

## SADCAS CONTACT DETAILS FOR COMMUNICATING WITH CLIENTS

<b>Prepared by:</b> Technical Manager	<b>Approved by:</b> Chief Executive Officer	<b>Approval Date:</b> 2020-11-16 <b>Effective Date:</b> 2020-11-16
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## 1. APPLICATION FOR ACCREDITATION

Clients submit application forms and quality documents (Manual policy, procedures, forms, other support documents) to SADCAS.

**Contact person:** Mrs Pinkie Malebe  
Technical Manager  
Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 112  
+267 3907462 (D)  
Mobile: +267 77833406  
Email: [pmalebe@sadcas.org](mailto:pmalebe@sadcas.org)

Mrs Eva Muronda  
Scheme Coordinator - Medical Laboratories Accreditation Scheme  
Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 115  
Mobile: +267 72297151  
Email: [emuronda@sadcas.org](mailto:emuronda@sadcas.org)

Mr Victor Mundembe  
Scheme Coordinator – Calibration Laboratories/Verification – Legal Metrology/Inspection Bodies/Certification Bodies Accreditation Schemes  
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Email: [vmundembe@sadcas.org](mailto:vmundembe@sadcas.org)

Ms Varsah Gungoa  
Scheme Coordinator - Testing Laboratories Accreditation Scheme/Veterinary Laboratories Accreditation Scheme  
Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 110  
Mobile: +267 77 523309  
Email: [vgungoa@sadcas.org](mailto:vgungoa@sadcas.org)

## 2. QUOTATIONS

Any queries on accreditation quotations

**Contact person:** Mrs Pinkie Malebe  
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Mobile: +267 77 523309  
Email: [vgungoa@sadcas.org](mailto:vgungoa@sadcas.org)

### 3. INVOICES

Any queries on accreditation invoices

**Contact person:** Mrs Laureen Gudo  
Financial Administrator  
Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 108  
Mobile: +267 77833407  
Email: [lrgudo@sadcas.org](mailto:lrgudo@sadcas.org)

### 4. TRANSPORT AND ACCOMMODATION

All arrangements for Trainers

**Contact person:** Mr Mogae Molaoa  
Training Administrator  
Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 114  
Mobile: +267 77833409  
Email: [mmolaoa@sadcas.org](mailto:mmolaoa@sadcas.org)

All arrangements for Assessment Teams

Mrs Tsitsi Mazibuko  
Accreditation Administrator  
Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 106  
Mobile: + 267 77833408  
Email: [trmazibuko@sadcas.org](mailto:trmazibuko@sadcas.org)

## 5. DOCUMENTATION REVIEW

Any queries on accreditation documentation review

**Contact person:** Mrs Pinkie Malebe  
Technical Manager  
Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 112  
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Mobile: +267 77 523309  
Email: [vgungoa@sadcas.org](mailto:vgungoa@sadcas.org)

## 6. ASSESSMENTS

To be done by the assessment team (Team Leader and Technical Assessors)

**Contact person:** Mrs Pinkie Malebe  
Technical Manager  
Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 112  
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Email: [emuronda@sadcas.org](mailto:emuronda@sadcas.org)

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Scheme Coordinator – Calibration Laboratories/Verification – Legal Metrology/Inspection Bodies/Certification Bodies Accreditation Schemes  
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Email: [vgungoa@sadcas.org](mailto:vgungoa@sadcas.org)

## 7. CLEARANCE OF FINDINGS

Submission of corrective actions reports and processing of corrective actions

**Contact person:**

Mrs Tsitsi Mazibuko  
Accreditation Administrator  
Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 106  
Mobile: + 267 7249 5508  
Email: [rmazibuko@sadcas.org](mailto:rmazibuko@sadcas.org)

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Mobile: +267 77 523309  
Email: [vgungoa@sadcas.org](mailto:vgungoa@sadcas.org)

## 8. ACCREDITATION DECISION

Any queries on accreditation decision

**Contact person:** Mrs Maureen P Mutasa  
Chief Executive Officer  
Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 109  
+267 3907462 (D)  
Mobile: +267 75051426  
Email: [mpmutasa@sadcas.org](mailto:mpmutasa@sadcas.org)

## 9. ACCREDITATION CERTIFICATE

Any queries on accreditation certificates

**Contact person:** Mrs Pinkie Malebe  
Technical Manager  
Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 112  
+267 3907462 (D)  
Mobile: +267 77833406  
Email: [pmalebe@sadcas.org](mailto:pmalebe@sadcas.org)

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## 10. COMPLAINTS

Complaints concerning SADCAS services, personnel and assessors/technical experts can be received by any member of staff who shall complete SADCAS F 85 and direct the complaint to the Quality Manager.

