

## SADC Member States Celebrate World Accreditation Day



To celebrate 2017 World Accreditation Day, the Angolan Institute of Accreditation, in partnership with the Angolan Institute of Standardization and Quality (IANORQ) and the Regulatory Institute for Civil and Public Construction Works (IRCCOP), hosted a Workshop and an exhibition Fair on the 15 of June 2017. The workshop which was on Quality in the Construction Sector in Angola, was held at the Talatona Convention Hotel in Luanda, Angola. Accreditation is quite new concept to the Angolan society, hence, the Institute saw the need to promote and raise awareness among the entire business community about the importance of it, introducing themes at the workshop that were pertinent to them.



Delegates at the workshop

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His Excellency State Secretary for construction Mr Flor, Her Excellency Ministry of the Industry Mrs Martins and Director General of the Angolan Institute of Accreditation Mrs Coelho

A press conference was held prior to the event to publicize the event as well as to promote the activities of the Angolan Institute of Accreditation. The press conference was attended by several local media namely: Jornal de Angola; ANGOP; RTP-África; and Rádio Nacional.

The theme of the Workshop was "Delivering Confidence in Construction and the Built Environment" and aimed at sensitizing and promoting accreditation and demonstrating the importance of accreditation in the development of the Angolan economy, especially the construction sector. The event was utmost importance as it provided the opportunity to share information about the conformity assessment activities, technical regulations, metrological equipment and associated maintenance services, tests, reference material, inspection services, certification, etc.

The workshop was held simultaneously with an exhibition fair in which a number of companies from the construction sector such as IAAC, IANORQ, MIND, IRCCOP, FABRIMETAL, ADA-ACERIA, MOTA-ENGIL, PRONGILA, ACAIL ANGOLA, FABRICA DE CIMENTO DO KWANZA-SUL and PROBETÃO IAAC, IANORQ, MIND, IRCCOP, FABRIMETAL, ADA-ACERIA, MOTA-ENGIL, PRONGILA, ACAIL ANGOLA, FABRICA DE CIMENTO DO KWANZA-SUL and PROBETÃO participated. A total of 132 participants visited the Fair.



Some of the guest speakers at the workshop



Discussions in session



Exhibitions Fair

Both the Workshop and the Fair were a success in raising awareness of the importance and need for standards and accredited conformity assessment services in the construction sector.

**Accreditation:** Delivering Confidence in Construction and the Built Environment

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**Botswana**

The 2017 World Accreditation day (WAD) was successfully commemorated on the 9<sup>th</sup> June 2017, at Cresta Bosele Hotel in Selebi Phikwe, a mining town located in the Central District of Botswana. The 2017 WAD was celebrated as a mini-conference with an exhibition and was officially opened by Honourable Biggie Butale, Assistant Minister of Investment, Trade and Industry. The Selebi Phikwe District Commissioner Mr Patson Dibotelo introduced the guests who were then welcomed by the Selebi Phikwe Town Mayor, His Worship Molosiwa Molosiwa.

The key note address on the theme of the 2017 WAD was given by Ms Jeanne F Ranorovelo, the SADCAS Technical Manager. This was followed by a series of other presentations around the 2017 WAD theme, by Mr O. Motsomi, Managing Director of Lamworld Technologies an accredited private calibration laboratory who articulated how calibration supports accreditation and the construction sector and the built environment through accurate and traceable measurements. An Associate Researcher of the Botswana Institute for Technology, Research and Innovation (BITRI), Mr M. Mokgwa presented on the role of building materials testing in ensuring fitness for purpose of construction products. The last presentation was made by Dr Kunal Bosse, Superintendent of Mahalapye District Hospital on Accreditation: Delivering confidence in the health sector. The National Accreditation Focal Point - Botswana also played a 2017 WAD Commemoration video which was really appreciated by the audience as a true reflection of the programme proceedings. The closing remarks were given by the Selebi Phikwe Town Clerk, Mr Godimo Garegope on behalf of Honourable Nonfo Molefi, Minister of Infrastructure and Housing development, Member of Parliament for Selebi Phikwe East.



Honourable Biggie Butale, Minister of Investment, Trade and Industry (MITI) officially opening the conference



From left to right: Ms Jeanne Françoise Ranorovelo – SADCAS Technical Manager; Ms Shirley G. Moncho – Director of Industrial Affairs (NAFP-Botswana); Hon. Biggie Butale, Assistant Minister MIT; Mr Molosiwa Molosiwa – Selebi Phikwe Mayor

Delegates during the conference

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Pull up banners and tear drops in and around the venue

The conference was attended by 60 participants from public and private sector including construction/building and engineering institutions, manufacturing companies many sectors including the construction and built environment sector, conformity assessment bodies as well as the media including BTV.

The Botswana 2017 WAD Celebrations were very successful and the discussions during the conference were robust and very informative. Branding using pull up banners and tear drops in and around the venue were strategically placed in order to promote the event. Various promotional materials were also distributed during the celebrations. The 2017 WAD celebrations were featured as a news article in the Voice Newspaper and on BTV evening news on Sunday, 11<sup>th</sup> June 2017.



Lesotho celebrated World Accreditation Day (WAD) on 30 June 2017 at Victoria Hotel in Maseru, Lesotho. Prior to this date, the office of the NAFP held a preparatory meeting together with members of the Lesotho Federation of Laboratories and Officers from the Government's/ Regulator's Departments on 13 June 2017 to plan and organize for the celebrations. Concomitant to the preparations, two newspaper adverts were published in two local newspapers.

The WAD celebrations were attended by forty two (42) people from government ministries and regulators, private organizations and academia including the Lesotho Association of Engineers, Lesotho Civils' Construction Association, Architectural Association of Lesotho, Geotechnical Engineering Laboratory – Construction and National University of Lesotho. The media was also present.

The Office of the Principal Secretary – Ministry of Trade and Industry presided on the official opening of the commemoration. It was represented by the Director of Standards and Quality Assurance, Mr Molebatsi Rabolinyane. In his speech he reflected on the theme of the day and further told the workshop, the progress attained so far as accreditation is concerned. He also indicated that Government would like to enact legislation on accreditation.

Whilst the workshop displayed eagerness and passion for accreditation, there were overwhelming genuine presentations by all presenters with the construction sector feeling that it was time that the sector be assisted to perform better.



WAD celebration in pictures

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The Director of Standards was interviewed by the National Radio Station and at least one newspaper covered the event. Various recommendations were made by participants urging organizations to develop a programme towards accreditation. The need for training on the inspection standard, ISO/IEC 17020 and for local accredited inspection bodies and accredited materials testing laboratories was also highlighted. It was noted that the Geotechnical Engineering Laboratory on construction has developed a programme towards accreditation. In conclusion the participants requested that another workshop to develop a work programme towards accreditation that will include training on ISO/IEC 17020 Standard be held. During the discussions, the participants showed a remarkable enthusiasm. There is hope and believe that significant developments towards accreditation may be attained in Lesotho.



WAD celebration in pictures

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## Swaziland

Swaziland joined the world and celebrated the 2017 World Accreditation Day. The Ministry of Commerce, Industry and Trade through the National Accreditation Focal Point (NAFP) in collaboration with the Construction Industry Council (CIC) of Swaziland held the World Accreditation Day on the 29<sup>th</sup> June 2017. The event was in the form of a workshop where different stakeholders from Government and the construction sector were present. This year's theme: Accreditation: Delivery Confidence in the Construction and Built Environment focuses on how accreditation delivers confidence in the construction sector.

Preparations for this day started off in April. Meetings between the Construction Industry Council and National Accreditation Focal Point were held in order to make this day a success. The World Accreditation Day was then held at The George Hotel in Manzini, Swaziland. It started at 08:30 and ended at 13:00 hours. A total of 55 people from Government, the construction industry and media houses attended the WAD commemorations. The Programme Director, Ms Georgina Shabangu gave the welcome remarks whilst The Chief Quality Systems Administrator, Ms Priscilla Dlamini also gave the opening remarks. The NAFP - Swaziland, Ms. Sybil Sthembiso Dlamini was the first to make a presentation. She presented on Accreditation, its importance and benefit in the construction industry. The Executive Director for SWASA, Ms Sihle Zwane, presented on the role of standard in the construction sector. The Vice chairperson of the National Laboratory Association of Swaziland gave a presentation on the role of a testing laboratory in the Construction Industry Council and presented the Laboratory Quality Awards. This was followed by a presentation made by Mr Themba Simelane on the role of metrology in the construction industry and lastly was the Chief Executive Officer of the Construction Industry Council, Mr Nhlanhla Dlamini who then presented on the role of accreditation in the construction industry.



Ms Phindile Priscilla Dlamini delivering Opening remarks



CEO for the Construction Industry—Mr Nhlanhla Dlamini



NAFP-Swaziland - Ms Sybil Sthembiso Dlamini presenting during the World Accreditation Day, 2017

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Stakeholders listening attentively during a presentation



Director of Construction Department in the Ministry of Public Works and Transport, Mr Mkhululi Mamba asking a question



Seated: from left to right: the Executive Director of Swaziland Standards Authority, Ms Sihle Zwane; the Chief Quality Systems Administrator, Ms Phindile Priscilla Dlamini; the Chief Executive Officer for the Construction Industry Council, Mr Nhlanhla Dlamini, the National Accreditation Focal Point, Ms Sybil Sthembiso Dlamini; the Chief Inspector of Weights and Measures, Mr Themba Simelane and the Programme Director, Ms Georgina Shabangu

Upon registration, stakeholders were given promotional material in the form of T-shirts, bags and accreditation pamphlets. The event was a success.

## Accreditation: Delivering Confidence in Construction and the Built Environment

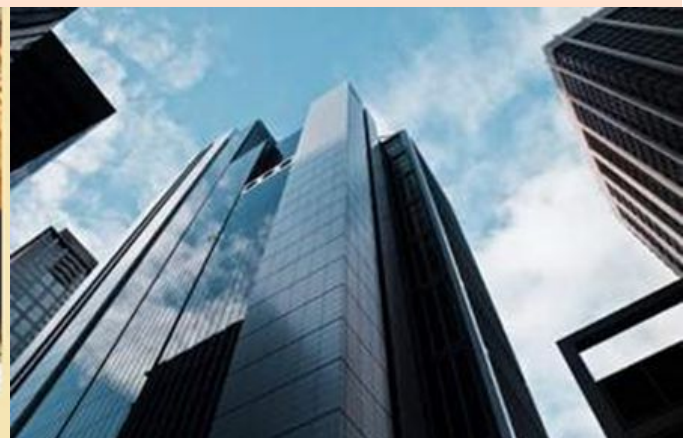
June 9, 2017 marks World Accreditation Day as a global initiative, jointly established by the International Accreditation Forum (IAF) and the International Laboratory Accreditation Cooperation (ILAC), to raise awareness of the importance of accreditation. This year's theme focuses on how accreditation can support professionals in the construction industry, ranging from contractors, manufacturers, designers, architects, civil engineers, to regulators.

Standards and accredited conformity assessment are market-based tools that can be used in the construction sector to cover construction products and materials, building techniques and practices, onsite Health & Safety, environmental impact, to even the use of digital technology in smart buildings.

The construction sector is complex and highly competitive, and provides challenges for companies seeking to improve margins, and reduce costs whilst improving build quality and ensuring a safe environment on site. Accreditation supports the construction sector to control risk, help drive efficiency, demonstrate regulatory compliance, and provide supply chain confidence.



FOR BUILDERS



Construction and Built Environment

### What are the issues?

- Are the buildings we live or work in safe?
- Are there measures in place to ensure that construction sites are safe places to work?
- What reassurance is there that raw materials and construction products meet specification and are of suitable quality?
- How do we know that buildings are capable of withstanding fire, storm, water, collapse, subsidence, vibration?
- How can we trust claims made about the environmental impact and sustainability of construction projects?



Are the Buildings and Bridges safe? Can they withstand collapse?

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The volume of construction output is forecast to grow by 85% to \$15.5 trillion worldwide by 2030. This growth will be driven by developed countries recovering from economic instability and emerging countries continuing to industrialize. With a growing world population, and around half of that population living in urban areas, the need for commercial and domestic construction and infrastructure increases. At the same time, there are diminishing natural resources, pressures on public and private finances and requirements placed on the environmental impact and long-term sustainability of construction projects.

