

# THE PIONEER



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We are pleased to present Issue 51 of the SADCAS Newsletter (July 2025 Edition) to keep our readers updated on accreditation activities in the region and beyond. This issue unpacks news on accreditation activities undertaken by SADCAS and developments in the field of accreditation.

June 9th marked World Accreditation Day, celebrated by both IAF and ILAC, this is a very important celebration, which SADC Accreditation Service (SADCAS) also participates in this momentous occasion. This year's theme is **"Accreditation: Empowering Small and Medium Enterprises (SMEs)"** which highlights how accreditation boosts SME's competitiveness, innovation and access to global markets. SADCAS participated in both physical and virtual celebrations hosted by esteemed stakeholders.

There is no denying that SMEs contribute significantly to job creation in local economies and global economic development. Accreditation is a vital tool that enables SMEs to deliver sustainable growth and innovation. This year's focus of World Accreditation Day 2025 aims to highlight how SME growth and encouraging wider adoption of accreditation by SMEs across the global economy.

The issue unpacks a lot of activities which happened during the quarter, including celebratory accreditation certificate handover ceremonies of the following facilities:

- Tea Research Institute of Tanzania (TRIT)
- Botswana Bureau of Standards (BOBS) Certification Services Unit
- Botswana Police Service Forensic Science Laboratory

SADCAS continues to strengthen its regional and international partnerships as witnessed by participation in regional events such as the SADC 58th Trade Negotiating Forum and the signing of the Memorandum of Understanding (MoU) with African Organisation for Standardisation (ARSO) to boost Conformity Assessment and Sustainability in Africa.

Thank you for your support and in growing the accreditation landscape in the region and beyond!

Happy reading!

## SADCAS Grants Accreditation to Botswana Bureau of Standards (BOBS) – Certification Services Unit



SADCAS CEO, Ms Eve Christine Gadzikwa (left) handing over the accreditation certificate to the Minister of Trade and Entrepreneurship, Honourable Tiroane Ntsima.

SADCAS CEO, Ms. Eve Christine Gadzikwa, attended a significant milestone event for the Botswana Bureau of Standards (BOBS) Certification Services Unit, held on the 27th May 2025 at the BOBS Headquarters in Gaborone, Botswana.

BOBS Certification Services Unit began its accreditation journey in 2015, facing numerous challenges along the way. These were ultimately overcome when SADCAS officially granted accreditation on 3 March 2025. The unit has been accredited for Quality Management Systems Certification in accordance with ISO/IEC 17021:2015 and ISO/IEC 17021-3:2017. It has been assigned the unique accreditation number QMS-CERT 007, signifying its recognition as an internationally recognized facility.

The accreditation ceremony was officiated by the Minister of Trade and Entrepreneurship, Honourable Tiroane Ntsima, and attended by senior government officials, the Clerk of the National Assembly, heads of government departments, and representatives from parastatals such as the Local Enterprise Authority (LEA), Botswana Trade Commission, Selebi Phikwe Economic Diversification Unit (SPEDU), as well as various exhibitors.

In his keynote address, Honourable Ntsima emphasized the critical role of accreditation in all types of services, particularly for Conformity Assessment Bodies involved in testing, inspection, calibration, and certification. He noted that accreditation serves as an attestation of a service provider's competence. Most importantly, he highlighted that SADCAS accreditation places BOBS among globally recognized certification bodies, thereby enhancing the international credibility of BOBS-certified products and services, boosting competitiveness, and facilitating access to global markets.



**Botswana Bureau of Standards (BOBS) Board and Management celebrating their accreditation milestone.**

Ms. Gadzikwa congratulated BOBS on this significant achievement, noting that the accreditation process is rigorous and reflects BOBS's commitment to maintaining high-quality standards. She also commended the Government of Botswana for its efforts in expanding the accreditation landscape, which demonstrates the country's dedication to strengthening its quality infrastructure and embracing the benefits of accreditation. As of 31 March 2025, Botswana boasts 37 accredited facilities, including the BOBS Certification Services Unit.



## Tea Research Institute of Tanzania achieves accreditation to the International Standard ISO/IEC 17025:2017



Permanent Secretary Ministry of Agriculture Hob Gerald G Mveli receiving the accreditation certificate on behalf Tea Research Institute of Tanzania (TRIT).

Tea Research Institute of Tanzania (TRIT) celebrated a huge milestone of being granted an accreditation certificate by the SADC Accreditation Service on its Tseting Laboratory.

The ceremony was held in Dodoma, Tanzania and officiated by the Permanent Secretary- Ministry of Agriculture, Honourable Gerald G. Mveli, senior government officials, TRIT board and management including the Executive Director- Dr. Frankie E. Nkone.



Scheme Coordinator- Testing/ Veterinary/Proficiency Testing, Ms. Varsha Gungoa representing SADCAS at the accreditation certificate handover ceremony held in Dodoma, Tanzania.

Scheme Coordinator- Testing/ Veterinary/Proficiency Testing, Ms. Varsha Gungoa represented the SADCAS CEO, Ms. Eve Christine Gadzikwa during the ceremony where she handed the accreditation certificate and celebrated the achievement with TRIT:

“The accreditation landscape in Tanzania is vibrant and growing rapidly. I would like to commend the Government of Tanzania for its dedication and commitment to strengthening the quality infrastructure through its various initiatives.

As of 31 March 2025, there are 108 accredited facilities in Tanzania, this is a testimony that the Government of Tanzania has embraced the benefits of accreditation.”



Permanent Secretary Ministry of Agriculture Hob Gerald G Mveli congratulating TRIT management on their accreditation certificate



Tea Research Institute of Tanzania management and staff in a group picture to celebrate their accreditation status.

## SADCAS conducts ISO 15189:2022 Assessor course in Botswana



Assessors with the SADCAS Technical Manager, Mrs Pinkie Malabe (right corner) after successfully completing the course.

Accreditation is a critical process that ensures conformity of Medical Laboratories to ISO 15189. The benefits of accreditation of medical laboratories in Africa are numerous and include the facilitation of accurate and rapid diagnostics, efficiency of treatment, and reduction of errors in the laboratory process. This contributes to the strengthening of laboratory quality in the African region, for its better contribution to disease management, prevention, control and response to epidemics.