**Contact Person:** Mr Xavier Mugari  
Quality Manager  
Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 107  
Mobile: +267 71264112  
Email 1: [xmugari@sadcas.org](mailto:xmugari@sadcas.org)  
Email 2: [info@sadcas.org](mailto:info@sadcas.org)

## 11. APPEALS

Appeals from conformity assessment bodies on accreditation decisions shall be submitted in writing and shall be forwarded to the Chief Executive Officer

**Contact person:** Mrs Maureen P Mutasa  
Chief Executive Officer  
Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 109  
+267 3907462 (D)  
Mobile: +267 75051426/77833405  
Email: [mpmutasa@sadcas.org](mailto:mpmutasa@sadcas.org)

## 12. TRAINING

Any inquiries on training services

**Contact person:** Mr Mogae Molaoa  
Training Administrator  
Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 114  
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**APPENDIX – AMENDMENT RECORD**

Revision Status	Change			Approved by	Effective Date
	Page	Clause/ Sub clause	Description of Change		
Issue 1	-	-	-	CEO	2010-10-15
Issue 1	2 and 3	-	Inserted Technical Manager and Chief Executive Officer	CEO	2015-05-27
	4	-	Added contact details for Complaints and Appeals	CEO	2015-05-27
	5	-	Added “Appendix – Amendment Record”	CEO	2015-05-27
Issue 2	2	1	<u>Application for accreditation</u> : Inserted contact details of Mrs Pinkie Malebe and Mrs Eva Muronda	CEO	2016-10-05
		2	<u>Quotations</u> : Inserted contact details of Mrs Pinkie Malebe and Mrs Eva Muronda	CEO	2016-10-05
	3	4	<u>Transport &amp; Accommodation</u> : Inserted contact details of Mrs Tsitsi Mazibuko	CEO	2016-10-05
		5	<u>Documentation Review</u> : Inserted contact details of Mrs Pinkie Malebe and Mrs Eva Muronda	CEO	2016-10-05
	4	6	<u>Assessments</u> : Inserted contact details of Mrs Pinkie Malebe and Mrs Eva Muronda	CEO	2016-10-05
		7	<u>Clearance of findings</u> : Inserted contact details of Mrs Tsitsi Mazibuko	CEO	2016-10-05
	5	9	<u>Accreditation certificate</u> : Inserted contact details of Mrs Pinkie Malebe and Mrs Eva Muronda	CEO	2016-10-05

Revision Status	Change			Approved by	Effective Date
	Page	Clause/ Sub clause	Description of Change		
Issue 3	2 to 5	1 to 12	<u>Updated the contact persons and details taking into account staff recruitments/promotion and extension of SADCAS telephone numbers</u>	CEO	2018-10-03
Issue 4	2 to 5	1 to 8	<u>Added new staff contact details</u>	CEO	2019-05-04
Issue 5	3	4	<u>Transport and Accommodation:</u> Changed job title of Mr Mogae Molaoa from Accreditation Administrator to Training Administrator	CEO	2020-02-14
	5	7	<u>Clearance of Nonconformities:</u> Deleted contact details of Mr Mogae Molaoa and substituted with details of Mrs Pinkie Malebe and Mrs Eva Muronda and Mr Victor Mundembe.		
	7	12	<u>Training:</u> Deleted contact details of Ms Linda Dirorimwe and substituted with details of Mr Mogae Molaoa.		
Issue 6	2, 4 and 6	1, 2, 5, 6 and 9	Deleted contact details of Ms Jeanne Françoise Ranorovelo and replaced with details of Mrs Pinkie Malebe. Deleted contact details of Mrs Pinkie Malebe and replaced with details of Ms Varsah Gungoa.	CEO	2020-11-16
	3	4	<u>Transport and Accommodation:</u> Deleted “assessors” and substituted with “trainers” at the end of the subtitle. Added new subtitle “All arrangements for Assessment Teams”		
	5	7	<u>Clearance of Findings:</u> Deleted contact details of Mrs Pinkie Malebe and replaced with details of Ms Varsah Gungoa.		