Accreditation can support the sector to meet its need for smarter, cleaner and safer construction by providing assurance into the safety of the workforce on-site, the quality and origin of construction products and raw materials, the energy efficiency of buildings, the quality of design and architecture, the safe installation of electrical and gas networks, and the long-term sustainability of buildings.

### **What is the role of accreditation?**

Accreditation determines the technical competence, integrity and impartiality of organisations providing conformity assessment services such as testing, calibration, certification, and inspection based on international standards. Accreditation is an impartial and objective process that provides the least duplicative, the most transparent and the most widely accepted route for the provision of credible and trustworthy conformity assessment results.

Accreditation bodies are established in most countries to ensure that conformity assessment bodies are subject to oversight by a competent body. Internationally recognised accreditation bodies, which have been evaluated by peers as competent, sign international arrangements that enhance the acceptance of products and services across borders, thereby creating a global infrastructure to support trade regulatory approval processes, and confidence in the market-place.

These arrangements are managed by IAF, in the fields covering accreditation of certification bodies and verification/validation bodies, and ILAC, in the areas of laboratory and inspection body accreditation.

This system helps to make work carried out by accreditation bodies consistent across the globe, and maintains international standards from one accreditation body to others. As a result, products and services tested, inspected or certified once under the IAF and ILAC umbrella can be accepted everywhere with equal confidence.

### **What benefit does accreditation provide?**

#### **For Government and Regulators**

Accreditation is a well-established process that can demonstrate that organisations are compliant with their regulatory responsibilities. It can also:

- ❑ Reduce the need for central and local government to employ their own specialist assessment personnel. Accreditation provides assurance to Government to rely on commercial providers of evaluation and inspection services in the construction sector.
- ❑ Enable innovation and the dissemination of good practice.
- ❑ Build a more competitive economy through the international acceptance of results and certificates and the removal of technical barriers to trade.
- ❑ Build supply chain and public trust of activities that have the potential to impact on public confidence, health and safety or the environment.

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### For Building Companies

- ❑ Confidence that manufactured products and raw materials are safe and meet specification, thereby reducing potential delays, product failure, and project costs.
- ❑ Provide a safe working environment for employees.
- ❑ Using an accredited body to carry out an independent evaluation helps demonstrate due diligence in the event of legal action.

### For Manufacturers of construction products

- ❑ Reliable measurements, tests and inspections are carried out in compliance with best practices to limit product failure, reduce down time and control manufacturing costs.
- ❑ Accreditation to internationally-recognised standards can provide a competitive advantage and facilitate access to export markets.
- ❑ Accreditation is recognised by Regulators and can support approval process.
- ❑ Using an accredited body to carry out an independent evaluation helps demonstrate due diligence in the event of legal action.

### For Building owners and Facilities Managers

Owners of commercial properties or Facilities Managers are responsible for provide a safe and efficient environment which supports businesses and other types of organisations. Facilities Managers use the services of external contractors to provide testing, inspection and certification services to monitor the safety of the built environment. Accreditation ensures that they can make an informed choice and have confidence in their selection of suppliers.

This can include the testing of asbestos samples, *Legionella* bacteria, noise acoustics, sound-proofing, and ambient air quality. It also covers the certification of renewable energy installers, the installation of alarm and security systems, fire safety inspections, asbestos surveys, *Legionella* risk assessments, and pressure vessels and lifts inspections.

### For Consumers

- ❑ Confidence in the safety of new and existing buildings and the general infrastructure.
- ❑ Confidence in the claims made about sustainability, environmental and energy performance of commercial and domestic buildings.

### Examples Worldwide

The ILAC and IAF together with ISO and the IIOC have established a website [www.publicsectorassurance.org](http://www.publicsectorassurance.org) to showcase different global examples where accreditation has been used to deliver confidence. The site demonstrates real examples of how accreditation delivers confidence in the construction and built environment. A link to the public sector assurance site is provided on the SADCAS website [www.sadcas.org](http://www.sadcas.org) under the window on links.

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### **Construction tenders in Northern Ireland**

In Northern Ireland, all construction works' contracts procured by a Centre of Procurement Expertise (CoPE) include a requirement that all main contractors seeking to tender shall have and maintain an Environmental Management System (EMS) certified by an accredited third party. The department has taken this step to minimise the impact that construction has on the environment and to ensure that contractors comply with applicable laws and regulations. Central Procurement Directorate (CPD) in conjunction with the CoPEs will approve and accept third party certification of an EMS provided that:

- ❑ it is based on a recognised standard – for example, ISO 14001;
- ❑ it is construction focused incorporating site inspections; and
- ❑ the third party certification body is accredited.

### **Improving the quality of public sector housing in Hong Kong**

The Hong Kong Housing Authority builds an average of 20000 flats per year for the public sector in Hong Kong. The quality of building materials and components is a prime concern to both the Authority and to industry as rework of any non-complying building products would have time, cost, safety and reputational implications. The Housing Authority fully recognises that product certification is an upstream quality control process and it offers higher quality assurance through regular rigorous audits by a competent third party certification body.

As a result, the Housing Authority specifies the requirement of using certified products for ten major building materials in its construction projects. Other than those building materials specified by Housing Authority, more construction product certification schemes have also been developed or are being developed (e.g. steel reinforcement, paints, mechanical couplers, aggregate products, etc.) per the requirement of various stakeholders. 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, traceability, etc. thus making available certified construction products of quality for use in building projects.

### **The competence of Building Control underpinned by accreditation in New Zealand**

Building Consent Authorities (BCAs) in New Zealand that carry out building consenting and inspection must be accredited to demonstrate their competence and impartiality. Accreditation is awarded against standards and criteria published by the Department of Building and Housing. Accreditation aims to improve the control of, and encourage better practice and performance in building design and regulatory building control

### **Ensuring the safety of pressure vessels in South Africa**

The Minister of the Department of Labour (DoL) recognises the use of Risk Based Inspection (RBI) implemented by those responsible for pressure vessels and steam generator in industries. These regulations are enacted through an accreditation programme that recognises that certification bodies will certify risk based inspection management systems. Industry benefits through reduced downtime of equipment, and potentially lower insurance premiums.

### **Occupational health and safety in Zimbabwe**

National Social Security Authority (NSSA) of Zimbabwe under which the Factories and Works Inspectorate falls requires all inspection bodies to be accredited in accordance with ISO/IEC 17020 in order to be registered as an independent inspection authority. Up to date 5 inspection bodies all from Zimbabwe have been accredited and registered as inspection authorities. A number of other inspection bodies are still under process.

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. A Memorandum of Understanding (MoU) spells out the operational relationship between

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SADCAS 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. SADCAS main obligation is to provide the regulator with an accreditation system based on verifying competence Regulator's main obligation is to grant approval to inspection bodies based on their accreditation status.



### Conclusion

The construction sector is important for economic development, employment creation and the environment. It is a complex and highly competitive sector. Standards and accredited conformity assessment are market tools that can be used to support this sector. The use of accredited conformity assessment in the construction sector in the region is still an issue requiring attention. We encourage the sector to embrace accreditation and use it as a tool to assure the quality and reliability of construction products materials, building techniques and practices, onsite health and safety, environmental impact and even to support the use of digital technology in smart buildings.

## SADCAS Signs MoU with ASCOLAB

The SADC Accreditation Service (SADCAS) has signed a Memorandum of Understanding with the Association Congolaise des Laboratoires (ASCOLA/NLA) of the Democratic Republic of Congo (DRC). The objective of the MOU is to inform and support future cooperation of their activities. The MOU was signed on 2 April 2017 in Frankfurt, Germany in conjunction with the mid-term ILAC IAF Meetings and was witnessed by Mr Steven Bruce Sidney the Chairman of the SADCAS Board of Directors and Chairman of the ILAC Laboratory Committee and Mr John Wilson, Vice Chairman of the National laboratory Association of South Africa.



From Left to Right: Mr Sidney, Mrs Mutasa, Mr Viki Mbuya Kanama President of ASCOLAB and Mr John Wilson, Vice Chairman of NLA SA



Displaying the signed MoU

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**ASCOLAB** is a National Laboratory Association (NLA) and non-government association of the DRC aimed at promoting accreditation, organizing trainings and information exchange, coordinating scientific and technical cooperation between the Congolese laboratories, carrying out Testing, Calibration and Medical analysis. ASCOLAB offers credible laboratory services, raises the profile of the laboratory profession, and contributes to the growth of the Democratic Republic of Congo (DRC) economy and enhanced scientific research and quality laboratory services.

On the other hand **SADCAS**, a subsidiary institution of the Southern African Development Community (SADC), is a non-profit, multi-economy accreditation body whose mission is to provide credible, cost effective accreditation services for SADC Member States aimed at supporting trade; enhance the protection of consumers and the environment; and improve the competitiveness of SADC products and services in both the voluntary and regulatory areas. SADCAS offers programs for the accreditation of testing/calibration laboratories, medical laboratories, certification bodies (management systems/product/personnel) and inspection bodies.

Recognizing the need to strengthen and coordinate their actions in respect of accreditation, SADCAS and ASCOLAB have agreed to cooperate by:

- ❑ Communicating and sharing technical information on matters of common interest and develop suitable linkages to facilitate easier access to information available from the 2 organizations;
- ❑ Mutual representation at each other's annual general meetings;
- ❑ Promoting accreditation as a strategy for the competence of calibration/testing laboratories;
- ❑ Advocating for the need for policy makers to embrace accreditation as a tool for economic and social development and growth;
- ❑ Complimenting each other's training support for laboratories. ASCOLAB shall focus on specific laboratory skills whilst SADCAS shall focus on generic accreditation standards' requirements;
- ❑ Endeavour to formulate a common position on issues of mutual interest at international for a; and
- ❑ Cooperating in other activities or projects that are of mutual interest and in support of the implementation of the terms and conditions stated herein
- ❑ The MoU negotiations started in September 2016 when SADCAS received a proposal from ASCOLAB and was subsequently approved by the SADCAS Board of Directors at its meeting held on 16 February 2017.

## SADCAS Bids Farewell to Ms Boitumelo Gofhamodimo

SADCAS bid farewell to Ms Boitumelo Gofhamodimo who had served on the SADCAS Board of Directors since 2012. Ms Gofhamodimo was the Director Trade, Industry, Finance and Investment (TIFI) at the SADC Secretariat and was appointed to the Board in August 2012 to represent the SADC Secretariat. In March 2013, she was then elected to serve her first term of 3 years and subsequently re-elected to serve her 2<sup>nd</sup> term of 3 years on the SADCAS Board of Directors. Following her retirement from the SADC Secretariat in October 2016, Ms Gofhamodimo consequently retired from the SADCAS Board.

In a farewell speech during a brief ceremony held at the SADCAS Offices in Gaborone, Mrs Maureen Mutasa, the SADCAS Chief Executive Officer thanked Ms Gofhamodimo for her valuable contribution as a member of the SADCAS Board of Directors from August 2012 to October 2016. In particular she thanked Boitumelo for her facilitation of the approval by Governments to fund the operational budget deficit of US\$ 1.171 million for the strategic period 2012 to 2017. She then wished her all the best in her future endeavours. A resolution thanking Ms Gofhamodimo was passed at the 12<sup>th</sup> SADCAS Annual General Meeting held on 15 March 2017 in Manzini, Swaziland.



Ms Boitumelo Gofhamodimo receiving a token of appreciation from SADCAS CEO Mrs Maureen P Mutasa

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In her response Ms Gofhamodimo thanked SADCAS for the generous gift and wished SADCAS continued success. She also reminisced on her time at the SADC Secretariat and shared with SADCAS her new pastime since retirement, farming. Ms Gofhamodimo was then taken on a tour of the SADCAS offices and met with all staff

## Lomkhosi Mkhonta-Gama Appointed SADCAS Board Member



SADCAS is pleased to announce the co-option of Dr Lineo Lomkhosi Mkhonta-Gama Senior Programme Officer – Technical Barriers to Trade/Sanitary Phytosanitary (SPO TBT/SPS) and Acting Director, Industrial Development and Trade onto the SADCAS Board of Directors with effect from 22 May 2017. Dr Mkhonta-Gama represents the SADC Secretariat on the SADCAS Board and replaces Mr Sadwick Mtonakutha who was reassigned following the restructuring of the SADC Secretariat.

