratory Staff Undergo Training on ISO/IEC 17025

SADCAS was engaged by Namibia Breweries Ltd (NBL) to conduct a five-day training course on ISO/IEC 17025 requirements, implementation and internal auditing for NBL's laboratory staff. The training course which was held from 13 to 17 June 2016 in the Project Office Meeting Room at Namibia Breweries in Windhoek, Namibia was attended by 10 participants. These participants consisted of technical staff.

Established on 29 October 1920, Namibia Breweries Limited (NBL) is one of the leading beverage manufacturing companies in Namibia. While the Company is committed to providing Namibians with the finest pure beer they also strive to share the local pride with the rest of Africa and abroad by making inroads into new markets, thus

introducing more countries to NBL's portfolio of quality brands amongst which are Heineken, Hansa draught beer, Windhoek Lager and Amstel lager. The brands in NBL's portfolio continue to garner international recognition, winning a series of gold medals during the prestigious Deutsche Landwirtschafts Gesellschaft (DLG) Awards. In order to assure the quality of their products Namibia Breweries operates a Laboratory which has embarked on the ISO/IEC 17025 journey.



NBL Offices in Windhoek, Namibia

The training course started on 13 June 2016 with opening remarks by the Laboratory Manager followed by remarks by the Trainer who gave the participants some background on SADCAS as well as what to expect from the course. A pre course quiz was undertaken by the participants in order to determine the level of understanding of the standard enabling the Trainer to identify areas of emphasis during the training. The training course which was interspaced with well - structured and detailed practical exercises undertaken in groups, was lively and interesting as the participants showed interest in the training and were asking a lot of relevant and practical questions. The participants enjoyed the training and promised to go back and implement what they had learnt. At the end of the training participants wrote an examination which formed the basis of evaluating the participants. The participants were also continuously evaluated during the training course.



Windhoek Lager | Windhoek Light | Windhoek Draught | Windhoek Special | Tafel Lager | Hansa Draught | Heineken | Urbock | Amstel Lager | Club Shandy | Guinness | Kilkenny

NBL's brands

Continued from p 38

Based on the feedback from participants at the end of the course, there was a general satisfaction with the venue and food. All participants felt that the course was well planned, useful and that there was enough time for discussions. The Trainer's methods and presentation were rated as very good while the Trainer's knowledge on the subject was rated as highly skilled. Most participants rated the overall assessment of the course between good and very good. The SADCAS course continues to deliver a content-heavy, practically relevant and well-organized course which was enjoyed immensely by the NBL staff.



NBL bottling plant

New Accreditations

Accreditation Programme	Name of facility	Accreditation number	Scope of accreditation	Test methods	Date of accreditation	Expiry date of accreditation
Testing Laboratories Accreditation Programme	Botswana Bureau of Standards	TEST-1 0009	Microbiology Analysis	Water-E. Coli and Coliforms - Intestinal Enterococci - Pseudomonas Aeruginosa - Culturable Micro-Organisms	11 May 2016	10 May 2021
	Botswana Bureau of Standards	TEST-11 0004	Physical Analysis	Plastic Carrier Bags-Film Thickness	11 May 2016	10 May 2021
	Botswana Bureau of Standards	TEST-3 0001	Civil Engineering	Burnt Clay Brick- Compressive Strength - Water Absorption Concrete Masonry Units- Compressive Strength Concrete Kerbs- Transverse strength	11 May 2016	10 May 2021
	Mutanda Mining	TEST-5 0021	Chemical Analysis	Copper Cathode—determination of LME Elements Cobalt Hydroxide- Determination of Cobalt Determination of Cobalt Moisture	19 May 2016	18 May 2021
Medical Laboratories Accreditation Programme	Nyangabgwe Hospital HIV Referral Laboratory	MED 014	Molecular Biology	HIV DNA Absolute & % CD4 Count Viral Load RNA	27 April 2016	26 April 2021
	Pathology Laboratory Mnazi Mmoja	MED 015	Haematology TB Malaria	FBC,CD4 TB (Auramine) Blood Slides	27 July 2016	26 July 2021



A Multi-economy Accreditation Body!!



Thistle QA—part of the LGC Group

External Quality Assessments (EQA) offer a means of measuring laboratory performance in relation to the general accuracy of tests performed by laboratories across the world. It increases patient and physician confidence in a particular laboratory as it is designed to help the laboratories identify and resolve analytical problems.

