

Journey Towards International Recognition

Background

The Southern African Development Community Accreditation Services (SADCAS) is a multi-economy accreditation body established in terms of Article 15 B of the Technical Barriers to Trade (TBT) Annex to the SADC Protocol on Trade with the primary purpose of ensuring that conformity assessment service providers (calibration/testing/medical laboratories, certification and inspection bodies) operating in those SADC Member States which do not have national accreditation bodies are subject to an oversight by an authoritative body. Within the SADC region only South Africa and Mauritius have national accreditation bodies. The remaining 13 countries namely: Angola; Botswana; Democratic Republic of Congo (DRC); Lesotho; Madagascar; Malawi; Mozambique; Namibia; Seychelles; Swaziland; Tanzania; Zambia; and Zimbabwe do not have national accreditation bodies hence serviced by SADCAS. By assuring technical competence through accreditation, SADCAS plays a key role towards the achievement of SADC goals in trade facilitation and in the protection of health, safety and the environment.

SADCAS was conceptualized in 1996 by a group of experts from the region with input from international accreditation experts. A good 10 years was spent developing the model and getting its approval by the region and acceptance by the international accreditation fora being the first multi-economy accreditation body in the world. The National Accreditation Focal Points (NAFPs) who are responsible for promoting accreditation and marketing SADCAS service offerings, were established between 2004 and 2005. SADCAS was incorporated in December 2005 in Botswana. The first SADCAS staff took up positions in April and June 2008. The SADCAS office was set up by October 2008, launched in 2009 and SADCAS started offering services in October 2009. SADCAS provides accreditation services and training in accreditation associated activities. SADCAS is now in its 7th year of operation as a multi economy accreditation body. As at 31 November 2015 SADCAS had accredited 47 facilities in seven (8) SADC countries namely: Botswana (10); Mozambique (1); Namibia (5); Seychelles (2); Swaziland (1); Tanzania (13); Zambia (2) and Zimbabwe (13). Most of the accreditations fall under testing (ISO/IEC 17025) at 45%, medical testing ((ISO 15189) at 28%, calibration (ISO/IEC 17025) at 19% and inspection (ISO/IEC 17020) at 8%.

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The Journey

The SADCAS Quality Management System (QMS) which provides the springboard for quality services was developed with assistance from Norwegian Accreditation and the South African National Accreditation System (SANAS) in order to ensure compliance with ISO/IEC 17011. SADCAS went through internal audits of its QMS in January 2013, July 2014 and March 2015. Management reviews of the results of the Internal Audits were undertaken in February, May and December 2013, June 2014, May 2015 and 12 November 2015. In October 2013, SADCAS submitted its applications to join the African Accreditation Cooperation (AFRAC) and the International Laboratory Accreditation Cooperation (ILAC) Mutual Recognition Arrangements (MRA). The applications were accepted by December 2013 following which SADCAS successfully underwent a joint AFRAC/ILAC pre-peer evaluation from 23 to 27 June 2014. The pre-peer evaluation was designed to evaluate SADCAS readiness for a full peer evaluation. Proposed corrective actions on the 14 findings (2 nonconformities, 7 concerns and 5 comments) raised during the pre-peer evaluation were accepted by the evaluation team following which the corrective actions were implemented and evidence of implementation cleared by the evaluation team. The team subsequently submitted a final report to the AFRAC MRA Committee and ILAC Arrangement Management Committee (AMC) for consideration and who at their September and October 2014 meetings respectively concluded that SADCAS was ready for a full evaluation.

The peer evaluation of SADCAS was undertaken from 26 to 31 May 2015 with witnessing being carried out of initial assessments of 2 testing laboratories in Zambia and Botswana and reassessment of a calibration laboratory in Botswana. During the peer evaluation a total of 9 findings (one nonconformity, 2 concerns and 6 comments) were raised for which corrective actions were accepted by the team and evidence of implementation cleared with final the report and recommendation issued. The team's recommendation was then considered by the AFRAC MRA Committee and ILAC AMC who subsequently and respectively submitted their recommendation for decision by the AFRAC MRA Council and ILAC Arrangement Council at their meetings held on 8 October 2015 in Tunis, Tunisia and 4 November 2015 in Milan, Italy.

The Achievement

It is at these meetings that SADCAS was granted signatory status to the AFRAC MRA and the ILAC MRA for **Testing (ISO/IEC 17025)** and **Calibration (ISO/IEC 17025)**.



Mrs Maureen P. Mutasa and Mr Steve Bruce Sidney SADCAS Board Chairman proudly displaying the duly signed ILAC MRA Certificate with AFRAC members

From left to right Mr Boughalmi Moez, Chairman AFRAC MRA Council; Mr Ron Josias Chairman AFRAC; Mrs Maureen Mutasa, SADCAS CEO; and Ms Jeanne Ranorovelo SADCAS Technical Manager proudly displaying the signed AFRAC MOU

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With this achievement the accreditation certificates issued by SADCAS for the testing and calibration accreditation programs are now internationally recognized thus enhance the acceptance of products across national borders and remove the need for retesting of products traded internationally. In line with its value proposition SADCAS is truly delivering confidence, assuring technical competence and guaranteeing quality.

In paying tribute to all those who contributed towards this achievement Mrs Maureen Mutasa, the SADCAS Chief Executive Officer quoted from an African saying, “When we stand tall it is because we stand on the shoulders of those that have gone before us, and those that surround us”, she added. She thanked “Team SADCAS” for their dedication towards goal achievement, the assessors who were witnessed during the evaluations for their professionalism and competence, and the SADCAS Board of Directors for their support and encouragement throughout the rigorous evaluation process. She also paid tribute to SANAS who through the Twinning Partnership Arrangement entered into in 2009, facilitated the transfer of accreditation skills to the SADCAS assessors, management and staff. Many thanks also go to the professional team of ILAC and AFRAC evaluators who timeously executed the evaluation and last but not least to PTB Germany who fully funded the peer evaluation of SADCAS.

Looking Ahead

Looking ahead and with the achievements so far, our thrust will be to achieve signatory status for the other accreditation programs on offer and of course to maintain signatory status for the testing and calibration accreditation programs.

SADCAS Admitted as an Accreditation Body Member of IAF

SADCAS is proud to announce its admission as **Full Member** of the International Accreditation Forum (IAF). The admission is in acknowledgement of SADCAS having fulfilled the requirements of IAF Accreditation Body Member, and committing itself to comply with the objectives of IAF as set out in Section 2 of the IAF Memorandum of Understanding (MoU), to abide by the obligations set out in Section 4 of the IAF MoU, and to abide by the requirements of the IAF By-laws. The MoU was signed and presented at a ceremony held in Frankfurt, Germany on 6 April 2016 in conjunction with the IAF Executive Committee.

The IAF is the world association of conformity assessment accreditation bodies and other bodies interested in conformity assessment in the fields of management systems, products, services, personnel and other similar programmes of conformity assessment. Its primary function is to develop a single worldwide program of conformity assessment which reduces risk for business and its customers by assuring them that accredited certificates may be relied upon. Accreditation assures users of the competence and impartiality of the body accredited. IAF membership now comprises of 74 accreditation bodies, 17 Associate, 6 regional cooperation members including AFRAC and SADCA and one observer member.



Proudly displaying the signed MoU from left to right: Mr Viki Mbuya Kanama—SADCA Chairman, Mr Xiao Jianhua—IAF Chairman and Mrs Maureen P Mutasa—SADCAS CEO



Posing for a photo with the IAF Executive Committee

SADCAS Holds its 11th Annual General Meeting

SADCAS held its 11th Annual General Meeting on 15 March 2016 at the Phakalane Golf Estate Hotel in Gaborone, Botswana. The AGM was held in conjunction with the 31st SADC TBT Cooperation Structures meetings and was attended by 36 General Assembly members and observers.

The Chairman of the SADCAS Board of Directors, Mr Steve Bruce Sidney welcomed members and observers to the 11th SADCAS AGM. In his report to the AGM, Mr Sidney reviewed the progress made since April 2015 highlighting the further significant progress made in fulfilling SADCAS's mandate. He noted that SADCAS business continues to grow both in terms of scope and field of accreditation as well as geographical coverage. Income from operations has been increasing whilst dependency on governments' funding has been reducing and is anticipated to be about 27% by 31 March 2016. The pool of assessors who undertake assessments on behalf of SADCAS is growing, with 70 Technical Assessors and 34 Lead Assessors being registered by end of February 2016. He noted that travel and subsistence costs currently constitute a significant portion of the accreditation costs. "Therefore as much as possible we strive to ensure that assessors are locally based so as to minimize accreditation costs" he said. Efforts are continuously underway to develop the pool of assessors so as to cover the scopes of application, anticipated applications and prioritizing the key developmental sectors as identified in the SADC Industrial Policy as well as the geographical and language diversity of the region are always taken into account. He informed the General Assembly about SADCAS milestone achievement of signatory status in the International Laboratory Accreditation Mutual Recognition Arrangement (ILAC MRA) for the testing and calibration laboratories accreditation programs. The decision was reached on 4 November 2015 in Milan, Italy and having already been accepted into the African Accreditation Cooperation (AFRAC) MRA on 8 October 2015. "With this achievement, the accreditation certificates issued by SADCAS for testing and calibration laboratories are now internationally recognized," he said. On funding of SADCAS, he appealed to all those Member States with outstanding contributions to meet their financial obligations as soon as possible so as to ensure that SADCAS remains a going concern in the 2016/17 financial year, the last year of the strategic period 2012 to 2017.



11th SADCAS AGM in pictures

SADCAS Value Proposition

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

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AGM pictures

The meeting attended to the normal AGM business including the adoption of the 7th SADCAS annual report including the audited financial statements for the year ended 31 March 2015, ratification of the budget for the year 2016/17, appointment of external financial auditors for the financial year 2015/16, appointment of the Company Secretary for the year beginning 1 April 2016 up to 31 March 2017. The Board also approved the Board remuneration for the financial year 2016/17. Elections were held for 2 Board positions one of which was a re-election to serve for the second term of 3 years.