Dr Mkhonta-Gama who holds a PHD in Chemistry and MSc in Chemistry from university of Cape Town and BSc in Science (Biology and Chemistry) brings with her 26 years' experience in Quality Assurance and Standardization having been the CEO of the Swaziland Standards Authority, Factory Manager of a chemical manufacturing Company, quality control technician with Coca Cola Bottling Swaziland and teaching sciences at tertiary level.

SADCAS, a subsidiarity organization of SADC is an important institution in the implementation of the SADC agenda. It is therefore important that the SADC Secretariat takes membership on the Board of Directors of SADCAS so as to guide and ensure that SADCAS work remains aligned to the mandate given as well as to ensure that the region's goals and objectives are met. This also provides an opportunity for the SADC Secretariat to appreciate the challenges that SADCAS is facing and assist in recommending appropriate actions to be taken.

## 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](mailto:jfranorovelo@sadcas.org); [info@sadcas.org](mailto:info@sadcas.org)

## OCC Director General Visits SADCAS

The Director General of the Congolese Control Office (OCC), Dr Celestin Pierre Risasi Tabu Wa M'Simbwa met with the SADCAS Management on 17 May 2017 at the SADCAS Offices in Gaborone, Botswana. Dr Risasi Tabu Wa M'Simbwa was appointed Director General of OCC in November 2016. The National Accreditation Focal Point (NAFP) for Democratic Republic of Congo (DRC) is housed within the OCC. The purpose of the meeting was therefore to introduce himself to the SADCAS and to be informed about the role of the NAFP and SADCAS expectations of an effective NAFP. The meeting was also an opportunity for SADCAS to be updated on DRC's outstanding contribution towards SADCAS sustainability for the period 2012 to 2017, to discuss about SADCAS funding requirements for the period 2017 to 2022 and to discuss the status of accreditations applications from OCC which are under process. The OCC Director General was accompanied to the meeting by Mr Ngyi Miffy, Director of the General Secretariat.



Meeting in session

The OCC delegation was welcomed to SADCAS Offices by the Chief Executive Officer, Mrs Maureen Mutasa. The meeting was attended by Ms Jeanne Ranorovelo – the SADCAS Technical Manager, Mrs Lauren Gudo – the SADCAS Financial Administrator and Ms Linda Dirorimwe – the SADCAS Accreditation/ Training Administrator. During the meeting, the OCC delegation was appraised of various aspects of SADCAS and the expectations from OCC.

On the role of the NAFPs, the delegation was informed about the need for effective and consistent execution of duties by the NAFP – DRC including the need to submit the training needs for DRC for incorporation into the 2017/18 training calendar and the submission of the 2017/18 national action plan in support of the marketing objectives and initiatives as outlined in the 2017/18 Marketing Plan which was circulated to all NAFPs.



From Left to Right: Ms Ranorovelo, Dr Risasi, Mrs Mutasa and Mr Ngyi Miffy

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Regarding contributions towards SADCAS sustainability for the period 2012 to 2017, Dr Risasi Tabu Wa M'Simbwa provided proof of transfer of the outstanding amount of US\$ 31,679 effected in May 2017 which subsequently reflected in the SADCAS account. With this payment, DRC has now fully paid its contribution towards SADCAS sustainability for the 2012 to 2017.



Mrs Mutasa presenting SADCAS regalia to Dr Risasi Tabu Wa M'Simbwa and Mr Miffy

The SADCAS CEO then presented the SADCAS funding requirements for the strategic period 2017 to 2022. She informed the meeting of the operational budget deficit for the period amounting to US\$ 2.38 million which was to be tabled at the SADC Committee of Ministers of Trade (CMT) meeting scheduled to be held in August 2017. She advised the OCC delegation of the proportion (US\$ 160,670) of this operational budget that the Government of the DRC is to pay based on the formula used which takes into account the clientele base in each SADC Member State serviced by SADCAS. The SADCAS CEO further advised that it is proposed that all Member States' contributions be paid up in full within the first 3 years of the strategic period i.e. by the 31<sup>st</sup> of March 2020 so as to ensure SADCAS as a going concern. The SADCAS CEO then appealed to the Government of the DRC to support the request for funding of the operational budget deficit of US\$ 2.38 million for the strategic period 2017 to 2022, a matter which will be tabled at the

upcoming SADC Committee of Ministers of Trade. She further appealed to the Government of the DRC to pay their first contribution of US\$ 53,021 soon after the funding of the SADCAS operational budget deficit is approved. In response Dr Risasi Tabu Wa M'Simbwa expressed his appreciation of the good work that SADCAS was doing to enhance the competitiveness of DRC goods and services, facilitating trade and enhancing the protection of consumers and the environment and stated that DRC will endeavor to honour its obligations to SADCAS as the country has been benefiting from the activities of SADCAS. He also looked to continued collaboration with SADCAS in his Organization's role as the NAFFP - DRC.

The meeting was also an opportunity of the delegation to establish the status of accreditation applications under process. After the meeting the OCC delegation was taken on a brief tour of the SADCAS offices and introduced to the rest of the staff.



*Delivering confidence, Assuring competency*



## AFRAC Trains Peer Evaluators

The AFRAC peer evaluators course was held from 1 to 2 May 2017 and attended by 18 peer evaluators and trainee evaluators from EGAC (1), ENAO (3), KENAS (2), MAURITAS (2), TUNAC (1), SANAS (5) and SADCAS (4) was very ably facilitated Mr Mahmoud Eltayeb whom himself is a seasoned Lead Evaluator with AFRAC and ARAC respectively. The course which was held in conjunction with the 2017 AFRAC mid - term meetings was very intensive. The course was designed to update peer evaluators on the changes in revised ILAC A series documents IAF/ILAC A1 and IAF/ILAC A2 , undergoing revisions of IAF/ILAC A3 and ISO/IEC 17011. The workshop also went through IAF/ILAC A5 and A6, and the newly published AFRAC peer evaluators guide **AFRAC GD 002**. The workshop was also an opportunity for exchange of experience and to prepare for the upcoming witnessing of AFRAC evaluations for international recognition of the region. A number of recommendations were made from the training workshop which were considered by the MRA Committee at its meeting held on 4 May 2017.

Participants were presented with certificates at the end of the training course. One of the participants Ms Helen Morokane, on behalf of the participants, thanked the Facilitator for his time in preparing for the training workshop and conducting it in such a way which stimulated active participation from all the evaluators.

African Accreditation Cooperation (AFRAC) is a cooperation of accreditation bodies sub regional accreditation cooperations and stakeholders whose objective is to facilitate trade and contribute to the protection of health, safety and the environment within Africa. AFRAC has established a Mutual Recognition Arrangement (MRA) and the Secretariat was evaluated from 6 to 8 February 2017 as the 1<sup>st</sup> step in the region's evaluation. The AFRAC Secretariat is in the process of addressing the findings raised in this 1<sup>st</sup> step some of which have already been cleared. Three witnessing opportunities have been identified and witnessing of the evaluations will be undertaken between July and November 2017.



Participants receiving certificates of attendance from the Trainer

Continued to p 18

Continued from p 17



Participants receiving certificates of attendance from the Trainer

Many thanks to PTB Germany who sponsored the training by generously providing air travel, accommodation (full board) for all the peer evaluators/ trainee evaluators, as well as the conference package.

## AFRAC 2017 Mid-Term Meetings

The AFRAC 2017 Mid-term meetings were held from 3 to 5 May 2017 in South Africa and were comprised of the AFRAC Executive Committee (EXCO), the Marketing and Communications Working Group (MCWG), the Mutual Recognition Arrangement (MRA) Committee, the Technical Committee (TC) and the MRA Council. SADCAS was represented at these meetings by Mrs Maureen Mutasa, the SADCAS Chief Executive Officer and Ms Jeanne Ranorovelo, the SADCAS Technical Manager.

The MRA Committee was held on 4 May 2017 and was chaired by Mr Mahmoud Eltayeb in the absence of the MRA Committee Chair Mr Moez Boughalmi who could not secure a visa on time to travel to South Africa for the meetings. A number of issues were addressed during the meeting including reviews of progress on work plan items, resolutions and undertaken pre peer/peer evaluations of MAURITAS (Mauritius), ENAO (Ethiopia) and KENAS (Kenya). The meeting noted the upcoming extraordinary evaluation of SADCAS for scope extension to Testing (ISO 15189) and inspection (ISO/IEC 17020) which was subsequently undertaken from 14 to 19 May 2017. The performance of Peer Evaluators was also reviewed and progress on updating of MRA Documents most of which are being revised as part of corrective action on the office evaluation of AFRAC as a region. Some time was spent reviewing reports from members on Standards in Transition and considering how to improve the management of the AFRAC MRA processes. A total of 8 resolutions were passed including a resolution on the training of AFRAC MRA Council on decision making to be undertaken at next MRA council meeting and a recommendation that ENAO be admitted as an arrangement member for testing (ISO/IEC 17025 and ISO 15189). It was also resolved that the Chair of the MRA Committee and secretariat develop key performance indicators for consideration by the MRA Committee

Five resolutions were taken by the MRA Council of which and based on the recommendation of the MRA Committee, the MRA Council agreed that ENAO be admitted to full signatory status as Arrangement Member of the AFRAC MRA for testing and medical testing, with a re-evaluation period of 4 years from the date of initial evaluation; and the MRA Council resolved that a procedure on AFRAC ballot participation is required. The MRA Council also encouraged signatory Accreditation Bodies to use the AFRAC MRA and to celebrate the World Accreditation Day, 9 June 2017.

The TC reviewed the implementation of the resolutions taken during the 6<sup>th</sup> AFRAC TC meeting held on 28 September 2016 in Abuja, Nigeria. It was noted that the work plan was approved during the 7<sup>th</sup> AFRAC GA held on 30 September 2016 and was published on the website. Following the recommendation of the AFRAC TC recommendation it was agreed that other Pan African Quality Infrastructure (PAQI) Structures will be invited to the AFRAC GA meetings and afforded opportunity to provide report on developments in their regional activities for synergy of efforts in goal realisation in improving the operations of the Pan African Quality Infrastructure. The TC WG Terms of Reference were approved during the 7<sup>th</sup> AFRAC GA; two TC publications were approved and published "TP002-01: Internal Audits for Laboratories and Inspection Bodies; and TP003-01 Method of Stating Test and Calibration Results and Compliance with Specification". The TC also reviewed the proposed documents to be developed and discussed the reports on ILAC/IAF meetings, the 5-year strategic plan and the commemoration of World Accreditation Day, 9 June 2017.

The MCWG also reviewed the implementation of the resolutions taken during the meeting held on 24 September 2016 in Abuja, Nigeria. It was noted that the work plan was approved during the 7<sup>th</sup> AFRAC GA held on 30 September 2016. The March 2017 AFRAC newsletter was published with Mrs Susanah Ochieng as the editor. During the September 2016 meeting, the MCWG recommended that the stakeholder questionnaire be re-worked and recirculated to AFRAC members for distribution to stakeholders in their respective economies, however the revised questionnaire had not yet been received by the time of the mid-term meetings. The document GD001-01: Guidelines for use by the Editors of AFRAC Newsletters was approved by the EXCO and published in December 2016. As from the 2017 mid-term AFRAC meetings the MCWG will have full day meeting as agreed by the EXCO. The AFRAC Corporate Identity Manual was published. All economies were encouraged to commemorate the World Accreditation Day, 9 June 2017.

## SADCAS Undergoes Peer Evaluation

SADCAS went through a joint AFRAC/ILAC extraordinary peer evaluation for scope extension to medical testing (ISO 15189) and inspection (ISO/IEC 17020). The peer evaluation was conducted from 14 to 19 May 2017 with office evaluation being undertaken at SADCAS Offices in Gaborone and all witnessing in Zimbabwe. The evaluation was conducted in accordance with, and against the requirements specified in AFRAC M001 and IAF/ILAC A2, by a team of 2 members Mr Mahmoud Eltayeb as the team leader and member responsible for inspection (ISO/IEC 17020) and Mrs Shelli Turner as the team member responsible for testing (ISO 15189). Two AFRAC trainee evaluators also participated in the peer evaluation with Mr Mohamed Habib Testouri as Trainee evaluator for Inspection and Mr Getnet Tsigemelak as Trainee for Medical.

