

# THE PIONEER

## SADCAS NEWSLETTER

MARCH 2020 EDITION – ISSUE 35

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# NOTE FROM THE EDITORS



**Mrs Maureen Primrose Mutasa**



**Mr Xavier Mugari**

We are pleased to present Issue 35 of the SADCAS Newsletter (March 2020 Edition) to keep our readers updated on accreditation activities in the region and beyond. Inside you will find news on accreditation activities undertaken by SADCAS and developments in the field of accreditation.

This edition has been published amid COVID-19 pandemic- a major threat to global public health and global economy that has led to safety concerns and travel restrictions in relevant economies. The pandemic has paralyzed human interaction worldwide. These developments have inevitably affected SADCAS and Conformity Assessment Bodies (CABs) activities.

SADCAS is committed to maintaining the integrity and credibility of the assessment process and building confidence in accreditation. In an effort to mitigate the effects of COVID-19 pandemic on assessments, SADCAS has introduced alternative arrangements to conduct assessment as outlined in SADCAS AP 23-Remote Assessments- Management and Execution published on the 1st of April 2020. The document defines the requirements to conduct assessments remotely without compromising the integrity of the accreditation granted by SADCAS when it may not be possible or feasible to conduct on-site assessments due to extraordinary events or circumstances.

Training activities have been suspended until further notice.

These arrangements have been put in place to safeguard the health and safety of SADCAS staff, SADCAS assessors, SADCAS Trainers, CAB staff and other interested parties during the pandemic.

As the COVID-19 outbreak continues to expand, SADCAS will continually assess the risks to accreditation activities and will keep stakeholders informed on any developments.

**For more information on SADCAS response to COVID-19 pandemic please see the article under News on Services.**

*Thank  
you*

**General And Leading Stories**

**SADCAS HOLDS A VIRTUAL 15TH AGM**

The SADCAS 15th AGM was originally scheduled to be held on 11 March 2020 in Dar Es Salaam, Tanzania in conjunction with the 35th SADC TBT Cooperation Structures meetings. Following a request by the host of the 35th Annual TBT meetings, the Government of the Republic of Tanzania to change the meeting dates to week beginning 22 March 2020 the SADCAS 15th AGM was rescheduled to be held on 25 March 2020. Subsequent to the rescheduling, and taking into account the spread of COVID 19 in the region and its pronouncement as a pandemic by the World Health Organization, the SADCAS General Assembly taking into account the requirements of the Botswana Companies Act Chapter 42:01 and the SADCAS Articles of Association decided to proceed with the 15th AGM virtually through electronic means. Ninety-percent (90%) of the General Assembly which comprises of 38 members, voted to proceed with a virtual meeting and adopted the proposed agenda for the 15th AGM. The documents for the AGM were re-circulated on 24 March 2020 and members were given until 31 March 2020 to submit their votes for the 15th AGM resolutions.

Chairman of the SADCAS Board of Directors, Mr Steven Bruce Sidney welcomed members to the meeting. In his report to the AGM, the Chairman noted the remarkable growth of 38% in new accreditations during the period when SADCAS also accredited its first facility in Lesotho and accredited its first mechanical meter verification laboratory from Eswatini under the new accreditation scheme Legal Metrology Accreditation Scheme. SADCAS has now accredited in 13 out of the 14 SADC Member States including newly admitted SADC Member State the Union of Comoros.

The Chairman also reported on SADCAS' successful transition to the 2017 version of the ISO/IEC 17011, maintenance of international recognition in the Testing/Calibration and Medical laboratories, and inspection bodies accreditation schemes and extension of international recognition to the Main Scope Management Systems Certification (ISO/IEC 17021-1,) Sub-scope Quality Management Systems (ISO/IEC 17021-3), QMS (ISO 9001:2015). With the latter achievement SADCAS is now signatory to the International Accreditation Forum's Multilateral Recognition Arrangement. With regard to the transition to ISO/IEC 17025, 65% of the laboratories accredited to the 2005 version of the standard have been assessed to the 2017 version of the standard with only 6% having successfully transitioned.



**Mr Steve B Sidney**  
**Chair SADCAS Board of Directors**

He informed the General Assembly of the 3 new Advisory Committees established during the period under review namely the Advisory Committee for the Certification Bodies Accreditation Schemes (AC.05); Advisory Committee for the Inspection Bodies Accreditation Scheme regional (AC.06); and Advisory Committee for the Medical Imaging Accreditation Scheme (AC.07). This brings to 7 the number of Advisory Committees established by SADCAS, all of which met in September and November 2019. The Chairman also informed about the ongoing training of assessors in order to boost the SADCAS pool of registered assessors.

The Chairman bemoaned the slow inflow of government contributions which he said was the greatest threat towards target achievement and sustainability of SADCAS. He then called upon each and every one of the General Assembly members to continuously inform of the benefits of accreditation and promoting the multi economy accreditation body model as a cost effective, viable and sustainable model. A model that a number of other regions in the world namely the Gulf States, French West Africa etc., have benchmarked and built on our SADC "home grown" concept taking into account the need to optimize limited resources. On governance issues the Chairman informed of the cooption in July 2019 of Mrs Mmatlala Dube. A Fellow Member of the Association of Chartered Certified Accountant (FCCA) UK and Botswana Institute of Chartered Accountants (FCA) Ms Dube who holds a Master of Business Administration majoring in Finance (MBA) and various certificates and diplomas in Accountancy and Business Studies provides financial expertise on the Board.

**General And Leading Stories**

The 11th SADCAS annual report including the audited financial statements for the year ended 31 March 2019 and the 2020/21 budget were presented by the Chair of the Finance Risk and Audit Committee, Ms Verily Molatedi.

Following the ruling by the Botswana Companies Act that existing Companies apply to the Companies’ and Intellectual Property Authority (CIPA) for re - registration via the new CIPA Online Business Registration System (OBRS), SADCAS was re-registered on 1 October. Noting that some aspects critical to SADCAS operation as an accreditation body and international recognition that are embodied into the Memorandum of Association (MoA) which was revoked through the re-registration of SADCAS with the process, it became inevitable for SADCAS to come up with a Constitution various drafts of which were considered by the Board culminating with the Constitution being presented to the General Assembly for consideration and approval through the Special resolution.

Following its approval, the Constitution will be registered with CIPA, a process which can take up to 4 months. Thus, the General assembly also considered and approved a Special Resolution for the Transitional Provision for the continuation of the current Board members up until the next 16th SADCAS Annual General Meeting (AGM) to allow for continuity in the governance of SADCAS at this critical stage of development.

**The General Assembly deliberated on other AGM business including:**

- Approval of the Board remuneration for the financial year 2020/21;
- Appointment of Baker Tilly as the External Financial Auditors for a second term of 3 years subject to annual confirmations;
- Appointment of UPT Secretarial Services as the Company Secretary for the year beginning 1 April 2020 to 31 March 2021;

More than 84% of the votes supported all the proposed resolutions well above the 75% threshold required to pass the special resolutions.



**Ms Verily K Molatedi**  
Chair FRAC

**More than 84% of the votes supported all the proposed resolutions well above the 75% threshold required to pass the special resolutions.**

**SADCAS CEO MEETS WITH DR MAVIS SIBANDA PERMANENT SECRETARY, ZIMBABWE MINISTRY OF INDUSTRY AND COMMERCE**

The SADCAS Chief Executive Officer (CEO), Mrs Maureen Mutasa met with the Dr Mavis Sibanda the Permanent Secretary Zimbabwe Ministry of Industry and Commerce on 25 February 2020 at the Ministry’s Office at Mukwati Building in Harare.

The purpose of the meeting was to update the Ministry on developments in SADCAS and to remind the Government of Zimbabwe of their remaining contribution towards SADCAS operational budget deficit for the 2017 - 2022 strategic period. The meeting was attended by Mrs. Mildred Machiri Standards Development Fund (SDF) and 2nd NAFP Zimbabwe and Mrs. R. Chibanda, Standards Development and Quality Assurance and 1st NAFP – Zimbabwe.

**General And Leading Stories**

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In her welcoming remarks Dr Sibanda underscored the importance of SADCAS services to Zimbabwe and reiterated Zimbabwe’s commitment towards SADCAS sustenance. The SADCAS CEO gave a brief update on developments in SADCAS highlighting the achievement so far and in particular the extension of international recognition of SADCAS accreditation services to cover management systems certification bodies accreditation scheme which was achieved in November 2019 following admission as a signatory to the International Accreditation Forum’s Multi-Lateral Recognition Arrangement. She further outlined how SADCAS was addressing Zimbabwe’s accreditation needs with Zimbabwe having the second highest accreditations and the highest number of applications under process. SADCAS Business is growing steadily not only in terms of field and scope of accreditation but also in terms of geographical coverage having accredited the first conformity assessment body in Lesotho. Dependency on Government funding had reduced from 100% in 2008 to 26% as at 31 March 2019 as SADCAS works towards break even on operational costs.

On Governments’ contributions towards SADCAS sustenance for the period 2017 to 2022, Mrs Mutasa informed the PS that up to the time of the meeting only 47% of the contributions out of the US\$ 2.38 million operational budget deficit for the period 2017 to 2022 had been paid instead of the 66% which should have been paid by 31 March 2019. The SADCAS CEO lamented that this situation was constraining the organization from meeting its set objectives and targets. The SADCAS CEO then called upon the Government of Zimbabwe to timeously pay its remaining contribution.

Dr Sibanda indicated that Zimbabwe will endeavor to honour its obligations to SADCAS as the nation has been benefiting from the activities of SADCAS, albeit the pressures on foreign currency as the country is currently importing maize to feed the nation a consequence of the drought that Zimbabwe was facing. She expressed the Government’s appreciation of the good work that SADCAS was doing to enhance the competitiveness of Zimbabwean goods and services, facilitating trade and enhancing the protection of consumers and the environment.

Zimbabwe subsequently paid its outstanding contribution towards SADCAS sustainability in March 2020. This brings to 4 the number of SADC Member States serviced by SADCAS that have fully paid the contributions for the period 2017 to 2022 namely Angola, Botswana, Seychelles and Zimbabwe.

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## **SADCAS ACCREDITS FIRST CONFORMITY ASSESSMENT BODY IN LESOTHO**

SADCAS is proud to announce the accreditation of its very first Laboratory from the Mountain Kingdom of Lesotho. Civil Engineering Laboratory (CEL), Lesotho is a Private Limited Company based along Koffi Anan Road, Ha Tsolo in Maseru, Lesotho. Civil Engineering Laboratory Lesotho has been accredited to ISO/IEC 17025:2017 in the scope “Civil Engineering” and has been granted the unique accreditation number TEST-3 0006.

Civil Engineering Laboratory, Lesotho is a Geotechnical Engineering Laboratory that offers testing of building and construction materials. The Laboratory has been accredited for the following test methods:

**Soils and Gravels**

- Plasticity Index of soils and gravels;
- Wet Preparation and Particle Size Analysis;
- Maximum Dry Density and Optimum Moisture Content;
- California Bearing Ratio (CBR); and
- Determination of in-situ densities using Nuclear Gauge.

**Concrete**

- Consistency of freshly made concrete;
- Making and curing of test specimens; and
- Compressive strength.



**General And Leading Stories**



The accreditation was granted on 23 January 2020 and the certificate will be valid for 5 years until 22 January 2025.

**SADCAS welcomes Civil Engineering Laboratory to the family of its accredited facilities.**

**ESWATINI WATER SERVICES CORPORATION  
MECHANICAL METER VERIFICATION LABORATORY  
ACCREDITED BY SADCAS**

SADCAS is proud to announce the accreditation of the Eswatini Water Services Corporation (EWSC) – Mechanical Meter Verification Laboratory in the scope of verification of Volume Measuring Instruments to ISO/IEC 17025:2005 – Mechanical Water Meters. This makes EWSC - Mechanical Meter Verification Laboratory the first Verification Laboratory to be accredited by SADCAS. Through this accreditation, EWSC - Mechanical Meter Verification Laboratory has been granted the unique accreditation number VER-1 001 (Volume Measuring Instruments). The Laboratory is situated at Plot 237, King Mswati III Avenue, Matsapha, Eswatini, and operates in the regulatory domain under the Metrology Act 1991 (Act No. 12 of 1991), Type Approval Certificate No. 36, issued by the Kingdom of Eswatini, Ministry of Commerce, Industry and Trade, Weights and Measures Department. The certificate which was issued on 15 October 2019 expires on 30 November 2020 the deadline for transitioning to ISO/IEC 17025: 2017.

The certificate was handed over during a ceremony held on 20 February 2020 at the Laboratory premises in Mastapha, Eswatini. The Minister of Commerce, Trade and Industry, Honourable Senator Manqoba Khumalo was the guest of honour at the ceremony. The ceremony started off with a tour of the laboratory directed by Mr Mangaliso Mavuso, the Nominated Representative of the EWSC Laboratories.

**General And Leading Stories**



**The Honourable Minister Mr Khumalo flanked by Mrs Mashwama MD EWSC on the left, Mrs Mutasa SADCAS CEO and Official from the Ministry of Natural Resources and Energy.**



**Mr Mangaliso Mavuso Emphasizing a point during the tour**

After the tour of the laboratory, guests then proceeded to the tent where the rest of the ceremony was held. The Managing Director of EWSC Mrs Jabulile Mashwama gave the welcome remarks, words of appreciation and outlined the key milestones in the journey towards accreditation having submitted the accreditation application in July 2018. Being the first such application to be handled by SADCAS the process took a little longer than usual with consultations and benchmarking being undertaken with various stakeholders to determine the criteria for accreditation. The initial assessment was undertaken in May 2019 over 2 days by a team of 2 assessors. The Managing Director congratulated and thanked the Technical team for the achievement.

Speaking during the ceremony, Mrs Maureen P Mutasa, the SADCAS Chief Executive Officer noted that water meter verification and testing of raw water, potable water and waste water are the nucleus of the quality assurance function of the EWSC. "ISO/IEC 17025 is the international standard that water meter verification and testing laboratories have to comply with in order to be accredited" she said. Water is normally distributed by local authorities to consumers who range from domestic to industrial. This water is treated to ensure that it is potable and distributed at a cost calculated on the basis of volume of usage. The consumers usually do not have the competence or the capability to evaluate the reliability of the measurement results from the water meters. Water meters are designed for operators/users with no competence in measurement. Such competence normally resides within the authorities, whose impartiality as the suppliers of the water and the water meters is often questioned.