Thistle QA – Part of the LGC Group is a company based in Johannesburg, South Africa that supplies EQA to laboratories. It was the first organization in South Africa to gain accreditation through SANAS firstly according to ISO Guide 43 and more recently ISO 17043. The EQA schemes provided are of international standard as there are sixteen countries in Africa that are enrolled directly in programmes run by Thistle QA. Thistle QA has a data share facility with a UK based company which consists of results from 60 countries worldwide and thus resulting in a database of 22 000 participants. Thistle QA's data is stored securely, permanently and confidentially. Thistle QA provides full laboratory in support with free workshops and seminars as well as bench consultations which carries CPD points. Thistle QA's mission is to provide customers with only the best quality samples at the best prices along with the best services to ensure their satisfaction.

EQA programmes with official Starting dates:

January & July – Blood Gas, Coagulation, HBA1C, Immunoassay, Immunoassay Speciality 1, Immunoassay Speciality 2, Lipid, Liquid Cardiac, Maternal Screening, Urine Chemistry, BNP

February & August – CSF, Differential Slide, HIV Serology

March & September – Cardiac, Clinical Chemistry, Haematology, Human Protein, Therapeutic Drugs, CTS (Forensics), Ammonia and Ethanol

April & October – Clinical Microbiology, ESR, Pregnancy

June (Deliveries in June, September, December and March) – Serology EBV, Serology HIV/Hepatitis, Serology Syphilis, Serology Torch

July – 5 Part Diff

For more information regarding Thistle QA – Part of the LGC Group please visit the SADCAS website and select the "links" option and looking under "PT Service Providers" and lastly clicking on the name "Thistle QA" to view the website.

SADCAS Provides Link to Thistle QA South Africa

SADCAS has provided a link to Thistle QA South Africa. The link is on the SADCAS website www.sadcas.org under the window on Links under PT Providers.

Thistle QA South Africa is a Proficiency testing company that supplies the testing materials to laboratories in Africa and receives the results from those laboratories after they have analysed the samples. From those results a report is generated and sent back to the laboratories to indicate their performance for that specific sample. Thistle QA South Africa is an accredited PT provider in accordance to ISO 17043.

SADCAS Publishes Guidance for Addressing and Clearing Nonconformities

The clearance of nonconformities can often be a difficult process for different reasons. The recently published document **SADCAS TG 04 - Guidance for Addressing and Clearing Nonconformities** aims to help address some of the challenges and assist conformity assessment bodies (CABs) in improving submission of corrective actions and take away some of the pain and frustration associated with the process. The document also is a reminder about the purpose of having nonconformities cleared. The document outlines the guidance for addressing and clearing of nonconformities and some of the points highlighted in the document are as follows:

Recording and Addressing Nonconformities

- The nonconformities recorded by the assessment team must be factual, clear and concise. The CAB personnel should ensure that they understand the deviations, and the assessor can be asked to reword the findings where required. For optimum resolution of the nonconformity and implementation of corrective action, the CAB must thereafter conduct a thorough root cause analysis of the nonconformity and consequently take effective global corrective action as the assessment is usually a sampling exercise.

Corrective Action time lines.

- It is very important to note that all nonconformities should have been cleared and signed off by the assessment team within a period of three (3) months.

Submission of Evidence

- Evidence submitted should be specific, sufficient, and legible and where completed, corrective actions and evidences shall be submitted separately and the facility must clearly link the evidence related to the nonconformity. Evidence can be submitted electronically or as hardcopies to SADCAS only and not directly to the assessors. Resubmission of corrective actions impacts on the CAB's and assessors' time, energy and other resources.

Benefits of taking Corrective action

- Taking corrective action is not for SADCAS or to avoid suspension as can be wrongly perceived. It is an opportunity for the CAB to improve its own system and give confidence to the user that the CAB can provide reliable results at all times and is able to address challenges as they occur.

SADCAS TG 04 was published on 15 June 2016 and is available and can be downloaded from the SADCAS website: www.sadcas.org under Accreditation Documents Policies and Procedures.