Through the Assessor Development Programme, the Southern African Development Community Accreditation Service (SADCAS) conducted a 5-Day Assessor training course for 20 Experts from government and private Medical Laboratories in Botswana. The training was funded by the SADCAS through the assessor training, mentoring and monitoring budget.

The training was conducted by Mrs Eva Muronda, a registered SADCAS Technical Assessor/Team Leader and Scheme Coordinator for Medical Laboratory Accreditation Scheme and Mr. Xavier Mugari, a registered SADCAS Trainer, Technical Assessor/Team Leader for Medical Laboratories and the SADCAS Quality Manager.

The training was in 2 phases. The first phase was training on ISO 15189:2022 requirements and Risk Management. The second phase focused on assessment techniques and understanding the SADCAS accreditation process.

The overall objective was to train and have a pool of local competent Assessors for Botswana. The objectives of the training were to:

- Impart knowledge and skills to medical Laboratory professionals in understanding and applying ISO 15189:2022 during SADCAS assessments;
- Impart knowledge and skills in applying assessment techniques and tools for comprehensive assessments;
- To understand the SADCAS accreditation process; and
- To understand the application of risk management in the context of ISO 15189:2022

The training workshop started with registration of all the participants followed by opening and welcome remarks from the SADCAS CEO, Ms Eve Gadzikwa. After the welcome remarks, the NAFP for Botswana, Mr Edward Mmatli presented on the role of NAFPs in marketing SADCAS accreditation and training services.

The training was comprehensive and covered key areas to equip the trainees with the knowledge and skills in the following areas:

- ISO 15189:2022 and its application in Medical Laboratory accreditation.
- Risk based assessment principles and application of ISO 22367;
- SADCAS assessment process, conduct of assessments and application of assessment techniques;
- Metrological Traceability; and
- Proficiency Testing.

Assessor soft skills including effective communication, report writing and assessment management skills were also covered.

The requirements of ISO 15189:2022 standard were covered in full and scenarios were presented to enhance understanding. The assessment techniques aspect of the course was a combination of group work, discussions, group presentations, and exercises centred on actual practices encountered during an assessment including documenting nonconformities, participating in meetings and completing relevant assessment checklists.

The participants set for an examination at the end of the course. The examination was aimed at evaluating participants' understanding of ISO 15189:2022 and application of assessment techniques.

Closing remarks were given by Mrs Pinkie Malebe, the SADCAS Technical Manager, who thanked the participants for honoring the training invitation. She underscored the importance of technical assessors in the accreditation process and stated that the competence of assessors was key in ensuring the credibility of accreditation granted by SADCAS.



**Mrs. Eva Muronda, a registered SADCAS Technical Assessor/Team Leader and Scheme Coordinator for Medical Laboratory Accreditation Scheme during the training (standing).**



**SADCAS Quality Manager and Trainer delivered the training to the Botswana Assessors.**



## Inspection as a business Decision-Making Tool: A Focus on ISO/IEC 17020 in managing Safety & Health at work



In the realm of occupational safety and health, regular inspections are integral in maintaining a safe working environment and ensuring the effectiveness of operational strategies. Inspection is a decision-making tool that promotes process enhancements in addition to being a compliance tool. This paper explores the role of inspection in decision-making within the context of statutory maintenance and process enhancement, with a focus on the ISO/IEC 17020 inspection standard. The paper discusses the importance of adhering to these frameworks for ensuring both legal compliance and organizational improvement in safety standards.

The inspection process is a critical component in occupational safety and health management. It serves to assess risk, identify hazards, and ensure that safety standards are met. Inspection results are crucial in determining whether statutory maintenance, a required task for preserving operational integrity

and safety, calls for equipment replacement, repairs, or modifications. Additionally, efficient inspection is essential for establishing a culture of continual process improvement in addition to aiding in regulatory compliance.

The ISO/IEC 17020 inspection standard provides requirements for the operation of inspection bodies, outlining best practices for conducting inspections in a manner that assures reliability, impartiality, and consistency. For organizations operating within the country's Safety, Health, and Environmental (SHE) legislation the standard complements the legal framework to ensure that workplaces are safe, healthy, and environmentally compliant. This paper examines how inspections informed by ISO/IEC 17020 and legal requirements contribute to decision-making processes that enhance both statutory maintenance and process improvement.

## Inspection as a Decision-Making Tool

In the context of occupational safety, inspections are vital for making informed decisions regarding the maintenance and operation of workplace facilities, machinery, and equipment. The data collected during inspections provide a technical basis for making decisions related to statutory maintenance. The primary goal of statutory maintenance is to ensure that equipment and machinery are safe to operate, free from defects, and compliant with legal safety requirements. Inspections help determine whether maintenance is required based on their findings.

The role of inspection in decision-making can be explored in several key areas:

### Risk Assessment and Hazard Identification

Regular inspections help identify potential hazards and risks in the workplace. These hazards may include machinery malfunctions, improper maintenance, or unsafe working conditions. Early identification allows for timely decision-making on necessary repairs or replacements. As such, inspections serve as proactive risk management tools.

### Determining Maintenance Schedules

ISO/IEC 17020 emphasizes the importance of maintaining a structured and reliable inspection process. Organizations can create precise maintenance schedules that are based on inspection results by following the guidelines provided in this standard. Inspection results guarantee that maintenance activities are data-driven and compliant with legal obligations, whether they be predictive, corrective or preventive maintenance.

### Process Improvement

Inspections also contribute to continuous improvement efforts. Through the identification of recurring issues or inefficiencies during inspections, organizations can evaluate and optimize their processes. This aspect is critical to enhancing productivity while maintaining safety. An inspection may reveal opportunities for process changes that can improve operational performance, reduce waste and enhance overall safety.

### Compliance with Regulatory Frameworks

ISO/IEC 17020 provides guidelines for performing inspections in accordance with established standards, ensuring that all findings are reported consistently and transparently. For organizations, inspections conducted under the country's SHE legislation ensure that businesses comply with the minimum standards set by relevant legal instruments. This helps ensure that maintenance decisions are not only sound but also legally compliant.

### ISO/IEC 17020 and Inspection Quality

ISO/IEC 17020 sets the global standard for the operation of inspection bodies, specifying the requirements

for competence, impartiality, and consistency. For organizations that provide inspection services, ISO/IEC 17020 ensures that inspections are carried out by qualified professionals who adhere to best practices. The implementation of this standard ensures that decisions derived from inspection results are grounded in reliability and accuracy, further enhancing the maintenance and process improvement strategies.