Confidence in a measurement is based on confidence in the measuring instrument and on regulatory surveillance. "What is more significant is that the accreditation of EWSC laboratories has been confirmed by a third-party authoritative and internationally recognized body, SADCAS" she said. Thus, water meters on the market place which have been verified by the Mechanical Water Verification Laboratory and the test results from the Microbiological and Chemical Laboratories of the EWSC are reliable and accurate and in compliance to the local legislation. This brings confidence in transaction and reduces the risk of disputes and creates a level playing field for transactions. The consumer (domestic or industry users) who risks losing out is protected, and is assured of receiving the correct quantity and quality of water and value for money noting that in the case of industry who are bulk users of water small errors in the water meters may significantly affect their bottom line. On the other hand, the supplier of the water, is assured of not over-supplying and supplying potable water. Mrs Mutasa noted that outside South Africa, EWSC Mechanical Water Verification Laboratory is the only water meter verification laboratory that is accredited by an internationally recognized independent authoritative body presenting an opportunity for EWSC to verify water meters used in the other countries serviced by SADCAS. "Accreditation is an investment and you must realize the return on the investment you have made by being accredited", Mrs Mutasa remarked.

**General And Leading Stories**



**Guests at the Certificates handover ceremony**

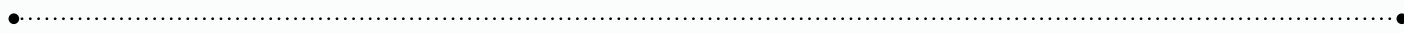
In the keynote address the Minister, Honourable Khumalo congratulated the EWSC for the achievement. He informed about the Government funded efforts underway to develop capacity of conformity assessment bodies in Eswatini and prided in the 9 testing and medical laboratories that had so far been accredited by SADCAS. The Eswatini Government through the Ministry of Commerce, Trade and Industry has funded the training of conformity assessment bodies in their journey towards accreditation. The EWSC Laboratories were amongst the trained Laboratories. He noted the increasing importance of accreditation in the trading processes and also in safeguarding the health and safety of the public as well as the environment. He then thanked the team at EWSC for the achievement and encouraged EWSC to maintain its internationally recognized accreditation and in the case of EWSC Mechanical Meter Verification Laboratory to timeously transition to the 2017 version of the ISO/IEC 17025.



**Mrs Mutasa poses for a photo with the Honourable Minister Khumalo and Mrs Mashwama after the certificate Handover**

He further encouraged the EWSC to take advantage of the accreditation by exporting their services to other countries in the region being the first meter verification laboratory to be accredited. After the key note address Mrs Mutasa handed over the certificate to the Managing Director of EWSC which was witnessed by the Honourable Minister.

The ceremony was directed Mr S'khumbuzo Tsabedze EWSC Strategic Services Director who then invited everybody to lunch. The handover ceremony was attended by over 45 EWSC management and staff, Government officials, NAFP-Eswatini, invited guests and the media.





**General And Leading Stories**

## **SADCAS ACCREDITS FIRST ALLERGOLOGY LABORATORY**

SADCAS is proud to announce the accreditation of the Gamma Allergy and Immunology Laboratory to ISO 15189:2012. The Gamma Allergy and Immunology Laboratory, a subsidiary of Twin Palms Medical Centre is the first allergology laboratory to be accredited by SADCAS. The Gamma Allergy and Immunology Laboratory based at 113 Kwame Nkurumah Avenue, in Harare, Zimbabwe has been accredited in 5 test methods under the scopes Chemistry and Serology. The Laboratory has been granted the unique accreditation number: MED 039; indicating that the Gamma Allergy and Immunology Laboratory is now a SADCAS accredited medical laboratory. The certificate which was issued on 16 October 2019 is valid for 5 years until 15 October 2024. The Gamma Allergy and Immunology Laboratory's is the 39th medical laboratory to be accredited by SADCAS and the 5th medical laboratory in Zimbabwe to be accredited by SADCAS.

The accreditation certificate handover ceremony which was held together with ISO 9001:2015 certificate handover to Twin Palms Medical Centre by the Standards Association of Zimbabwe (SAZ) was held on 10 January 2020 at Cresta Oasis Hotel in Harare, Zimbabwe and started off with an opening prayer followed by introductions. In his welcome remarks, Professor Elopy Sibanda, the Laboratory Director thanked the guests for gracing the ceremony and congratulated the Laboratory and Medical Centre staff for the achievements which he prided in.



**From Left to right: Mr Douglas Mangwanya, Dr Mudavanhu, Professor Sibanda, Mrs Mutasa and Mr Mutonono**

In her certificate handover remarks Maureen P Mutasa, the SADCAS CEO highlighted the critical role played by medical laboratories in any health care delivery system and why it was important for medical laboratories to be accredited. "The competence and efficient operation of a medical laboratory and timeous delivery of accurate research results is critical in any health care delivery system. Accreditation which is the process of providing recognition to a conformity assessment body for its competence in performing specific tasks is the strategy for a medical laboratory to achieve this", she said. The international standard ISO 15189 specifies the requirements for quality and competence particular to medical laboratories.

**General And Leading Stories**

She noted that a number of countries in the region, including Zimbabwe have embraced accreditation as a strategy for the competence of medical laboratories and this has spurred interest in the SADCAS Medical Laboratories Accreditation scheme under which the Gamma Allergy and Immunology Laboratory is accredited with 60% of the applications under process being medical laboratories of which 5 are from Zimbabwe. “SADCAS is currently exploring the accreditation of diagnostic imaging service providers. The Medical/Diagnostic Imaging Accreditation Scheme (MIAS) which we aim to launch early 2021 will help service providers to ensure that their patients consistently receive high quality services delivered by competent personnel working in a safe environment” Mrs Mutasa informed the guests. The accreditation of all these laboratories as well as diagnostic imaging service providers is critical in any health care delivery system. She therefore urged the Ministry of Health and Child Care to require accreditation not only of medical laboratories but diagnostic imaging service providers. She also encouraged the Gamma Allergy and Immunology Laboratory to extend its scope of accreditation to other scopes of operation namely: Clinical Chemistry; Serology; Flow Cytometry; Haematology and Immunofluorescence services for the screening of autoimmune diseases.

In the address made on his behalf Honourable Dr John Mangwiro, Deputy Minister of Health and Child Care, highlighted the importance of accreditation and certification not only to the Gamma Allergy and Immunology Laboratory and the Twin Palms Medical Centre but to the country as a whole as the Ministry strives to realize universal health coverage. He encouraged all service providers in the medical sector to make their services affordable to all clients in the private as well as public sectors.



**Gamma Allergy and immunology Laboratory**

After the speech by the guest of honour, Mrs Mutasa then handed over the accreditation certificate to Professor Sibanda followed by the handover of the ISO 9001:2015 certificate by Mr Mutoonono. The certificate handover was then followed by cakes cutting ceremony to celebrate the achievements.

The handover ceremony was attended by over 50 Twin Palms Medical Centre and Gamma Allergy and Immunology Laboratory Management and staff, Government officials, invited guests and the media. The SADCAS CEO was accompanied to the ceremony by Mrs Mildred Machiri, the National Accreditation Focal Point for Zimbabwe which is housed in the Ministry of Industry and Commerce. Tokens of appreciation were presented to Mr Elvis Makaza the Nominated Representative of Gamma Allergy and Immunology Laboratory and Mr Ian Makupe the Management Representative for ISO 9001.

After the accreditation certificate handover all guests were invited for a meal. The vote of thanks was given by Mr Douglas Mangwanyana, Director of Laboratory Services in the Ministry of Health and Child Care.

“The Gamma Allergy and Immunology Laboratory is a private laboratory that uniquely provides a comprehensive portfolio of tests that are focused on allergy and clinical immunology diagnostic services. The laboratory serves as a referral diagnostic centre for a range of allergy and immunology tests. The Gamma Allergy and Immunology Laboratory is currently the only Laboratory in Zimbabwe that offers the molecular allergology testing using the ThermoFisher ISAC panel which can simultaneously detect sensitization to 117 allergenic components from a single drop of serum. Additionally, the Gamma Allergy and Immunology Laboratory is the first and only one in Zimbabwe that investigates insect (bee and wasp) venom and a panel of prescription drug allergies. The clinical immunology laboratory provides testing for the diagnosis of primary and secondary immunodeficiency including the diagnosis and monitoring of HIV infection and its treatment. The Laboratory’s vision is **“Not for us but for us all”** befits and articulates Gamma Allergy and Immunology Laboratory’s role in the health care delivery system.

**Regional and International Interactions**

# SADCAS PARTICIPATES IN AN EQA STAKEHOLDERS WORKSHOP

SADCAS participated in a Regional Stakeholders Workshop for the Fleming Fund: EQA Grant for Africa which was held from the 10th to 11 February 2020 in Johannesburg, South Africa. The Fleming Fund External Quality Assessment – Africa regional grant contributes to the objective of building sustainable national systems for improved Antimicrobial Resistance (AMR) surveillance, tackling the emergence of antimicrobial resistance (AMR) in low and middle – income countries. The meeting was co-convened by the African Society for Laboratory Medicine (ASLM) and Africa CDC, and hosted by the South African National Institute for Communicable Diseases (NICD). The Workshop was attended by various Stakeholders including global health agencies; the World Health Organisation (WHO), the Food and Agriculture Organisation (FAO), the World Organisation for Animal Health (OIE), representatives from Fleming priority countries (including some SADC member states; Tanzania, Malawi, Zambia, Zimbabwe and Eswatini) and External Quality Assessment providers. SADCAS was represented at the workshop by Mrs Eva Muronda the Scheme Coordinator MLAS.

The objective of the meeting was to understand the countries needs and challenges of EQA for AMR. The meeting discussed the current EQA programme and sustainability as well as identifying areas of synergy and collaboration with existing initiatives on the continent. The meeting had breakout and plenary sessions which were very engaging and a lot of discussion came out. Breakout sessions included discussions on leveraging on EQA results: particularly focussing on how regional centres of excellence leverage EQA performance to assist building capacity at the national reference laboratories. The meeting also discussed EQA, QMS implementation and what countries have in place with regards to laboratory policy and strategic plans.



**Delegates at the workshop**

From the discussions it was clear that EQA participation forms part of an effective Quality Management System leading ultimately to accreditation. It was evident that EQA provision needed to be expanded to cover Africa's National Reference Laboratories. This all needs to be supported by national policies and strategic plans that promote the uptake of EQA programs as part of routine Laboratory quality management activities ultimately leading to accreditation. Sustainability was a clear issue which would therefore require sustainable domestic resources to be allocated to laboratory reagents, equipment and infrastructure. The outcomes of the meeting were to be fed into the grant proposal to enable implementation of the regional AMR EQA program to fight against AMR.

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**Regional and International Interactions**

# SADCAS SCHEME COORDINATORS ATTEND THE AFRAC PEER EVALUATORS TRAINING

Mrs Pinkie Malebe SADCAS Scheme Coordinator for the Testing Laboratories, Proficiency Testing, Veterinary Laboratories Accreditation Schemes and Mrs Eva Muronda SADCAS Scheme Coordinator for Medical Laboratories, Good Laboratory Practice, Good Clinical Practice and Pharmaceuticals Accreditation Schemes attended the AFRAC Peer Evaluator training which was held from 2 to 5 February 2020 at Regency Apartment Hotel in Menlyn, Pretoria, South Africa. The training was sponsored by PTB Germany with an objective of training AFRAC peer evaluators for Proficiency testing in order to ensure that AFRAC has a pool of trained and qualified evaluators and can manage its own internationally recognised Multi-Lateral Recognition Agreements (MRA). The training was attended by participants from the various Accreditation bodies in Africa which included EGAC (Egypt), ENAO (Ethiopia), KENAS (Kenya), SANAS (South Africa), SADCAS (SADC region) and TUNAC (Tunisia). SADCAS personnel participated in the training for both the AFRAC Peer Evaluators generic training and Peer Evaluation for Proficiency Training.

The training was arranged by The African Accreditation Cooperation (AFRAC), a cooperation of accreditation bodies, sub-regional accreditation cooperation's and stakeholders whose objective is to facilitate trade and contribute to the protection of health, safety and the environment, in Africa and thereby improve Africa's competitiveness. The training was facilitated by Mr Neville Tayler, a seasoned AFRAC, ILAC and SADCA Peer Evaluator. The training was mainly to understand the peer evaluation



**Trainees pose for a photo with the Trainer Me Neville Tayler**

process, highlight the role of a peer evaluator, information to review to ensure that the AB complies to the requirements of ISI/IEC 17011 and what to evaluate during witnessing to ensure that the AB assessors evaluate all the critical aspects of the CAB's management system.

**The course covered the following aspects:**

- **ISO/IEC 17011:2017 Conformity assessment** – Requirements for accreditation bodies accrediting conformity assessment bodies;
- **ISO/IEC 17043:2010 Conformity assessment** – General requirements for proficiency testing;
- **Statistics for Proficiency Testing;**
- **Peer Evaluation Process;** and
- **The onsite Evaluation.**

The training was highly interactive and informative, the trainee peer evaluators engaged in practical discussions and shared experiences. Participants were presented with certificates after the training. From the training all participants were equipped to conduct the peer evaluations for AFRAC. SADCAS is grateful to AFRAC for training the peer evaluators.



## Marketing and Promotion

# SADCAS ACCREDITS 3RD CERTIFICATION BODY: MALAWI BUREAU OF STANDARDS – MANAGEMENT SYSTEMS CERTIFICATION

SADCAS proudly announces the accreditation of the Malawi Bureau of Standards in the Main Scope Management Systems Certification (ISO/IEC 17021-1), Sub-scope Quality Management Systems (ISO/IEC 17021-3), QMS (ISO 9001:2015). This makes Malawi Bureau of Standards – Management Systems Certification the third certification body to be accredited by SADCAS. Through this accreditation, Malawi Bureau of Standards – Management Systems Certification has been granted the unique accreditation number QMS-CERT 003, indicating that Malawi Bureau of Standards – Management Systems Certification is now a SADCAS accredited management system certification body. The certificate which was issued on 12 August 2019 expires on 11 August 2024.

The SADCAS Certification Bodies Accreditation Scheme – Management Systems (CBAS - MS) was established in June 2010 and is operated in accordance with ISO/IEC 17011: Conformity assessment – General requirements for accreditation bodies accrediting conformity assessment bodies. The SADCAS CBAS - MS is internationally recognized having achieved signatory status in the International Accreditation Forum Multi Lateral Arrangement (IAF MLA) in November 2019. Certification bodies provide conformity certificates to organizations for their management systems, products as well as personnel. Third party management systems certification is a frequently specified requirement to operate in the global market place. Third party management system certification can demonstrate compliance to a standard, code of practice or regulatory requirements. Management system certification bodies are accredited to the international standard, ISO/IEC 17021-1: Conformity assessment - Requirements for bodies providing audit and certification of management systems - Part 1: Requirements. The standard sets out principles and requirements for the competence, consistency and impartiality of audit and certification of management systems of all types (e.g. quality/environmental/occupational health and safety management systems) for bodies providing these activities. Accreditation, which is an independent evaluation of management systems certification bodies by an authoritative body, in this case SADCAS, confirms the competence, consistency and impartiality of the certification body.