Delivering confidence, Assuring competency, Guaranteeing quality

Invitation to Register as SADCAS Assessors

The Southern African Development Community Accreditation Service (SADCAS) invites qualified assessors to be registered as SADCAS assessors for its testing/calibration/medical laboratories, and certification (management systems/product)/ inspection bodies' accreditation programmes. SADCAS' strategy over the next few years is to grow its pool of assessors so as to cover the anticipated scopes of accreditation, and the geographical and language diversity in the SADC region of which 13 Member States are serviced by SADCAS.

Assessors are experts from the public and private sectors as well as from technical institutions/associations who have been trained, qualified and registered as assessors by an accreditation body.

SADCAS will review and evaluate all applications to ensure that the assessors have the prerequisite qualifications, technical knowledge and experience required by SADCAS.

Applications shall be addressed to:

Ms Jeanne F Ranorovelo—Technical Manager
P Bag 00320, Gaborone, Botswana
Email: jfranorovelo@sadcas.org; info@sadcas.org

Accreditation in Supporting Public Policy

The international accreditation organizations ILAC and IAF together with ISO and the *Independent International Organization for Certification* (IIOC) have established a website www.publicsectorassurance.org to showcase different global examples where accreditation has been used to support public policy efforts. From assisting forensic science in the UK, to effective voluntary programmes in the US, to improving the delivery of food safety in Australia, to protecting consumers in the safety of products in the Gulf Coast Countries, to supporting sustainable animal health in Botswana, the site demonstrates real examples where public policy is being delivered using accreditation.

The image displays a grid of ten icons representing different sectors, arranged around the central text 'publicsectorassurance.org'. The icons are as follows:

- Efficient delivery of public services: Three stylized human figures.
- Construction: A brick wall.
- Crime & Security: A pair of handcuffs.
- Economic development: A line graph with three points.
- Food Safety & Agriculture: A stalk of wheat.
- Energy: Three wind turbines.
- Health & Safety: A triangle with an exclamation mark.
- Healthcare: A plus sign.
- Products & Services: A telephone handset and a wrench.
- Trade: A Euro symbol, a Dollar symbol, and a Yen symbol.
- Environmental Protection: Two hands holding a globe.

Each topic contains case studies of how governments and regulators have used accredited conformity assessment, plus independent published research and supporting information.

A link to the public sector assurance site is provided on the SADCAS website www.sadcas.org under the window on links.

Upcoming Training Courses

COURSE	DATE(S)	VENUE COUNTRY/CITY	FEES (BWP)	FEES (USD)
ISO/IEC 17025 Requirements & Internal Auditing	19 to 23 Sept 2016	Botswana (Gaborone)	8,000	-
ISO/IEC 17025 Requirements & Internal Auditing	26 to 30 Sept 2016	Namibia (Swakopmund)	8,000	
ISO 15189 Requirements & Internal Auditing	17 to 21 Oct 2016	Botswana (Gaborone)	8,500	-
ISO 15189 Requirements & Internal Auditing	24 to 28 Oct 2016	Swaziland (Mbabane)		TBA
ISO/IEC 17020 Requirements & Internal Auditing	17 – 21 October 2016	Botswana (Gaborone)	8,000	-
ISO/IEC 17025 Requirements & Internal Auditing	31 Oct – 4 Nov 2016	Zimbabwe (Harare)		750
ISO/IEC 17065 Requirements & Internal Auditing	7 – 11 Nov 2016	Zambia (Lusaka)		TBA
ISO/IEC 17025 Requirements & Internal Auditing	14 – 18 Nov 2016	Tanzania (Dar es Salaam)		850
ISO/IEC 17020 Requirements & Internal Auditing	21 – 25 Nov 2016	Namibia (Swakopmund)	8,500	-

To register for any of the above courses please download SADCAS F 70 (b) - Training Booking Form from SADCAS website: http://www.sadcas.org/sadcas_forms.php or contact SADCAS at info@sadcas.org for more information.

SADCAS Now Offers Training on ISO/IEC 17065: 2012

SADCAS is now offers training on ISO/IEC 17065:2012: Conformity assessment - Requirements for bodies certifying products, processes and services. ISO/IEC 17065 was published on 15 September 2012 and replaces and cancels ISO/IEC Guide 65.

Participants will gain a general understanding of the concepts for the certification of products, processes and services as required by the International standard ISO/IEC 17065: 2012 and its requirements as well as gain knowledge on implementation of the standard and how to monitor compliance with the standard through internal audits.

The 5-days intensive training course is intended for staff of bodies certifying products, processes and services and SADCAS assessors.