This standard also promotes transparency in decision-making by requiring that inspection findings be documented and reported in a clear and systematic manner. By adhering to these requirements, organizations can establish a robust decision-making process that is both accountable and traceable.

### Benefits of Accredited Inspection Activities

Accredited inspection activities offer numerous advantages that enhance the overall effectiveness and reliability of inspection processes. Accreditation as provided under ISO/IEC 17020, by ILAC Mutual Recognition Arrangement signatory accreditation bodies such as SADCAS, ensures that inspection bodies operate with a high level of competence, impartiality, and consistency. This not only strengthens the credibility and reputation of the inspection body but also assures stakeholders, including regulators, that inspections are conducted according to internationally recognized standards. Accredited inspections help organizations mitigate risks by ensuring compliance with safety, health, and environmental regulations, thereby reducing the likelihood of accidents and legal liabilities. Furthermore, accreditation facilitates access to global markets by demonstrating adherence to best practices and regulatory requirements, which is particularly beneficial for organizations looking to expand their operations internationally. By leveraging accredited inspection services, businesses can achieve higher quality and safety standards, leading to improved operational efficiency and enhanced trust among clients and regulatory authorities.

Inspection plays a central role in decision-making processes that inform statutory maintenance and process improvement. By using inspections as a decision-making tool, organizations can ensure that maintenance activities are timely, effective, and compliant with both international standards, such as ISO/IEC 17020, and national regulations or legislation. Inspections not only safeguard health and safety but also foster a culture of continuous improvement that enhances operational efficiency and reduces long-term risks.

Adherence to the principles outlined in ISO/IEC 17020 ensures the reliability and transparency of inspections, which in turn informs critical maintenance decisions and contributes to process enhancement. Compliance with legal requirements further strengthens the framework for occupational safety, health, and environmental sustainability.

**AUTHOR:- Engineer Gilbert Mhangwa -SADCAS Inspection Bodies Accreditation Scheme -Advisory Committee Chairman, Technical Assessors, Trainer**

# INIQ held workshop on World Accreditation Day 2025



Panel discussion during the workshop with various stakeholders.

The National Institute of Quality Infrastructures (INIQ), in collaboration with SADC Accreditation Service (SADCAS), with the support of the Ministry of Industry and Trade of Angola, held a workshop to celebrate World Accreditation Day on 11 July 2025. The workshop was held under the theme "Accreditation and Certification, Challenges and Opportunities" aimed at Conformity Assessment Bodies, and for Small and Medium Enterprises operating in the Angolan market. This event was attended by about 50 participants, and aimed to promote the importance of accreditation and certification in the general context and especially of SMEs, the state of accreditation in Angola, as well as approaches to the associated challenges and opportunities.

The participants shared case studies, highlighting institutions that have overcome challenges and achieved success through accreditation in SADCAS, namely SONANGOL and Core Laboratories, as well as the Laboratório de Engenharia de Angola and the Central Agri-food Laboratory, which are also in the process of accreditation.



SADCAS Assessor Portuguese, Mr. Sergio Machava, unpacking the importance of accreditation in facilitating global trade.

SADCAS representative and Assessor, Mr Sérgio Machava, indicated that accreditation is essential for emerging markets, to ensure the quality of the products, and increase the competitiveness of goods and services, and protect consumers and the environment, also he emphasized that the companies can differentiate themselves by demonstrating compliance with recognized standards, giving them a competitive advantage in global markets. The participation of SADCAS was integral in promoting its accreditation services in the SADC region. Additionally, to highlight the capacity of SADCAS to process applications in Portuguese for Portuguese market and countries including Angola and Mozambique.



Panelist during the informative and educational workshop.



Participants of the Angola Accreditation Workshop.

## INIQ Realizou um workshop sobre o dia mundial da acreditação 2025

O Instituto Nacional de Infraestruturas da Qualidade (INIQ), em colaboração com o Serviço de Acreditação da SADC (SADCAS), com o apoio do Ministério da Indústria e Comércio de Angola, realizou um workshop para celebrar o Dia Mundial da Acreditação no dia 11 de julho de 2025. O workshop decorreu sob o tema “Acreditação e Certificação, Desafios e Oportunidades” dirigido aos Organismos de Avaliação da Conformidade, e para as Pequenas e Médias Empresas que operam no mercado angolano.

Este evento contou com a presença de cerca de 50 participantes, e teve como objetivo promover a importância da acreditação e certificação no contexto geral e especialmente das PME, o estado da acreditação em Angola, bem como abordagens aos desafios e oportunidades associados.

Os participantes partilharam casos de estudo, destacando instituições que superaram desafios e alcançaram sucesso através da acreditação nos SADCAS, nomeadamente a SONANGOL e os Laboratórios Core, bem como o Laboratório de Engenharia de Angola e o Laboratório Central Agroalimentar, que também se encontram em processo de acreditação.

O Diretor Geral do INIQ e Ponto Focal para Acreditação em Angola (NAFP), Sr. Carmo dos Santos, destacou que, para as Pequenas e Médias Empresas (PME), estes mecanismos representam oportunidades estratégicas num mercado cada vez mais competitivo e regulado, sendo decisivos para o acesso a novos mercados, valorização da marca e melhoria da gestão interna.

O representante e Assessor do SADCAS, Sr. Sérgio Machava, indicou que a acreditação é essencial para os mercados emergentes, para garantir a qualidade dos produtos, e aumentar a competitividade dos bens e serviços, e proteger os consumidores e o ambiente, também enfatizou que as empresas podem diferenciar-se demonstrando o cumprimento de normas reconhecidas, dando-lhes uma vantagem competitiva nos mercados globais.

A participação da SADCAS visava promover os seus serviços de acreditação na região da SADC, uma vez que o SADCAS já possui capacidade interna para processar as candidaturas de acreditação em língua portuguesa para os países que tem como língua oficial o português a nível da região da SADC, nomeadamente Angola e Moçambique.

## SADCAS grants Botswana Police Service forensic science laboratory accreditation status for its traffic management system



From right: SADCAS CEO, Ms Eve Christine Gadzikwa pictured with Dr. Baboloki Helen Tumediso –Director Forensic Science Services (middle) and Deputy Commissioner of Police, Support Services, Solomon Mantswe (right) celebrating accreditation status for their Traffic Management System.