**Throughout the world many countries now rely on accreditation as a means of independently evaluating competence of certification bodies.**

**There are many reasons why the services of an accredited management systems certification body should be used:**

- Gain access to international market. SADCAS CBAS – MS is operated in accordance with ISO/IEC 17011:2017 and is internationally recognised following SADCAS’ achievement of signatory status to IAF MLA for Certification bodies to ISO/IEC 17021-1 and ISO/IEC 17021-3, Sub-scope QMS (ISO 9001:2015) in November 2019.
- De – risk your procurement by taking the guesswork out of choosing a certification body. Accreditation gives you confidence that you will get the service that best meets your requirements. IAF has established CertSearch, a global certification database which houses and authoritatively validates accredited certifications issued all over the world.
- Win new business particularly since the use of accredited conformity assessment services is increasingly a requirement in both the public and private sector.
- Control costs with the help of knowledge transfer since the accredited certification body can be a good source of impartial advice.
- Demonstrate due diligence in the event of legal action.
- Reduce paperwork and increase efficiency by reducing the necessity to re audit your business.

SADCAS has one application from a management systems certification body that is currently under process.

**Marketing and Promotion**

# SADCAS HOSTS A DELEGATION FROM MINISTRY OF WATER, TANZANIA

SADCAS were delighted to host a delegation from the Tanzania Ministry of Water comprised of Quality Managers and Heads of 6 Water testing laboratories and 2 officers from the Ministry’s Head Office from 25 to 26 February 2020. The programme comprised of a benchmarking visit to the Water Utilities Corporation Laboratory in Mmamashia and a half day workshop at SADCAS Offices in Gaborone, Botswana. The purpose of the visit which was organized by SADCAS was to benchmark and exchange knowledge and ideas on the testing processes, appreciate the type of equipment and methods used, challenges faced and solutions thereof, and to learn and understand the SADCAS accreditation process and applicable requirements as the Laboratories ready themselves for accreditation. The visit was also an opportunity to network.

On 25 February 2020, the delegation was received and welcomed by the Acting Water Quality Manager Mr Moagi Letsamao who gave an overview of the Water Utilities Corporation journey towards accreditation, the scope of accreditation and benefits derived from being accredited.

On 26 February 2020, the delegation visited SADCAS offices for a half-day workshop. The Head of delegation, Mr Peter Marobho, explained the purpose of the visit highlighting that the Ministry was preparing to submit applications for the accreditation of 6 of the 16 laboratories that are under the Ministry of Water. Tanzania’s Ministry of Water has a total of 16 regional Water Quality Laboratories across Tanzania. “To us this is a motivational visit true to the saying “If you see it, you believe it””, remarked Mr Marobho during the opening ceremony of the workshop.



**Tanzanian delegation poses for a photo with Water Utilities Corporation and Mrs Malebe**

The laboratories’ representatives were from the Central Water quality Laboratory in Dar es Salaam; Singida Water Quality Laboratory; Shinyanga Water Quality Laboratory; Musoma Water Quality Laboratory; Kigoma Water Quality Laboratory; and Bukoba Water Quality Laboratory, all of which conduct chemical and microbiological analyses of water as part of their quality control regime.

The CEO briefed the delegates on SADCAS financing, explaining the basis for determining government contributions. On operational income she informed on how SADCAS continues to strive for sustainability of its operations. In conclusion, Mrs Mutasa shared challenges faced by SADCAS in particular slow inflow of government contributions, limited resource allocations for National Accreditation Focal Points, limited number of French and Portuguese assessors. Despite the challenges, Mrs Mutasa reported that as a way forward SADCAS will continue to consolidate its service delivery, focus on extension of services in areas of demand, strengthen capacity to accredit in French and Portuguese, ensure SADCAS’ sustainability.

Mr Xavier Mugari, SADCAS Quality Manager gave a presentation on the need for water testing and benefits of accreditation, in particular benefits of accreditation of water testing laboratories. This was followed by a presentation by Mrs Pinkie Malebe, the Scheme Coordinator for Testing Laboratories on the accreditation criteria during which she detailed all the requirements to be considered and met when applying for accreditation. These, for the case of the Ministry of water Laboratories include the ISO/IEC 17025 standard, the Laboratories’

**Marketing and Promotion**

Quality Management Systems which addresses the requirements of the ISO/IEC standard, the accreditation body requirements and the applicable national and international regulatory requirements. Mrs Malebe briefly explained the accreditation requirements as stipulated in all the applicable SADCAS Technical Requirements and Technical Guidelines that should be considered and complied with before and after accreditation.

The last presentation of the half day workshop on accreditation costs was made by Mrs Malebe, detailing and citing examples of how accreditation costs are determined. She also informed of the strategies in place to maintain the competitiveness of accreditation fees. The purpose of this presentation was to demystify the notion that SADCAS accreditation fees are high but to inform that SADCAS are fairly priced to recover all direct and indirect costs associated with the service and more importantly to inform that accreditation is an investment and like any investment conformity assessment bodies must realize a return on that investment.



**Tanzania delegation pose for a photo with SADCAS Management and Staff**

The presentations were followed by a questions and discussions session where the delegates wanted to know more about the accreditation requirements and any other additional information they required in preparation for the applications for accreditation. The questions and enquiries were ably answered by the SADCAS team to the satisfaction of all.

The closing remarks were given by Ms Jeanne Ranorovelo, the SADCAS Technical Manager. The workshop ended with a group photo and a tour of the SADCAS office after which lunch was enjoyed by all.

**SADCAS PARTICIPATES AT THE 2ND ANNUAL BOTSWANA GLOBAL CONFERENCE ON NONCOMMUNICABLE DISEASES (BGC-NCDS)**

SADCAS participated at the 2nd Annual Botswana Global Conference on Non- Communicable Diseases which was held from 19th-20th November 2019 at Travel Lodge, Gaborone, Botswana. The 2-day conference was aimed at sensitizing, empowering and engaging researchers, health - professionals, community, organizational and corporate leaders to endorse health promotion and education on noncommunicable diseases (NCDs) in Botswana as a way to reduce the NCD burden. Non-communicable diseases are non-infectious diseases which are of interest from a public health and public policy perspective. With the advent of modernization, urbanization and a steady rise in Botswana’s economy, new patterns of disease have emerged, associated with affluence and specific life-style choices. These include mental conditions, heart & blood vessel disease, type 2 diabetes, cancer and chronic lung diseases known as non-communicable diseases. The burden of NCDs is overwhelming and continues to grow. The Conference created a multisectoral platform catalysing the process of initiating practical, evidence-based, and affordable solutions aimed at transforming individuals and communities for better health. SADCAS was represented at the workshop by Mrs Eva Muronda the Scheme Coordinator for the Medical Laboratory Accreditation Scheme (MLAS).

**Marketing and Promotion**

The Main Theme of the Conference was “Protecting Current and Future Generations from Non-Communicable Diseases (NCDs) through Quality practice and management in Health care, Research, and Education”.

Sub-themes of the conference included the following:

- Community access to quality primary and specialized health care: Reducing deaths and disability from NCDs.
- Quality Research, Clinical Care & Management of Non-Communicable Diseases: Cardiovascular Diseases, Diabetes Mellitus Type II, chronic lung diseases, Cancer, and Injuries.
- Mental Illness, a hidden killer in our society.
- Wellness and HIV/AIDS management: an integral part of NCD control
- Primary, secondary and tertiary prevention of NCDs; Health Promotion, specific promotion & Education, physical exercise, and Diet.
- Tobacco and alcohol use: A fuel for NCDs
- Drug Control and treatment of NCDs: Safety, Efficacy, Pharmacokinetics, Pharmacodynamics, Pharmacovigilance, Handling & Storage, Supply & Chain Management.
- Accreditation and Certification of Medical facilities and Equipment: Traceable Health Measurements, Calibration, and Maintenance, an Assurance to the clinician and the patient.
- High Impact Stakeholder Diversity, Partnership, Collaboration, Health care financing, and Insurance: An effective way of Delivering Quality Health Care Services
- Health Informatics, Information Management, and Systems: An aid to Evidence-Based Practice

SADCAS had a privilege to present at this Conference the topic “Accreditation Supporting the Delivery of Health and Social Care”. The presentation centred on the role of accreditation, benefits of accreditation, accreditation standards and the services that SADCAS offers. Mrs Muronda in her presentation pointed out that accreditation supports the delivery of consistent high-quality care with reliable outcomes that patients can trust and provides peace of mind that the service will meet expectations.



**Diagnostic Imaging Services**

She presented on the benefits of accreditation which included demonstrating competence to clients both internal and external, guarantee for accurate and reliable results, improvement of patient care and strengthening of community confidence in the test results. She presented on the new accreditation scheme that SADCAS was developing, the Medical Imaging Scheme (MIAS). The MIAS covers the different modalities of medical imaging which include General Radiography and Ultra Sound Scans. The Scheme will involve a robust process of assessment which results in the assurance of safe, high quality care with reliable outcomes that patients can trust. Continuous monitoring and improvement forms part of the process, instilling further reassurance that the service is striving for excellence. She emphasised that the ongoing work of SADCAS provides additional reassurance and confidence and conveys an international sign of quality and competence.



**Marketing and Promotion**

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# SADCAS PAYS COURTESY CALL ON NEW SADC DIRECTOR IDT

The SADCAS CEO, Mrs Maureen P Mutasa and the SADCAS Finance and Administration Manager Mrs Laureen Gudo paid a courtesy call on the new Director Industrial Development and Trade Dr Khutula Sibanda on the 4th of March 2020 at his Offices at SADC House in Gaborone, Botswana. The purpose of courtesy call was to introduce SADCAS to the new Director and to share with him the challenges that SADCAS is facing. The SADC Programme Officer Mr Cesarino Benjamim was in attendance during the meeting.



During the courtesy call the SADCAS CEO gave a brief background on the establishment of SADCAS, explained how SADCAS is governed and the achievements so far. She then shared with the Director the challenges that SADCAS was facing in particular the staggered inflow of Governments contributions towards SADCAS sustainability with SADCAS having only received at the time of the meeting 47% i.e. US\$ 1,11 million out of the US\$ 2.38 million of the Government contributions. She highlighted that the slow inflow of Government contributions continues to be a threat towards target achievement which has a bearing on achieving breakeven on operational costs. She then concluded her brief presentation by thanking the Secretariat for its support over the years and at the same time appealed for assistance to recover the agreed obligations from all the SADC Member States with outstanding amounts so that SADCAS operations are not hampered. "SADCAS is an agency of SADC, it is your baby" she remarked.

In his response Dr Sibanda recognizes the need and importance of accreditation in facilitating trade and regional integration. He further recognizes the benefits of a multi economy accreditation body as a cost-effective means of assuring technical competence whilst ensuring optimum utilization of resources in the region and the good work that SADCAS was doing. He expressed the need to make more prominent the impact of all SQAM activities to the stakeholders especially at political level.

Dr Sibanda, an economist who has worked with the EU, NAO, SADC, COMESA, Africa Import Export Bank, Infrastructure Bank, Ministry of Finance joined SADC in February 2020.



**NAFP News**



The National Accreditation Focal Points (NAFPs) for the Democratic Republic of Congo (DRC) and Seychelles scooped the 2020 NAFP Awards with NAFP-DRC scooping the Most Effective NAFP Award whilst NAFP-Seychelles scooped the Most Improved NAFP Award. The decision to award the 2020 certificates of recognition to NAFPs DRC and Seychelles was made at the 63rd SADCAS Board of Directors meeting held on 18 February 2020.

National Accreditation Focal Points who are appointed by their respective governments are mainly responsible for the promotion of accreditation and marketing of SADCAS services within their respective countries. They are a channel of information from and to SADCAS. In executing SADCAS activities, NAFPs prepare annual national action plans in support of SADCAS annual implementation plans in order to achieve SADCAS objectives. The 2019/20 Marketing Plan whose framework was developed at the 2018 annual NAFP meeting directs NAFPs to focus their activities into the strategic area of increasing awareness on the benefits of accreditation especially to policy makers and regulators and to market SADCAS services. The NAFP handbook, which also contains frequently asked questions, guides NAFPs in their day to day work.



**NAFP- DRC, Mrs Apauline Matata Feza  
2020 Most Effective NAFP**



**NAFP- Seychelles, Mrs Mariam Kante  
2020 Most Improved NAFP**

**NAFP News**

The 2020 Awards are based on the reports for the period 1 January up to 31 December 2019 using five (5) criteria weighted according to their importance. Based on all the reports for the year, an evaluation matrix and a summary of NAFPs quarterly reports submissions and estimate realization for the period were prepared which formed the basis of the nominations.

The average estimate realization for 2019 was 71%, the same as for the previous year 2018 but a slight improvement over 2017 which was 69%. NAFPs – Angola, Botswana, Lesotho, Madagascar, Malawi, Mozambique, Eswatini registered a decline whilst NAFPs DRC, Namibia, Seychelles, Zambia and Zimbabwe registered improvements. Average estimate realization for NAFP - Tanzania remained the same. Based on the evaluation matrix, NAFP – DRC was identified for the 2020 Most Effective NAFP Award with NAFP – DRC coming up with the highest score at 86 and an improvement of 13.75% in average estimate realization whilst NAFP-Seychelles had a total score of 81 and an improvement of +3.75% in average estimate realization. Thus NAFP- Seychelles was selected for the 2020 Most Improved NAFP Award.

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. Due to the COVID -19 pandemic the Award presentation ceremony will be held in conjunction with the 14th NAFP Annual Meeting scheduled to be held from 23 to 24 November 2020.



**NAFP-DRC AT THE FRONTLINE OF PROMOTING ACCREDITATION IN DRC - ACTIVITIES UNDERTAKEN IN 2019**

The National Accreditation Focal Point (NAFP) for the Democratic Republic of Congo (DRC) is housed within the Office Congolais De Controle, the National Standards body for the DRC. The Office is manned by Mrs Apauline Matata Feza who has served as the NAFP-DRC since November 2009. As the NAFP-DRC Mrs Matata Feza who was appointed by the Government of DRC is mainly responsible for the promotion of accreditation and marketing of SADCAS services within DRC. She is also the channel of information from and to SADCAS in DRC on matters relating to accreditation. In executing SADCAS activities, NAFPs prepare annual national action plans in support of SADCAS annual implementation plans in order to achieve SADCAS objectives.

The DRC is located in the centre of Africa with a population estimated at 90 million. With this strategic geographic position, the DRC actively participates in various commercial exchanges with the rest of the world including; importation, exportation and several order borders exchanges.