The peer evaluation started off with an opening meeting on Sunday 14 May 2017. The opening meeting was attended by all SADCAS staff. The office evaluation was undertaken on Sunday, Monday and Thursday. The witnessing of the Inspection Bodies Accreditation Programme (IBAP) was undertaken on Monday and Tuesday whilst the witnessing for the Medical Laboratories Accreditation Programme (MLAP) was undertaken on Tuesday and Wednesday. For the IBAP the peer evaluators witnessed 2 surveillance assessments of Gammatec Inspection Services and Standards Association of Zimbabwe – Inspection Unit whilst an initial assessment of the National Microbiology Reference Laboratory in Zimbabwe was witnessed on Tuesday and Wednesday. The peer evaluators also held meetings with the Chairman of SADC Cooperation in Metrology (SADCMET) Mr Shadreck Kajane and NAFB – Botswana, Mr Edward Mmatli.



From Left to right: Mr Eltayeb, Mrs S Turner, Mr Testouri and Mr Tsigemelak during the Closing Meeting

The closing meeting was held on Friday, 19 February 2017 with the team confirming that the overall system of SADCAS is in accordance with the requirements of AFRAC M002 and ILAC- P5 and in particular that SADCAS operates its medical testing laboratories and inspection bodies' accreditation programmes substantially in accordance with the requirements of ISO/IEC 17011 and IAF/ILAC-A5. The team also confirmed that SADCAS's full time staff members are skilled and technically qualified for the functions they perform, and the organization has a satisfactory foundation of accreditation experience. SADCAS has access to a sufficient number of qualified, experienced and competent assessors and experts. In particular the team was impressed with what SADCAS had achieved with such a small team of staff and also the teamwork at SADCAS as witnessed with how we were organized for the peer evaluation. Overall, the assessments witnessed were of a high standard in terms of their scope and depth. The evaluation team was impressed with the expertise and commitment of SADCAS staff and assessment team; the quality and thoroughness of assessments; knowledge of, adherence to procedures. The team raised 3 NCs and a number of concerns and comments.



Management staff and peer evaluators during closing meeting

## Accreditation of Inspection Bodies in the SADC Region

### Background

The Southern African Development Community (SADC) is a regional community which is committed to regional integration and poverty eradication in Southern Africa through economic development and ensuring peace and security. The Community comprises of 15 Member States namely: Angola, Botswana, Democratic Republic of Congo, Lesotho, Madagascar, Malawi, Mauritius, Mozambique, Namibia, Seychelles, South Africa, Swaziland, Tanzania, Zambia and Zimbabwe. In a total surface area of about 10 million square kilometres, SADC countries have an estimated total population of 260 million.

Real Gross Domestic Product (GDP) growth rate for 2015 ranged from -0.3% for Botswana to 7.6 for the Democratic Republic of Congo with average real GDP for all the 15 countries being 4.4%. The SADC Member States acknowledge that industrial development is central to diversification of their economies; development of productive capacity; and the creation of employment in order to reduce poverty and set their economies on a more sustainable growth path. Standardization, quality assurance, accreditation and metrology (SQAM) play a key role towards the achievement of all these goals and in particular trade, regional integration, economic development and poverty eradication.

### SADCA

The Southern African Development Community Cooperation in Accreditation (SADCA) is a Regional Cooperation whose objective is to coordinate accreditation activities in the region and facilitate the national, regional and international recognition and acceptance of SADC accreditation infrastructure and providing member States with accreditation as a tool for facilitating trade and the protection of health and safety of the public and the environment in both the voluntary and regulatory areas. SADCA comprises of 3 accreditation body members namely the Mauritius Accreditation Service (MAURITAS), Southern African Development Community Accreditation Service (SADCAS) and the South African National Accreditation System (SANAS) with SADCAS being a multi economy accreditation body servicing 13 out of the 15 SADC Member States whilst MAURITAS and SANAS service Mauritius and South Africa respectively.

SADCA held its 21<sup>st</sup> Annual General Meeting on 16 March 2017 in Manzini in the Royal Kingdom of Swaziland during which the SADCA Strategic Plan for the period 2017 to 2022 was approved. The 5 year strategic plan sets out a future where SADCA will be the accreditation centre of excellence for SADC Member States and will promote the unbroken chain of trust established by the SADC quality infrastructure of which SADCA is a part of and provides confidence in the competence and integrity of conformity assessment activities. SADCA will launch, expand and maintain the SADCA MRA and the MRA scopes including inspection (ISO/IEC 17020) and promote the mutual recognition of the accredited SADC CAB conformity assessment results in the private sector and by SADC regulators and the SADCA MRA will be evaluated by ILAC and IAF for international recognition.

### Inspection Bodies Accreditation Programs in SADCA

Up to date only SANAS is signatory to the ILAC Mutual recognition Arrangement (MRA) for inspection whilst both SADCAS and MAURITAS are working towards signatory status for inspection with SADCAS application for scope extension into inspection having been approved in November 2016 and with SADCAS having undergone peer evaluation for scope extension to inspection (ISO/IEC 17020) from 14 to 19 May 2017. Table 1 summarizes the activities of the 3 accreditation bodies in the field of inspection.

Figure 1—Map of Africa showing SADC Member States



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Table 1—Accreditation of Inspection Bodies in SADC Region

		Accreditation Body			Total
		MAURITAS	SADCAS	SANAS	
Number of Inspection Bodies Accredited to ISO/IEC 17020: 2012		Nil	4	228	232
Scopes of Accreditation	Inspection of Pressure Equipment	Nil	4	54	58
	Inspection of Diagnostic X Ray Imaging Systems	Nil	Nil	15	15
	Gas Test Stations	Nil	Nil	46	46
	Assessment of Risk on Major Hazard Installations	Nil	Nil	10	10
	Inspection of Explosive Facilities, Equipment and Processes	Nil	Nil	4	4
	Occupational Hygiene Inspection at Workplaces	Nil	Nil	48	48
	Inspection of Lifts, Escalators and Passenger Conveyors	Nil	Nil	18	18
	Measurement and Verification of Energy Savings	Nil	Nil	7	7
	Inspection of Electrical Installations	Nil	Nil	3	3
	Inspection of Electronic Gambling Equipment	Nil	Nil	2	2
	Steel Structures	Nil	Nil	4	4
	Approval and Inspection of Abattoirs and Pig Farms	Nil	Nil	1	1
	Food and Associated Industries	Nil	Nil	6	6
	Legal Metrology	Nil	Nil	5	5
	Inspection and Sampling of Electro Technical Products	Nil	Nil	4	4
	Inspection and Approval of Automotive Vehicles and Components	Nil	Nil	1	1
	Textiles	Nil	Nil	1	1
	Statutory Inspection of Personal Flotation Devices, Swimming Aids, Respiratory protective devices, and Disinfectants and Detergents- Disinfectants	Nil	Nil	1	1
The supply of service as an inspection body as an assignee by the Department of Agriculture, Forestry and Fisheries (DAFF) in terms of Regulations No. 55 of 2015, Agricultural Product Standards Act 1990 (Act No 119 of 1990) as amended	Nil	Nil	1	1	
<b>Number of applications under process</b>		<b>2</b>	<b>2</b>	<b>33</b>	<b>37</b>

Continued to p 23

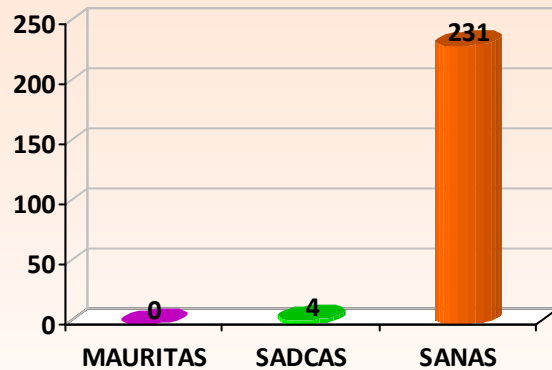
Continued from p 22

The most common scopes of inspection bodies' accreditation are: Inspection of Pressure Equipment; Gas Stations; Occupational Hygiene Inspection at Workplaces; Inspection of Diagnostic X Ray Imaging Systems; Lifts, Escalators and Passenger Conveyors; Assessment of Risk on Major Hazard Installations; Measurement and Verification of Energy Savings; Inspection of Explosive Facilities, Equipment and Processes; and Steel Structures with more facilities being accredited in the following scopes since the last report:

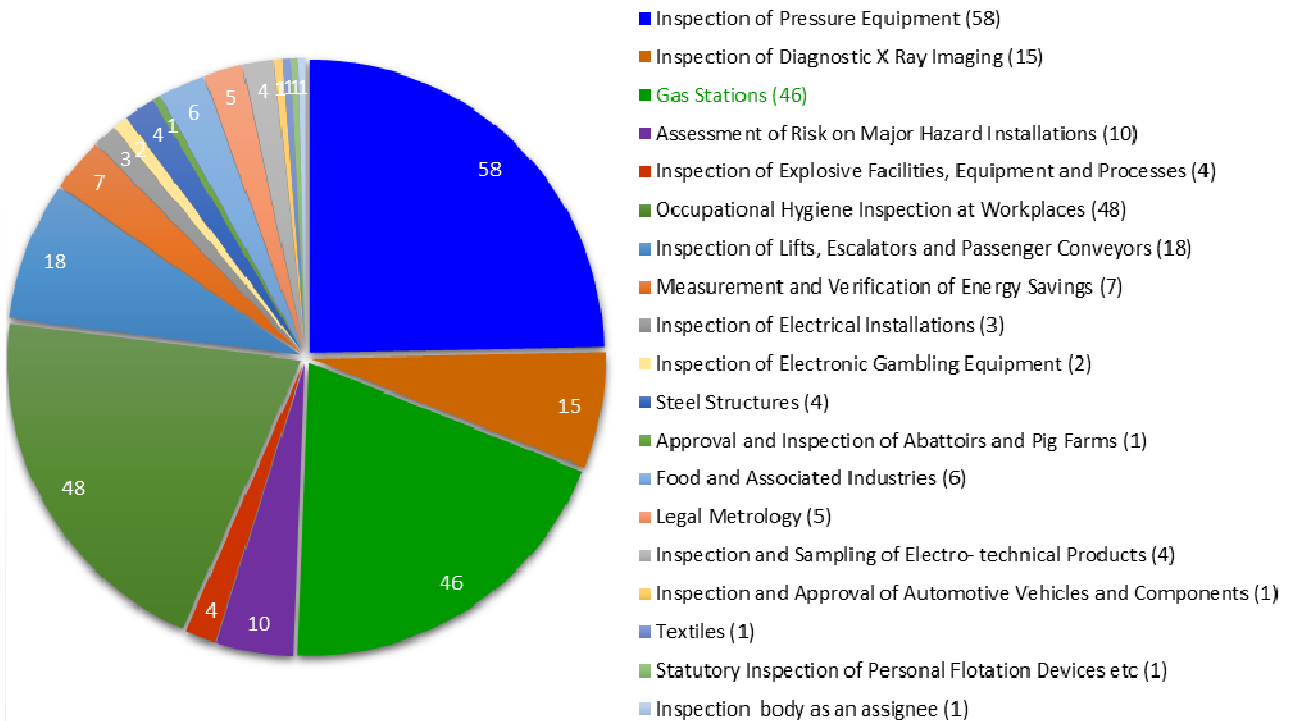
- Inspection of Pressure Equipment;
- Gas Test Stations;
- Assessment of risk on major hazard installations
- Occupational Hygiene Inspection at Workplaces
- Inspection of lifts, escalators and passenger conveyors
- Food and associated products

Refer to Figure 3.

**Figure 2—Accreditation of Inspection Bodies by the 3 Accreditation Bodies in the Region**



**Figure 3—Scopes of Accreditation by the 3 Accreditation Body Members of SADCA**



Continued to p 24

*Continued from p 23*

All the accredited inspection bodies are accredited to ISO/IEC 17020: 2012. As at 24 March 2017, a total of 37 applications were under process by the 3 accreditation bodies SANAS, SADCAS and MAURITAS with SANAS having the highest number of applications under process. Refer to Figure 4.

### Accreditation Body/Regulator Relationships

SADCAS and SANAS have both entered into Memorandum of Understanding with the respective regulators and are operating in the regulatory domain. The MOUs buttress the relation between the respective accreditation body and the regulator and detail how accreditation body services are utilized in the regulatory domain.