The Botswana Police Service Science Laboratory (BPFSL) hosted a celebration to mark its accreditation status to ISO/IEC 17025:2017 for its Traffic Management Systems on 15 July 2025 at the Special Support Group Band Wing Hall, Gaborone, Botswana. The event was attended by Police Commissioner, Commissioner Ms. Dinah Marathe and management and staff from Botswana Police, senior government officials, stakeholders and media fraternity.

SADCAS CEO, Ms. Eve Christine Gadzikwa, celebrated the achievement by BPFSL, noting that accreditation is a rigorous and rewarding journey. Ms Gadzikwa noted that BPFSL was the second laboratory accredited by SADCAS in the Forensic Science lab space in the SADC region and the first in Botswana. The first SADCAS accredited facility was the Government Chemist Laboratory Authority- DNA Laboratory in Tanzania.

She further emphasised on the importance of accreditation in forensic laboratories, "Forensic science plays a critical role in criminal justice systems, providing the evidentiary backbone that courts and investigators rely on. However, science must not only be performed, it must be trusted. It assures all stakeholders from law enforcement to judges, from victims to the public that the methods used in our laboratories are accurate, reliable, impartial, and consistent with international best practice."



Group picture of the Botswana Police Service Management and Staff during the celebration of their accreditation.

In his acceptance speech, Deputy Commissioner of Police, Support Services, Solomon Mantswe expressed gratitude towards the accreditation and committed that BPS will maintain the accreditation. He further assured the effectiveness of Forensic science and law enforcement function. He said the Accreditation was a clear demonstration of Botswana's commitment to adopting international best practices in forensic science, particularly road safety.

As of 30 June 2025, SADCAS has issued **384** accreditation certificates to **331** accredited facilities in 13 SADC Member States; 4 certificates from non-SADC member states: 2 from Mauritius and 2 from Burundi. As of 30 June 2025, SADCAS has cumulatively conducted **309** training courses in most SADC Member States as part of its efforts to develop the capacity of conformity assessment bodies for accreditation and Botswana tops the list of the countries with most training courses conducted. Currently, Botswana has conducted 85 training courses which accounts for 28% of the total courses conducted by SADCAS.



SADCAS CEO, Ms Eve Christine Gadzikwa during the Botswana Police Services accreditation certificate ceremony.



SADCAS CEO, Ms Eve Christine Gadzikwa engaging with Commissioner of Police, Ms Dinah Marathe (far right).

# SADC 58th Trade Negotiating Forum in South Africa



From the Desk of the Chief Executive Officer: Reflections on the 9th Trade Negotiating Forum (TNF) held in St. Louis, Mauritius, 05–09 May 2025.

## Strengthening Regional Trade Through Strong Quality Infrastructure

The 9th Trade Negotiating Forum (TNF) convened in Mauritius brought together over 70 delegates from SADC member states to deliberate on critical trade issues, including the implementation of Summit decisions, customs cooperation, sanitary and phytosanitary measures, and technical barriers to trade<sup>2</sup>. As the CEO of SADCAS, I had the privilege of participating in these discussions and advocating for the pivotal role of quality infrastructure and accreditation in advancing regional integration and trade.

### Key Takeaways

- **Renewed Commitment to the SADC Free Trade Area (FTA):** Member states reaffirmed their dedication to deepening regional integration through the SADC FTA, emphasizing the need to eliminate trade barriers and promote industrial developments.
- **Quality Infrastructure as a Catalyst:** There was consensus that robust quality infrastructure comprising standards, metrology, accreditation, and conformity assessment is essential for facilitating trade, ensuring product safety, and enhancing competitiveness.
- **Digital Transformation:** The adoption of instruments like the electronic certificate of origin was highlighted as a game changer for improving trade facilitation and reducing transaction costs.

# SADCAS celebrates Regional WAD 2025



SADCAS participated in the SADCA Regional World Accreditation Day 2025, held virtually on 10 June 2025

We are proud that, this year's event was masterfully steered by Mr Boniface Badubi, CRPO at SADCAS. His eloquence, professionalism, and deep understanding of accreditation set a vibrant tone for the celebration. He seamlessly connected speakers, engaged the audience, and elevated the virtual experience with warmth and clarity.

## Theme of the Year

The theme for this year was **"Accreditation: Empowering Small and Medium Enterprises (SMEs)"** which focused on how accreditation boosts SME competitiveness, innovation, and access to global markets.

Aligned with UN SDGs, especially:

- Goal 8: Decent work and economic growth
- Goal 9: Industry, innovation, and infrastructure.

## SADCAS Involvement

SADCAS played a pivotal role as a regional accreditation body and active SADCA member. The CEO Ms. Eve Gadzikwa contributed to panel discussions, shared success stories from SASDCAS and showcased its expanding accreditation footprint across 14 SADC Member States.

## Key Takeaways

Accreditation is a strategic tool for SME growth, risk reduction, and global trade access. Digitalization is transforming accreditation services—members are at various stages of adoption. Accreditation supports climate resilience and sustainable development through conformity assessment aligned with SDGs.

## Benefits of the WAD 2025

Strengthened regional collaboration and knowledge sharing.  
Raised awareness of accreditation's role in economic empowerment.  
Provided a platform for stakeholders to engage with global best practices.  
Highlighted SADCAS's achievements, including 381 certificates issued to 325 facilities.

## Key Resolutions & Appointments

Election of new SADCA leadership, including SADCAS representatives in key roles. Mr. Bonnie Badubi was elected SADCA MCC Vice Chair, Mrs Pinkie Malebe, SADCAS Technical Manager was elected SADC MRA Committee Vice Chair and Ms. Eve Gadzikwa, SADCAS CEO was elected SADCA MRA Council Vice Chair  
Approval of 2024 workplans and strategic documents.  
Commitment to expand scopes into capital goods and services.  
Encouragement for members to participate in ISO standard revisions (e.g., ISO/IEC 17065, 17024).

## Why This Year Was Special

The theme directly addressed SME empowerment—a cornerstone of regional development. SADCAS celebrated 17 years of service with record-breaking accreditations and training milestones. The event saw broader participation and deeper engagement than previous years, reflecting growing regional momentum and awareness of the need for accreditation.

## Clarion: Call to Action

Let us rally behind accreditation as a catalyst for inclusive growth, innovation, and resilience. SMEs are the heartbeat of our economies—through accreditation, we give them the tools to thrive.