The 2016 NAFP certificates of recognition for the Most Effective NAFP and the Most Improved NAFP were also presented during the 11th AGM with NAFP-Swaziland receiving the former Award and NAFP-Lesotho the later Award. The SADCAS CEO Mrs Maureen Mutasa received a certificate of appreciation in recognition of her valuable leadership of SADCAS and invaluable contribution towards the success of the Joint ILAC/AFRAC Peer Evaluation of SADCAS that was undertaken from 26 to 31 May 2015 which culminated in SADCAS achieving signatory status in the ILAC MRA/AFRAC MRA for Testing (ISO/IEC 17025) and calibration (ISO/IEC 17025). Certificates of appreciation had been presented to staff at the staff Xmas Party hosted by the CEO on 12 December 2015. Certificates of appreciation were also presented to all assessors who participated in the witnessed assessments and all those laboratories which were witnessed as part of the peer evaluation.



Mrs Maureen P Mutasa and Mr Manuel Mutale Receiving Certificates of Appreciation from Mr Sidney, SADCAS Board Chairman during the 11th SADCAS AGM

SADCAS staff and assessor pose with their certificates of appreciation in recognition of their contributions towards the achievement of signatory status in ILAC MRA. From left to right Dr Oswald Chinyamakobvu SADCAS Lead Assessor, Ms Jeanne Ranorovelo Technical Manager, Mrs Maureen P Mutasa, Ms Linda Dirorimwe, Mrs Lauren Gudo and Mr Mogae Molaa

NAFP-Swaziland and NAFP-Lesotho Awarded Certificates of Recognition

The National Accreditation Focal Point (NAFP) for Swaziland and NAFP-Lesotho were awarded certificates of recognition for their efforts and contributions towards SADC accreditation goals. The NAFP Award ceremony was held in conjunction with the 11th AGM held on 15 March 2016 at Phakalane Golf Estate Hotel in Gaborone, Botswana. Following the Board's decision undertaken at its 43rd Meeting held on 18 February 2016, 2 Awards were presented with **NAFP-Swaziland** winning the **Most Effective NAFP** Certificate of Recognition and **NAFP-Lesotho** the **Most Improved NAFP** Certificate of Recognition.

The 2016 NAFP Awards is the 8th to be held having had the inaugural ceremony in 2009. The Award is based on the reports for the period 1 January up to 31 December 2015 using five (5) criteria weighted according to their importance with the following 3 criteria considered key thus weighted high:

- ❑ Regularly and timeously submits quarterly reports on activities to SADCAS (20);
- ❑ Effectively progressed implementation of their respective country's action plan (30); and
- ❑ Contributed towards SADCAS goals (35).

For the 2016 awards, the criteria on contributions towards SADCAS goals also took into account facilitation of payments of governments' contributions towards SADCAS sustainability.

NAFP-Swaziland made very good progress in the implementation of national action plan which contributes to SADCAS goal realization. This was evidenced by the highest country average estimate realization of 89%. NAFP-Swaziland submitted quarterly reports regularly and usually well ahead of the prescribed times. During the period under review, one training course was held whilst 6 expressed interests in training were handled of which training courses are going to be held in 2016. By 31 December 2015 the Government of the Kingdom of Swaziland had paid 63% of its contribution towards SADCAS sustainability.



From Left to right: Mr Steve Sidney SADCAS Board Chairman, Ms Phindile Dlamini and Mrs Sybil Dlamini NAFPs- Swaziland, Ms Verily Molatedi Vice Chairman of the SADCAS Board and Mr Emmanuel Jinda Chairman of the Human resources and remuneration Committee

Proudly displaying the Most Improved Award on behalf of NAFP – Lesotho is Ms Kueno Molapo flanked by Ms Jeanne Ranorovelo SADCAS Technical Manager, Ms Molatedi and Mr Jinda

NAFP-Lesotho has made good progress over the past 4 years with estimate realization steadily increasing from 60% in 2011 to 79% for 2015. During the year of evaluation awareness and promotion activities undertaken were focused mainly on medical laboratories for which there is a significant clientele base. SADCAS undertook the first training course in Lesotho and handled 3 expressed interests in training during the period under review. Lesotho has fully paid its contribution towards SADCAS sustainability.

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Based on all the reports for the period 1 January – 31 December 2015 there was an improvement in action plan implementation by NAFPs with the average being 75% for 2015 compared to 72% for the 2014 year. NAFPs – Angola, Lesotho, Malawi, Mozambique, Seychelles, Swaziland, Tanzania and Zambia registered improvements whilst NAFPs – DRC, Madagascar, Namibia and Zimbabwe showed a decline in estimate realization. NAFP-Botswana’s average estimate realization for the period under review remained at the same level as for the 2014 year.

The NAFP Award ceremony is an annual event held in conjunction with the SADCAS Annual General Meeting to recognize NAFPs efforts and contributions towards SADC goals on accreditation.

Customer Satisfaction Survey—Accreditation Services 2015/16

In an effort to improve its accreditation services thus serve customers better, SADCAS undertook a customer satisfaction survey during the 2015/16 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. The following results are based on an analysis of all the feedback received during the period beginning 1 April 2015 to 31 March 2016.

- ❑ **100%** rated SADCAS overall accreditation services from **good** to **excellent** with **78%** rating from **very good** to **excellent**. Refer to Figure 1.
- ❑ **100%** rated SADCAS accreditation for accuracy and completeness of technical information from **good** to **excellent** with **89%** rating from **very good** to **excellent**. Refer to Figure 2.
- ❑ **100%** rated SADCAS accreditation process timelines from **good**, **very well** to **excellent**. Refer to Figure 3.
- ❑ **89%** rated professionalism of assessment team as **excellent** with **11%** rating it as **poor**. Refer to Figure 4.

There was a decline in customer satisfaction during the 2015/16 year when 78% rated overall satisfaction from **very good** to **excellent** compared to 2014/15 when 100% and 2013/14 when 84% rated overall services from **very good** to **excellent**. The decline is attributed to the aspect on accreditation timelines, a matter which is being addressed. However there was an improvement in the rating for professionalism of the assessment team. Refer to Figure 5.

Figure 1—Overall Satisfaction on Service Received 2015/16

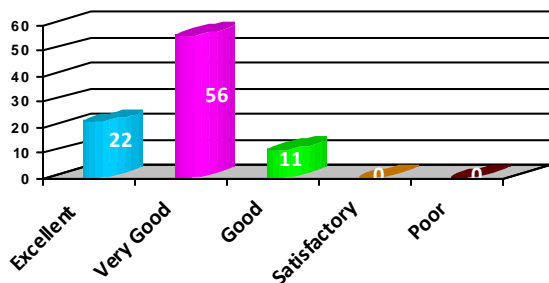
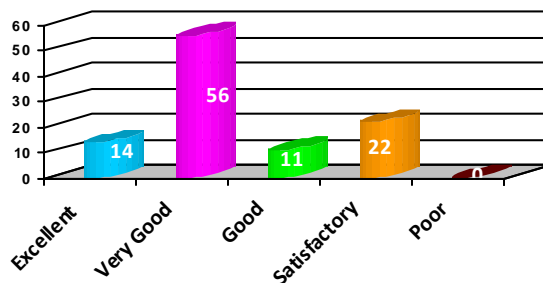


Figure 2—Accuracy & Completeness of Technical Information 2016/7 Year



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Figure 3—Accreditation Process Timelines 2015/16 Year

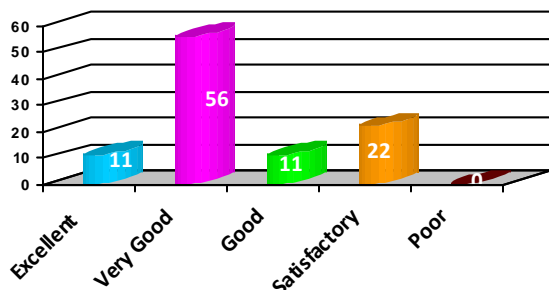


Figure 4—Professionalism of Assessment Team 2015/16 Year

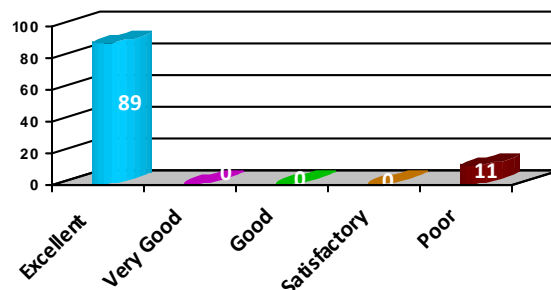
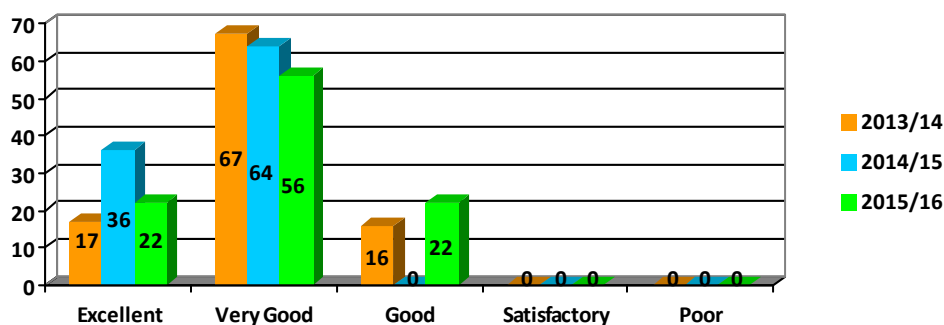


Figure 5—Overall Satisfaction on Service—2015/16 Compared to 2014/15 and 2013/14



Zambia Bureau of Standards—Testing Laboratory Accredited

Zambia Bureau of Standards (ZABS) Testing Laboratories have been accredited by SADCAS in the scope of chemical analysis of potable water and animal feeds, and physical testing of latex condoms. The Accreditation covers various tests i.e. determination of moisture and volatile matter in animal feeds using the Thermogravimetric Technique, determination of mineral elements in animal feeds and potable water using the Flame Atomic Absorption Spectrophotometry and determination of package integrity, lubricant quantity, length, width, thickness, water leakage and burst volume and pressure in latex condoms. Through this accreditation ZABS Testing has been granted the unique accreditation numbers **TEST-5 0018 and TEST-11 0003** indicating that ZABS Testing is now a SADCAS accredited testing laboratory for Chemical analysis of water and animal feeds and for physical testing of latex condoms. Zambia Bureau of Standards Testing is the 22nd testing laboratory and the 3rd facility in Zambia to be accredited by SADCAS. The ZABS Testing certificate which was issued on 3 December 2015 is valid for 5 years and expires on 2 December 2020 and throughout which surveillance assessments will be undertaken to check continued accreditation.