SANAS has MOU with the following regulators:

- ❑ Department of Labour
- ❑ Department of Health
- ❑ Department of Energy
- ❑ National Regulator for Compulsory Specifications
- ❑ South African national Energy Development Institute (SANEDI)

SADCAS has an MOU with the National Social Security Authority (NSSA), the delegated regulatory Authority for Occupational health and safety issues in Zimbabwe. MAURITAS has not yet entered into any relationships with regulators regarding accreditation of inspection bodies.

### Advisory Committees/Specialist Technical Committees

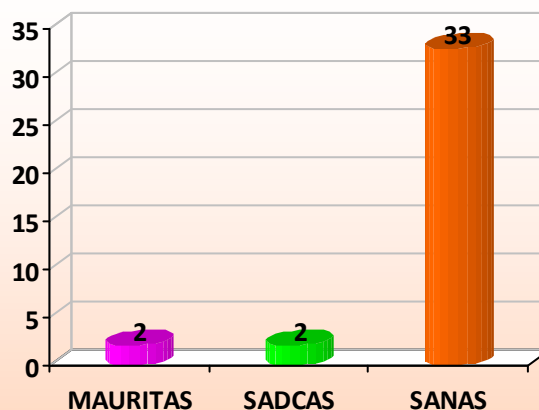
Advisory Committees/Specialist Technical Committees have been set up to advise the accreditation bodies on technical matters to do with inspection bodies.

The SANAS has established various Specialist Technical Committees in each of the following fields and these Committees meet twice a year:

- ❑ Pressure Equipment Regulations, including Gas Test Stations;
- ❑ Occupational Hygiene;
- ❑ Lift Inspection;
- ❑ Measurement and Verification of Energy Savings;
- ❑ Energy Performance Certificates for Buildings;
- ❑ Explosives;
- ❑ MHI;
- ❑ QA X-ray;
- ❑ Electrical Inspection;
- ❑ General – which includes all the fields for which a dedicated STC does not exist; and
- ❑ Energy Performance Certificates for Buildings

The SADCAS has established one Advisory Committee which covers the inspection of pressure equipment and the Committee meets at least once a year. The last meeting of the SADCAS Advisory Committee was held in September 2016. The Advisory Committee finalized the criteria for inspection bodies that inspect Metallic Tanks published as SADCAS TR 13. A Working Group to cover lifting equipment with the intention of developing criteria for lifting equipment I in the process of being set up.

**Figure 4—Number of Applications Under Process**



*Continued to p 25*



Continued from p 24

### Future

SANAS has quite a wide scope of accreditation of inspection bodies and is looking at extending the scope further. SAD-CAS has extended the scope of accreditation to inspection bodies that inspect metallic storage tanks. A number of accredited inspection bodies have expressed interest in extending scope to metallic tanks. Criteria will also in future be developed inspection bodies which undertake inspection of lifts, escalators and passenger conveyors. MAURITAS on the other hand has 2 applications under process in the scope textiles and cargo inspection.

## Joint ISO/IEC 17025 Communiqué



*Joint ISO-ILAC-IAF  
Communique on the  
Management Systems Requirements of ISO/IEC 17025,  
General Requirements for the competence of testing and  
calibration laboratories*

*A laboratory's fulfillment of the requirements of ISO/IEC 17025 means the laboratory meets both the technical competence requirements and **management system requirements** that are necessary for it to consistently deliver technically valid test results and calibrations. The **management system requirements** in ISO/IEC 17025 are written in language relevant to laboratory operations and operate generally in accordance with the principles of ISO 9001.*

ISO Acting Secretary General

ILAC Chair

IAF Chair

April 2017

## SADCAS Policy on Metrology Traceability

The SADCAS policy on metrological traceability is defined in the following SADCAS documents:

- ❑ Clause 6.14 of Issue 14, **SADCAS PM 01**: SADCAS Policy Manual;
- ❑ Clause 2.1 of Issue 6, of SADCAS TR 09: Criteria for performing calibration and intermediate checks on equipment used in accredited facilities; and
- ❑ Clause 3.2.5 of Issue 13, SADCAS TR 02: Accreditation requirements

According to SADCAS Policy on metrological traceability, equipment and instruments used by testing laboratories/medical laboratories/inspection bodies and having a significant impact on the measurements results shall be calibrated.

The equipment and reference standards used by calibration laboratories and having an impact on the accuracy and validity of measurements results shall be calibrated by:

- (a) A National Metrology Institute (NMI) whose service is suitable for the intended need and belongs to the CIPM and are signatories to its Mutual Recognition Agreement (MRA) amongst NMIs and who have approved CMC's within the BIPM Key Comparison Database (KCDB) which includes the range and uncertainty for each listed service.
- (b) A calibration laboratory accredited by an accreditation body covered by the ILAC Arrangement or by Regional Arrangements recognized by ILAC whose service is suitable for the appropriate calibration.
- (c) An NMI whose service is suitable for the intended need but not covered by the CIPM MRA. The National Metrology Institute shall have participated in the SADC Cooperation in Metrology (SADCMET), a member of the Joint Committee of Regional Metrology Organizations and the BIPM (JCRB) through Intra-Africa Metrology System (AFRIMETS), to get measurement traceability. Calibration certificates issued by the NMI shall provide sufficient information regarding the process of calibration.
- (d) The acceptance of other NMIs other than those of CIPM MRA partners shall be at the discretion of the SADCAS Chief Executive Officer after due consultations of the appropriate Advisory Committee subject to satisfactory evidence of the technical competence of the laboratory using appropriate methods as outlined in the technical procedures.
- (e) A calibration laboratory whose service is suitable for the intended need but not covered by the ILAC Arrangement or by regional arrangements recognized by ILAC.

For options (c) and (d) appropriate evidence for the technical competence of the laboratory and claimed metrological traceability shall include the following:

- ❑ Record of calibration method validation;
- ❑ Procedures for estimation of uncertainty ;
- ❑ Documentation for traceability of measurements;
- ❑ Documentation for assuring the quality of calibration results;
- ❑ Documentation for the competence of staff;
- ❑ Documentation for accommodation and environmental conditions; and
- ❑ Audits of the calibration laboratory.

Options (a) and (b) above are the preferred SADCAS options for metrological traceability. Options (c) and (d) are only applicable when options (a) and (b) are not possible.

Equipment and instruments used by testing/medical laboratories/inspection bodies and having a significant impact on the measurements results shall be calibrated. SADCAS accepts evidence of traceability as outlined above. Where traceability as stated above is not technically possible or reasonable or available, the testing/ medical laboratories/ inspection.

## SADCAS CEO Appointed as APLAC Evaluator



**M**rs Maureen P Mutasa, the SADCAS CEO was appointed as a Peer Evaluator by the Asia Pacific Laboratory Accreditation Cooperation Mutual Recognition Arrangement (APLAC MRA) Council at its recent meeting held at the Intercontinental Hotel in Bangkok, Thailand in conjunction with the Joint APLAC PAC Annual General meetings held from 16 to 24 June 2017. The APLAC is a cooperation of accreditation bodies in the Asia Pacific region.

The APLAC MRA Chairman, Dr Llewellyn Richard in the letter of appointment noted that Mrs Mutasa's promotion to an evaluator is in acknowledgement of her extensive training and good preparation and participation in her first evaluation for APLAC in February 2017. APLAC recognize that Mrs Mutasa contributions as an evaluator will enable APLAC to maintain a reliable and credible and widely accepted MRA amongst its members.

Mrs Mutasa is also a registered AFRAC peer evaluator and has so far undertaken 5 peer evaluations 2 for APLAC and 3 for AFRAC in the scopes inspection and certification.

Mrs Maureen Mutasa has over 35 years' diverse and extensive experience in the food industry, lecturing and agricultural research, standards development and management, conformity assessment and accreditation. Mrs Mutasa joined SADCAS in June 2008 as its first Chief Executive Officer. Prior to joining SADCAS, Mrs Mutasa was with the Standards Association of Zimbabwe (SAZ) for 20 years, eight of which she was the Director General. She also worked as the National Quality Assurance Manager for a dairy manufacturing Company in Zimbabwe, lectured in Food/Animal Microbiology and Biochemistry at graduate and post graduate level at the University of Zimbabwe and worked in agricultural and food research. Mrs Mutasa has a first class BSc Honours, Degree in Biological Sciences (Biochemistry and Microbiology) from the University of Wolverhampton (UK) and MSc Food Science with Distinction from the University of Zimbabwe. A "Beit Scholar", she attended management development and leadership training programmes in Singapore as a Singapore International Foundation Scholar and in the USA as an Eisenhower Fellow.

Mrs Mutasa has held various leadership positions regionally and internationally including being Chair of ISO Policy Committee for Developing Countries (ISO DEVCO) and a member of the United Nations Framework Convention on Climate Change Joint Implementation - Accreditation Panel and Clean Development Mechanism - Accreditation Panel. She is currently an Executive member of the SADCAS Board of Directors, Vice Chairman of the AFRAC, serves on the SADCA and AFRAC Executive Committees and represents SADCAS in ILAC/IAF and represents AFRAC on the IAF executive Committee.

### 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 17065; Personnel certification bodies in accordance with ISO/IEC 17024; and
- Inspection bodies in accordance with ISO/IEC 17020.

## SADCAS CEO Participates in AFRAC Peer Evaluation

The SADCAS Chief Executive Officer Mrs Maureen P Mutasa participated in an AFRAC peer evaluation. This is the 3<sup>rd</sup> peer evaluation that Mrs Mutasa has undertaken on behalf of AFRAC, the African Accreditation Cooperation having undertaken the first one in August 2014 for the Kenya National Accreditation Service (KENAS) and the 2<sup>nd</sup> one for the Mauritian Accreditation Service (MAURITAS).



Peer evaluation team with EGAC Management at the closing meeting

This 3<sup>rd</sup> AFRAC assignment was a re-evaluation of the Egyptian Accreditation Council (EGAC) for the purpose of obtaining evidence to determine whether the AFRAC Mutual Recognition Arrangement (MRA) signatory status of EGAC for the accreditation of testing/calibration/medical laboratories, inspection bodies and certification bodies should be maintained. EGAC also applied for scope extension to accreditation of certification bodies for Food Safety Management System.

The evaluation was conducted in accordance with, and against the requirements specified in AFRAC M001 and ILAC-A5, by a team of 5 members namely: Mr Neville Tayler as the team leader and team member responsible for calibration, Mr Chankar Bheekhun as team member responsible

for testing, Mrs Sonia Mahdoui Melki as team member responsible for certification, Eng. Lana Marashdeh as team member responsible for medical testing and Mrs Mutasa as team member responsible for inspection. The evaluation was undertaken from 13 July 2017 starting with the peer evaluation team meeting right through to Wednesday 19 July 2017 in Cairo with witnessing of assessments being undertaken in Cairo, October City, Giza City and Suez City. For witnessing Mrs Mutasa went up north to Damitta Port which is located right at the Mediterranean Sea and very near the point where the Nile River meets the Mediterranean Sea a majestic site indeed. The EGAC evaluation is one of the 3 AFRAC evaluators to be witnessed by an ILAC evaluator for the recognition of the AFRAC MRA. SANAS as well as TUNAC will also be witnessed in August and November 2017 respectively 2017 as part of the peer evaluation of AFRAC as a region.



Witnessing in at Damitta Port

*Continued to p 29*

*Continued from p 28*



Dinner in Giza City overlooking the pyramids

Speaking after the evaluation Mrs Mutasa said that she was indeed honoured to be part of the team witnessed as part of the evaluation of AFRAC for the recognition of its Mutual Recognition Arrangement. Thanks to EGAC's hospitality throughout the week, the dinner overlooking the pyramids on 13 July 2017 and the dinner cruise on the Nile River on the last day of the peer evaluation was just what we needed after a long and busy week of peer evaluation.

## Customer Satisfaction Report for 2016/17

In an effort to improve its accreditation services thus serve customers better, SADCAS undertook a customer satisfaction survey during the 2016/17 financial year.