**“Accreditation is not just a certificate—it’s a passport to global opportunity and attainment of SDGs.”**



# Highlights 31st ARSO General Assembly

## SADCAS signs MoU with African Organisation for Standardisation – ARSO to boost Conformity Assessment and Sustainability in Africa

**GABORONE, BOTSWANA – July 8, 2025:** SADC Accreditation Service (SADCAS) is happy to announce a significant Memorandum of Understanding (MoU) signing with the African Organisation for Standardisation (ARSO). This agreement is set to enhance conformity assessment practices and facilitate trade across the African continent by integrating ARSO's Conformity Assessment Programme (ACAP) certification schemes into SADCAS's accreditation services. Moreover, the agreement will promote the commitment to environmental stewardship and economic development in Africa.

The collaboration recognizes the critical role harmonised Conformity Assessment plays in ensuring the safety and quality of goods and services. It aligns with the globally accepted principles and guidelines of the International Laboratory Accreditation Cooperation (ILAC) and the International Accreditation Forum (IAF), affirming a shared commitment to enhancing credibility, trust, and acceptance of conformity assessment results within Africa and globally.

In addition to fostering sustainable practices and promoting environmentally friendly products and services in Africa, this collaboration will significantly contribute to the enhancement of Africa's quality infrastructure, support intra-African trade, and ensure that African goods and services are competitive and trusted on the global stage.



\*Ms Eve Gadzikwa, the Chief Executive Officer of SADCAS

**31st ARSO General Assembly  
ARSO discusses with SADCAS on the Memorandum of Understanding to Boost Conformity Assessment and Sustainability in Africa on 25th June 2025**

Hosted by



MoU Partner



[www.arso-oran.org](http://www.arso-oran.org)

**Ms Eve Gadzikwa, the Chief Executive Officer of SADCAS** noted that, "We are delighted to formalize this strategic partnership with ARSO, which underscores SADCAS's commitment to developing accreditation capacity and ensuring competent Conformity Assessment in Africa". "As the first multi-economy accreditation body, SADCAS plays an important role in 14 SADC Member States that lack national accreditation bodies. This MoU will, therefore, further our mandate to support regional integration, trade facilitation, and the protection of health, safety, and the environment through globally recognized accreditation," **Ms Eve Gadzikwa** clarified.



\*Dr Hermogene Nsengimana, the Secretary General of ARSO

**31st ARSO General Assembly**  
**ARSO discusses with SADCAS on the Memorandum of Understanding to Boost Conformity Assessment and Sustainability in Africa**  
**on 25th June 2025**

Hosted by



MoU Partner



[www.arso-oran.org](http://www.arso-oran.org)

**Dr. Hermogene Nsengimana - ARSO Secretary General**, noted that, "This partnership with SADCAS is a crucial step towards strengthening Africa's quality infrastructure and promoting fair trade." By integrating the ACAP certification scheme with SADCAS's accreditation services, we're not only promoting mutual recognition but also ensuring that African products and services meet international standards of quality and safety, ultimately benefiting both consumers and industries," **Dr. Nsengimana** stated.

#### About SADCAS:

The SADC Accreditation Service (SADCAS) is the world's first multi-economy accreditation body. Established as part of the SADC Quality Infrastructure, its mandate is to provide oversight for conformity assessment service providers (calibration/testing/medical laboratories, certification, and inspection bodies) in 14 SADC Member States that do not have national accreditation bodies. These countries include Angola, Botswana, Comoros, Democratic Republic of Congo (DRC), Eswatini, Lesotho, Madagascar, Malawi, Mozambique, Namibia, Seychelles, Tanzania, Zambia, and Zimbabwe. SADCAS is also mandated to develop accreditation capacity across these Member States. With seven of its nine accreditation schemes internationally recognized through signatory status in AFRAC and ILAC Mutual Recognition Arrangements (MRAs). SADCAS plays a critical role in ensuring that imports meet internationally recognized levels of quality, performance, and safety, and in facilitating a level playing field for exports through accreditation. SADCAS Headquarters are situated in Gaborone, Botswana.

#### About ARSO:

The African Organisation for Standardisation (ARSO) is a continental intergovernmental organization established by OAU (now AU) and UNECA in 1977. Its primary mandate is to harmonize African standards and conformity assessment procedures in order to reduce technical barriers to trade and promote intra-African and Global trade.

# Highlights 8th Annual SADC Industrialisation Week

Strengthening Regional Quality Infrastructure for a Resilient and Industrialised SADC

At the recent SADC Industrialisation Week, under the overarching theme “Advancing Industrialisation, Agricultural Transformation, and Energy Transition for a Resilient SADC,” our session focused on the critical topic of “Strengthening Regional Quality Infrastructure (QI) to Support SADC Industrialisation and Resilience.”



SADCAS CEO, Ms Eve Christine Gadzikwa (third from left) was a panellist during a session themed: Strengthening Regional Quality Infrastructure (QI) to Support SADC Industrialisation and Resilience, joining in her in the panel: From left: Mr Fracois Denner, SIM President- Mr Tiana Rasamimanana, PTB SQUAM Expert, Margaret Lungu ( fourth from left), QHSE Director, Ms. Miranda Andriamaharo, DG Bureau des Normes de Madagascar- Mr. Seraphin Razafimahafaly, Moderator of the panel: Dr Lomkhosi Mhonta Gama.

While the African Continental Free Trade Area (AfCFTA) offers promising long-term opportunities, our immediate focus must be on reinforcing the SADC Free Trade Area. A robust and harmonised Quality Infrastructure—encompassing **standardisation, metrology, conformity assessment, and accreditation**—is central to this goal. It enables the production of competitive goods, smooth cross-border trade, and builds regional resilience to global shocks.

## The Urgent Need to Strengthen QI

SADC industries in key sectors such as agro-processing, mineral beneficiation, and green energy are constrained by a fragmented and underdeveloped QI ecosystem. Non-tariff barriers—resulting from divergent standards, limited mutual recognition, and inadequate conformity assessment capacity—continue to disrupt intra-regional trade and hinder the development of regional value chains.

Strengthening QI is therefore not a technical afterthought—it is an economic imperative. A coherent regional QI can:

- Enhance food safety and agricultural trade,
- Enable value-added processing of minerals,
- Support the rollout of clean energy solutions,
- And build trust in regional products and services.