The certificate was handed over during a ceremony held on 11 March 2016 at the Intercontinental Hotel in Lusaka, Zambia. In his opening remarks the Executive Director of ZABS, Mr Manuel Mutale outlined the accreditation roadmap and plans for the future. He also informed delegates about the rebranding of ZABS including the much more visible marks of conformity. The Chairperson of the ZABS Standards Council Dr David Nama, welcomed guests to the cocktail party and highlighted the significance of the accreditation achievement to both the ZABS and the Zambian economy and congratulated management and staff of the ZABS for the achievement. He also thanked the government of Zambia for its

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unwavering support to the ZABS over the years and thanked all the cooperating partners who had provided equipment for the ZABS laboratories.

Speaking during the certificate handover ceremony Mrs Maureen P Mutasa, the SADCAS Chief Executive Officer advised the delegates that SADCAS, the first multi-economy accreditation body in the world had been accepted as signatory to the International Laboratory Accreditation Mutual Recognition Arrangement (ILAC MRA) for the testing and calibration laboratories accreditation programmes having undergone the rigorous process of peer evaluation in May 2015. The decision was reached on 4 November 2015 in Milan, Italy and having already been accepted into the African Accreditation Cooperation (AFRAC) MRA on 8 October 2015. "With this achievement, the accreditation certificate issued to ZABS Testing and all other certificates issued by SADCAS for testing and calibration laboratories accreditation programmes are now internationally recognized," she said. In congratulating the ZABS Testing, Mrs Mutasa advised of the ongoing revisions of ISO/IEC 17025 the standard that ZABS Testing have been accredited to which is expected to be published in 2017. "ZABS being the National Standards Body of Zambia I have no doubt that you are monitoring and contributing to the revision of the standard," she said. She also encouraged ZABS to extend the scope of accreditation to the other scopes of testing.



From left to right: Guest of Honour Mrs Margaret Mwanakatwe, Honourable Minister of Commerce, Trade and Industry, Dr David Nama Chairman ZABS Standards Council, Mrs Maureen P Mutasa, SADCAS CEO and Mrs Pasi Acting Permanent Secretary Ministry of Commerce, Trade and Industry, Mr Manuel Mutale, Executive Director ZABS

African Accreditation Cooperation (AFRAC) MRA on 8 October 2015. "With this achievement, the accreditation certificate issued to ZABS Testing and all other certificates issued by SADCAS for testing and calibration laboratories accreditation programmes are now internationally recognized" she said. In congratulating the ZABS Testing, Mrs Mutasa advised of the ongoing revisions of ISO/IEC 17025 the standard that ZABS Testing have been accredited to which is expected to be published in 2017. "ZABS being the National Standards Body of Zambia I have no doubt that you are monitoring and contributing to the revision of the standard" she said. She also encouraged ZABS to extend the scope of accreditation to the other scopes of testing.

In her key note address the guest of honour, Mrs Margaret Mwanakatwe, Honourable Minister of Commerce, Trade and Industry, congratulated ZABS for the rebranding which will no doubt contribute to the buy Zambia campaign. She acknowledged the importance of accreditation to the national economy and reiterated her Ministry's continued support to the development of the Zambian quality infrastructure. She then congratulated the ZABS not only for its accreditation achievement but for the valuable role that the organization is playing in the Zambian economy as the national standards body of Zambia and encouraged local companies to utilize ZABS services. The Honourable Minister also congratulated SADCAS on the achievement of signatory status through which accredited test certificates issued by the ZABS will be internationally recognized.

In between the speeches guests were entertained by a drama group who effectively and in a simple and comic manner laid out the benefits of accreditations especially to the manufacturing sector. The vibrant performances by a traditional group of dancers brought the ceremony to life. During the ceremony, ZABS staff were recognized for their efforts which resulted in the accreditation of ZABS Testing as well as ZABS Metrology Section which was accredited in 2015. The certificates of recognition were presented by the Honourable Minister Mrs Mwanakatwe.

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Proudly displaying the accreditation certificate are Guest of Honour Mrs Margaret Mwanakatwe, Honourable Minister of Commerce, Trade and Industry, Dr David Nama airman ZABS Standards Council ZABS staff receiving certificate of recognition from Honourable Minister

A vote of thanks was given by a representative of manufacturers who applauded ZABS for the accreditation and encouraged ZABS to extend its scope to the other areas of testing. The handover ceremony was attended by over 50 stakeholders including representatives of industry, government officials, ZABS Standards Council members, management and staff and the media.

More Laboratories Accredited.

SADCAS is proud to announce the accreditation of 2 more facilities namely: **Botswana Meat Commission** in Lobatse, Botswana and **BCL Mining** in Selebi Pikwe, Botswana.

Botswana Meat Commission has been accredited in the scope of Chemical Analysis and Microbiological Analysis in accordance with ISO/IEC 17025. The accreditation in the scope "Chemical Analysis" covers the determination of total ash in pet food, corned beef, corned meat and the determination of moisture content and nitrogen content in blood meal, carcass meal whilst the accreditation in the scope "Microbiological Analysis" covers *E. Coli* enumeration, total viable count, *Enterobacteriaceae* enumeration, *S. Aureus* enumeration, *Clostridium Perfringens* enumeration and *Salmonella spp* detection in food and animal feeding stuffs and *Salmonella spp* detection in food and animal stuffs (carcass swabs). Through this accreditation, Botswana Meat Commission has granted the unique accreditation number **TEST-5 0019** for Chemical Analysis and **TEST-1 0008** for Microbiological Analysis indicating that Botswana Meat Commission is a SADCAS accredited laboratory.

BCL Mining has been accredited in the scope of Chemical Analysis in accordance with ISO/IEC 17025. The accreditation in the scope "Chemical Analysis" covers the determination of Nickel [9.07-54.86 %] and Cu [9.61-57.35 %] in matte samples and the determination of Nickel [1.83-7.32 %] in concentrates. Through this accreditation, BCL Mining has granted the unique accreditation number **TEST-5 0020** indicating that BCL Mining is a SADCAS accredited laboratory.

By 31 March 2016 SADCAS had issued 67 accreditation certificates to 50 accredited facilities in 8 SADC Member States.

Accreditation in Supporting Public Policy

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

Efficient delivery of public services Construction Crime & Security Economic development Food Safety & Agriculture

publicsectorassurance.org

Energy Health & Safety Healthcare Products & Services Trade Environmental Protection

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

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

ISO/IEC 17021-1 Transition Policy

The international **ISO/IEC 17021-1: Conformity assessment- Requirements for bodies providing audit and certification of management systems** was published on 15 June 2015. The standard ISO/IEC 17021-1 replaces and cancels ISO/IEC 17021: 2011 which has been technically revised.

According to SADCAS Policy on **ISO/IEC 17021-1** Transition, any applications for accreditation of bodies providing audit and certification of management systems submitted to SADCAS after 1 January 2016 shall be in accordance with the new standard **ISO/IEC 17021-1**. SADCAS Policy on **ISO/IEC 17021-1:2015** transition is available on the website under the window on "Announcements": <http://www.sadcas.org/uploads/SADCAS%20Policy%20ISO%20IEC%2017021-1%20Transition.pdf>



A Multi-economy Accreditation Body!!



2016 SADC Annual Quality Awards

For the sixth round of the SADC Annual Quality Awards, a total of twenty-six (26) entries were received from seven (7) Member States namely: Lesotho, Botswana, Namibia, Mozambique, South Africa, Zambia and Zimbabwe with Botswana and Zambia participating for the first time. Of the entries received, eight (8) were Large Enterprises, nine (9) were Small and Medium Enterprises and two were from individuals with some entries participating in more than one category. The breakdown of entries by categories were:

- ❑ Category 1: Company of the year (6);
- ❑ Category 2: Product of the year (4);
- ❑ Category 3: Service of the year (9);
- ❑ Category 4: Exporter of the year (5); and
- ❑ Category 5: Individual Award (2).

The adjudication was undertaken over 3 days from 31 January to 2 February 2016 in Gaborone, Botswana when all the 26 entries were considered and winners were selected.

The judges for the 2016 SADC Annual Quality Awards were **Mrs Gabriella Rebello da Silva, Mr Shyam Kumar Gujadhur, Mr Cyprian Mokhoru, Mr Oswell Binha and Mrs Maureen Mutasa.** These are colleagues who have extensive leadership and technical experience in the standardization, quality assurance, accreditation and metrology area (SQAM) at national, regional and international levels and in business management.