During 2019, particular emphasis was placed on promoting accreditation as a tool for supporting economic development, integrating the country with the rest of the world and promoting the well-being of the population by raising awareness of creating active and accredited medical laboratories. Thus, with the support of the Chief Executive Officer of the Office Congolais De Controle (OCC), Mr RISASI TABU WA M'SIMBWA, the NAFP was able to carry out various activities to promote accreditation in the country. The OCC hosted an awareness workshop on the importance and benefits of accreditation to medical laboratories. The workshop which was held in February 2019 at the Beatrice Hotel in Kinshasa, was attended by over 200 delegates mainly from the health sector, health regulators, academic sector, ASCOLAB, government officials, cooperating partners in the health sector and the press



**NAFP News**



**Delegates at the workshop**



Following this half day workshop, the NAFP compiled a database of medical laboratories from DRC. The NAFP, with funding from OCC, produced a “home grown” promotional CD citing local examples to demonstrate the benefits of ISO 15189. There are more than 400 medical laboratories in DRC. SADCAS also received an expressed interest from DRC under the Medical Imaging Accreditation Scheme, a new scheme which is currently being developed by SADCAS. In collaboration with the Federation of Enterprises of Congo (FEC), the NAFP successfully organized 2019 World Accreditation Day which was attended by over 100 delegates. Various targeted marketing visits were undertaken throughout the year to conformity assessment bodies especially from the agro food sector in DRC. The NAFP also provided administrative support in identifying the laboratories from the pharmaceutical sector that were subsequently trained in December 2019 with DRC registering amongst the highest attendance level. The training courses were sponsored by PTB Germany. The NAFP - DRC also facilitated payment by DRC Government in December 2019 of the 2nd contribution towards SADCAS sustainability bringing the DRC’s total contribution to 68%.

**“Our goal is to see most of the conformity assessment bodies working towards, achieving and maintaining accreditation and participate in the conception of high quality medical and biomedical lab” the NAFP-DRC said.**

Indeed, DRC is putting quality of conformity assessment bodies in the center and support of the integration, competitiveness, improvement and safety of population.



**Delegates enjoying lunch during the celebrations**



**NAFP News**



## **NAFP-SEYCHELLES AT THE FRONTLINE OF PROMOTING ACCREDITATION IN SEYCHELLES – ACTIVITIES UNDERTAKEN IN 2019**

The National Accreditation Focal Point (NAFP) for the Seychelles is housed within the Seychelles Bureau of Standards (SBS), the National Standards body for Seychelles. The Office is manned by Mrs Mariam Kante who has served as the NAFP-Seychelles since 2011. As the NAFP- Seychelles Mariam Kante who was appointed by the Government of Seychelles is mainly responsible for the promotion of accreditation and marketing of SADCAS services within Seychelles. She is also the channel of information from and to SADCAS in Seychelles on matters relating to accreditation. In executing SADCAS activities, NAFPs prepare annual national action plans in support of SADCAS annual implementation plans in order to achieve SADCAS objectives.

**“Seychelles is an archipelagic island country in the Indian Ocean at the eastern edge of the Somali Sea. Seychelles consists of 115 islands.”**

During 2019 the NAFP undertook a number of activities including targeted marketing visits to Conformity Assessment Bodies (CABs) and Regulators in Seychelles. The NAFP also held several meetings, workshops and trainings at national, regional and international level to promote accreditation during which SADCAS promotional material was distributed to stakeholders.

World Accreditation Day was commemorated at Seychelles Bureau of Standards (SBS) on 14 June 2019 at an event which was attended by Seychelles CABs representatives and other stakeholders. The Vice-President of the Republic of Seychelles, Mr Vincent Meriton was the guest of honour. A Newsletter article on WAD 2019 was prepared by the NAFP and was published in the July 2019 Edition of “THE PIONEER”.

World Accreditation Day was commemorated at Seychelles Bureau of Standards (SBS) on 14 June 2019 at an event which was attended by Seychelles CABs representatives and other stakeholders. The Vice-President of the Republic of Seychelles, Mr Vincent Meriton was the guest of honour. A Newsletter article on WAD 2019 was prepared by the NAFP and was published in the July 2019 Edition of “THE PIONEER”.

The NAFP played a key role in the establishment and registration of the Association of Seychelles Laboratories Association (ASL). She also contributed in the drafting and finalization of ASL Constitution. ASL was officially registered on 3rd June 2019. NAFP - Seychelles also provided administrative support in identifying the laboratories from the pharmaceutical sector that were subsequently trained in May 2019. The training courses were sponsored by PTB Germany.

The NAFP - Seychelles also facilitated payment by Seychelles Government in January 2020 of the outstanding contribution towards SADCAS. With that payment Seychelles has now fully paid its contribution towards SADCAS sustainability for the period 2017 to 2022.

## NAFP News



Part of the delegates attending the 2019 WAD Celebrations in Mahe, Seychelles

Delegates at the 5-day Requirements, Implementation and Internal Auditing training course held in Mahe, Seychelles



Other activities undertaken by the NAFP included maintenance of CABs database in Seychelles, establishing database of regulators and receipt/handling of enquires related to accreditation and training.

The management and staff of the Seychelles Bureau of Standards and all the Conformity Assessment Bodies in Seychelles provided their full support for the successful implementation of the NAFP Seychelles National Action Plan 2019-2020.

**Assessor News**

# PTB GERMANY CONTRIBUTING TOWARDS CAPACITY DEVELOPMENT OF SADCAS ASSESSORS

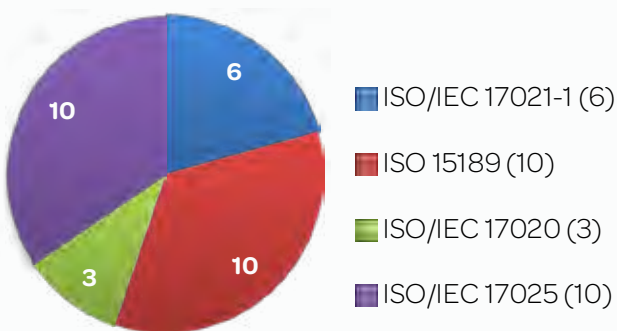
SADCAS successfully held refresher and assessment techniques training courses for its trainee assessors who were trained between 2015 and 2017 under the auspices of SADC EU EDF 10 REIS Project but had either not yet been mentored or required further mentoring. The training courses were funded by PTB Germany under the auspices of the PTB/SADC SQAM Support Project on Strengthening Quality Infrastructure for Trade and Enhancement, Competitiveness and Consumer Protection in SADC. The refresher and assessment techniques training courses were held at the Aviator Hotel in Johannesburg, South Africa from 25 to 29 November 2019 according to the following key accreditation standards:

- **25 November 2019: ISO/IEC 17021-1:2015** Refresher course and assessment techniques training course attended by 6 participants;
- **26 November 2019: ISO 15189:2012** Refresher course and assessment techniques training course attended by 10 participants;
- **27 November 2019: ISO/IEC 17020:2012** Refresher course and assessment techniques training course attended by 3 participants; and
- **28 to 29 November 2019: ISO/IEC 17025:2017** Refresher and assessment techniques training course attended by 10 participants.

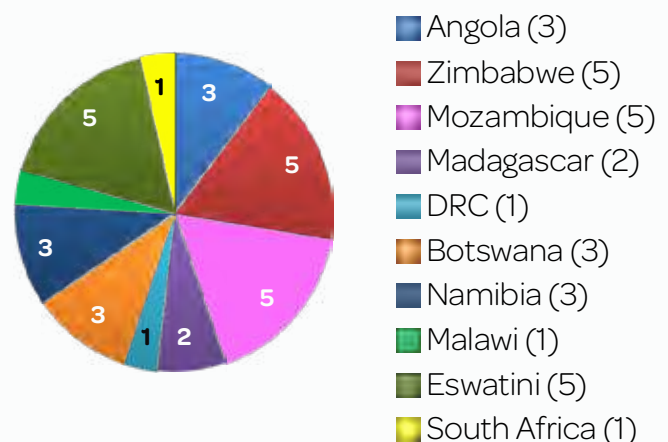
The training courses also provided an opportunity for the retraining of registered assessors who had not yet been trained on the revised ISO/IEC 17025 published in November 2017.

A total of 26 trainee assessors from 9 SADC Member States (Angola, Botswana, Democratic Republic of Congo, Eswatini, Madagascar, Malawi, Mozambique, Namibia, and Zimbabwe) attended the refresher and assessment techniques training courses which were held in English with simultaneous translation to French and Portuguese for the benefit of participants from those Member States where the business language is French or Portuguese. Refer to Figures 1 to 3.

**Figure 1 - Breakdown of Trainee Assessors by Key Accreditation Standards**

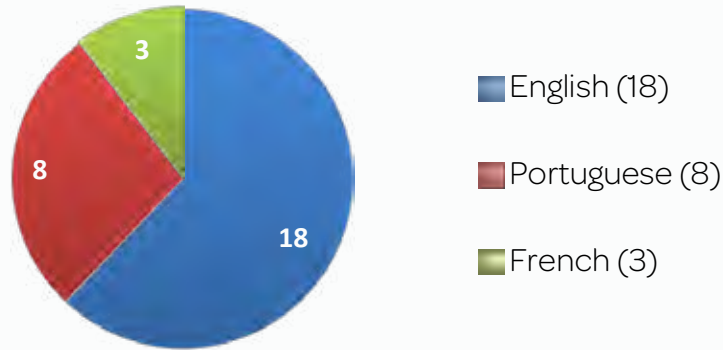


**Figure 2 - Breakdown of Trainee Assessors by Country**



**Assessor News**

**Figure 3 - Breakdown of Trainee Assessors by Language Diversity**



The refresher and assessment techniques training courses were held within planned timelines and budget. Given the total number of events, their nature, level of planning, organization, booking and implementation required, it was a commendable achievement by the SADCAS staff that organized all the events successfully.

The training courses were very ably facilitated by Mrs Monica Peart of JL&M Peart Consultancy & Facilitation.



**ISO/IEC 17025 assessor refresher training course in session**



**Assessor News**

The objective of the training courses was to refresh the participants on requirements of the key accreditation standards and on assessment techniques and to prepare them for mentoring. Certificates will be issued to participants together with a report indicating their readiness to proceed to the mentoring stage. Mentoring will be funded by SADCAS and implemented according to SADCAS AP 01 - Nomination Selection and Training of SADCAS Assessors.



**Participants at the ISO/IEC 17025 refresher and assessment techniques training course**

Many thanks go to PTB Germany who was fully sponsored the training courses including the conference package, facilitator fee, translation and travel & subsistence costs for all the trainees and facilitator.

**MR VICTOR MUNDEMBE REGISTERED AS AN ASSESSMENT TEAM LEADER**



SADCAS is proud to announce the registration of Mr Victor Mundembe as a SADCAS Team Leader for assessments based on ISO/IEC 17025:2017. Victor joined SADCAS in April 2019 as the Scheme Coordinator for the Calibration Laboratories, Legal Metrology, Inspection and Certification Bodies Accreditation Schemes. He has been a SADCAS Technical Assessor since 2014 (Mass, Volume and Temperature) and a MAURITAS Technical Assessor since 2017 (Mass and Temperature) and was trained as an AFRAC Peer Evaluator in 2015.

Before being registered as a SADCAS Team Leader, Mr Mundembe was trained and qualified as per SADCAS AP 01 - Nomination Selection and Training of SADCAS Assessors. He was mentored on how to perform Document Reviews and observed assessments undertaken by qualified Team Leaders and performed an assessment under mentorship. Mr Mundembe was subsequently recommended for registration as Team Leader after successfully conducting an assessment independently as a Team Leader during a re-assessment of calibration laboratory.

Prior to joining SADCAS, Mr Mundembe was the Metrology Manager at the Namibian Standards Institution. He also previously served as Head of Temperature Metrology and Head of Quality Assurance at the Scientific and Industrial Research and Development Centre – National Metrology Institute (SIRDC-NMI) Zimbabwe.

He holds a BSc Honours Degree in Physics (with book prize) and a BSc General Degree in Maths and Physics from the University of Zimbabwe.

**Assessor News**

## **IN THE EYE OF AN ASSESSOR - MR DONAL NAIDOO**



My registration as a SADCAS assessor was concluded in April 2018 when I was registered as a Technical assessor for Petroleum Testing. It was a great privilege to conduct my very first SADCAS assessment from 2 to 3 March 2020 at the Indeni Petroleum Laboratory in Ndola, Zambia. My scope was assessing all the Petroleum Tests in Petrol, Diesel and Jet. It was a very fruitful assessment. I worked with Mrs Jenita Martins, who was the Team Leader. She was very supportive and guided me to ensure that the assessment is conducted satisfactorily in accordance with the SADCAS assessment process. Travel and accommodation arrangements made by the SADCAS Accreditation Administrator, Mrs Tsitsi Mazibuko were seamless.

From my experience in general, I was impressed with the positive attitude, knowledge and passion demonstrated by the laboratory staff in ensuring that the SADCAS protocols are followed and adhered to and what accreditation means to the company as a whole. Challenges that were observed and discussed with the laboratory staff were taken as feedback positively.

I wish to thank SADCAS for affording me the opportunity to be a part of it and hope that my engagement added value. I am looking forward to future engagements as a SADCAS Technical Assessor.

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## **IN THE EYE OF AN ASSESSOR - MR FABIAN HAUFIKU**

Before appointment as a Technical Assessor, SADCAS evaluated my qualifications, technical knowledge, technical experience and competence and subsequently subjected me to training and mentorship in accordance with SADCAS procedures.

Following my qualification and registration as a SADCAS Technical Assessor I was allocated assessment assignments for Certification Bodies (CBs) under the sub-scope Quality Management Systems. This provided me an opportunity to assess a certification body's quality management system certification processes and its procedures in chemicals, agronomic and cement industrial sectors.

The assessment opportunities contributed to my expertise and strengthened my assessment capabilities. As an assessor I also positively contributed by elevating the credibility of the management systems certification schemes of the CBs in aspects of competence, follow-ups and effective maintenance of the quality of the management system certification schemes. I collected and verified assessment evidence against established accreditation requirements and criteria for the certification management systems sub-scope and CBs' processes and procedures.

The regular review of CB files and procedures, the vertical assessments and witnessing activities have kept me abreast of the accreditation scheme requirements and latest developments at SADCAS, AFRAC and the International Accreditation Forum (IAF) activities. The knowledge I gained is very useful even at my current employment environment.

Assessment knowledge, techniques and expertise are always evolving and need continuous adjustment and application. An assessor must always be versatile for any assessment assignment. I look forward to participating in many future SADCAS assessments of accredited Certification Bodies.

Assessor News

**UNDER THE EYE OF AN ASSESSOR -  
MR COLLEN NDAMBA**



The effective management of medical laboratories is an area of laboratory practice close to my heart. To that end, the establishment, implementation and recognition of quality management system (QMS) based on ISO 15189, provides a framework for laboratory management to plan, organize, lead and coordinate the operations of laboratories, such that their services meet the needs of today’s discerning customers and protect the safety of users. The current COVID-19 pandemic, and outbreaks of AIDS, SARS and EBOLA in recent times, have highlighted the importance of investing in effective systems to manage medical laboratories because of their centrality in disease response. Consequently, I have been involved with the establishment and implementation of QMS, as well as the accreditation of medical laboratories as a way of adding value to the provision of quality medical laboratory services.