The Customer satisfaction survey form is circulated to clients electronically on an ongoing basis for completion as they receive accreditation services from SADCAS. The feedback is analyzed on an ongoing basis with any suggestions for improvement being considered and implemented accordingly. A total of 63 survey forms were circulated whilst 35 responses were received by 31 March 2017, a response rate of 56%. The following results are based on an analysis of all the feedback received during the period beginning 1 April 2016 to 31 March 2017;

- ❑ **94%** rated SADCAS overall accreditation services from good to excellent with **77%** rating from very good to excellent. 6% rated overall accreditation service as satisfactory. Refer to Figure 1.
- ❑ **91%** rated SADCAS accreditation for accuracy and completeness of technical information from good to excellent with **81%** rating from very good to excellent. 9% rated satisfactory. Refer to Figure 2.
- ❑ **90%** rated SADCAS accreditation process timelines from good, very good to excellent with 64% rating very good to excellent. 9% rated satisfactory and 1% rated poor by ZABS NMI due to unforeseen changes made to the assessment team at the last minute with one assessor having failed to get passport back from visa application and for which SADCAS apologized to the facility. Refer to Figure 3.
- ❑ **97%** rated professionalism of assessment team from good, very good to excellent with 89% from very good to excellent. 3% rated satisfactory. Refer to Figure 4.
- ❑ There was a slight decline in overall satisfaction on accreditation service during the 2016/17 year when 94% rated overall satisfaction from good, very good to excellent compared to 2015/16, 2014/15 and 2013/14 when 100% rated overall services from good, very good to excellent. The decline is attributed to the aspect on accreditation timelines, a matter which is continuously being addressed. Refer to Figure 5.

*Continued to p 30*

Continued from p 29

Figure 1 - Overall Satisfaction on Service Received 2016/17 Year

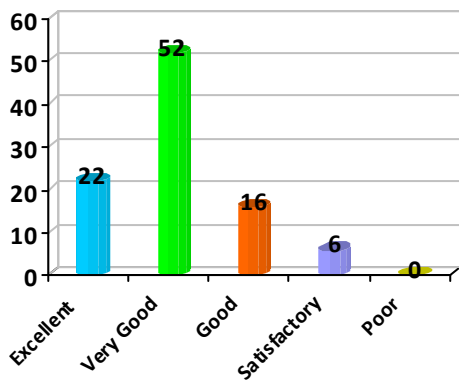


Figure 2 - Accuracy & Completeness of Technical Information 2016/17 Year

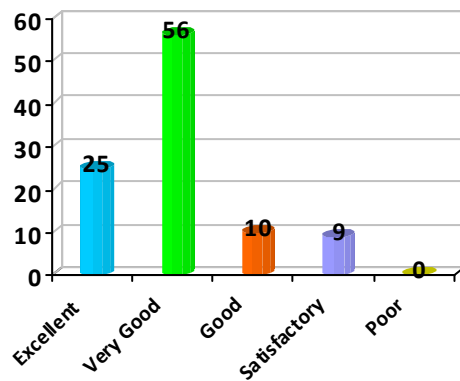


Figure 3 - Accreditation Process Timelines 2016/17 Year

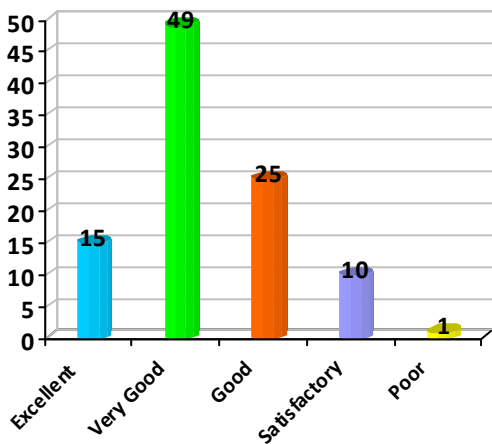


Figure 4 - Professionalism of Assessment Team 2016/17 Year

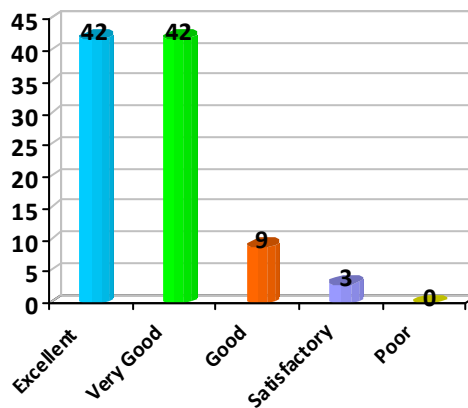
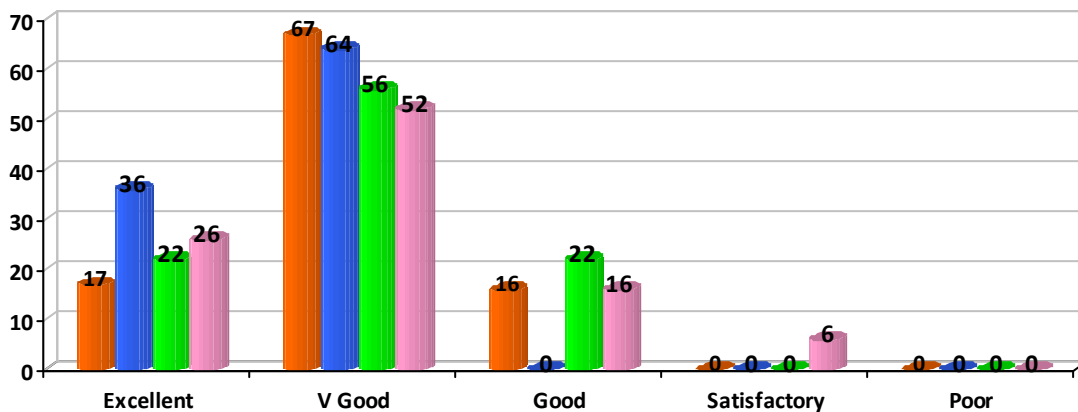


Figure 5—Overall Satisfaction on Service - 2016/17 compared to 2015/16, 2014/15 and 2013/14

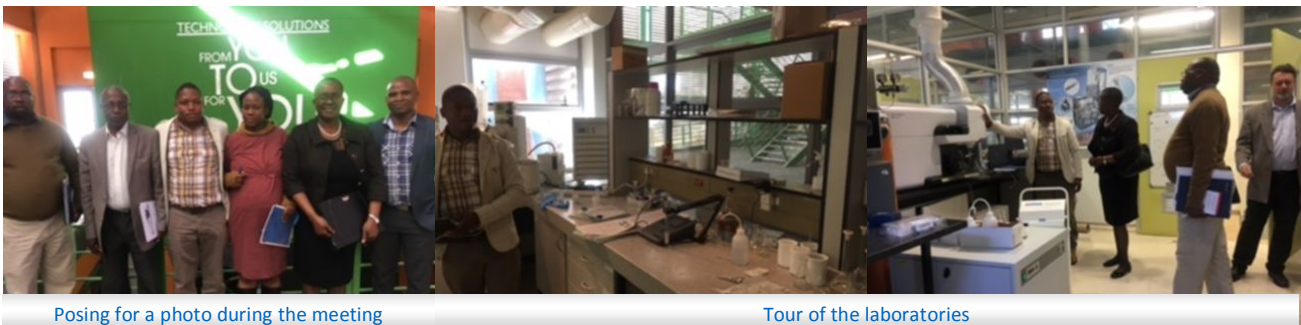


## SADCAS Meets with BITRI

The SADCAS CEO Mrs Maureen P Mutasa and Mr Edward Mmatli the first NAFP Officer for Botswana met with 5 representatives of the Botswana Institute for Technology Research and Innovation (BITRI) at their Offices in Gaborone, Botswana on 10 July 2017. The meeting was attended by Dr Asare Nkansah the Executive Director, Natural Resources and materials, Dr James Darkwa Lead Researcher Specialty Chemicals, Mr Stephan Coetzee, Electron Microscope Scientist, Mr Thatayaine Tladi, Instrumentation Scientist and Mr Bakang Modukanele, Instrumentation Scientist.

The Botswana Institute for Technology Research and Innovation (BITRI) is a parastatal under the Ministry of Tertiary Education, Research, Science and Technology, established in 2012, to conduct needs-based research and development in focused areas. The Mandate of BITRI is to identify, develop and/or adapt appropriate technology solutions that provides sustainable innovative solutions through co-creation and collaboration in line with national priorities and needs of Botswana. The Institute is currently working on a number of projects including mineral beneficiation, use of ethanol as domestic fuel, developing diagnostics kits for detection of foot and mouth disease a project which they are working with the Botswana vaccine Institute and the Botswana National Veterinary Laboratory, pasteurization filters for use in hospitals etc.

The SADCAS delegation was welcomed by Dr Nkansah who gave a brief background of BITRI, the projects they are working, the sectors served, the organization of the research laboratories and the stage that they are at with regards to accreditation. The SADCAS Chief Executive Officer then gave a brief overview of SADCAS and the achievements made so far in particular the achievement of signatory status in AFRAC and ILAC Mutual recognition Arrangement for Testing and Calibration in accordance with ISO/IEC 17025 which means that the accreditation certificates issued by SADCAS are internationally recognized. She articulated the importance of accredited laboratory test results which impact many areas of our daily lives and the need for accreditation of research laboratories in order to enhance confidence and trust in research results. This was cited by BITRI as the main driving force behind the decision to have its Laboratories accredited. Mrs Mutasa then informed BITRI about the services offered by SADCAS and walked them through the accreditation process, the requirements for accreditation, the timelines for accreditation and the applicable fees. She also informed the Organization about the training services offered of which BITRI had expressed interest in. The NAFP – Botswana informed BITRI about their role and responsibilities and distributed promotional material on accreditation as well as informed them about the SADCA Accreditation tool kit which is designed to assist conformity assessment bodies in implementing the respective accreditation standards.



Posing for a photo during the meeting

Tour of the laboratories

In conclusion BITRI said that they would go for a phased approach to accreditation starting with one Laboratory for which they intend to apply for accreditation by the end of the year. They thanked SADCAS for the swift response to their request for a meeting and expressed interest in training on ISO/IEC 17025, of which one was held at the end of July 2017 in Gaborone, Botswana.

After the meeting the SADCAS delegation went on a tour of the laboratories. BITRI has many laboratories with state of the art equipment. It was noted that most of the equipment calibrations are done in South Africa yet there are 2 accredited calibration Laboratories in Botswana that could accredit some of the equipment.

## In the Words of a Technical Assessor for Medical Programme —Ahfiya Agherdien



February 2017 saw the start of my 2017 assessments, visiting favourite places like Zanzibar and then back to Tanzania, Ghana, Botswana and Zimbabwe. I remember clearly when the first laboratory in Zimbabwe got accredited and I was privileged to be part of the team and when we returned, seeing this huge banner outside stating their status. I love the passion with which the laboratory staff in these countries go about to get the laboratories accredited. For some it is easier than others e.g. the government laboratories of the various countries face the same challenges regarding resources but they pull out all stops to make it work and for that I salute them.

Their hospitality also knows no bounds especially for me being of Islamic faith, I find kinship in all the countries I have visited.

The highlight for me this year though was being part of the assessment team witnessed as part of the extraordinary peer evaluation of SADCAS for scope extension to medical testing (ISO 15189) from 14 to 19 May 2017. I felt as nervous as when I did my very first assessment alone. But I very soon relaxed when I met the wonderful AFRAC/ILAC peer evaluators. I felt totally at ease chatting to them and enjoyed the assessment immensely as I had made even more friends from New Zealand and Ethiopia.

Thank you SADCAS for the amazing opportunity as the saying goes if you love what you do, it's a job no more.

## 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](http://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 graphic features the website name **publicsectorassurance.org** in the center. Surrounding it are ten icons representing different sectors:

- Efficient delivery of public services (Icon: three people)
- Construction (Icon: brick wall)
- Crime & Security (Icon: handcuffs)
- Economic development (Icon: line graph)
- Food Safety & Agriculture (Icon: wheat stalk)
- Energy (Icon: wind turbines)
- Health & Safety (Icon: warning triangle)
- Healthcare (Icon: plus sign)
- Products & Services (Icon: telephone handset)
- Trade (Icon: currency symbols: Euro, Dollar, Yen)
- Environmental Protection (Icon: 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](http://www.sadcas.org) under the window on links.



## SADCAS New Organizational Structure

In May 2017 SADCAS launched a new organisational structure. This follows implementation of the recommendations of a job evaluation exercise undertaken in 2015 and the implementation of SADCAS' third 5 year strategic plan which came into effect on 1 April 2017.

SADCAS will continue to be governed by the General Assembly. Drawn out of the General Assembly is the Board of Directors which oversees the running of SADCAS and fulfils any function that the SADCAS General Assembly may delegate to it. The Board is responsible for the appointment of a Chief Executive Officer who is responsible for the day to day functioning of SADCAS and is an Executive member of the Board of Directors.