It also prepares SADC economies to transition smoothly into broader continental and global markets, particularly under AfCFTA.

#### Ongoing Challenges in QI Implementation

Despite progress, several challenges persist:

- **Limited scope and number of accredited bodies (CABs)** in many SADC countries,
- **Weak institutional capacity** in national QI institutions,
- **Fragmentation in standards and testing requirements** across borders,
- **And low awareness among SMEs and regulators** about the value of accreditation and standards compliance.



Members of Consortium of Laboratories (CLAM) Madagascar during Accreditation Workshop hosted by SADCAS CEO, Ms. Eve Gadzikwa.

SADCAS CEO, Ms. Eve Gadzikwa, engaged with the Consortium of Laboratories (CLAM) in Madagascar to underscore the vital role of accreditation in enhancing the credibility and competitiveness of laboratory services in the region. Her presentation emphasized how SADCAS supports member states in building internationally recognized quality systems. The session sparked constructive dialogue, increased awareness of accreditation benefits, and inspired greater commitment among CLAM members to pursue ISO/IEC 17025 accreditation—positioning Madagascar’s laboratories to better support national and regional industrial, agricultural, and trade goals.

These obstacles limit industrial competitiveness, inflate costs for producers, and discourage investment in local manufacturing capabilities.

### The Strategic Role of Accreditation

As CEO of SADCAS, the region’s multi-economy accreditation body, I see first hand how accreditation plays a pivotal role in ensuring quality, safety, and market access. Accreditation underpins trust in conformity assessment results whether for testing laboratories, inspection bodies, or certification services.

From an accreditation perspective, here are three key considerations:

#### 1. Accreditation and MRAs Facilitate Trade:

SADCAS provides internationally recognised accreditation services. Through its participation in global Mutual Recognition Arrangements (MRAs), accredited results issued in one Member State are accepted across others, reducing re-testing and accelerating trade especially in high volume sectors like agriculture and industry.

#### 2. Priorities for Enhancing Regional Trust:

To deepen regional integration and reduce technical barriers, SADCA and SADCAS must:

- Expand the scope and reach of accredited services
- Promote the adoption of regional MRAs,
- Invest in digital tools such as remote audits and e-certification, and
- Support Member States in building technical capacity.

#### 3. Unlocking the Power of MRAs:

MRAs are crucial in improving the acceptance of conformity assessment results across SADC. They eliminate redundant testing, build trust between Member States, and ensure regulatory efficiency. For MRAs to work effectively, governments must incorporate them into trade and regulatory frameworks, and CABs must be encouraged to pursue accreditation.

### Recommendations for Action

To strengthen QI in a way that drives industrialisation and resilience, I recommend the following:

- **Adopt regional MRAs modeled on ASEAN**, to fast-track the recognition of accredited results and reduce non-tariff barriers.
- **Invest in digital QI platforms**, inspired by the European Union, to streamline compliance, enhance traceability, and future proof regulatory systems.

These steps will unlock regional trade, encourage local production, and prepare SADC for larger continental markets.

### Conclusion: A Call to Collective Action

Quality Infrastructure is not merely a regulatory requirement it is the foundation of competitive, resilient, and integrated economies. As such, I call on all key stakeholders to act:

- **Governments** must embed QI in national development strategies and support the adoption of MRAs.
- **Regulators** should align their frameworks to accept accredited results.
- **CABs and laboratories** must pursue accreditation to enhance credibility and regional acceptance.
- **Business associations and SMEs** should integrate quality practices and see QI as a tool for growth and competitiveness.
- **The private sector** must view accreditation not as a cost but as a strategic investment.



Hon. David Ralambofiringa, Minister of Industrialization and Trade (middle), accepting SADCAS accreditation certificate for Centre Technique Horticole de Tamatave (CTHT) from SADCAS CEO, Ms Eve Gadzikwa (far right), representing CHHT is Mr. Jean-Luc DAMA (left).

Hon. David Ralambofiringa, Minister of Industrialization and Trade, demonstrated his strong commitment to strengthening Regional Quality Infrastructure by officially attending the accreditation ceremony and receiving the SADCAS accreditation certificate on behalf of the Centre Technique Horticole de Tamatave (CTHT), Madagascar. The CTHT testing laboratories achieved accreditation to ISO/IEC 17025 by SADCAS in June 2025, marking a significant milestone in enhancing the country's conformity assessment capacity.



CTHT team celebrating the accreditation of their testing laboratories to ISO/IEC 17025 by SADCAS in June 2025, marking a significant milestone.

A harmonised and trusted QI system is SADC's gateway to realising its industrial and trade potential—not just within the region, but across Africa under AfCFTA and globally. The time to act is now.

Let us commit to building a **Quality-driven SADC**—resilient, industrialised, and ready for the future.

## Highlights: AFRAC Mid-Term meetings

African Accreditation Cooperation (AFRAC) is a cooperation of accreditation bodies, National Accreditation Focal Points (NAFPs) and stakeholders with an interest in accreditation matters. AFRAC's mandate is to provide African Member States with an accreditation infrastructure as a tool for facilitating the national, regional and international recognition and acceptance of conformity assessment results, thus facilitating trade and the protection of health and safety of the public and the environment in both the voluntary and regulatory areas.

The 2025 AFRAC mid-term meetings were held virtually from 26 to 30 May 2025. SADCAS was represented at the meetings by Ms Eve Gadzikwa, the Chief Executive Officer, Mrs Pinkie Malebe, the Technical Manager, Mr Xavier Mugari, the Quality Manager and Mr Boniface Badubi, the Communications & Public Relations Officer.

A number of meetings were held between 26 and 30 May 2025 as follows:

- Evaluators Working Group (EWG);
- MRA Documents Working Group (EWG);
- Marketing and Communications Committee (MCC);
- Mutual Recognition Arrangements (MRA) Committee;
- Technical Committee;
- MRA Council; and
- Executive Committee (EXCO)

The 2025 mid-term AFRAC meetings were very successful and met the set objectives. The virtual meetings presented a cost-effective opportunity for members to attend the meetings.