I have over 20years experience in medical laboratory practice including around 10 years management experience. I hold a Master’s degree in Business administration (MBA),a bachelor’s degree in medical sciences, certificates in good laboratory practice (GLP), technical assessing techniques, internal auditing and QMS based on ISO/IEC 17025 and 15189 obtained from SANAS, SADCAS and the Botswana Bureau of standards (BOBs). In 2015, I was trained by SANAS to be a technical Assessor, and subsequently received further training and mentorship from SADCAS, before being qualified and registered as a technical assessor in 2018. To this date, I have participated in several assessments with SADCAS in different countries for purposes of accreditation.

My experience as an assessor has been eye opening. From the anxiety of management and staff of CABs overly concerned about possible outcomes of assessments, to auditees delaying the provision of objective evidence, and being worried that the answers they are giving will result in them failing to achieve accreditation. Moreover, the raising of nonconformities can result in hostilities and panic, and yet, the whole point of an assessment is to contribute towards system improvement and growth in order that competence, management practices and service delivery is enhanced. It is thus not a witch hunting exercise as perceived by some CABs but an oversight mechanism that contributes to the establishment and maintenance of standards, as well as to continual improvement, and should be viewed as such. Thank you to SADCAS for providing this important service, and allowing me to play a role in uplifting service provision in medical laboratories through application of my knowledge, skills and expertise gained from education, training and experience. Another big thank you to fellow assessors for their contribution towards my growth as an assessor.

**Advisory Committee News**

## **SADCAS MEETS WITH NSSA ZIMBABWE**

SADCAS held a meeting with the National Social Security Authority of Zimbabwe (NSSA) at the Standards Association of Zimbabwe Boardroom in Harare, Zimbabwe, the 19th of September 2019. The meeting which was chaired by Mrs Maureen Mutasa, the SADCAS CEO was attended by the NSSA Chief Inspector of Factories, Mr Penias Marunza, NSSA Technical Experts, Messrs Tichaona Mapuru and Edmund Denhere, SADCAS Assessment Team Leader, Mr Paulo Pereira, SADCAS Technical Manager, Ms Jeanne F Ranorovelo and SADCAS Scheme Coordinator for the Inspection Bodies accreditation Scheme (IBAS), Mr Victor Mundembe.

The purpose of the meeting was to inform NSSA about the activities of the Advisory Committee (AC) for inspection in Zimbabwe and to discuss and agree with NSSA on the reference codes applicable for the accreditation of inspections bodies in Zimbabwe operating under the Factories and Works Act.

**On the role of the AC for Inspection Bodies (IBs) in Zimbabwe, Mrs Mutasa mentioned that an AC is a fundamental and vital component of operating a technically relevant and credible accreditation system. The AC guide on technical policy and provide important support on technical matters to the assessment process within a specified area of accreditation. SADCAS established the AC on inspection in Zimbabwe in 2011 and the AC has so far developed the 2 following criteria documents:**

- **SADCAS TR 05** - Criteria for the Accreditation of Inspection Bodies Performing Inspection in Terms of the Pressure Vessels/Boilers Regulations in Zimbabwe; and
- **SADCAS TR 13** – Criteria for the Accreditation of Inspection Bodies Performing Inspection of Tanks in Zimbabwe.

These criteria are used as a basis of the accreditation of IBs operating under the Factories and Works Act in Zimbabwe together with ISO/IEC 17020. She further mentioned that the AC is currently working on the development of the Criteria for Lifting Equipment and Lifting Gear in Zimbabwe.

On the reference codes for the accreditation of IBs performing inspection in terms of the pressure vessels/boilers Regulations in Zimbabwe, Mrs Mutasa reiterated that during the peer re-evaluation of SADCAS by the African Accreditation Cooperation (AFRAC) held from 27 May to 1 June 2019, one of the findings raised was related to the inconsistencies in the codes listed on the schedule of accreditation for “in service inspection” and “manufacturing”. To address this finding, Mrs Mutasa mentioned that during the 9th AC meeting held earlier on 19th of September 2019, Mr Paulo Pereira, SADCAS Team Leader for inspection, provided inputs to the discussion on the applicable reference codes used for accreditation of pressure equipment. Mr Pereira pointed out that the main issue was that there were mixed codes for in-service inspection and manufacturing scopes. He mentioned that as presented during the AC meeting the approach was to use internationally recognized references codes. For in-service inspection, references should be made to the five (5) codes: API 510, API 570, NBIC NB 23, API 576 and API 653, which should also be approved by the Regulator.

**For the manufacturing scope, Mr Pereira referred to the list of applicable codes which is very long and for which he explained that each inspection body should review and advise on which codes or standards that best suit its activities. Following these discussions, the meeting agreed on the following:**

- SADCAS was requested to write to the accredited IBs, asking them to self-declare to which standards or codes they are inspecting to, choosing from the list that was presented by Mr Pereira during the 9th AC meeting.
- Based on the self - declaration, each IB needs to develop its instructions making reference to the reference codes declared.
- At the next planned periodic on-site assessments (PoSA), SADCAS will verify compliance to the declared codes.
- SADCAS will revise the schedules of accreditation and refer to the self-declared and verified codes.

To ensure consistency, SADCAS will circulate a Communique to all assessors registered under IBAS informing them of the processes applicable for accreditation of pressure equipment. In conclusion it was agreed that the communications as discussed should proceed. The delegated authority for occupational health and safety in Zimbabwe NSSA, will also be communicating upwards the resolutions of this meeting. NSSA also committed to seek the assistance of the National Standards Body the Standards Association of Zimbabwe in procuring ASME and ASTM standards. All related SADCAS communiques shall be copied to NSSA.



**Advisory Committee News**

# SADCAS HOLDS 9TH ADVISORY COMMITTEE MEETING FOR INSPECTION BODIES IN ZIMBABWE

SADCAS held the 9th Advisory Committee meeting for Inspection Bodies in Zimbabwe on 19 September 2019 at the Standards Association of Zimbabwe Boardroom in Harare, Zimbabwe. The meeting was attended by 20 members from inspection bodies, regulators, users, academic institutions, inspectors and the National Accreditation Focal Point (NAFP). The purpose of the meeting was to provide update on developments in SADCAS and in ILAC Inspection Committee, to review draft 2 of the National Criteria for accreditation of inspection bodies performing inspection of Lifting Equipment and Lifting Gear, to familiarize members on the accreditation for scope extension to Manufacturing scope, to agree on the References Codes as applicable for in-service inspection and manufacturing scopes and to explain to members the SADCAS accreditation fee structure.

Ms Ranorovelo, the SADCAS Technical Manager reminded members that draft 1 of the National Criteria for Lifting Equipment was presented during the 8th AC meeting held on 12 September 2018 by Mr Godwell Zimondi, the Convenor of the Working Group (WG) tasked to develop the national criteria for Lifting Equipment. During the meeting it was agreed to change the title of the document to “National criteria for the accreditation of inspection bodies performing inspection of the Lifting Gear” and that draft 2 should be submitted to SADCAS in time for review and circulation to members for comment and further review at the 9th meeting. Mr Zimondi presented the draft 2 of the document highlighting where changes had been made. The whole document was reviewed during the meeting and the following were discussed:



- The objective of the document was to develop the national criteria for the accreditation of inspection bodies performing inspection of the lifting gear in Zimbabwe. It was noted that the application of this document is for Zimbabwe and the title should reflect the name of the country “Zimbabwe”. Since SADCAS is establishing an Inspection Advisory Committee (AC) for the SADC Member States serviced by SADCAS, once finalized, the criteria document could be considered for adoption/adaption by the regional AC for use in the other SADC Member States.
- It was noted that the criteria for Lifting equipment and criteria for Lifts should be different and it was not clear if the document was related to Lifting equipment or to Lifts. To this regard, it was mentioned that as defined in the Zimbabwe regulations, lifting gear covers a wide range of items. It was then proposed that the document covers both Lifting equipment and Lifting gear, and agreed during the meeting to refer both Lifting equipment and Lifting gear in the whole document.
- It was further noted that only in-service inspection was considered in the document and requested that the inspection of installations also be included. It was agreed during the meeting to add the inspection of installations.
- Other issues on the definitions and competency of the personnel involved were also discussed and are to be reviewed by the WG when finalizing draft 3 of the document.

**Advisory Committee News**

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**SADCAS need to provide to the WG copy of document from Emirates International Accreditation Centre that deals with the same topic by 20 September 2019;**

- The WG should prepare draft 3 incorporating comments from the meeting by 20 October 2019;
- The Convenor need to submit draft 3 of the document to the National Social Security Authority of Zimbabwe the delegated authority for occupational health and safety issues in Zimbabwe (NSSA) for their inputs by 30 October 2019;
- The Convenor need to submit a copy of draft 3 to the Ministry of Mines for information and possible inputs;
- The WG should review NSSA inputs and incorporate them accordingly in the document by 15 November 2019;
- The Convenor should submit draft 4 of the document to SADCAS by 30 November 2019 following which SADCAS will prepare the final draft to be circulated to all members for final review and comments then approval; and
- Publication of the Criteria for the accreditation of inspection bodies performing inspection of lifting equipment and lifting gear in Zimbabwe by 28 February 2020.

A presentation was made by Mr Paulo Pereira, a SADCAS Team Leader under the inspection bodies accreditation scheme, to re-familiarize members on the accreditation process for scope extension to manufacturing. The presentation also explained the documents that are supposed to be submitted by the inspection body for scope extension to Manufacturing where an inspection body is already accredited in the scope "In-service" and the processes that the Scheme Coordinator has to undertake before the assessment for scope extension. The Team Leader Mr Pereira made another presentation on the reference codes used for accreditation of Pressure Equipment (in-service inspection and manufacturing scopes which was followed by extensive discussions during which it was agreed to list all the acceptable standards and to send them to all inspection bodies to identify the standards applicable to their respective activities who in turn shall then notify SADCAS about the applicable standards. Compliance to relevant applicable standards shall be assessed by SADCAS during the next periodic on-site assessments of inspection bodies scheduled to be held in March 2020 following which Schedules of Accreditation shall be reviewed after confirmation of references codes applicable for the scope(s) of accreditation.

The SADCAS CEO, Mrs Maureen Mutasa made a presentation on SADCAS accreditation costs. The objective of the presentation was to promote an understanding of the SADCAS Fee structure. Mrs Mutasa outlined the SADCAS Fee Structure, the SADCAS fee increases over the past 10 years, the strategies for competitiveness of SADCAS fees and the way to determine the cost of accreditation which take into consideration a number of factors such as scope(s) of accreditation, number of parameters to be assessed, assessor fees, travel and subsistence of assessors. Mrs Mutasa added that to promote this understanding, a communiqué was issued by SADCAS, forwarded to all CABs accredited and under process by SADCAS and uploaded on the website; a comparison of accreditation fees was made with other accreditation bodies which showed that SADCAS fees are competitive. In conclusion, Mrs Mutasa made clear that SADCAS service fees are priced to recover all direct and indirect costs associated with the accreditation services offered. Accreditation is an investment and not a cost as it is now a global market requirement and also provides a number of benefits such as demonstration of competence to internal and external clients, guarantee for reliable test results, increase of reliability of products, reduction of costs associated with repetitive testing and minimization of lost time, facilitation of trade and economic growth.

The AC members were also given an update on developments in SADCAS highlighting the re-evaluation of SADCAS held from 27 May to 1 June 2019 and the progress thus far at the time of the meeting. She then thanked all the inspection bodies that had been witnessed during the evaluation of SADCAS and all assessors/technical experts who participated in the assessment team. An update on developments at the ILAC Inspection Committee was also given.

The 9th Advisory Committee meeting which was very ably chaired by Eng. Ngoni Chirinda ended at 13:15 hours with a vote of thanks to the Chair after which members proceeded to lunch.

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**Staff News**

## SADCAS APPOINTS MRS PINKIE MALEBE AS TECHNICAL MANAGER

SADCAS is delighted to announce the promotion of Mrs Pinkie Malebe to the position of Technical Manager with effect from 1 October 2020. In the meantime, and to allow a smooth handover of functions before the retirement of the current Technical Manager, Mrs Malebe took up the position as Technical Manager Designate effective 1 April 2020.

In that position Mrs Malebe will be responsible for providing overall management of SADCAS accreditation processes, management of assessors and to represent SADCAS in regional and international accreditation fora on technical issues.

Mrs Malebe joined SADCAS on 1 October 2015 as Scheme Coordinator responsible for managing the accreditation processes for Testing Laboratories, Veterinary Laboratories and Proficiency Testing Accreditation Schemes. A holder of a BSc Biological Sciences degree majoring in Microbiology, Mrs Malebe has a wealth of experience in the areas of standardization, conformity assessment, proficiency testing and accreditation. Before joining SADCAS, Mrs Malebe worked for the Botswana Bureau of Standards as a Principal Scientist.

Mrs Malebe, is a trained AFRAC peer evaluator, registered SADCAS Team Leader, Vice-Chair of the SADCA MRA Committee and a member of the SADCA Technical Committee. She has participated in several technical committees in the development of Botswana Standards.

Pinkie is married to Eric Malebe and have 3 daughters.



## MR VICTOR MUNDEMBE GOES ON ATTACHMENT IN INDIA

Mr. Victor Mundembe, the SADCAS Scheme Coordinator for Calibration Laboratories, Legal Metrology, Inspection and Certification Bodies Accreditation Schemes was on an attachment training programme at the National Accreditation Board for Certification Bodies (NABCB), of India (QCI). The training was undertaken from 13 to 17 January 2020 in New Delhi at the NABCB Offices and at Kochi, in the South of India and was part of the SADCAS Continuous Professional Development Programme for 2019/20. During the attachment, Mr Mundembe acquired knowledge and shared experiences for a better understanding of accreditation standards and functioning of the accreditation body and its processes.

**The attachment programme comprised of:**

- Training on NABCB documentation and the accreditation process and review of Certification Body (CB) files.
- Training on requirements of ISO/IEC 17020 standard and the NABCB Inspection Scheme.
- Training on requirements of the ISO/IEC 17021-1 standard and the applicable sub-scopes Quality Management Systems (QMS), Environmental Management Systems (EMS), Occupational Health and Safety Management Systems (OHSMS), Food Safety

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Management Systems (FSMS) and Energy Management Systems (EnMS).

- Observing a 2-day periodic onsite assessment of a Certification Body accredited in the Food Safety Management Systems sub-scope.
- Reviewing Inspection Body (IB) files.



**Mr Mundembe during attachment at NABC**

The training was conducted by NABC staff and registered Experts who were very welcoming, knowledgeable and ready to share information and experiences with Mr. Mundembe.

The objectives of Mr. Mundembe’s visit were achieved and he is looking forward to the implementation of the knowledge gained as well as the next attachment opportunity at the National Accreditation Board for Laboratories (NABL) during the next phase of his training with the Quality Council of India. Many thanks to the NABC for making Mr Mundembe’s training attachment a huge success.