Under the new structure, there are 3 functional Units namely:

- ❑ The **Technical Unit** which is responsible for the overall management of the accreditation process, is headed by the Technical Manager. Of importance to note is the change in the full time Lead Assessors position to Programme Coordinators whose responsibility is to ensure that assessments for the assigned accreditation programme are conducted in accordance with the relevant standards and SADCAS requirements and for implementing action plans from SADCAS Strategic and Annual Implementation plans.
- ❑ The **Corporate Services Unit** which is a new unit under the new structure provides support services to internal and external business interests and is responsible for ICT, marketing and public relations, business development and administration of training services. The corporate services unit is headed by the Corporate Services Manager.
- ❑ The **Finance and Administration Unit** which is responsible for financial management, human resources management and general administration. The unit is headed by Finance and Administration Manager.

The Quality Manager is responsible for ensuring amongst other duties that SADCAS complies with the requirements of ISO/IEC 17011 and other relevant criteria in order to achieve and maintain international recognition. The Quality Manager reports directly to the Chief Executive Officer.

The Structure also includes a number of committees:

- ❑ The **SADCAS Accreditation Approvals Committee (AAC)** is responsible for making decisions on granting, denying or extending, suspending and withdrawal of accreditation.
- ❑ SADCAS has the **Advisory Committees (AC)** to support the technical credibility of accreditation activities. These Committees cover the main disciplines and sectors within which SADCAS operates. Up to date SADCAS has 3 operational Advisory Committees and has set up a 4th Advisory Committee which is yet to meet.
- ❑ The **Appeals Committee** shall be established by the Board to handle valid appeals on accreditation decisions.

The **National Accreditation Focal Points (NAFPs)** are based in those countries using the services of SADCAS. The National Accreditation Focal Points serve as the administrative links between SADCAS and clients/potential clients in Member States. The National Accreditation Focal Points are responsible for the administration, coordination, promotion and marketing of accreditation in their respective countries.

Assessments are undertaken on behalf of SADCAS by a pool of registered assessors from all over the region who are competent in the various fields and scopes of accreditation.

Commenting on the new structure, Mrs Maureen Mutasa the SADCAS Chief Executive Officer said "The new SADCAS organizational structure will assist in achieving SADCAS vision to be a sustainable accreditation body at the cutting edge of credible accreditation service delivery and ultimately benefit not only the conformity assessment bodies but will help us to fully realize our mission of supporting trade, enhancing the protection of consumers and the environment and improving the competitiveness of SADC products and services in both the voluntary and regulatory areas."

## SADCAS Accredits First Facility in Madagascar

**S**ADCAS is proud to announce the accreditation of SGS Madagascar SARL in Antananarivo in Madagascar. This is the first facility to be accredited by SADCAS in the Madagascar and the first testing laboratory to be accredited in the scope textile testing.

SGS Madagascar SARL has been accredited in the scope of Textile Testing in accordance with ISO/IEC 17025: 2005. The accreditation in the scope "Textile Testing" covers the following:

- ❑ Determination of Fabric weight in accordance with ISO 3801;
- ❑ Determination of fabric width and length in accordance with ISO 22198;
- ❑ Determination of bow and skew in accordance with ASTM 3882;
- ❑ Determination of dimensional stability in accordance with ISO 5077;
- ❑ Appearance after laundering in accordance with an in house method;
- ❑ Colour fastness tests in accordance with ISO 105 standards;
- ❑ Determination of Martindale abrasion resistance in accordance with ISO 12947: Parts 1 & 2;
- ❑ Determination of piling resistance in accordance with ISO 12945 Parts 2 & 2;
- ❑ Determination of tensile strength in accordance with ISO 13934: Parts 1 & 2;
- ❑ Determination of tearing strength in accordance with ISO 13937: part 1;
- ❑ Determination of seam Strength in accordance with ISO 13936 Parts 1 & 2;
- ❑ Determination of seam slippage and strength in accordance with ISO 13936 ;Parts 1 & 2;
- ❑ Determination of spirality in accordance with ISO 16322 : parts 2 & 3;
- ❑ Fibre analysis in accordance with ISO 1833; parts 7, 11 and 12
- ❑ Determination of ph value in accordance with ISO 3071.

Through this accreditation, SGS Madagascar SARL has granted the unique accreditation number TEST-10 0001 indicating that SGS Madagascar SARL is a SADCAS accredited laboratory. SGS Madagascar SARL.

The certificate was handed over by Ms Jeanne Ranorovelo the SADCAS Technical Manager who was accompanied by Mr Séraphin Razafimahafaly, NAFP – Madagascar.



From left to Right: Mr Séraphin Razafimahafaly, NAFP – Madagascar; Mme Francine Andriamasy, SGS Madagascar Quality Manager SGS and Ms Jeanne Ranorovelo, SADCAS Technical Manager

Ms Jeanne Ranorovelo, SADCAS Technical Manager, Mr Séraphin Razafimahafaly, NAFP – Madagascar and Mme Francine Andriamasy, SGS Madagascar Quality Manager SGS, pose for a photo with the other SGS Laboratory staff

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SGS is a surveillance company with a workforce of 90,000 employees spread across its 2,000 offices worldwide. The objective of SGS Madagascar is to actively participate with all economic sectors (public and private) in the promotion of exports products and in securing local and international commercial transactions. SGS mission is to inspect, check, certify and test products especially for export. In Madagascar, SGS offices are located in five cities namely: Antananarivo; Mahajunga; Diégo; Tuléar; and Tamatave. The accredited textile laboratory is located in Antananarivo.

By 30 June 2017 SADCAS had issued 85 accreditation certificates to 62 accredited facilities in 10 SADC Member States. At the same time SADCAS had 37 applications under process from 10 countries of which 9 are SADC Members States.

## Unki Mine Staff Trained on ISO/IEC 17025 Internal Auditing

A total of 14 participants drawn from Unki Mine Analytical Laboratory and the Plant underwent ISO/IEC 17025 internal auditing course. The 3 day training course was held at the Mine’s Training Centre in Shurugwi, Zimbabwe. The participants included the Laboratory Manager, Quality Manager, Acting Plant Technical Manager, Laboratory Shift Supervisors, Materials Handling Supervisor, Plant Operator, Chemists, Junior Chemist and Laboratory Technicians. Some of the participants from the plant were ISO 9001 trained Internal Auditors. Unki Mine Analytical Laboratory is an accredited Laboratory having been accredited on 10 March 2017.

Before the training course started, the SADCAS Trainer to go for a safety awareness briefing. The Laboratory Manager, Mr James Dondo welcomed participants and SADCAS Trainer to the training and opening remarks. He urged the participants to pick up learning points during the training and equip themselves to be effective auditors.

The participants then introduced themselves and highlighted their expectations from training. The participants indicated that they wanted to gain knowledge in ISO/IEC 17025

standard, understand how to conduct internal audits properly, know how to classify nonconformities into major and minor and how to maintain the management system. The participants also wanted to gain skills and techniques in internal auditing. The course which was very practical included a number of exercises on quality costs, audit checklist preparation and how to identify and write nonconformities as well as classification of such. The checklists were used in conducting the practical audit session.

The audit practical session was conducted on day 3 after writing the examination. All the two groups managed to conduct the audit, complete the audit checklist, identify and write complete nonconformities

All the 14 participants completed the feedback forms. The participants highlighted that the Trainer was highly energetic, and full of practical examples. Her extent of critiquing analysis of situations was exceptional and that the Trainer was well knowledgeable of the subject. The participant also indicated that the course was very interactive and useful and left no room for sleep. All the participants enjoyed the training and the Trainer exceeded the expectations of the participants.



Participants pose for a photo with Trainer

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Group work underway

The training opened the minds of the participants on internal auditing and even the ISO 9001 trainers greatly appreciated the training and indicated that it had enhanced their auditing knowledge and skills for use in auditing the Laboratory. The participants promised to use the knowledge, techniques and skills gained in improving their management system and to increase the scope of accreditation.

## SWASA Staff Trained on ISO/IEC 17021-1: 2015

ADCAS was engaged by UNIDO to conduct a five-day in-house training course on ISO/IEC 17021-1: 2015 Requirements, Implementation and Internal Auditing for Swaziland Standards Authority (SWASA) Certification Department (management systems) personnel. The SWASA Certification Department (management systems) has certified one client to date and is working towards acquiring all the records needed to apply for accreditation. The Department have so far developed their Policy Manual and some procedures but they still have some work to do in order to address the changes in the 2015 version of the Standard.



Participants pose for a photo during the training course

The course which attended by 12 participants, was conducted at the SWASA premises in Matsapha from 12-16 June, 2017 and started off with opening remarks made by the Quality Assurance Manager, Ms Cebile Bhembe, who was also a participant in the training course. She expressed hope that after the training, the Quality Assurance Department will be able to amend its documentation and systems to align with the new Standard. She encouraged the participants to contribute and actively participate. She then introduced the Trainer and declared the training course open.

The training focused on all the requirements of the Standard, the auditing principles and the phases of an audit. The group consisted of management systems auditors from the SWASA

Quality Assurance Department (responsible for certification) and representative of other organizations like the local power utility, the Ministry of Commerce and Industry and the local university. The training went well, with all candidates

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participating actively throughout the training course including the group work. On the last day of the training, Ms C Bhembe delivered some closing remarks by thanking everyone for their attendance and the Trainer for delivering the course. She expressed gratitude as to the direction they got in tackling the gaps that needed to be filled to align their management system with the requirements of ISO/IEC 17021-1:2015.

Judging from the feedback from participants, the course was well planned, organized and organized and was very relevant to the participants and further met participants' expectations.

## SADCAS TG 04—Guidance for Addressing and Clearing Nonconformities

The clearance of nonconformities can often be a difficult process for different reasons. The document, **SADCAS TG04** - Guidance for Addressing and Clearing Nonconformities published in June 2016, aims to help address some of the challenges and assist conformity assessment bodies (CABs) in improving submission of corrective actions and avoid delays. The document also serves as a reminder about the purpose of clearing nonconformities.

The document covers the following issues:

- ❑ **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 non-conformance 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 at the end of the 3 months timeline all nonconformities SHOULD have been cleared and signed off by the assessment team. This means that evidence of corrective actions should be submitted well before 3 months NOT on the last day to allow enough time for clearance by assessors.

During the nonconformity clearance phase, there are instances where there can be back and froths between CAB and assessment teams. This however can be avoided hence the publication of TG04.

- ❑ **Submission of Evidence**—Evidence submitted should be specific, sufficient, legible and where completed corrective actions and evidences are submitted separately 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. Re-submission of corrective actions impacts on the CAB's and assessors' time, energy and other resources.

- ❑ **Benefits of taking Corrective action**—Taking corrective action is neither for SADCAS nor a means 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 TG04** - *Guidance for Addressing and Clearing Nonconformities is available and can be downloaded from the SADCAS website: [www.sadcas.org](http://www.sadcas.org)*

## In Memory of John Louis Peart



SAZ QA Accreditation Certificate Handover from Left to right standing: Dr Mike Peet the then Chief Executive Officer of SANAS, Mr Rodwell Chitemerere the then Director SAZ QA, The Late Mr John Peart and seated Mrs Maureen P Mutasa the then Director General of SAZ, Mrs Monica Peart SANAS Assessors

I first met John Peart in 1996 in Durban, South Africa when he was the Manager Certification Services at the Durban Office of the South African Bureau of Standards. I was attending the ISO/TC 176 Quality Management and Quality Assurance Systems as the Leader of the Zimbabwe delegation. True to the saying "Those who meet shall always meet again", John was part of the SANAS team that undertook an assessment of the Standards Association of Zimbabwe Quality Assurance Department (SAZ QA) and participated at the accreditation certificate handover when I was Director General of the SAZ at which time John was contracted to the South African National Accreditation System (SANAS).

Thereafter we both became part of the regional experts that developed the accreditation infrastructure in the region with John Peart being mainly responsible for the training of assessors and Trainers, and for being one of the first assessors for SADCAS. The training of assessors started

in 2005 when a number of experts from the region were trained under the auspices of the SADC PTB Germany project. More assessors were trained under the auspices of the SADC EU EDF 9 programme in 2009/10 and then again SADC EU EDF 10 programme and again in 2015 up to March 2017. Mentoring of assessors was also undertaken with PTB Germany funding in 2013/14.