Mrs Gabriella Rebello da Silva has 39 years working experience of which 13 years was as Director of INNOQ, the National Standards Body for Mozambique. A Chemical Engineer by qualification, Gabriella has great interest and extensive experience in SQAM issues and the creation of awareness on SQAM in Mozambique.

- ❑ **Mr Shyam Kumar Gujadhur** is a consultant in the area of Export Quality Management. He was the Senior Adviser on Standards and Quality Management at the International Trade Centre from October 1999 until December 2011, Director of the Mauritius Standards Bureau from July 1976 to October 1999. Prior to that he was an Industrial Engineer at the Ministry of Commerce and Industry and an Assistant Chemist at a sugar factory in Mauritius. A Chemical Engineer by qualification Shyam is a member of the Chartered Quality Institute (CQI) of the United Kingdom, a senior member of the American Society for Quality (ASQ) and a fellow of the Institution of Engineers (Mauritius). He is a CQI Chartered Quality Professional.
- ❑ **Mr Cyprian Mokhoru** is an independent consultant on quality and related disciplines, with emphasis on food quality and safety. He has been working in the area of standardization, quality, accreditation and metrology (SQAM) for over thirty years and held various positions in SADC SQAM structures. He is a former member of the SADCAS Board of Directors and continues involvement with SADC SQAM as a member of Panel of Judges for the SADC Quality Award. A food scientist by training Mr Mokhoru is a member of the American Society for Quality.
- ❑ **Mr Oswell Binha** is the President of the SADC Chambers of Commerce and Industry, Chair of the Business Council of Southern Africa and Member of the Confederation of Zimbabwe Industries Business Linkages Committee. A holder of an Executive Masters Degree in Business Management, Mr Binha sits and chairs several private and public Sector Boards.
- ❑ **Mrs Maureen Mutasa** has a long career spanning over 35 years in SQAM administration and leadership at national level in Zimbabwe, at regional in SADC, continental in Africa and international level where she served as the Chairman of the ISO Policy Committee for Developing Countries (ISO DEVCO) and also served on the United Nations Framework Convention on Climate Change's Accreditation Panels. A holder of a masters' degree in Food Science, Mrs Mutasa has served on various public and private sectors national and international Boards. She is currently the Chief Executive Officer of the Southern African Development Community Accreditation Service (SADCAS) and Vice Chairman of the African Cooperation in Accreditation (AFRAC).

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2016 SADC Panel of Judges standing from left to right Ms Kuenia Molapo Programme Officer TBT at the SADC Secretariat, Mr Binha, Mr Gujadhur and Mr Mokhorro
Sitting are Mrs Da Silva on left and Mrs Mutasa on the right

During the adjudication process a number of observations were made on the general presentation of the entries, documentation and supporting evidence, and evaluation and scoring. A number of recommendations were therefore made by the Panel of Judges to Member States and/or national representatives organizing the competition at national level, SADC Secretariat and mainly to future entrants of the SADC Annual Quality Award as follows:

- ❑ **Remarks on Documentation:** Generally the judges noted an improvement in the entries for the 6th round of the competition. However where an organization is applying for more than one category, separate entries must be submitted.
- ❑ **Remarks on Supporting Evidence:** All entries must submit supporting evidence and all claims made must be supported with evidence. Site visits are recommended at national level to substantiate all the claims made.
- ❑ **Individual Award:** All entries for the individual award did not meet the criteria for the award and a Task Force has been set up to develop criteria for the individual award.

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The judges scored the entries in each category based on elaborate score sheets, according to how each organization answered the questions in the criteria of the SADC Annual Quality Award Procedure. A review of the supporting evidence was also undertaken and taken into account in the scoring. Winners were then selected based on the judges scoring which has over the years been well calibrated.

Entries of the Award have increased not only by number of competing organizations but by number of countries participating since the inaugural implementation of the Awards in 2011. The Award is steadily harnessing a partnership between the quality infrastructure institutions and public and private sector entities.

Quality Awards Dinner

Winners of the 6th round of the SADC Quality award received their trophies and certificates at a dinner hosted by the SADC Secretariat on 16 March 2016 at Gaborone International Conference Centre. The dinner was graced by His Excellency Mr Rolf Ulrich, German Ambassador in Botswana, Ms Peggy Serame the Permanent Secretary Ministry of Industry and Trade Botswana and Dr Lomkhosi Mkonta Gama the Senior Programme Officer TBT at the SADC Secretariat who stood in for the Guest of Honour, the SADC Executive Secretary, Dr Stergomena Lawrence Tax.

In her welcome remarks Ms Serame noted the increasing number of entries and countries participating in the award with Botswana and Zambia participating for the first time. The Guest of Honour in her speech read on her behalf by Dr Mkonta Gama highlighted the objective of the award in support of the SADC agenda and its importance in diversification, value addition and regional integration. Speaking on behalf of the Panel of Judges just before the presentation of the winners, Mrs Maureen Mutasa said that the Panel of Judges were of the view that the competition was progressing well and steadily harnessing a partnership between the quality infrastructure institutions and public and private sector entities. She then urged all the 15 SADC Member States to encourage the private and public sectors to participate in the SADC Quality Awards whose aim is to raise SQAM awareness at enterprise level.

The winning categories were as follows:

- ❑ Category 1: Company of the year, Small and Medium Enterprise: Hazleton Pumps International (PTY) LTD (South Africa)
- ❑ Category 2: Product of the year, Large Enterprise: Zambian Breweries (Mosi Lager) (Zambia)
- ❑ Category 2: Product of the year, Small and Medium Enterprise: Hazleton Pumps International (PTY) LTD (South Africa)
- ❑ Category 3: Service of the year Small and Medium Enterprise: MPP Civils (Namibia)
- ❑ Category 4: Exporter of the year Large Enterprise: Etosha Fishing Corporation (Namibia)

The dinner was attended by more than 100 delegates from the region including the representatives of the winning Companies and was entertained by a local band who kept the delegates on their feet dancing as they celebrated with the winners. Ms Kuena Molapo the Director of ceremonies gave a vote of thanks.

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.

Meeting with Zambia Minister of Commerce, Trade & Industry

The SADCAS Chief Executive Officer (CEO), Mrs Maureen Mutasa met with the Minister of Commerce Trade and Industry, Honourable Mrs Margaret Mwanakatwe on 11 March 2016 at the Intercontinental Hotel in Lusaka just before the accreditation certificate handover ceremony for Zambia Bureau of Standards Testing. Earlier in the day the CEO met with the Acting Director Industry at the Ministry's Offices in Lusaka.

The purpose of the meeting was to update the Ministry on developments in SADCAS and in particular update the Minister on Governments' contributions towards SADCAS' sustainability and to appeal to the Government of Zambia to pay its contributions timeously. The meeting was attended by various senior Governments officials including the Acting Permanent Secretary Mrs Pasi, the NAFP supervisor Mr Aaron Mutale and NAFP-Zambia Mr Moses Ngosa, Mr David Nama the Chairman of the ZABS Standards Council and other members of the ZABS Standards Council, Mr Mutale Executive Director ZABS who is also a member of the SADCAS Board of Directors who facilitated the meeting.

The SADCAS CEO gave a brief update on developments in SADCAS highlighting the achievement so far and in particular the achievement of signatory status in the ILAC MRA and what this means to the SADC Member States that are serviced by SADCAS, Zambia included. She further highlighted the significant fulfilment of SADCAS

mandate in Zambia where SADCAS has accredited 3 facilities, had a number of CABs under process and at the various stages of accreditation, developed capacity of CABs especially in the agro and food processing as well as the mining and mineral processing sectors, trained locally based assessors who undertake assessments on behalf of SADCAS. She advised the Honourable Minister that SADCAS business was growing steadily not only in terms of field and scope of accreditation but also in terms of geographical coverage. Dependency on Government funding was reducing and by 31 March 2015 was at 31% compared to 100% when SADCAS started to offer services in 2009. The CEO further shared with the Honourable Minister SADCAS plans for the future including working towards signatory status for the other accreditation programmes on offer and development of new accreditation programmes based on demand.

On Governments' contributions towards SADCAS sustainability Mrs Mutasa noted that Zambia had not yet paid its contribution amounting to US\$ 152 339 towards the operational budget deficit amounting to US\$ 1.171 million for the 5 year period beginning 1 April 2012 to 31 March 2017. Making reference to the Committee of Ministers of Trade's decisions: SADC/CMT/24/2012/2.2 - Decision 9.15; SADC/CMT/25/2013/2.2 - Decision 3.8; and the latest SADC/CMT/27/2015/2.2 - Decision 8.7, Mrs Mutasa appealed to the Government of Zambia through the Honourable Minister of Commerce, Trade and Industry to pay its contribution so as to ensure SADCAS sustenance.



From left to right: Mr Aaron Mutale NAFP Supervisor, Mrs Pasi Acting Permanent Secretary, Mrs Margaret Mwanakatwe Honourable Minister of Commerce, Trade and Industry, Mr David Nama Chairman ZABS Standards Council, Mrs Maureen P Mutasa SADCAS CEO and Mr Manuel Mutale Executive Director ZABS and SADCAS Board Member

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The Honourable Minister noted the progress made so far and in particular the SADCAS activities in Zambia from which a number of CABs had already been accredited and with a number under process and working towards accreditation. She also congratulated SADCAS for the achievement of international recognition which she noted the key role this achievement will play in facilitating trade and in the protection of the health, safety and the environment in the region. She acknowledged the importance of accreditation to the national economy and reiterated her Ministry's continued support to the development of the Zambian quality infrastructure of which SADCAS services are critical towards the assurance of technical competency. She noted that Zambia as a country was facing financial challenges but noting the level of contributions of US\$ 152 339 and further noting the challenges SADCAS was facing she promised to get into the matter as soon as she is back at the office.