## MR MOGAE MOLAOA PROMOTED TO TRAINING ADMINISTRATOR

Mr Mogae Molaoa, the SADCAS Accreditation Administrator has been promoted to the position of Training Administrator, effective February 2020.

In his position as Training Administrator, Mr Molaoa is responsible for marketing SADCAS training services and effecting all training administration including making travel arrangements for Trainers, coordinating and managing the training calendar, compiling training materials for the courses, reporting related to training, filing and maintenance of training records amongst others.

Mr Molaoa officially joined SADCAS in March 2016 as an Administrative Assistant after having served as an intern for two years. He was subsequently promoted to the position of Accreditation Administrator, a role that he held from July 2018 to January 2020.

Mr Molaoa is a Motswana citizen and holds a BA (Hons) in Business Studies from the University of Greenwich.





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## **MS VARSAH GUNGOA APPOINTED ASSESSOR AT SADCAS**

Ms Varsah GUNGOA from Mauritius joined SADCAS in March 2020 as Assessor. Ms Gungoa who is bilingual (English & French), brings to SADCAS her 27 years of experience in the Scientific & Environmental Field, Water Resources Management and Climate Change.

Varsah Gungoa holds a Master's Degree in Chemistry, a Bachelor's degree in Chemistry and Microbiology with distinction, a diploma in Chemical Analysis and Instrumentation techniques and a Certificate in Project Management. She has been working as Scientist at the Central Water Authority, the main water provider in Mauritius, for 27 years. She has also worked as Environmental Laboratory Quality Management international expert (Capacity Building for ISO/IEC 17025:2017) in Azerbaijan and Georgia and as International Consultant for laboratory accreditation to international Standards in Vietnam (ISO/IEC 17025:2017).



She has contributed to various UNDP GEF Projects in different Regions such as African Regional Hub, Istanbul Regional hub and the Asian Pacific Regional hub and is a registered Technical Assessor for Chemistry, Biology and Environment for SADCAS and MAURITAS. Ms Gungoa has carried out various assessments in various fields such as water, wastewater, effluents, bottled water, sugar, agriculture, mining products, steel & alloys, toys, food and textile. She has conducted assessments in both English and French Languages.

She has also worked as Scientific officer responsible for water quality monitoring & pollution and also for the implementation of the quality management system in compliance with the ISO/IEC 17025 Standard at the Water Quality Laboratory at Central Water Authority in Mauritius.

Varsah Gungoa has completed various courses in accreditation: Transition to ISO/IEC 17025:2017, Method Validation, Measurement of Uncertainty, Auditing and Quality Assurance.

She is mother of two, a daughter and a son.

With this diverse spectrum of qualifications and experience Ms Gungoa looks forward to bringing her contribution to SADCAS and to her existing experience one more chapter of learning.

SADCAS welcomes Ms Gungoa to a team of hardworking dedicated staff.

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# SADCAS QUALITY MANAGER GOES FOR SANAS ATTACHMENT

In line with the SADCAS/SANAS Twinning Partnership Arrangement whose main objective is skills transfer, an attachment training for Mr Xavier Mugari, the SADCAS Quality Manager was conducted over 5-days from 2 to 6 December 2019 at SANAS new Offices in Pretoria, South Africa. The host of the attachment programme was Mrs Yolanda Vinnicombe, the SANAS Quality Manager. Mrs Vinnicombe heads the Quality Management Unit overseeing full compliance of SANAS' Quality Management System (QMS) with requirements of ISO/IEC 17011, as well as requirements and guidelines of ILAC, IAF, Organisation for Economic Cooperation and Development (OECD), AFRAC and the relevant national regulators.

The training attachment was a learning and benchmarking exercise meant to understand the SANAS Quality Management System, organizational structure, accreditation processes and the roles and responsibilities of the Quality Manager in ensuring compliance with ISO/IEC 17011 requirements and maintenance of international recognition

**The attachment training programme covered the following:**

- Internal Audit;
- Management of QMS documents;
- Management of Regional, Continental and international documents (AFRAC, SADCA, IAF and ILAC);
- Management of records; and
- Management of customer complaints.

The attachment gave Mr Mugari an opportunity to understand the SANAS QMS and gain knowledge on best practices regarding implementation of ISO/IEC 17011:2017, ILAC/IAF and AFRAC requirements. The training attachment served as an insight and a basis for learning implementation of accreditation requirements from a well-developed and mature system such as SANAS.



**Mr Xavier Mugari**



**Mr Mugari pictured at SANAS Offices in Equestria ,Pretoria, South Africa.**

## News on Services

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# SADCAS ACCREDITATION FEE STRUCTURE

## 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. The primary purpose of SADCAS is to ensure that conformity assessment service providers operating in those SADC Member States which do not have national accreditation bodies are subject to an oversight by an authoritative body. SADCAS services the accreditation needs of 14 SADC Member States namely: Angola; Botswana; Comoros; Democratic Republic of Congo (DRC); Eswatini; Lesotho; Madagascar; Malawi; Mozambique; Namibia; Seychelles; Tanzania; Zambia; and Zimbabwe, excluding South Africa and Mauritius who have fully operational and internationally recognized national accreditation bodies, South African National Accreditation System (SANAS) and Mauritius Accreditation Service (MAURITAS). Although Angola has launched its national accreditation body and Zambia has indicated its intention to establish a national accreditation body, both these national accreditation bodies are not yet operational hence conformity assessment bodies in these countries will continue to be serviced by SADCAS in the foreseeable future.

SADCAS is a not for profit company limited by guarantee under the Botswana Companies Act, 2003 (Act No. 32 of 2004). SADCAS is a subsidiary Institution of SADC having been approved as such by the SADC Council of Ministers in August 2007. The relationship between SADCAS and SADC is formalized through a Memorandum of Understanding (MOU) on General Cooperation. SADCAS Headquarters are situated at Gaborone, Botswana.

The set up and operationalization of SADCAS was funded by the Norwegian Government to the tune of NOK 13 million in a 5-year project that ended in March 2012. In order to ensure continuity of SADCAS in the 2013/14 financial year, the Norwegian Government provided additional funds amounting to NOK 1.55 million.

SADCAS generates its own income from accreditation services and training on accreditation associated activities. SADCAS operational budget deficit is funded by the Governments of SADC Member States that are serviced by SADCAS. The contributions towards SADCAS sustainability are based on the accreditation market potential in those SADC Member States that are serviced by SADCAS. SADCAS thrust has always been to reduce dependency on donor/government funding by increasing own earned income. This is the basis upon which Governments agreed to funding SADCAS operational budget deficit.

The purpose of this Communique is to communicate and explain the basis of the SADCAS accreditation fee structure to stakeholders (internal and external) i.e. staff, assessors, trainers, Board members, National Accreditation Focal Points, accredited and applicant conformity assessment bodies. To conformity assessment bodies this communique is also designed to make you realize that accreditation is an investment from which returns should be realized.

As at 9 April 2020, SADCAS had cumulatively issued over 165 certificates to 137 accredited facilities in 13 SADC Members States and 2 non-SADC countries Ghana and Cote D'Ivoire. At the same time SADCAS had 38 accreditation applications from 12 SADC Member States at the various stages of processing and had cumulatively undertaken 189 training courses on the key accreditation standards. SADCAS business is growing steadily not only in terms of numbers but also in terms of geographical, field and sectorial coverage. Dependency on donor/governments funding has been steadily reducing as operational income has been increasing. As at 31 March 2019 and based on audited financial statements dependency on Government funding was at 26%.

## SADCAS Fee structure

The SADCAS fees are based on a cost recovery model in order to ensure clients meet the cost of the service provided to them. SADCAS fees are publicly available from the SADCAS website in SADCAS AP 02: SADCAS Service Fees. The fees are updated regularly.

The components of the SADCAS service fees are outlined in Table 1 and are based on an assessor unit which is one assessor per day. All travel and subsistence are billed at cost.

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**Table 1 – SADCAS Service Fees Components**

Component	Description
<b>Application Fee</b>	The application fee is non-refundable and includes one document review.
<b>Pre-assessment Fees</b>	The rate is charged per assessor unit and is normally undertaken by one assessor over one day. Excludes travel costs.
<b>Initial Assessment Fees</b>	Initial assessments are carried out by a minimum of two assessors, i.e. one Team Leader assessor and one technical assessor. Excludes travel costs.
<b>Annual Accreditation Fees</b>	Charged annually based on the number of assessor units required to assess the facility.
<b>Scope Extension Fees</b>	The fees for scope extension are for the additional technical time required to cover the extended scope.
<b>Fees for Assessing Technical Competence</b>	The fees for assessing technical competence (Technical Signatory) of laboratory personnel shall be charged at a minimum rate an assessor unit for a maximum of three candidates per assessor per day.
<b>Fees for Clearance of Nonconformities</b>	This will be charged based on the required assessor units.
<b>Additional Visits</b>	Any other additional visits that are undertaken upon client's request will be charged depending on the required assessor units.
<b>Travel Costs</b>	For initial assessments that are paid upfront, based on quotations from the travel agent and for periodic on-site assessments billed after the assessment based on the actual costs incurred.
<b>Surcharges</b>	10% surcharge on facilities within SADC Member states that are not contributing to SADCAS. 15% surcharge on facilities from outside the SADC region.

### Increases over the past 10 years

The increases effected over the past 5 years are as summarized in Table 2. The increases have been based on the inflationary levels for that period and also taking into account feedback from CABs on level of fees and the need for SADCAS fees to remain competitive bearing in mind the strategic intent.

**Table 2 – Increases Effected over the Past 10 Years**

Year	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
<b>Increase</b>	5.9%	0%	5%	10%	2%	8%



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### Strategies to maintain competitive fees

The following strategies have been put in place for SADCAS fees to remain competitive:

- **Locally based assessors** – Travel and subsistence currently constitutes 40% to 60% of the accreditation costs. Accreditation costs can be managed by using locally based assessors thus reducing the travel and to an extent subsistence costs. Efforts are continuously underway to develop the SADCAS pool of assessors so that they are locally based in order to minimize travel and subsistence costs of assessors and to also cover the language diversity.
- **Multi skilled assessors** – Use of multi skilled assessors in assessment teams so as to minimize the number of assessment teams' members thus manage the travel costs. This strategy is being used especially under the Medical Laboratories Accreditation Scheme (MLAS).
- The introduction of **risk-based assessments concepts** in scheduling of assessments may result in the reduction of the number of periodic on-site assessments undertaken during a cycle as long as the interval is not more than 2 years.
- Discounts have been introduced for those organizations who have a group of CABs accredited by SADCAS.
- Remote assessments as a tool to conduct assessments when it may not be applicable or possible to conduct on-site assessments due to unforeseen or extraordinary events or circumstances such as:
  - o Travel to a CAB or specific location not permitted or possible (i.e. for safety reasons, travel restrictions, etc.);
  - o Extensions to a non-critical scope;
  - o Extensions within an existing scope;
  - o Approval of personnel; or
  - o Follow-up assessments where only the management system is to be verified.
- **Increasing Clientele base**
  - o Promoting the benefits of accreditation and advocating for the use of accreditation in both the voluntary and regulatory areas so as to create the clientele base for SADCAS.
  - o Training on accreditation matters so as to promote a thorough understanding of accreditation requirements.
  - o Development of new accreditation schemes such as the Medical Imaging Accreditation Scheme which is being explored during the 2019/20 financial year to create a clientele base.
  - o Encouraging SADC Member States to develop technical assistance projects to develop CAB capacity in the area of accreditation.
    - o Projects such as the UNIDO project at regional level and bilateral projects, Trade Related Facility through which a number of countries have benefited on accreditation
  - o Promoting achievement of signatory status in MRAs and working towards international recognition for the other schemes on offer that are not yet recognized.

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### Determining Cost of Accreditation

The cost of accreditation is based on the fee structure. The costs depend on a number of factors as follows:

- Scope(s) of accreditation;
- Number of parameters to be assessed;
- Number of personnel to be assessed;
- Travel & Subsistence of assessors; and
- Assessor fees.

When a quotation is accepted by conformity assessment body an invoice is issued. Payment shall be affected before any document review and assessment can be undertaken.

### Terms and Conditions

Invoices are raised in BWP/USD and are due and payable in full. Terms of payment are 30 days from the date of invoice. All costs regarding transfer must be paid by the facility and must be communicated to their bank. Initial assessment fees must be fully paid before accreditation is granted. Annual fees are invoiced in April of each year and cover the period until 31 March of the following year. Accredited facilities that do not pay within 60 days or fail to make an arrangement to pay the annual fees will be placed on suspension. Failure to pay fees within the stipulated time shall result in accreditation being withdrawn. SADCAS accepts payments by bank cheque/bank drafts and electronic transfers. SADCAS Bank details are indicated on each raised invoice.

### Conclusion

SADCAS fees are reviewed annually and at all the reviews serious considerations are given taking into account the need to maintain competitive fees. With the strategies in place to maintain competitive fees and taking into account the strategic intent to breakeven on operational costs the premise upon which Government funding was introduced, and further noting that the stage of development of SADCAS, SADCAS service fees are fairly priced to recover all direct and indirect costs associated with the service.

Accreditation is an investment and not a cost as it provides a number of benefits:

- It is a means of demonstrating competence to clients both internal and external
- It is a guarantee for reliable test results
- It increases reliability of products
- It reduces costs associated with repetitive testing and lost time is minimized
- It is a global market requirement
- It facilitates trade and economic growth.

The business benefits of standards and accreditation <https://business-benefits.org/> and the public sector assurance <https://publicsectorassurance.org/> websites jointly developed by the **International Accreditation Forum (IAF)**, **ILAC**, **International Organization for Standards (ISO)**, **Independent International Organization for Certification (IIOC)**, and **International Certification Network (IQNet)**, showcases these benefits through case studies, research papers, and supporting materials. SADCAS has submitted cases which are showcased on these sites. The results from above studies do indicate that conformity assessment bodies are realizing increased business returns from accreditation.

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## **WATER UTILITIES CORPORATION BOTSWANA TRAINED ON ISO/IEC 17025:2017**

SADCAS conducted a training course on ISO/IEC 17025:2017 Requirements & Internal Auditing for Water Utilities Corporation (WUC) in Gaborone, Botswana from 27 to 31 January 2020. This 5-day course was attended by thirteen (13) participants from WUCLaboratories which include Mmamashia and satellite laboratories namely; Palapye, Shashe, Ghanzi, Glenvalley, Lobatse, Ntimbale, Serowe and Mambo. Some satellite stations do not have laboratories and have to depend on the nearest WUC laboratory to conduct their tests. Only Mmamashia laboratory is accredited to ISO/IEC 17025:2017. All the satellite laboratories are not yet accredited. The training was held in the Lecture Hall at the WUC Training Centre in Gaborone, Botswana.