The training is conducted by SADCAS Trainers who have hands on experience in implementing certification bodies' standards and who have been trained as Trainers by the American National Standard Institute (ANSI) as Trainers for ISO/IEC 17065: 2012.

For more information contact Linda Dirorimwe on +267 3132909/10 or email on ldirorimwe@sadcas.org or info@sadcas.org

SADCAS Training Courses

The Southern African Development Community Accreditation Service (SADCAS) provides training for conformity assessment bodies' management and staff. Conformity assessment bodies (CABs) include calibration/testing laboratories, medical laboratories, certification and inspection bodies.

SADCAS Trainers

SADCAS draws its trainers from a pool of qualified and experienced experts from the SADC region who have up to date involvement in accreditation matters be it system implementation and/or assessments.

Training Programmes

SADCAS currently offers the following accreditation training courses:

Five-Day Requirements and Internal Auditing Training Courses on the Various Key Accreditation Standards

- ISO 15189 Requirements and Internal Auditing **for medical laboratories**
- ISO 15189:2012 Requirements and Internal Auditing [Bridging course] **for medical laboratories**
- ISO/IEC 17020 Requirements and Internal Auditing **for inspection bodies**
- ISO/IEC 17021 Requirements and Internal Auditing **for management systems certification bodies**
- ISO/IEC 17025 Requirements and Internal Auditing **for calibration/testing laboratories**
- ISO/IEC 17065 Requirements and Internal Auditing **for product certification**

The objective of the 5 days courses is to provide an insight into the respective system standard's requirements and implementation as well as to guide CAB's personnel on how to prepare and carry-out an internal audit so as to monitor compliance with the system standard. These courses are made relevant and practical as they include case studies and exercises that reflect the respective professional disciplines. In order to objectively assess participants, an examination is written at the end of each course. Participants are also evaluated throughout the course.

Three-Day ISO/IEC 17025 International Auditing

The objective of the 3-day training course is to impart internal auditing knowledge and skills to laboratory staff. The course covers the following main topics:

- ✓ Introduction to Auditing
- ✓ The Audit process
- ✓ Reporting and corrective actions
- ✓ Auditor competence
- ✓ Benefits of an auditing

One-day Awareness Training Courses on the Various Key Accreditation Standards

- ISO 15189 for **medical laboratories**
- ISO/IEC 17020 **for inspection bodies**
- ISO/IEC 17025 **for calibration/testing laboratories**

The objective of the one day awareness training courses is to create awareness on the benefits and importance of accreditation and the requirements of the respective accreditation standards.

The SADCAS courses can be conducted in-house. In-house courses have the following benefits:

- ✓ You choose the venue of the course in
- ✓ You choose the date of the course
- ✓ Cost effective as a number of staff can be trained at the same time
- ✓ Promotes team work as members have access to the same consistent information

For more details please contact SADCAS
Email: info@sadcas.org

Status of Key Accreditation Standards and IAF/ILAC Documents

STANDARD	STATUS
ISO/IEC DIS 17011:2004 Requirements for accreditation bodies accrediting conformity assessment bodies	Draft International standard registered
ISO/IEC DIS 17021-2: 2012 Conformity assessment – Requirements for bodies providing audit and certification of management systems – Part 2: Competence requirements for auditing and certification of environmental management systems	Draft International Standard registered Close of voting
ISO/IEC TS 17021-3: 2013 Conformity assessment – Requirements for bodies providing audit and certification of management systems – Part 3: Competence requirements for auditing and certification of quality management systems	International standard to be revised
ISO/IEC DIS 17021-3: 2013 Conformity assessment – Requirements for bodies providing audit and certification of management systems – Part 3: Competence requirements for auditing and certification of quality management systems	Draft International Standard ballot initiated
ISO/IEC TS 17021-4: 2013 Conformity assessment – Requirements for bodies providing audit and certification of management systems – Part 4: Competence requirements for auditing and certification of event sustainability management systems	International Technical Specification to be revised
ISO/IEC DTS 17021-9 Conformity assessment – Requirements for bodies providing audit and certification of management systems – Part 9: Competence requirements for auditing and certification of anti-bribery management systems	Close of voting / Comment period
ISO/IEC NP 17021-10 Conformity assessment – Requirements for bodies providing audit and certification of management systems – Part 10: Competence requirements for auditing and certification of occupational health and safety management systems	Proposal for new project registered
ISO/IEC 17023: 2013 Guidelines for determining the duration of management system certification audits	International standard under periodical review
ISO/IEC CD 17025 General requirements for the competence of testing and calibration laboratories	Close of voting / Comment period
ISO/IEC NP TR 17028 Conformity assessment - Example of a certification scheme for services	New project approved