Earlier in the day the SADCAS CEO had met with the Acting Director Industry at the Ministry's Offices in Lusaka on the same issue. After the brief meeting with the Minister the delegation proceeded to attend the ZABS Testing accreditation certificate handover ceremony.

SADCAS Pays a Courtesy Call on the Angolan Minister of Industry

The SADCAS CEO paid a courtesy call on the Angolan Minister of Industry, Honourable Eng. Ms Bernada Golçalves Martins, on 9 March 2016 at the Ministry's Offices in Luanda, Angola.

The purpose of the courtesy call was to update the Ministry on developments in SADCAS and in particular update the Minister on how SADCAS is overcoming the Portuguese language barrier in its efforts to meet the accreditation needs of the country. The courtesy call was also to update the Minister on Governments' contributions towards SADCAS' sustainability and to appeal to the Government of Angola to pay its contributions timeously. The meeting was attended by the Minister of Industry, Honourable Eng. Ms Bernada Golçalves Martins, Engineer, Eng. Mr Kiala Gabriel, Honourable Deputy Minister Industry, Mrs Teodora Silva, Advisor Ministry of Industry, Mr Osmar Director of Exchange and Ms Indira Coelho NAFP- Angola, who facilitated the meeting.



From left to right: SADCAS CEO, Engineer Ms Bernada Golçalves Martins, Honourable Minister of Industry, Eng Mr Kiala Gabriel, Honourable Deputy Minister Industry, Ms Indira Coelho NAFP-Angola, Mrs Teodora Silva Advisor Ministry of Industry and Mr Osmar Director of Exchange

The Honourable Minister welcomed Mrs Mutasa to Angola and briefed her on the newly established national accreditation body of Angola the IAAC within the Ministry and the appointment of Ms Indira Coelho as the NAFP-Angola. She noted that the accreditation body was still in its formative stage and would take some time to operationalize in which time Angola would utilize the services of SADCAS. She then appealed to SADCAS to facilitate skills transfer to the newly established accreditation body staff and also to assist in the training of assessors and operationalization of the body.

The SADCAS CEO thanked the Honourable Minister for her time and for all the arrangements made for the warm welcome she received upon arrival in Luanda. She briefed the Minister on the purpose of her visit to Angola, the meeting she had held with the NAFP-Angola and the targeted marketing visits she had undertaken since her arrival in Angola on 6 March 2016 and her observations on the status of the conformity assessment bodies which she had already visited. She then outlined the purpose of the meeting which was to update the Minister on developments in SADCAS and gave a brief update on developments in SADCAS highlighting the achievement so far and in particular the achievement of signatory status in the ILAC MRA and what this means to the SADC Member States that are serviced by SADCAS Angola included. She further

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highlighted the fulfilment of SADCAS mandate in Angola where SADCAS has one application under accreditation process and had a number of experts from Angola who were undergoing training as assessors who would undertake assessments on behalf of SADCAS. SADCAS had also published various promotional and marketing materials in Portuguese which are available and can be downloaded from the SADCAS website. SADCAS had also published a handbook and marketing plans to guide NAFFPs in their promotional and marketing activities which are coordinated from SADCAS Office. She advised the Minister about the SADCAS plans to service Angola's accreditations needs in Portuguese and the progress made in implementing the plan. She also informed the Minister of the challenges that SADCAS was facing in implementing the plan due to limited financial resources. She noted that SADCAS business was growing steadily not only in terms of field and scope of accreditation but also in terms of geographical coverage. Dependency on Government funding was reducing and by 31 March 2015 was at 31% compared to 100% when SADCAS started to offer services in 2009. On the establishment of the IAAC, the CEO informed the Minister that upon conception, the SADCAS model realised that some countries would in future establish their own national accreditation bodies and would benefit from SADCAS experience. She further noted that the establishment and operationalization of an accreditation body let alone achievement of signatory status in international arrangements takes time and meanwhile Angola would need SADCAS services and benefit from SADCAS experience for which financial support was required from the Government of Angola. In operationalizing the IAAC, the CEO noted the need to develop capacity by preparing Angolan CABs for accreditation and developing a pool of competent assessors who would undertake assessments on behalf of the national accreditation body. She advised of the efforts already underway in SADCAS to achieve this including the upcoming capacity development of testing laboratories from the mining and mineral processing sector in Angola which is being funded by PTB Germany and the training of assessors under the SADC EU EDF 10 REIS program.

On Governments' contributions towards SADCAS sustainability Mrs Mutasa noted that Angola had not yet paid its contribution amounting to US\$ 94 723 towards the operational budget deficit amounting to US\$ 1.171 million for the 5-year period beginning 1 April 2012 to 31 March 2017. Making reference to the Committee of Ministers of Trade's decisions: SADC/CMT/24/2012/2.2 - Decision 9.15; SADC/CMT/25/2013/2.2 - Decision 3.8; and the latest SADC/ CMT/27/2015/2.2 - Decision 8.7. Mrs Mutasa appealed to the Government of Angola through the Honourable Minister of Industry to pay its contribution so as to ensure SADCAS sustenance from which Angola stands to benefit from in the meantime.

The Honourable Minister noted the progress made so far and in particular the SADCAS activities in Angola. She also congratulated SADCAS for the achievement of international recognition which she noted the key role this achievement will play in facilitating trade and in the protection of the health, safety and the environment in the region. She reiterated her Ministry's support to the development of the Angolan quality infrastructure and realised that Angola would in the meantime need SADCAS' services to assure of technical competency whilst Angola operationalizes its national accreditation body. She noted that Angola as a country was facing financial challenges due to the crash in oil prices but noting the level of contributions of US\$ 94 723 and noting the challenges that SADCAS was facing in implementing the plans to overcome the Portuguese language barrier, she promised to take up the matter with the Minister of Trade and the Minister of Finance urgently. It was noted that all previous communications regarding the Government contributions had been addressed to the Minister of Trade who sits on the SADC Committee of Trade yet the NAFFP-Angola is housed under the Ministry of Industry together with the national standards body IANORQ as separate units.



Meeting in progress

Prior to the meeting with the Minister, the SADCAS CEO had met with the NAFFP-Angola on 7 March 2016 and also visited 2 testing laboratories. Immediately after the meeting with the Minister the SADCAS CEO held a press conference on the need, benefits and importance of accreditation and later proceeded with the targeted marketing visits to testing laboratories from both the private and public sector.

Targeted Marketing Visits Undertaken in Angola

As part of SADCAS promotional and marketing plans for 2015/16, the SADCAS CEO was in Angola from 6 to 10 March 2016 where she met with the newly appointed NAFF, met with the Minister and Deputy Minister of Industry, held a briefing session with the press and visited a number of conformity assessment bodies from both the private and public sectors in Luanda. The SADCAS CEO was accompanied on the visits by Ms Indira Coelho the NAFF-Angola and Ms Teodora da Silva the Advisor the Minister of Industry and the NAFF supervisor.

Targeted marketing visits were made to 4 testing laboratories from the private and public sectors all of which are based in Luanda. The visits were undertaken from 7 to 9 March 2016. In all the cases visited agendas had been prepared and provided to the NAFF before the visits. Based on the approach agreed upon during the meeting with the NAFF the visits started off with opening remarks and introductions with the NAFF introducing the SADCAS CEO who then articulated the purpose of the visits which was to introduce SADCAS to the conformity assessment body (CAB) and to encourage the CAB to utilize SADCAS services. This was followed by presentations of the general information about the CAB, its services, the scope of the services, the sectors serviced, the organization and size and competence of the CAB. The CAB was also requested to advise of the constraints faced in particular reference to accreditation. After the presentations by the CCAB, the SADCAS CEO then gave an overview of SADCAS, the services provided, the achievements thus far in particular the achievement of signatory status and what this meant to the CAB. A detailed presentation was then made on the relevant services provided by SADCAS and from which the CAB can benefit. In all cases the SADCAS CEO highlighted the testing and calibration accreditation programmes services and training. Tours of all the laboratories visited were undertaken after the meetings. The CEO was accompanied on all the visits by the NAFF-Angola Ms Indira Coelho and Ms Andreza Amaro and the NAFF supervisor Ms Teodora da Silva.

Laboratory of the Ministry of Agriculture

The visit to the Laboratory of the Ministry of Agriculture (MINAGRI) was undertaken on 7 March 2016. The SADCAS CEO, NAFF-Angola officer and supervisor met with 3 representatives of MINAGRI namely: Mr José Correia Cabral; Ms Dorciliana Conceição; Ms Márcia Gaspar; and Ms Mária do Carmo Alves at its laboratory in Luanda. Although the laboratory is still a part of the Ministry of Agriculture it is being restructured so as to be an independent laboratory. The Laboratory undertakes chemical, microbiology and physical tests on water, food and soil. The laboratory is also involved in the analysis of farm produce to the plate in order to ensure quality and traceability. The laboratory is very well equipped and had operational procedures in place and has a staff compliment of 78 including technicians and those involved with sampling which the laboratory does extensively. Whilst the Laboratory is certified by Bureau Veritas under the ISO 9001: 2008 it is not accredited. Some of the staff have received training on ISO/IEC 17025 conducted by IANORQ and one of



Meeting with MINAGRI Management

of the staff participated in the assessor training under SADC EDF 10 REIS programme. The Laboratory uses the LIMS system in managing its samples and reporting. Challenges faced include access to reagents and PT and power supply. The CEO explained the difference between certification and accreditation and urged the laboratory to work towards accreditation. On PT/ILC issues the SADCAS CEO informed the Laboratory about the links provided on the SADCAS website to PT service providers. She also encouraged the development of inter laboratory comparisons amongst laboratories in Angola and suggested that the laboratories in Angola explore the establishment of a laboratory association which would serve as a platform for information and experience exchange. She also encouraged the implementation of ISO/IEC 17025. After the meeting the delegation went on a tour of the laboratory. She further informed the Laboratory about the ongoing work at ILAC and IAF on counterfeit certificates/test and inspection reports a problem which the laboratory was facing. On calibration the SADCAS CEO encouraged the laboratory to use calibration services that are traceable as this is a key requirement of accreditation.