**Participants from the ISO/IEC 17025:2017 Requirements & Internal Auditing Course for WUC with SADCAS Trainer Mrs Wedzerai Makaya (far right)**

The WUC Principal Quality Assurance officer Mr Moagi C. Letsamao gave the welcome remarks and in doing so welcomed the SADCAS Trainer Mrs Wedzerai Makaya, the SADCAS Quality Manager Mr. Xavier Mugari and all the WUC participants. Mr Letsamao highlighted that WUC is involved in sampling and the organization wants to complement the whole process in the testing chain from sampling to releasing of results hence the participants included mostly laboratory assistants with a few technicians. He indicated that most of the Laboratory Assistants were trained in Quality Awareness and now they need a full five-day training so that they are equipped to implement the management system at the various satellite stations. The SADCAS Quality Manager, Mr Xavier Mugari then gave the opening remarks and appreciated WUC for continued support to SADCAS. He highlighted the correlation between the number of training courses and number of accredited laboratories per country.

The training was concluded on Friday, 31 March 2020 with examination followed by a practical audit session which was thoroughly enjoyed by the participants. A feedback session was held and participants were given an opportunity to share their experiences about the course and areas for improvement were relayed to SADCAS.



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## **SADCAS HOLDS ANOTHER ISO/IEC 17025:2017 TRAINING COURSE IN BOTSWANA**

SADCAS conducted the ISO/IEC 17025:2017 Requirements & Internal Auditing open training course at the Oasis Motel in Tlokweng, Botswana, a town just a stone's throw from the capital city Gaborone from 24 to 28 February 2020. In his welcome and opening remarks Mr Edward Mmatli, NAFFP-Botswana highlighted the roles and responsibilities of SADCAS NAFFPs, which include marketing accreditation and training activities in each SADC Member State. He indicated that NAFFPs are a link between SADCAS and its customers or potential customers. He then informed of the training offered by SADCAS in the key accreditation standards and other accreditation related courses. Mrs. Makaya, the SADCAS Trainer also introduced herself and gave a brief background about her experience in laboratory management systems and as a Trainer for SADCAS. She then asked the 24 participants to introduce themselves highlighting their name, department, designation, position, scope of work, level of management system and expectation for the training. The participants included lecturers responsible for teaching laboratory technicians, Heads of departments, Inspectors, Technical Officers, Samplers, Laboratory Technicians, Radiation Protection Officers and Radiation Protection Analysts. Participants who were trained before in ISO/IEC 17025:2005 standard version wanted to understand the new requirements and transition process. There was a lot of discussion and interaction throughout the whole week which was interspaced with exercises. The participants were very eager to acquire knowledge and valuable experience was gained by the participants as confirmed by the feedback from the participants.

During the closing session held on the last day of the course after the examination, the Trainer expressed her wish that the participants will be committed to put in practice what they had learnt. She also thanked the SADCAS Training Administrator, Mr Mogae Molaoa for arrangements.



**Participants from the ISO/IEC 17025:2017 Requirements & Internal Auditing Open Course Botswana with the Trainer Mrs Wedzerai Makaya (green jacket)**



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# PTB GERMANY CONTRIBUTING TOWARDS CAPACITY DEVELOPMENT OF TESTING LABORATORIES IN THE PHARMACEUTICAL SECTOR IN SADC

The Southern African Development Community Accreditation Service (SADCAS) secured funding from PTB Germany for capacity development of testing laboratories from the pharmaceutical sector in 8 SADC Member States namely: Democratic Republic of Congo (DRC), Madagascar, Malawi, Namibia, Seychelles, Tanzania, Zambia and Zimbabwe. The project was in 2 Phases with Malawi, Seychelles, Tanzania and Zimbabwe in Phase 1 which started from 1 November 2018 and ended 30 June 2019. Phase 2 of the project undertaken in DRC, Madagascar, Namibia, and Zambia ran from 1 July 2019 to 31 December 2019.

The pharmaceutical sector which develops, produces, and markets drugs/medicinal plant materials for use as medications is identified in the SADC Industrial Policy as one of the priority sectors for development in selected value chains. Within this sector accreditation plays a key role from research to production of medicines and in strengthening the regulatory capacity. 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.

The objective of the project was to train management and staff of testing laboratories involved in the pharmaceutical sector including the drug regulatory authority on ISO/IEC 17025: 2017: General requirements for the competence of testing and calibration laboratories, the key accreditation standards applicable to testing laboratories including those which operate in the pharmaceutical sector in order to prepare them for accreditation. Thus, contribute to the strengthening of regulatory as well as manufacturing capacities in the pharmaceutical processing sector and enhance the competitiveness and integration into the world markets. The project comprised of two training courses, a one-day awareness course on ISO/IEC 17025:2017 followed by an intensive five days' ISO/IEC 17025:2017 requirements, implementation and internal auditing course.

A number of testing laboratories from the pharmaceutical sector in the 4 countries namely; DRC; Madagascar; Namibia; and Zambia were identified by the respective countries' National Accreditation Focal Points (NAFPs) and SADCAS based on pre - determined criteria and guidelines developed for this purpose. A total of 24 testing laboratories from the 4 SADC Member States listed for Phase 2 participated in the training programme with 21 participating in the one-day awareness training course and increasing to 24 in the 5 days course.

The Trainers were selected from the SADCAS pool of registered and experienced experts who have up to date involvement in accreditation matters be it implementation, assessments or internal auditing in the pharmaceutical sector, based on pre - determined criteria. Three (3) Trainers were identified for Phase 2 training namely: Mr Benson Gabi who conducted the trainings in Zambia and Namibia, Mr Vish Aukhojee in DRC and Ms Jeanne-Francoise Ranorovelo in Madagascar. In DRC and Madagascar, the trainings courses were conducted in French whilst the training courses in Zambia and Namibia were conducted in English.

Management and staff involved in the implementation and maintenance of laboratory systems as well as those involved in monitoring compliance of the systems through internal audits who were identified by the participating organizations' management attended the course. Participants included laboratory managers and supervisors, quality managers, pharmacists, lecturers, technicians, analysts etc. The participating laboratories were responsible for meeting the travel and subsistence costs of each of their staff to the courses' venues as necessary for which they signed a commitment letter. This was considered as the laboratories' contribution and commitment towards the training programme. A total of 79 participants attended the one-day awareness course with the participation increasing to 88 for the 5 days' course.

Participants to the 5 days' course undertook an examination at the end of the courses whilst participants to the one-day awareness courses were given attendance certificates subject to full participation. Participants to the 5 days' ISO/IEC 17025:2017 who fully attended the course and passed the examination undertaken at the end of the course were awarded "Successful Completion" certificates whilst candidates who fully attended the course but did not pass the examination were awarded "Attendance" certificates.



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Participants to the one- day ISO/IEC 17025:2017 Awareness Course held in Lusaka, Zambia pose for a photo with the Trainer



Participants to the one- day ISO/IEC 17025:2017 Awareness Course held in Windhoek, Namibia pose for a photo with the Trainer



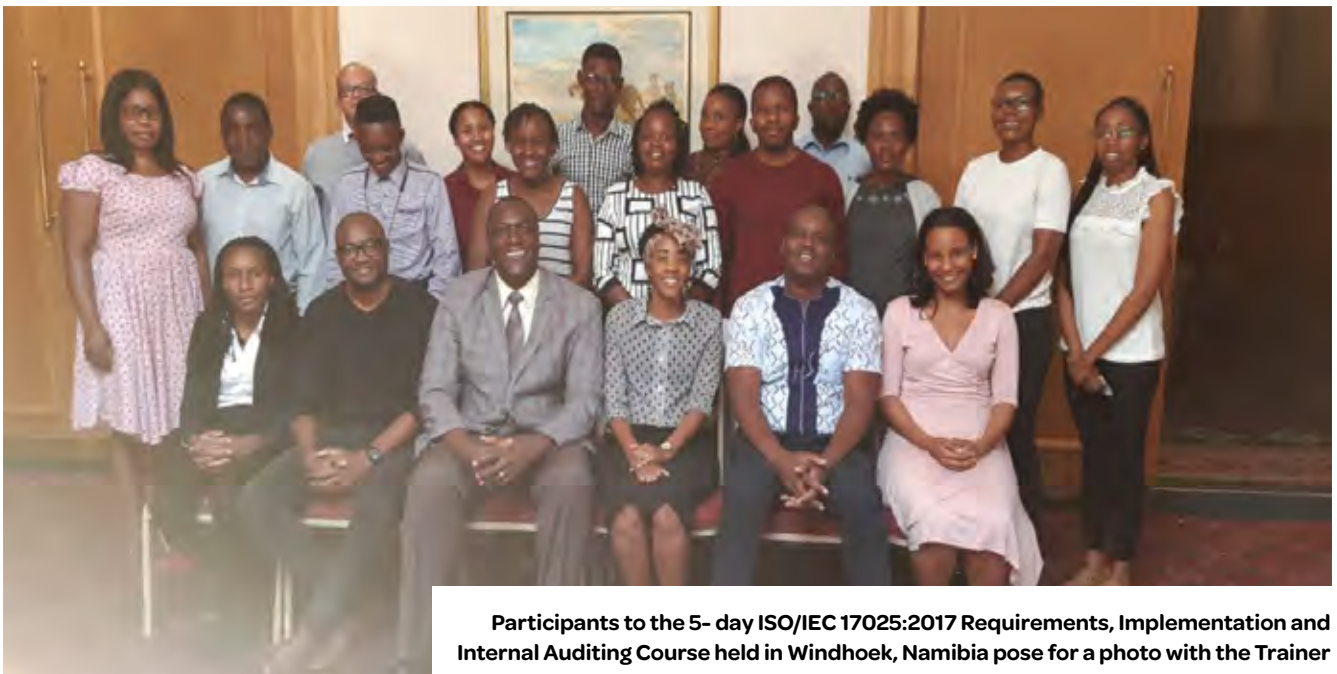
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### The Phase 2 project outcomes were as follows:

- 79 out of 88 managers, section heads and staff from testing laboratories from the pharmaceutical sector participated in the one-day awareness training on ISO/IEC 17025: 2017 representing 99% achievement.
- 88 out of a target of 80 laboratory staff acquired the knowledge and skills to implement ISO/IEC 17025:2017 representing 110% achievement.
- 24 out of a target of 8 organizations participated in the training representing 300% achievement.



**Participants to the 5- day ISO/IEC 17025:2017 Requirements, Implementation and Internal Auditing Course held in Lusaka, Zambia pose for a photo with the Trainer**



**Participants to the 5- day ISO/IEC 17025:2017 Requirements, Implementation and Internal Auditing Course held in Windhoek, Namibia pose for a photo with the Trainer**

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**Participants to the 5- day ISO/IEC 17025:2017 Requirements, Implementation and Internal Auditing Course held in Antananarivo, Madagascar pose for a photo with the Trainer**

The overall feedback from participants was that the courses were very well administered, well organized, well presented, useful and very relevant. Most participants said that the Trainers were well versed in the subject matter and very skilled. The participants also said that they had enough opportunity for discussion with the overall assessment of the training courses ranging from good to very good.

SADCAS and the participating organizations are grateful to PTB Germany for funding the training course.

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News on Services

# NEW ACCREDITATIONS, SCOPE EXTENSIONS, SUSPENSIONS AND WITHDRAWAL

Organization & Location	Scheme	Dates	New Accreditations	Scopes Extension	Suspension	Withdrawal
Namibian Standards Institution, Namibia	Testing to ISO/IEC 17025	2020-12-12	<b>TEST-0020</b> Microbiological			
Civil Engineering Laboratory, Lesotho	Testing to ISO/IEC 17025	2020-01-23	<b>TEST-3 0006</b> Civil Engineering			
Kenmare Moma Processing, Mozambique	Testing to ISO/IEC 17025	2020-02-24	<b>TEST-5 0046</b> Chemical (minerals)			
Bureau Veritas Mozambique Beira Coal Laboratory, Mozambique	Testing to ISO/IEC 17025	2020-02-25	<b>TEST-5 0047</b> Chemical (Coal Testing)			
Intertek Commodities, Mozambique	Testing to ISO/IEC 17025	2020-03-30	<b>TEST-5 0013</b> Chemical (Coal Testing)			
Iringa Regional Referral Laboratory, Tanzania	Medical to ISO 15189	2019-11-08	<b>MED 040</b> Molecular Biology Mycobacteriology			
Bulawayo Group, Zimbabwe	Medical to ISO 15189	2019-11-22	<b>MED 041</b> Virology			
Beatrice Road Infectious Diseases, Zimbabwe	Medical to ISO 15189	2019-12-12	<b>MED 042</b> Molecular Biology			
Gaborone Private Hospital/ Pathology/Lancet Laboratory Botswana	Medical to ISO 15189	2020-01-16	<b>MED 043</b> Mycobacteriology Haematology Microbiology			
Sumbawanga Regional Ref Laboratory, Tanzania	Medical to ISO 15189	2020-02-08	<b>MED 044</b> Microbiology Serology Molecular Biology			
Mutare Provincial Laboratory, Zimbabwe	Medical to ISO 15189	2020-02-08	<b>MED 045</b> Molecular Biology Mycobacteriology			
Namibia Institute of Pathology (NIP) – Otjiwarongo, Namibia	Medical to ISO 15189	2020-02-13	<b>MED 046</b> Chemical Pathology Haematology Serology Mycobacteriology			

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## NEW ACCREDITATIONS, SCOPE EXTENSIONS, SUSPENSIONS AND WITHDRAWAL

Organization & Location	Scheme	Dates	New Accreditations	Scopes Extension	Suspension	Withdrawal
Namibia Institute of Pathology (NIP) - Katima Mulilo, Namibia	Medical to ISO 15189	2020-02-14	<b>MED 047</b> Chemical Pathology Haematology Serology Mycobacteriology			
Chinhoyi Provincial Hospital Laboratory, Zimbabwe	Medical to ISO 15189	2020-03-07	<b>MED 048</b> Molecular Biology Mycobacteriology			
Namibia Institute of Pathology (NIP) Oshakati, Namibia	Medical to ISO 15189	2020-03-06	<b>MED 049</b> Chemical Pathology Endocrinology Haematology Molecular Biology Mycobacteriology Serology			
Namibia Institute of Pathology (NIP) Ongwediva, Namibia	Medical to ISO 15189	2020-03-06	<b>MED 050</b> Chemical Pathology Haematology			
Gweru Provincial Hospital Laboratory, Zimbabwe	Medical to ISO 15189	2020-03-06	<b>MED 051</b> Molecular Biology Mycobacteriology			
Masvingo Provincial Hospital Laboratory, Zimbabwe	Medical to ISO 15189	2020-03-07	<b>MED 052</b> Molecular Biology Mycobacteriology			
37 Military Hospital, Pathology Division Laboratory		2020-03-07		<b>MED 019</b> Microbiology		
Trustage Enterprises (Pvt) Ltd, Zimbabwe	Inspection to ISO/IEC 17020	2020-03-20	<b>INSP-5 006</b> Pressure Equipment			