**AFRAC**  
AFRICAN ACCREDITATION COOPERATION

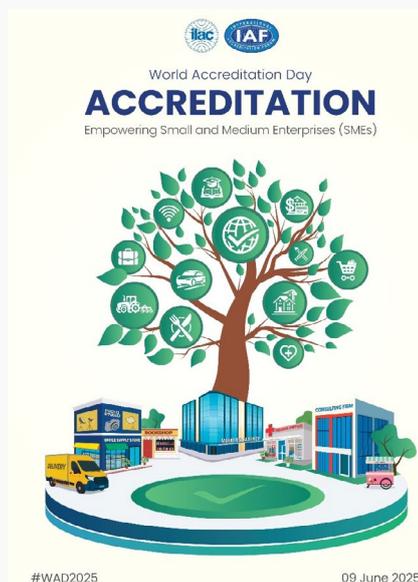
**2025 AFRAC MID-YEAR MEETINGS**

**26<sup>th</sup> - 30<sup>th</sup> MAY 2025** **ONLINE**

[@AFRAC\\_Official](#) [www.intra-afrac.com](http://www.intra-afrac.com)

African Accreditation Cooperation AFRAC AFRAC (African Accreditation Cooperation)

# SADCAS World Accreditation Day Press Release



## ACCREDITATION: EMPOWERING SMALL AND MEDIUM ENTERPRISES (SMEs)

June 9th marks World Accreditation Day, celebrated by both IAF and ILAC, this is a very important celebration, which also SADC Accreditation Service (SADCAS) also participates in this momentous occasion. This year's theme is **"Accreditation: Empowering Small and Medium Enterprises (SMEs)"** which highlights the role that accreditation and conformity assessment play in driving economic growth, innovation, and employment.

There is no denying that SMEs contribute significantly to job creation in local economies and global economic development.

SMEs are also key in achieving the UN Sustainable Development Goals:

- Goal 8: Promote inclusive and sustainable economic growth and decent work for all.
- Goal 9: Build Resilient infrastructure, promote sustainable industrialization and foster innovation.

Accreditation is a vital tool that enables SMEs to deliver sustainable growth and innovation. This year's focus of World Accreditation Day 2025 aims to highlight how SME growth and encouraging wider adoption of accreditation by SMEs across the global economy.

## About SADCAS

The Southern African Development Community Accreditation Service (SADCAS) is a multi-economy accreditation body established in terms of Article 15 B of the Technical Barriers to Trade (TBT) Annex to the SADC Protocol on Trade with the primary purpose of ensuring that conformity assessment service providers operating in those SADC Member States which do not have national accreditation bodies are subject to an oversight by an authoritative body. Typically, in the developed world, each country has its own accreditation body but within the SADC region considering the cost of establishing and sustaining such a body and further taking into account the limited financial and human resources, the region decided to establish one accreditation body which services the accreditation needs of a number of countries.

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. SADCAS provides accreditation services to organizations that perform calibration, testing including medical testing, inspection, certification (personnel, product and management systems) and those that provide legal metrology services against international standards. SADCAS will broaden its scope of accreditation as needs arise. SADCAS also offers training services on accreditation related activities. The accreditation certificates issued by SADCAS for testing/calibration/medical laboratories, inspection bodies and management systems certification bodies' accreditation schemes and the sub-scopes quality/food/environmental/occupational health and safety managements systems are recognized worldwide thus removing the need for repetitive conformity assessment checks. Effectively this means that through internationally recognized accreditation SADC Member States serviced by SADCAS have better access to foreign markets – A truly global reach!

SADCAS is now in its 17th year of operation and accreditations continue to grow in terms of field and scope of accreditation, sectorial coverage and also in terms of geographical diversity having issued 304 accreditation certificates to 253 accredited facilities in 13 SADC Member States and 2 non-SADC Countries Ghana and Cote d'Ivoire by 31st March 2023. At the same time, SADCAS had 50 accreditation applications at various stages of processing. SADCAS had cumulatively conducted 240 training courses in most SADC Member States as part of its efforts to develop capacity of conformity assessment bodies for accreditation. SADCAS services are focused on the priority sectors for development in selected value chains as identified in the SADC Industrial Policy.

For more information, please visit the SADCAS website [www.sadcas.org](http://www.sadcas.org) or Contact our Communications and Public Relations Office at [bbadubi@sadcas.org](mailto:bbadubi@sadcas.org)

# SADCAS

SOUTHERN AFRICAN DEVELOPMENT COMMUNITY ACCREDITATION SERVICE



## SADCAS LAUNCHES NEW PROFICIENCY ACCREDITATION SCHEME (PTAS)

The SADCAS Proficiency Testing Accreditation Scheme (PTAS) was established in October 2024. It is a multi-disciplinary accreditation scheme operated in accordance with ISO/IEC 17043:2023-conformity assessment- General requirements for the competence of Proficiency Testing Providers.

Accreditation of Proficiency Scheme in accordance with ISO/IEC 17043:2023 is a means of demonstrating competence and safety to internal and external clients. Accreditation of PT schemes also demonstrates commitment to quality and compliance with international standards.

### AREAS OF ACCREDITATION:

1. Medical PT 2. Testing PT 3. Calibration PT

#### Accreditation Criteria

Proficiency Testing facilities seeking to be accredited to the SADCAS PTAS need to comply with the International Standard ISO/IEC 17043:2023.

#### The Accreditation Process

Proficiency Testing Providers wishing to be accredited must submit the following:

- A duly completed SADCAS F 43 (j): Application for accreditation of Proficiency Testing Providers.
- Quality manual and procedures.
- Duly completed SADCAS F 43 (f): Application for approval of personnel, i.e., Nominated Representatives, Scheme Manager(s) and Scheme Coordinator(s).
- SADCAS F 44: SADCAS accreditation agreement;
- Upon receipt, SADCAS undertakes a **completeness check** of the application documents.
- SADCAS provides the applicant with a detailed quotation based on the scope of application. If acceptable, the applicant signs and returns a duly signed quotation to SADCAS for invoicing.
- Once payment for the application is received, SADCAS undertakes a **documentation review** of the applicant's quality manual and provides a Document Review Report with feedback on gaps to be addressed before the application proceeds to the assessment stage.
- **Pre- assessments** are optional but may be compulsory depending on the regulator's condition for acceptance where



required. Pre-assessment is an on-site visit to check the applicants readiness for accreditation.

- An **initial assessment** of the organization's competence is undertaken on-site to verify competence and compliance with ISO/IEC 17043 standard, SADCAS requirements and other applicable requirements.