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Ministry of Commerce Laboratory (LANOQ)

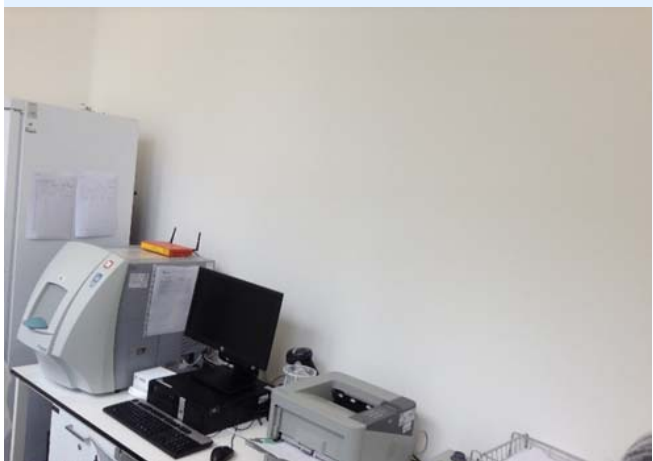
Following the visit to MINAGRI the delegation proceeded to visit the Ministry of Commerce Laboratory they met with 5 management representatives namely: Mr José Alberto Sória; Ms Filomena Justino; Ms Luísa Mateus; Ms Laureta João; and Ms Venceslau Camacho. The visit started with a tour of the Laboratories. The Laboratory advises the Ministry of Commerce on product quality and is involved in market surveillance and also provide support to inspection authorities such as the police and consumer bodies on the quality of water and food. The Laboratory is newly refurbished and here again very well equipped and has a total of 32 staff. The Laboratory undertakes microbiological, chemical and physical test on water and food. The Laboratory is organized into 4 subsections namely: Microbiology; Physical and Chemical and Entomology Laboratories. Although the Laboratory had embarked on ISO/IEC 17025 and has operational procedures in place, the process was interrupted due to restructuring which resulted in changes in the management of the Laboratory as well as other reforms including refurbishment of the Laboratories. With the restructuring almost completed the Laboratory will now refocus on implementing a laboratory system in accordance with ISO/IEC 17025 for which they would require training in the various aspects of a laboratory management system. Challenges faced include accessibility to affordable PT schemes. On PT/ILC issues the SADCAS CEO informed the Laboratory about the links provided on the SADCAS website to PT service providers. Here again the SADCAS CEO encouraged the development of inter laboratory comparisons amongst laboratories in Angola and suggested that the laboratories in Angola explore the establishment of a laboratory association which would serve as a platform for information and experience exchange.



During meeting with LANCOQ Management



All dressed up for tour of the laboratory



In the laboratories

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ISPTEC Laboratory

After the press conference on 9 March 2016 the delegation visited ISPTEC Laboratory another public Laboratory based in Luanda where they met with Mr Luís Ferreira and Ms Isabel Kamosso. The ISPTEC's vocational laboratories provide high technical and scientific quality services, supported by the latest technology. Their customers can benefit from a personalized and professional laboratory service in various areas. The Vocational Laboratories complement and enhance the ISPTEC activity in its contribution to the development and modernization of the country through higher education of highly qualified professionals. ISPTEC's Laboratories are used for teaching purposes, extension and research, and has various laboratories namely: Electricity Laboratory, Electronics and Telecommunications; Physics and Chemistry Laboratory; Mechanics Laboratory and Industrial Production; Civil Laboratory; Information and Communication Technologies Laboratory; Calculation Center Laboratory; and Metrology Laboratory. The Laboratories have not yet been accredited but has implemented a management system. The ISPTEC has been in operation for 5 years and has 1800 students although it has a capacity to take 4000 students. It has partnerships with the University of Coimbra, Oporto and the Federal University of Rio de Janeiro. The discussions focused on the accreditation process and the associated costs and in particular they wanted to know how to start on the process. Discussions also touched on training of assessors for which ISPTEC has a various experts covering a wide range of scopes.



Tour of the extensive ISPTEC Laboratories



Meeting with ISPEC representatives

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Bromangol Laboratory

Bromangol is a private laboratory which is also based in Luanda. The delegation was warmly welcomed and met with the Laboratory Director Ms Maria Paula Parmigiani and management Mr Jorge Molhado, Ms Ana Paula Salga, Mr Henrique Silva, Mr Calisto Araújo, Mr João Graça Silva, Juliano Sousa and Bruno Vasconcelos. The Laboratory which undertakes microbiological, chemical and physical tests on all imported food products started operation in 2010 and was accredited in 2013 by INMETRO (Brazil) and has 5 branches and employees 250 people. The laboratories handle up to 300 samples a day. A new Laboratory is under construction and the Laboratory intends to extend its scope of testing to imported drugs and children's toys. The discussions here focused on the need for a platform of information and experience sharing with other Laboratories in Angola with Bromangol playing a key role noting their leadership in accreditation issues and being one of the few accredited laboratories in Angola. Bromangol would also be a good source of experts to train as assessors. Issues of cross frontier accreditation were also touched on here with SADCAS acknowledging that they would only be able to provide accreditation services in Portuguese towards the end of 2017.



During a meeting with Bormangol Management

Meeting with IANORQ

The visits ended with a meeting with IANORQ during which the SADCAS CEO briefed them about the visits and also encouraged IANORQ's metrology laboratories to work towards accreditation so as to assure the traceability of results from conformity assessment bodies in Angola.

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Meeting with IANORQ Management and staff

The targeted marketing visits in Luanda were worthwhile with all the unaccredited laboratories showing interest in working towards accreditation in recognition of the benefits that accreditation provides especially credibility, accuracy and reliability of results. The majority expressed an interest in training as a start and a training course has been arranged to be held in 2016 in collaboration with the NAFF. As a general observation there is a need for general awareness on the need and importance of accreditation especially that Angola is diversifying its economy. The laboratories visited are all very well equipped. Training of CABs staff on the requirements and implementation of the respective accreditation standards is also necessary. The testing laboratory visited could also benefit from skills, knowledge and experience sharing of which platform could be provided by establishing a laboratory association. SADCAS and NAFF-Angola's efforts should therefore be focused on awareness building, training of CABs to prepare them for accreditation which it is assumed would be ready for accreditation by the time SADCAS is ready to service the accreditation needs of Angola in Portuguese.



Delivering confidence, Assuring competency, Guaranteeing quality

The Commonwealth Funding Boosts NAFF—Lesotho Efforts

Over the years since its establishment, the National Accreditation Focal Point (NAFF) for Lesotho which is housed within the Ministry of Trade and Industry has strived to promote accreditation throughout Lesotho in both private and public sectors. This has been done through workshops, targeted marketing visits etc.

Following several meetings with the Commonwealth Trade Advisor to Lesotho, funding to conduct training on ISO/IEC 17025 requirements, implementation and internal auditing was secured. The training course which was held from 7 to 11 December 2015 at Kick4Life Hotel & Conference Centre in Maseru was funded by the European Union under the Commonwealth Hubs and Spokes Program on trade capacity development.

A total of twenty-five participants from both the public and private sectors laboratories, including the 2nd NAFF officer attended the training. Most of the participants were from laboratories operating in the following sectors; medical, agricultural research, fish testing, water, food, forensic, construction, minerals research, pharmaceutical, and academic institutions. The participants were very enthusiastic during the training and they were keen to work on establishing their quality management systems. The participants made a request for further support to sensitize top management on the benefits of accreditation and the need to develop and implement laboratory management systems in their respective organizations. To this end, the funds have been secured and the awareness training is due towards during the 2016/17 financial year.

NAFF Lesotho also managed to convince its government to pay her dues towards SADCAS sustainability amounting to US\$ 19 480 which was fully paid in April 2015. In recognition of its efforts NAFF – Lesotho was presented with the Most Improved NAFF during the NAFF Award ceremony held in conjunction with the 11th SADCAS annual General meeting on 15 March 2016.

Lesotho aims to have its 1st SADCAS accredited by end of 2017.



NAFFs—Lesotho Messrs Mosito Kanono and Motjoka Azael Makara

Training on Validation/Verification of Methods and Measurement Uncertainty

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

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

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

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

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

Phase 1: PTB-Germany Funded Training of Testing Laboratories

SADCAS secured funding from PTB Germany for capacity development of testing laboratories that are involved in the mining and mineral processing sectors in 7 SADC Member States namely: Angola, Botswana, DRC, Mozambique, Namibia, Zambia and Zimbabwe. The project is in 2 Phases starting with Botswana, Mozambique, Namibia and Zambia in Phase 1.

The objective of the project was to train management and staff from mining and mineral processing sectors on ISO/IEC 17025, the key accreditation standards applicable to testing laboratories in order to prepare them for accreditation. Thus contribute to the strengthening of industrial capacities in the mining and mineral processing sector and enhance the competitiveness and integration into the world markets. The training programme comprised of two training courses, a one-day awareness course on ISO/IEC 17025 followed by an intensive 5-day ISO/IEC 17025 requirements, implementation and internal auditing course.

The one-day awareness courses were held in Mozambique on 7 December 2015, in Zambia and Botswana on 14 December 2015 and were attended by 33 participants from 6 testing laboratories operating in the mining and mineral processing sectors.

The 5-day ISO/IEC 17025 requirements, implementation and internal auditing courses which were held from 8 to 12 December 2015 in Mozambique, 15 to 19 December 2015 in Botswana and Zambia were attended by 54 participants from 10 testing laboratories. Based on the feedback from participants the training courses were all very well administered, well presented and very relevant.