Continued to p 46

Continued from p 45

STANDARD	STATUS
ISO/FDIS 17034 General requirements for the competence of reference materials producers	Final Draft International Standard ballot initiated
ILAC P 15:07/2016 Application of ISO/IEC 17020:2012 for the accreditation of inspection bodies	This document provides information for use by both accreditation bodies and inspection bodies on the application of ISO/IEC 17020. An amendment to clarify clause 8.1.3 was proposed by ILAC Inspection Committee and endorsed by the ILAC Committee in July 2016. The previous version of ILAC P 15 published in June 2014 had an implementation date of 18 months from the date of publication (i.e. December 2015). The implementation date of ILAC P 15:07/2016 is from the date of publication on the ILAC website.
ILAC R5:04/2016 Procedure for handling of complaints	This procedure outlines the ILAC process for addressing written complaints against ILAC's activities.
IAF ML 2:2016 General principles on the use of the IAF MLA Mark	(Issue 3, issued on 11 May 2016, application from 11 May 2016) This document describes principles on the use of the IAF MLA Mark by signatories of the IAF MLA and by CABs accredited by IAF MLA accreditation bodies' signatories.
IAF ML 4:2016 Policies and procedures for a MLA on the level of Single Accreditation Bodies and on the level of Regional Accreditation Groups	(Issue 8, issued on 11 May 2016, application from 11 May 2016) This document defines the policies and procedures that IAF will use to maintain and extend a MLA among both AB members and Regional Accreditation Groups when they join the MLA.
IAF MD 20:2016 Generic competence for ABs assessors: Application of ISO/IEC 17011	(Issue 1, issued on 25 May 2016, application from 25 May 2018) This document ensures the consistent and harmonized application of ISO/IEC 17011 for defining the generic competence for assessors.

Diary of Upcoming Events

DATES	MEETINGS	VENUE
5 September 2016	SADCAS FRAC Meeting	Pretoria, South Africa
5 September 2016	SADCAS HRRC Meeting	Pretoria, South Africa
5 September 2016	SADCAS Board of Directors	Pretoria, South Africa
6 September 2016	SADCAS Strategic Planning Session	Pretoria, South Africa
3 – 9 September 2016	IAAC General Assembly Meetings	Lima, Peru
20 – 23 September 2016	ISO CASCO WG 44 Meeting on the Revision of ISO/IEC 17025	Geneva, Switzerland

Continued to p 47

Continued from p 46

DATES	MEETINGS	VENUE
24-30 September 2016	7 th AFRAC General Assembly Meetings	Abuja, Nigeria
26 – 28 September 2016	NLA Conference South Africa	Centurion, South Africa
28 – 29 September 2016	BIPM – WADA Scientific Symposium, Standards and Metrology in support of Anti-Doping Analysis	Paris, France
12 October 2016	IEC-ILAC-IAF Steering Committee	Frankfurt, Germany
14 October 2016	World Standards Day	
26 October – 4 November 2016	2016 Joint ILAC-IAF Annual meetings	New Delhi, India
8 – 10 November 2016	ISO TC 212 Plenary Meeting	Kobe, Japan
8 – 9 November 2016	EEE-PT WG Meeting	Berlin, Germany
9 – 11 November 2016	WTO Technical Barriers to Trade Committee Meetings	Geneva, Switzerland
23 – 24 November 2016	EA General Assembly	Boras, Sweden
28 – 29 November 2016	SADCA Executive Committee Meeting	TBC

PUBLISHED BY:**SADCAS**

Plot 50669 Unit 2A, First Floor
 Tholo Office Park, Fairgrounds
 Private Bag 00320
 Gaborone, Botswana
 Tel: +267 3132909/ 3132910; Cell No: +267 71250042
 Fax: +267 3132922
 Email: info@sadcas.org
 Website: www.sadcas.org

Editors:

Maureen P Mutasa
 Jeanne Françoise Ranorovelo

Layout & Design

Linda Dirorimwe