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# STATUS OF KEY ACCREDITATION STANDARDS AND ILAC/IAF DOCUMENTS

STANDARD	STATUS
<b>ISO/IEC 17000</b> Conformity assessment – Vocabulary and general principles	International Standard under publication
<b>Date of publication: 2020-04</b>	Committee Draft study/ballot initiated
<b>ISO/IEC TS 17021-12</b> Conformity assessment -- Requirements for bodies providing audit and certification of management systems -- Part 12: Competence requirements for auditing and certification of collaborative business management systems	International Standard under publication
<b>Date of publication: 2020-04</b>	New project approved
<b>ISO/IEC 17029</b> Conformity assessment – General requirements for bodies performing validation and verification activities	International Standard published
<b>Date of publication: 2019-10</b>	International standard published Published in 2019-08
<b>ISO/IEC AWI 17030</b> Conformity assessment -- General requirements for third-party marks of conformity	New project approved
<b>ISO/IEC 17040:2005</b> Conformity assessment - General requirements for peer assessment of conformity assessment bodies and accreditation bodies	Close of review
<b>ISO/IEC 17050-1:2004</b> Conformity assessment - Supplier's declaration of conformity -- Part 1: General requirements	Close of review
<b>ISO/IEC 17050-2:2004</b> Conformity assessment - Supplier's declaration of conformity -- Part 2: Supporting documentation	Close of review
<b>ISO/IEC 17067:2013</b> Conformity assessment – Fundamentals of products certification and guidelines for product certification schemes	Close of review
<b>ISO/CD 22003-1</b> Food Safety Management Systems - Requirements for bodies providing audit and certification of food safety management systems - Part 1: Requirements for bodies providing audit and certification of food safety management systems	Committee Draft approved for registration as Draft International Standard
<b>ISO/AWI 22003-2</b> Food Safety Management Systems - Requirements for bodies providing audit and certification of food safety management systems - Part 2: Requirements for bodies providing audit of food safety management systems in conjunction with safe food product/process certification	New project approved

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STANDARD	STATUS
<b>ISO/CD 14065:2013</b> Greenhouse gases - Requirements for greenhouse gas validation and verification bodies for use in accreditation or other forms of recognition	Close of voting
<b>ISO/AWI TR 14069 Greenhouse gases</b> Quantification and reporting of greenhouse gas emissions for organizations – Guidance for the application of ISO 14064-1	New project approved
<b>ISO/PRF TS 14092</b> GHG Management & related activities: requirement & guidance of adaptation planning for organizations including local governments and communities	Final Draft International Standard (FDIS) Ballot initiated
<b>ISO/DIS 14097</b> Framework and principles for assessing and reporting investments and financing activities related to climate change	Draft International Standard registered
<b>ISO/DIS 19694-1</b> Stationary source emissions – Determination of greenhouse gas (GHG) emissions in energy-intensive industries – Part 1: General aspects	Draft International Standard registered
<b>ISO/TS 23406:2020</b> Nuclear sector - Requirements for bodies providing audit and certification of quality management systems for organizations supplying products and services important to nuclear safety (ITNS)	International Standard published Date of publication: 2020-01
<b>ISO/DIS 50003</b> Energy management systems – Requirements for bodies providing audit and certification of energy management systems	Draft International Standard ballot initiated
<b>ILAC R2A:11/2019 ILAC Rules</b> Articles of Association	Issued in November 2019 ILAC R2A:11/2019 ILAC Rules: Articles of Association contains amended articles of association that were approved at the ILAC General Assembly on 30 October 2019 and subsequently executed and registered with the Dutch Chamber of Commerce on the 11th November 2019
<b>IAF/ILAC A1:03/2020</b> IAF/ILAC Multi-Lateral Mutual Recognition Arrangements (Arrangements): Requirements and Procedures for Evaluation of a Regional Group	Issued in March 2020 Date of application – 19 April 2020 This document provides IAF and/or ILAC with requirements or criteria for evaluating Regional Groups for the purpose of recognition.
<b>IAF/ILAC A3:03/2020</b> IAF/ILAC Multi-Lateral Mutual Recognition Arrangements (Arrangements): Template report for the peer evaluation of an Accreditation Body based on ISO/IEC 17011:2017	Issued in March 2020 This document provides a tool for the evaluation and report preparation process: (1) to allow an AB under evaluation to present information, facts and figures about how it addresses its performance; and (2) to provide a template for the evaluation team to present this information evaluation report.



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## DIARY OF UPCOMING EVENTS

<b>DATES</b>	<b>MEETINGS</b>	<b>VENUE</b>
3 and 6 April 2020	IAF Executive Committee Meeting	Via Zoom
7 April 2020	ILAC Executive Committee Meeting	Via Zoom
29 April – 1 May 2020	ISO TC 212 WG 1 meeting	Via Zoom
5-6 May 2020	49th EEE -PT WG meeting	Toulouse, France
13-14 May 2020	45th EA General Assembly	Luxembourg
14 May 2020	SADCAS HRRC Meeting	Johannesburg, South Africa
14 May 2020	SADCAS FRAC Meeting	Johannesburg, South Africa
14 May 2020	SADCAS Board of Directors	Johannesburg, South Africa
2 - 5 June 2020	JCGM WG2 (VIM)	Paris, France
9 June 2020	World Accreditation Day	
9 – 12 June 2020	JCGM WG1 (VIM)	Paris, France
8 July 2020	SADCAS/SANAS TPA M.34	Equestria, South Africa
2 December 2019	IEC-ILAC-IAF Steering Committee Meeting	Geneva, Switzerland
31 January 2020	SADCAS Budget Meeting	Gaborone, Botswana
28 February 2020	SADCAS Management Review	Gaborone, Botswana
21 February 2020	SADCAS HRRC Meeting	Johannesburg, South Africa
21 February 2020	SADCAS FRAC Meeting	Johannesburg, South Africa
21 February 2020	SADCAS Board of Directors	Johannesburg, South Africa
26 February 2020	SADCAS/SANAS TPA M.33	Equestria, South Africa
16-20 March 2020	SADC TBT Structures Meetings	Tanzania
18 March 2020	SADCAS Board of Directors	Tanzania
18 March 2020	15th SADCAS General Assembly	Tanzania

# THE BUSINESS BENEFITS OF STANDARDS AND ACCREDITATION

There are many cases where standards and accredited conformity assessment help businesses of any size and sector reduce costs, increase productivity and access new markets. They can help to:

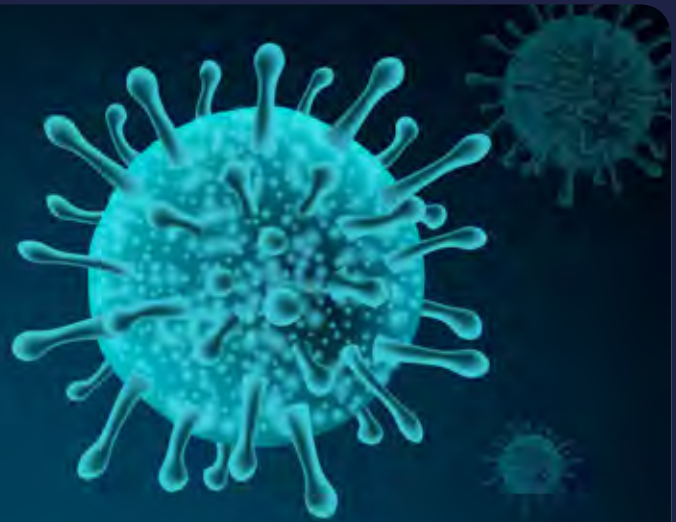
- Build customer confidence that your products are safe and reliable
- Meet regulation requirements, at a lower cost
- Reduce costs across all aspects of your business
- Gain market access across the world

Business Benefits [www.business-benefits.org](http://www.business-benefits.org) is a website jointly developed by the International Accreditation Forum (IAF), ILAC, International Organization for Standards (ISO), Independent International Organisation for Certification (IIOC), and International Certification Network (IQNet), that showcases these benefits through case studies, research papers, and supporting materials. The examples published on the site cite tangible financial data to evidence the cost savings achieved whether through resource efficiency or meeting regulation at lower cost, the value of accessing new markets, or savings achieved through recognition from organisations such as insurers, regulators or purchasers. The site contains case studies from multinationals such as IBM, Chrysler, and Hitachi to national companies such as Aberdare Cables and Pretoria Portland Cement Company.





## SADCAS RESPONSE TO COVID-19 PANDEMIC



As we respond to the unprecedented unfolding events related to the Coronavirus disease (COVID-19) pandemic, we want to take a moment to communicate with our stakeholders on the steps taken to protect our staff, clients (applications under process and accredited conformity assessment bodies), assessors, trainers and other stakeholders.

SADCAS has since issued a notice on how to protect oneself against COVID-19. The notice has been posted on Office notice boards and circulated to all Board members, staff, assessors, trainers and National Accreditation Focal Points (NAFPs). SADCAS has provided sanitizers for the sanitization of hands and masks for use as necessary. We urge customers to utilize them upon entry into our offices. SADCAS is also practising and promoting social distancing as advised by the World Health Organization.

With effect from 1 April 2020, the majority of SADCAS staff were working from home whilst skeletal staff remained in the office in order to ensure business continuity. Virtual meetings will be held to minimize physical contact. Following the gazetting on 2 April 2020 of Statutory Instrument No. 61 of 2020 of the Emergency Powers Act (Cap 22:04) Emergency Powers (COVID-19) Regulations, 2020, wherein the President of the Republic of Botswana declared a lockdown with effect from 2nd April, 2020 at midnight until 30th April, 2020, for the whole of Botswana, all SADCAS staff are now working from home.

Due to the subsequent travel restrictions established by national governments in the vast majority of SADC Member States serviced by SADCAS, and the need to protect the health and safety of individuals, SADCAS will not continue with on-site assessments in the traditional way. However, it remains important that the trust and confidence that accreditation provides to the marketplace is not compromised during these challenging times. Therefore, with effect from 01 April 2020 until further notice, SADCAS will be conducting assessments remotely. This will be subject to ongoing review and may be updated as the situation develops.

Training activities have been suspended until further notice.

We refer you to the Contact details in Issue 6 of AD 01: SADCAS Contact Details for Communicating with Clients uploaded on the SADCAS website link <http://www.sadcas.org/policies-and-procedures-english> We encourage you to use the respective contact person(s)' mobile numbers during this period.

If you are not sure of the representative to handle your query please send an email to [info@sadcas.org](mailto:info@sadcas.org).

We are committed to ensuring a safe working environment for our staff and equally safe business environment for our customers. SADCAS will closely follow the development of the coronavirus crisis in order to take any further action when needed and will publish more specific advice and relevant information.

# PUBLICATION OF SADCAS AP 23 [ISSUE 1] AND SADCAS AP 02 [ISSUE 12]

**This serves to announce the publication of the following documents by the Southern African Development Community Accreditation System (SADCAS):**

- **SADCAS AP 23** Remote Assessments- Management and Execution [Issue 1]. The document defines the requirements to conduct assessments remotely without compromising the integrity of the accreditation granted by SADCAS when it may not be possible or feasible to conduct on-site assessments due to unforeseen circumstances. The document is applicable to all accreditation schemes currently offered by SADCAS. SADCAS AP 23 was prepared by the SADCAS Technical Manager and approved the SADCAS CEO on 31 March 2020. The document was published on 01 April 2020 and is available on the SADCAS website <http://www.sadcas.org/remote-assessments-management-and-execution>
- **SADCAS AP 02** SADCAS Service Fees [Issue 12]. The document defines the fees payable by organizations seeking or holding SADCAS accreditation. The document covers all fees payable to SADCAS effective from 1 April 2020 until 31 March 2021. SADCAS AP 02 was prepared by the SADCAS Finance, Risk and Audit Committee and approved the SADCAS Board of Directors. The document was published on 01 April 2020 and is available on the SADCAS website <http://www.sadcas.org/sadcas-services-fees>



# IAF CertSearch

The exclusive global database for accredited management system certifications.

Company Name  Certificate Number

Search companies by name



To verify the status of a certificate, simply enter the "Company Name" or "Certificate Number"

## What is the IAF CertSearch?

IAF CertSearch is an exclusive global database for accredited management system certifications which aggregates data from 68 accreditation bodies that are signatory to the IAF Multilateral Arrangement and 815 accredited certification bodies amounting to 700,000 management system certificates. The database which was launched in the run up to 2019 World Accreditation Day houses and provides an authoritative source for validating accredited certifications issued all over the world. The program was championed by the IAF's Database Management Committee (DMC) represented by Accreditation Bodies, Certification Bodies and Industry based on the following principles agreed by the IAF:

- **Accurate data;**
- **Self-funding;**
- **Governance and operational structure;**
- **Only necessary information;**
- **Not selling data; and**
- **Data security.**

The DMC then managed an independent third-party tender process. In October 2017 at the IAF General Assembly, there was a majority vote in favor of the development of a global database. A Limited Liability Company (LLC) was formed shortly after to oversee the operations and a formal agreement was formed with the selected contractor, Quality Trade, in May 2018 to develop and operate the database. The database project went through several successful stage approvals by the International Accreditation Forum (IAF) and its members and has been officially branded IAF CertSearch. IAF CertSearch is accessed through the domain <https://www.iafcertsearch.org/>

## What is the Value of IAF CertSearch?

- Those seeking to verify an accredited management system certification issued by a Certification Body accredited by an IAF member Accreditation Body are currently limited with validation solutions. In some cases, it is impossible or impractical to check the validity of a certificate as there is no central location. The lack of efficient verification options allows for misuse and dilutes the value of accredited certification.
- IAF CertSearch provides a single location for all accredited management system certifications issued by a Certification Body accredited by an IAF member Accreditation Body from all over the world, increasing validating efficiency and decreasing misuse.
- IAF CertSearch raises the profile of internationally recognized accredited certification, increases the visibility for those who are certified, and improves the value and integrity of internationally recognized accredited certification.
- IAF CertSearch is a tool where users can validate accredited certifications in cases where the validation user knows the "company/organization name" or "certification ID".
- The advances to the accredited network have been done whilst protecting and enhancing the needs of your organization and meets all required security and privacy requirements.
- IAF CertSearch It is a tool that supports procurement processes. The IAF CertSearch has already gained significant support from government agencies, industry and from all levels of the accredited network worldwide following its launch. Whilst this is a voluntary database, the IAF CERTSEARCH has received commitments from users.

SADCAS is now signatory to the IAF MLA for the main scope ISO/IEC 17021-1 and ISO/IEC 17021-3 Sub-scope QMS (ISO 9001). SADCAS is in the process of extending signatory status to other sub-scopes in which it has built competence i.e. ISO/IEC 17021-2 Environmental Management Systems (EMS) sub-scope (ISO 14001) and ISO/IEC 17021-10 Occupational Health and Safety Management Systems (OHSMS) (ISO 45001). SADCAS also intends to extend signatory status to other sub-scopes Food Safety Management Systems (FSMS) in which SADCAS still needs to build up competence.



**SADCAS**

SOUTHERN AFRICAN DEVELOPMENT COMMUNITY