Participants at the One-day ISO/IEC 17025 Awareness Course held



Positing for a photo during the 5-day ISO/IEC 17025 Requirements, Imple-



Group discussions during the 5-day Training Course held in Francistown Botswana

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Participants at the 5-day ISO/IEC 17025 Requirements, Implementation & Internal Auditing Course held in Kitwe, Zambia pose for a photo with the Trainer



5-day ISO/IEC 17025 Training Course held in Maputo, Mozambique

Although Namibia was included in Phase 1 of the project the training courses were not conducted due to delays in submitting names of participants for the courses.

The mineral processing sector is identified in the SADC Industrial Policy as one of the priority sectors for development. Poor quality of products, general lack of quality control and quality assurance and inability to prove conformity of exports with international standards has been identified as a weakness of the mineral processing sector. The mineral processing sector has the relative advantage of gaining in competitiveness at fewer costs through adapting the final production to international standards. Laboratories play a critical role in the mining and minerals processing sector from exploitation, research, to grade control in the processing plant. Accreditation which is the process of providing recognition that an organization/person is competent to undertake specific tasks is now widely accepted as a transparent and non-discriminatory means of assuring technical competence of testing/certification/inspection collectively known as conformity assessment service providers. This training came at an opportune time as efforts are underway to strengthen the region's conformity assessment infrastructure as part of the industrialization strategy.



Participants writing the Examination on the final day of the 5-day course in Maputo Mozambique

Through this phase 1 of the project SADCAS has managed to create awareness on the need and importance of accreditation and to impart the necessary knowledge and skills to laboratory staff for them to implement ISO/IEC 17025 in their laboratories and to monitor compliance thereof.

Phase 2 of the project will be conducted during the 2016/17 financial year.

SADCAS Trainers Attend Web-based Train the Trainer's Course on ISO/IEC 17065



MRS Oliviah Zimba



Mrs Paulina Tembane

On December 4 2015, The American National Standards Institute (ANSI) hosted a web-based trial training of trainers on ISO/IEC 17065 product certification standard. The aim of the trial run was to ensure that the scheduled training would go as planned with the participants being able to set up the WebEx platform on their respective devices and to ensure the smooth conduct of the web-based training programme. Participants for the training course were drawn from 3 accreditation bodies in Africa namely: KENAS (Kenya), ENAO (Ethiopia) and SADCAS. Two of SADCAS trainers Mrs Paulina Tembane and Mrs Oliviah Zimba were in attendance during the trial run. Several problems were faced during the trial run such as power cuts, no internet access and problems with gadgets! As such another trial run was undertaken on 23 December 2015 during which most of the participants were able to hook up and join the trial training.

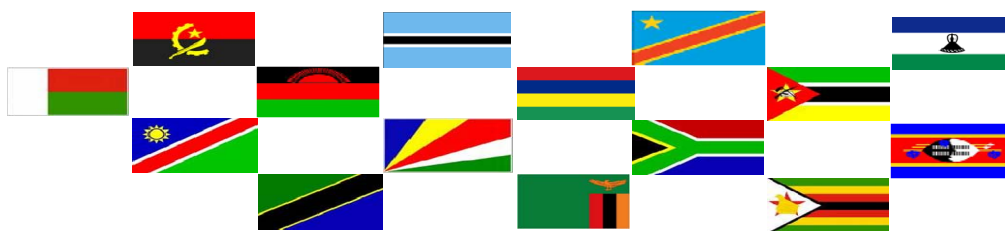
The actual training was conducted from 14 to 15 January 2016. The training started at 13:15hours Botswana time. The training went on for about five hours on both days. The Trainer Ms Marlene Moore, is highly experienced in conformity assessment standards i.e. assessment, training and auditing. The training was very active with participants asking questions and commenting throughout. All the participants followed the training and presentations keenly. The training had a huge impact on the participants some of whom were experiencing live web-based training for the first time. Participants learnt a lot during the training including: Preparation – Exposure to many real life situations for effective examples/case studies; Content of training materials – Precision; Time management – Managing group exercises/group work and questions within the set time.

Giving feedback on the training Mrs Zimba, a SADCAS Trainer was surprised by the abundance of knowledge which the presenter had, which made it easy for her to deliver huge amounts of information within a short space of time. "I was also impressed by the fact that web-based training can be as effective as face-to-face training", she said. Mrs Tembane who is also a SADCAS Trainer and is conversant in Portuguese said that she was able to follow the training course very well although it was presented in English. She was equally very impressed by the effective responses and clarifications on the issues and questions raised by the participants. Added to that, she found Web-Ex platform, easy to follow, flexible as well as **effective** albeit the challenges faced at the trial runs. The training went on well and it was time well spent.

Many thanks to ANSI for the training and all the materials provided to help SADCAS start to offer training on ISO/IEC 17065.



A Multi-economy Accreditation Body!!



SADCAS Now Offering Training on ISO/IEC 17065:2012

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

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

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

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

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

Update on Assessor Training Under SADC EU EDF 10 REIS Programme

In an effort to boost its pool of registered assessors, 39 experts from the SADC Member States serviced by SADCAS underwent training as ISO 15189 and ISO/IEC 17020 assessors in January and February 2016 under the auspices of the SADC EU EDF 10 REIS Project. The training started off with one week theoretical training based on the requirements of the relevant standard followed by a practical session during which the trainee assessors learnt about the assessment techniques. A total of 21 experts attended the ISO 15189 assessor training courses whilst 18 experts were trained as ISO/IEC 17020.

All the 39 experts successfully underwent the first two stages of the trainings and will be mentored during the financial year 2016/17.

Meanwhile 20 out of the 22 trainee assessors who successfully completed the ISO/IEC 17025 assessor training course in 2014 were mentored in February and March 2016 of which 18 were mentored in Gaborone, Botswana and 2 in Kinshasa, Democratic Republic of Congo. The remaining 2 trainee assessors will be mentored by June 2016.

SADCAS Recognizes Assessors

SADCAS achieved signatory status in the International Laboratory Accreditation Cooperation Mutual Recognition Arrangement (ILAC MRA) for Testing (ISO/IEC 17025) and calibration (ISO/IEC 17025) in November 2015. With this achievement the accreditation certificates issued by SADCAS for the testing and calibration accreditation programs are now internationally recognized thus enhance the acceptance of products across national borders and remove the need for retesting of products traded internationally.

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To be granted this status, SADCAS underwent the rigorous peer evaluation process starting with the pre-peer evaluation in June 2014 then the peer evaluation in May 2015. As part of the process the evaluation team witnessed assessments undertaken in Botswana, Tanzania and Zambia for both the Testing and Calibration Laboratories Accreditation Programmes. In the final report the evaluation team concluded that SADCAS has access to sufficient number of well qualified, experienced and competent assessors and experts. The team further said that contracted assessors and experts have the necessary expertise in the various fields of expertise.

To this regard, SADCAS awarded Certificates of recognition to the 10 assessors who participated in the assessments witnessed during the peer evaluation of SADCAS: [Mrs Monica Peart](#), [Mrs Susanna Petronilla Ewald](#), [Mrs Anna Catharina Havenga](#), [Mrs Cheryl-Lynn Korasie](#), [Ms Isabela Gadifele Masemola](#), [Mr Samuel Molelekwa Thema](#), [Mr Oelof Abraham Kruger](#), [Mr Victor Mundembe](#), [Mr Benson Gabi](#) and [Dr Oswald Chinyamakobvu](#). The Certificates of recognition were presented to the assessors during the SADCAS Christmas party held in December 2015 in Gaborone, Botswana and during the SANAS Assessors Conclave held in February 2016 in Midrand, South Africa.



Dr Oswald Chinyamakobvu—Lead Assessor Testing Laboratories Accreditation Programme receiving a certificate of recognition from the SADCAS CEO during the staff Christmas Party

SADCAS Value Proposition

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

Eva Muronda Joins SADCAS



Mrs Eva Muronda has been appointed SADCAS Lead Assessor and joined SADCAS in February 2016. She brings to SADCAS a wealth of technical and managerial expertise in managing laboratory systems. She is a Medical Laboratory Scientist by profession and holds certificates in internal Auditing and Quality Management Systems based on ISO/IEC 17025 and ISO 15189 from SANAS and SADCAS. She is a qualified Lead and Technical Assessor for ISO 15189. She holds an Executive Master's Degree in Business Management.

Mrs Muronda started her career as Head of Laboratory at Kadoma General Hospital in Zimbabwe for 9 years. She joined The Zimbabwe National Quality Assurance Programme as Senior Scientist and Quality Manager, positions she held for 9 years. She worked at Premier Service Medical Investment Clinical Laboratories Group in Zimbabwe as Head of Quality, mentoring the laboratories in the implementation of Quality Systems, up to the time she moved to SADCAS.

In her capacity as Lead Assessor Mrs Muronda is responsible for planning and conducting assessments based on ISO 15189 standard and SADCAS requirements as well as monitoring and mentoring assessors. She is also responsible for implementing action plans from the SADCAS Strategic and Annual implementation plans.

SADCAS welcomes Mrs Muronda to a hardworking and dedicated team of staff and look forward to her contribution in growing SADCAS in line with its strategy.

ISO/IEC 17021-1: 2015 Training

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

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

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

For more information contact:

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

Invitation to Register as SADCAS Assessors

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

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

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

Applications shall be addressed to:

Ms Jeanne F Ranorovelo—Technical Manager
P Bag 00320, Gaborone, Botswana

Email: jfranorovelo@sadcas.org; info@sadcas.org

Download promotional materials in French and Portuguese from SADCAS website by following this link:
<http://www.sadcas.org/promotionalMaterial.php>.