## Down Memory Lane



Inaugural training of Assessors in Pretoria, South Africa in September 2005



ISO/IEC 17025 Assessor Training Course EU EDF 9 in 2009

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Down Memory Lane



Training ISO/IEC 17020 Assessors under EDF 9 in 2009

Lead Assessor training course in 2009 EU EDF 9

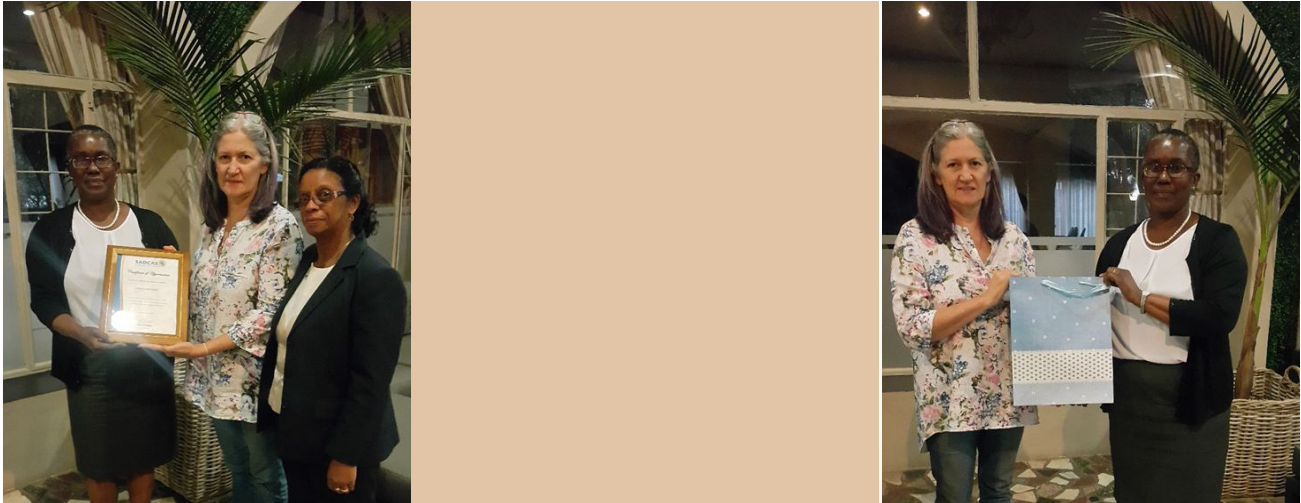


Opening an assessor training course John Peart 2<sup>nd</sup> from right

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In recognition of John Peart's sterling and unwavering efforts in training SADCAS assessors, raising the assessor profiles and profession, and in enhancing the competence of assessors in the region, SADCAS presented posthumously a certificate and token of appreciation in recognition of John's efforts in training SADCAS assessors and for all he has done for SADCAS.



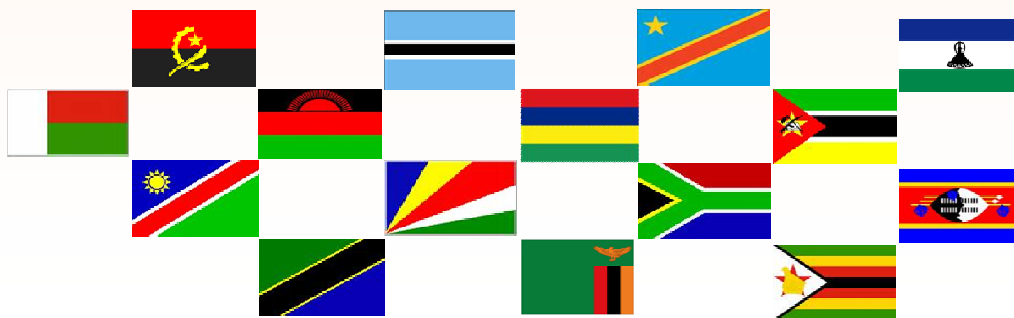
Presenting the Posthumous Certificate and Token of Appreciation to John Peart's wife Mrs Monica Peart

SADCAS is now in its 9<sup>th</sup> year of operation and has up to date accredited 63 facilities in 10 SADC Members States. SADCAS testing and calibration accreditation programmes (ISO/IEC 17025) are internationally recognized following the achievement of signatory status in the International Laboratory Accreditation (ILAC) Mutual Recognition Arrangements (MRA) in November 2015. SADCAS recently underwent extraordinary peer evaluation for scope extension to medical laboratories and inspection bodies' accreditation programmes. SADCAS has also SADCAS will broaden its scope of accreditation as needs arise. Assessments are undertaken on behalf of SADCAS by a pool of assessors and the credibility of SADCAS accreditation programme relies on the competence of assessors most of whom were trained and mentored by John Peart who always did so with his wife Monica Peart.

As the African saying goes when we stand tall it is because we stand on the shoulders of those that have gone before us. We will always remember you John Peart for the legacy that he has left behind in not only SADCAS but the SADC region as a whole.



**A Multi-economy Accreditation Body!!**





## Upcoming Training Courses

COURSE	DATE(S)	VENUE COUNTRY/CITY	FEES (BWP)	FEES (USD)
ISO/IEC 17025 Requirements & Internal Auditing	09 to 13 October	Botswana (Gaborone)	8,500	-
ISO/IEC 17020 Requirements & Internal Auditing	16 to 20 October 2017	Mbabane, Swaziland	-	In-house
ISO/IEC 17025 Requirements & Internal Auditing	23 to 27 October 2017	Zimbabwe (Harare)		750.00
ISO/IEC 17025 Requirements & Internal Auditing	30 Oct to 03 Nov 2017	Namibia (Windhoek)	8,500	
ISO/IEC 17020 Requirements & Internal Auditing	30 Oct to 3 Nov 2017	Kitwe, Zambia	-	In-house
ISO/IEC 17025 Internal auditing	22 to 24 Nov 2017	Zimbabwe	-	In-house
ISO/IEC 17025 Requirements & Internal Auditing	27 Nov to 01 Dec 2017	Lusaka, Zambia		850.00
Method Validation and Measurement Uncertainty	04 to 08 Dec 2017	Gaborone, Botswana	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](http://www.sadcas.org/sadcas_forms.php) or contact SADCAS at [info@sadcas.org](mailto:info@sadcas.org) for more information.

### 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

## 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**

The objective of the 5-day 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](mailto:info@sadcas.org)

## Status of Key Accreditation Standards and IAF/ILAC Documents

STANDARD	STATUS
<p><b>ISO/IEC TR 17028:2017</b> Conformity assessment - Guidelines and examples of a certification scheme for services</p>	<p>International standard under publication</p>
<p><b>ISO/IEC WD 17029</b> Conformity assessment – General requirements for bodies performing validation and verification activities</p>	<p>Working Draft study initiated</p>
<p><b>ISO/IEC 17065:2012</b> Conformity assessment - Requirements for bodies certifying products, processes and services</p>	<p>International standard under periodical review</p>
<p><b>IAF MD 2:2017</b> IAF mandatory document for the transfer of accredited certification of management systems</p>	<p>Issue 2, issued on 17 June 2017; application from 15 June 2018</p> <p>This document provides normative criteria on the transfer of accredited management system certification between certification bodies. The criteria may also be applicable in the case of acquisitions of certification bodies accredited by an IAF or Regional MLA signatory</p>
<p><b>IAF MD 8:2017</b> Application of ISO/IEC 17011:2004 in the field of medical device quality management systems (ISO 13485)</p>	<p>Issue 3, issued on 9 June 2017; application from 9 June 2018</p> <p>This document specifies normative criteria for Accreditation Bodies assessing and accrediting Conformity Assessment Bodies which provide audit and certification to ISO 13485, in addition to the requirements contained in ISO/IEC 17011:2004. It is also appropriate as a requirements document for the peer evaluation process for the IAF Multilateral Recognition Arrangement (MLA) among Accreditation Bodies.</p>
<p><b>IAF MD 9:2017</b> Application of ISO/IEC 17021-1 in the field of medical device quality management systems (ISO 13485)</p>	<p>Issue 3, issued on 9 June 2017; application from 9 June 2018.</p> <p>This document specifies normative criteria for Conformity Assessment Bodies auditing and certifying organizations' Quality Management Systems to ISO 13485, in addition to the requirements contained in ISO/IEC 17021. It is also appropriate as a requirements document for the peer evaluation process for the IAF Multilateral Recognition Arrangement (MLA) among Accreditation Bodies.</p>

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STANDARD	STATUS
<b>ILAC G 27:06/2017</b> Guidance on measurements performed as part of an inspection process	This document is intended to provide guidance on measurements carried out as part of an inspection activity for both the inspection bodies and the accreditation bodies assessing inspection bodies. The key objective of this guidance is to help ensure the validity of the measurements performed as part of inspections carried out in accordance of ISO/IEC 17020. It also provides examples via case studies of measurements carried out in inspection that may need to take into consideration the requirements included in ISO/IEC 17025 and ISO 15189.
<b>ILAC P4:06/2017</b> – ILAC Mutual Recognition Arrangement: Policy and Management	This document provides on the objectives, foundation, management, procedures and decisions associated with the ILAC MRA.
<b>ILAC P5:06/2017</b> - ILAC Mutual Recognition Arrangement: Scope and Obligations to include the accreditation of reference material producers	This document describes the elements of a MRA (hereinafter referred as the Arrangement) for testing and calibration laboratory and inspection body accreditation.
<b>AFRAC P0011-02</b> AFRAC Procedures for the selection, training, qualification & monitoring the performance of peer evaluators	Published and applicable as at 21 July 2017
<b>AFRAC P 002-03</b> AFRAC Appeals and complaints procedure	Published and applicable as at 21 July 2017
AFRAC TP 002-01: AFRAC Internal Audit for Inspection Bodies and Laboratories.	Published. This document gives guidance to laboratories and inspection bodies on how to establish and implement a program of internal audits.
AFRAC TP 003-01: AFRAC Guidelines on the method for Stating Test and Calibration Results	Published. The purpose of this document is to provide guidelines on the method for stating test and calibration results and compliance with specifications. The document TP 003-01 is based on ILAC G8-03/2009 "Guidelines on reporting of compliance with specification

## Diary of Upcoming Events

DATES	MEETINGS	VENUE
31 July – 4 August 2017	SADC Industrialization Week	Johannesburg, South Africa
8-9 August 2017	SADC Senior Officials Meetings	Gaborone, Botswana
14 August 2017	SADC Committee of Ministers for Trade (CMT) Meetings	Gaborone, Botswana
31 August 2017	SADCAS HRRC Meeting	Johannesburg, South Africa
10 - 11 May 2017	43 <sup>rd</sup> EEE-PT WG meeting	Spain

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DATES	MEETINGS	VENUE
31 August 2017	SADCAS FRAC Meeting	Johannesburg, South Africa
31 August 2017	SADCAS Board of Directors	Johannesburg, South Africa
11-15 September 2017	33 <sup>rd</sup> Plenary Meeting of ISO/TC 176	Bali, Indonesia
13 September 2017	SADCAS/SANAS TPA Meeting	Pretoria, South Africa
14 September 2017	Advisory Committee for Inspection Bodies	Harare, Zimbabwe
24-29 September 2017	8 <sup>th</sup> AFRAC General Assembly	Cairo, Egypt
27 September 2017	SADCAS/TUNAC TPA Meeting	Cairo, Egypt
9-12 October 2017	9 <sup>th</sup> Eurachem PT Workshop	Portoro, Slovenia
14 October 2017	World Standards Day	
21-30 October 2017	ILAC/IAF Annual meetings	Vancouver, Canada
6-7 November 2017	44 <sup>th</sup> EEE PT WG Meeting	United Kingdom
7-10 November 2017	ISO/TC 212 Plenary Meeting	Rio de Janeiro, Brazil
7-11 November 2017	ISO/TC 272 – 9 <sup>th</sup> Meeting	Tokyo, Japan
31 August – 1 September 2017	Business Leaders Conference	Victoria Falls , Zimbabwe
23 November 2017	SADCAS HRRC Meeting	Johannesburg, South Africa
23 November 2017	SADCAS FRAC Meeting	Johannesburg, South Africa
23 November 2017	SADCAS Board of Directors	Johannesburg, South Africa
24 November 2017	National Accreditation Focal Points Annual Meeting	Johannesburg, South Africa

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