- Programme d'accréditation des laboratoires d'étalonnage (CLAP)
- Programa de Acreditação de Laboratórios de Calibração (CLAP)



- Programme d'accréditation des laboratoires d'essais (TLAP)
- Programa do SADCAS de Acreditação dos Laboratórios de Ensaios (TLAP)



- Programme d'accréditation des organismes d'inspection (IBAP)
- Programa do SADCAS de Acreditação dos Organismos de Controlo (IBAP)



- Programme d'accréditation des laboratoires de biologie médicale (MLAP)
- Programa da SADCAS de Acreditação de Laboratórios Médicos (MLAP)

Upcoming Training Courses

COURSE	DATE(S)	VENUE COUNTRY/CITY	FEES (BWP)	FEES (USD)
ISO/IEC 17020 Requirements & Internal Auditing	4 – April 2016	Swaziland (Mbabane)	(In-house)	
ISO/IEC 17025 Awareness	TBA May 2016	Lesotho (Maseru)	(In-house)	-
ISO/IEC 17025 Requirements & Internal Auditing	30 May – 3 June 2016	Namibia (Swakopmund)	8,000	-
ISO 15189 Requirements & Internal Auditing	30 May – Jun 2016	Namibia (Windhoek)	8,500	-
ISO/IEC 17025 Requirements & Internal Auditing	30 May – 3 June 2016	Zambia (Lusaka)		850
ISO/IEC 17025 Requirements & Internal Auditing	13-17- May 2016	Angola (Luanda)		800
ISO/IEC 17025 Requirements & Internal Auditing	20-24 June 2016	Botswana (Gaborone)	8,000	-
ISO/IEC 17025 Requirements & Internal Auditing	20-24 June 2016	DRC		850
ISO/IEC 17025 Requirements & Internal Auditing	20-24 June 2016	Tanzania (Mwanza)		850
ISO 15189 Requirements & Internal Auditing	25-29 July 2016	Botswana (Gaborone)	8,500	-
ISO/IEC 17025 Requirements & Internal Auditing	25-29 July 2016	Malawi		800
ISO/IEC 17025 Requirements & Internal Auditing	25-29 July 2016	Zimbabwe (Harare)		750
ISO/IEC 17025 Requirements & Internal Auditing	8 – 12 August 2016	Madagascar (Antananarivo)		900
ISO/IEC 17025 Requirements & Internal Auditing	8 – 12 August 2016	Namibia (Windhoek)	8,000	-
ISO 15189 Requirements & Internal Auditing	8 – 12 August 2016	Lesotho (Maseru)		850

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

SADCAS Training Courses

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

SADCAS Trainers

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

Training Programmes

SADCAS currently offers the following accreditation training courses:

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

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

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

Three-Day ISO/IEC 17025 International Auditing

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

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

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

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

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

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

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

For more details please contact SADCAS

Email: info@sadcas.org

Status of Key Accreditation Standards and IAF/ILAC Documents

STANDARD	STATUS
ISO/IEC CD 2 17011 Conformity assessment – Requirements for accreditation bodies accrediting conformity assessment bodies	Close of comment period
ISO/IEC DIS 17021-2 Conformity assessment – Requirements for bodies providing audit and certification of management systems – Part 2: Competence requirements for auditing and certification of environmental management systems	Draft International Standard registered
ISO/IEC NP TS 17021-3 Conformity assessment – Requirements for bodies providing audit and certification of management systems – Part 3: Competence requirements for auditing and certification of quality management systems	New project approved
ISO/IEC DTS 17021-9 Conformity assessment – Requirements for bodies providing audit and certification of management systems – Part 9: Competence requirements for auditing and certification of anti-bribery management systems	Committee draft ballot initiated
ISO/IEC CD 2 17025 General requirements for the competence of testing and calibration laboratories	Committee draft 2 ballot initiated
ISO/IEC NP TR 17028 Conformity assessment - Example of a certification scheme for services	Approval to new project approved
ISO/DIS 17034 General requirements for the competence of reference materials producers	Close of voting
ILAC G7:02/ 2016 Accreditation requirements and operating criteria for horseracing laboratories	<p>The purpose of this document is to provide:</p> <p>Part A: Compilation of test-method-related requirements for horseracing laboratories that accreditation bodies have submitted.</p> <p>Part B: Recommendations for establishing the presence of prohibited substances that have been agreed within the horseracing industry.</p> <p>Part C: Additional recommendations on compliance with an appropriate performance specification and the adoption of harmonized definitions for terms commonly used by racing chemists.</p>
ILAC P4:02/2016 ILAC Mutual Recognition Arrangement: Policy and Management	This document provides details on the objectives, foundation, management, procedures and decisions associated with the ILAC MRA

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STANDARD	STATUS
ILAC P5:02/2016 ILAC Mutual Recognition Arrangement: Scopes and Obligations	This document describes the elements of a MRA (hereinafter referred to as Arrangement) for testing and calibration laboratory and inspection body accreditation
IAF PL 5:2016 Structure of the International Accreditation Forum	Issue 6, issued on 5 January 2016, application from 5 January 2016. This document sets out the structure of the IAF, responsibilities and duties of the IAF Board. Executive and Officers as well as the terms of reference of Committees and Subcommittees.
IAF PL 6:2016 Memorandum of Understanding	Issue 6, issued on 26 February 2016, application from 26 February 2016. The IAF MOU is the basic membership document of IAF. All members of IAF are required to sign the MOU and abide by the commitments they made in it.
IAF PL 8: 2016 Rules of the use of the IAF Logo	Issue 1, Version 2, issued on 12 April 2016, application from 12 April 2016. This document sets out the use of the IAF Logo (as opposed to the IAF MLA Mark).
IAF MLA 1:2016 Guidance for the exchange of documentation among MLA signatories for the assessment of conformity assessment bodies	Issue 3, issued on 8 January 2016, application from 8 January 2016. This document prescribes for the exchange of documentation among accreditation bodies that are members of the IAF MLA where such documentation issued by the originating AB is requested for consideration as part of assessment activities relating to granting, maintaining, extending, reducing, suspending and withdrawing accreditation by the receiving AB. This document does not make it mandatory for IAF member Abs to exchange documents.
IAF MD 12:2016 Accreditation assessment of conformity assessment bodies with activities in multiple countries	Issue 2, issued on 7 January 2016, application from 7 January 2016. This document provides requirements for the application of ISO/IEC 17011 regarding an Accreditation Body (AB)'s assessment of Conformity Assessment Bodies (CAB)'s that provide certification in countries outside the country in which their head office is located.
IAF MD 19:2016 IAF mandatory document for the audit and certification of a management system operated by a multi-site organization (where application of site sampling is not appropriate)	Issue 1, issued on 31 March 2016, application from 31 March 2017. This document is mandatory for certification bodies of management systems for the consistent application of clauses 8.2 and 9 of ISO/IEC 17021-1:2015 for all situations involving the audit and certification of management systems operated by organizations with a network of sites where application of site sampling is not appropriate.

Diary of Upcoming Events

DATES	MEETINGS	VENUE
18 April 2016	ILAC/IAF /SADCAS NAFP Marketing and Communication Workshop	Johannesburg, South Africa
19-21 April 2016	ILAC MCC & IAF MCC Meetings	Johannesburg, South Africa
25–26 April 2016	SADCAS Internal Audit	Gaborone, Botswana
25–27 April 2016	ISO/CASCO-REMCO – JWG43 Meeting on the revision of ISO 17034	Geneva, Switzerland
2 May 2016	IAF-ILAC-ISO Joint Strategic Group (JSG) Meeting	Dubai, United Arab Emirates
3–5 May 2016	ISO/CASCO 31 st Plenary Meeting and Workshop	Dubai, United Arab Emirates
9-10 May 2016	Eurachem Workshop on Method Validation in Analytical Science	Ghent, Belgium
10–12 May 2016	ISO/CASCO WG42 Drafting Group Meeting on the Revision of ISO/IEC 17011	Geneva, Switzerland
10–12 May 2016	WTO Workshop on Technical Barriers to Trade	Harare, Zimbabwe
12 May 2016	SADCAS FRAC Meeting	Pretoria, South Africa
12 May 2016	SADCAS HRRC Meeting	Pretoria, South Africa
12 May 2016	SADCAS Board of Directors	Pretoria, South Africa
12–13 May 2016	Eurachem General Assembly	Ghent, Belgium
17–18 May 2016	EEE-PT WG Meeting	Morges, Switzerland
18–19 May 2016	ILAC – WADA ISL Assessor Training	Madrid, Spain
20 May 2016	World Metrology Day	
23–26 May 2016	ARAC Mid-Term Meetings	TBC
25 May 2016	SADCAS/SANAS TPA Meeting	Pretoria, South Africa
25–26 May 2016	EA General Assembly	Windsor, United Kingdom
26–27 May 2016	UNECE Steering Committee on Trade Capacity and Standards	Geneva, Switzerland
30 May–2 June 2016	AFRAC Mid-Term Meetings	Nairobi, Kenya
30 May –3 June 2016	JCGM WG1 (GUM) Meeting	Paris, France

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DATES	MEETINGS	VENUE
31 May – 2 June 2016	ISO/CASCO WG42 Meeting on the Revision of ISO/IEC 17011	Geneva, Switzerland
4 June 2016	JCTLM Executive Meeting	Chengdu, China
6–10 June 2016	JCGM WG2 (VIM) Meeting	Paris, France
9 June 2016	World Accreditation Day	
10–18 June 2016	APLAC-PAC Joint Annual Meetings	Taipei, China
25–28 July 2016	AFRIMETS Meetings	Tunis, Tunisia
13 August 2016	ARSO General Assembly	Addis Ababa, Ethiopia
24 August 2016	SADCAS FRAC Meeting	Pretoria, South Africa
24 August 2016	SADCAS HRRC Meeting	Pretoria, South Africa
24 August 2016	SADCAS Board of Directors	Pretoria, South Africa
25 August 2016	SADCAS Board Strategic Planning Session	Pretoria, South Africa

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