#### Assessors

Assessors are experts drawn from a pool of technical experts from both public and private sectors as well as from professional technical institutions/associations in the SADC region who have been trained, qualified and registered as assessors. Assessors trained and qualified by other accreditation bodies and evaluated for competence can also undertake assessments on behalf of SADCAS.

An assessment is undertaken by an assessment team consisting of a Team Leader and at least one Technical Assessor/Technical Expert with expertise in the scope of the assessment. The assessment team makes **recommendations for accreditation**.

**Accreditation decision** is made by an independent Accreditation Approvals Committee based mainly on the information gathered during an assessment. The accreditation certificate is valid for 5 years and renewed subject to terms and conditions of the PTAS.

#### Accreditation Documents

SADCAS accreditation documents are available from the SADCAS website [www.sadcas.org](http://www.sadcas.org)

#### Accreditation Fees

SADCAS accreditation fees are contained in SADCAS AP 02: SADCAS service fees. The fees contained therein are estimates. Individual quotations are provided based on the scope applied for. SADCAS accreditation fees are reviewed annually.

#### FOR FURTHER INFORMATION ON THE SADCAS PROFICIENCY TESTING ACCREDITATION SCHEME, PLEASE CONTACT:

Southern African Development Community Accreditation Service  
Plot 50369 Unit 3A, Second Floor, Tholo Office Park, Fairgrounds,  
Private Bag 00320, Gaborone, Botswana  
Tel: 267 313 2909 / 313 2910

Email: [info@sadcas.org](mailto:info@sadcas.org) or [vgunqoa@sadcas.org](mailto:vgunqoa@sadcas.org)  
Website: [www.sadcas.org](http://www.sadcas.org)

# SADCAS

SOUTHERN AFRICAN DEVELOPMENT COMMUNITY ACCREDITATION SERVICE



## LA SADCAS LANCE UN NOUVEAU PROGRAMME D'ACCREDITATION POUR LES ESSAIS D'APTITUDE (PTAS)

Le programme d'accréditation des essais d'aptitude (PTAS) de la SADCAS a été créé en octobre 2024. Il s'agit d'un programme d'accréditation multidisciplinaire exploité conformément à la norme ISO/IEC 17043:2023 - Évaluation de la conformité - Exigences générales relatives à la compétence des prestataires d'essais d'aptitude (PT).

L'accréditation du système de compétences conformément à la norme ISO/IEC 17043:2023 est un moyen de démontrer la compétence et la sécurité à des clients internes et externes. L'accréditation des systèmes de PT démontre également l'engagement envers la qualité et le respect des normes internationales.

### DOMAINES D'ACCREDITATION:

1. PT médical 2. PT essais 3. PT étalonnage

#### Critères d'accréditation

Les prestataires d'essais d'aptitude qui souhaitent être accrédités auprès de la SADCAS doivent se conformer à la norme internationale ISO/IEC 17043:2023.

#### Le processus d'accréditation

Les prestataires d'essais d'aptitude qui souhaitent être accrédités doivent soumettre les documents suivants :

- Le formulaire de la SADCAS F 43 (j) dûment rempli : Demande d'accréditation des prestataires d'essais d'aptitude.
- Manuel et procédures de qualité.
- Le formulaire de la SADCAS F 43 (f) dûment remplie : Demande d'agrément du personnel, c'est-à-dire des représentants désignés, du/des managers(s) du programme et du/des coordinateur(s) du programme.
- SADCAS F 44 : Accord d'accréditation SADCAS.
- Dès la réception, le SADCAS procède à une **vérification** des documents de demande.
- SADCAS fournit au demandeur une offre détaillée en fonction du domaine d'accréditation. S'il est acceptable, le demandeur signe et renvoie un devis dûment signé à SADCAS pour facturation.
- Une fois le paiement de la demande reçu, le SADCAS entreprend un **examen** de la documentation du manuel de qualité du demandeur et fournit un rapport d'examen des documents contenant des commentaires sur les lacunes à combler avant que la demande ne passe à l'étape de l'évaluation.
- La **Pré-évaluation** est facultative, mais peut être faite selon l'organisme, le cas échéant. La pré-évaluation consiste en une visite sur place pour vérifier l'état de préparation de l'organisme à l'accréditation.
- L'**évaluation initiale** de la compétence de l'organisation est entreprise sur place pour vérifier la compétence et la conformité



à la norme ISO/IEC 17043, aux exigences de la SADCAS et à d'autres exigences applicables.

#### Évaluateurs

Les évaluateurs sont des experts issus d'un groupe d'experts techniques des secteurs public et privé, ainsi que d'institutions/associations techniques professionnelles de la région de la SADC qui ont été formés, qualifiés et enregistrés en tant qu'évaluateurs. Les évaluateurs formés et qualifiés par d'autres organismes d'accréditation et dont la compétence a été évaluée peuvent également effectuer des évaluations pour le compte de la SADCAS.

Une évaluation est entreprise par une équipe d'évaluation composée d'un chef d'équipe et d'au moins un évaluateur technique/expert technique ayant une expertise dans le cadre de l'évaluation. L'équipe d'évaluation formule des **recommandations en vue de l'accréditation**.

La **décision d'accréditation** est prise par un comité d'approbation indépendant qui se fonde principalement sur les renseignements recueillis au cours de l'évaluation. Le certificat d'accréditation est valable pour 5 ans et renouvelable sous réserve des conditions générales de la PTAS.

#### Documents d'accréditation

Les documents d'accréditation SADCAS sont disponibles sur le site Web de SADCAS [www.sadcas.org](http://www.sadcas.org)

#### Frais d'accréditation

Les frais d'accréditation SADCAS sont contenus dans SADCAS AP 02 : Frais de service SADCAS. Les frais qui y sont contenus sont des estimations. Des offres individuelles sont fournies en fonction de l'étendue demandée. Les frais d'accréditation SADCAS sont révisés chaque année.

**POUR DE PLUS AMPLES INFORMATIONS SUR LE SYSTÈME D'ACCREDITATION DES ESSAIS D'APTITUDE SADCAS, VEUILLEZ CONTACTER:**

**Service d'accréditation de la Communauté de développement de l'Afrique australe**

Plot 50369 Unit 3A, Second Floor, Tholo Office Park, Fairgrounds, Private Bag 00320, Gaborone, Botswana  
Tél. : +267 313 2909 / 313 2910

**Courriel:** [info@sadcas.org](mailto:info@sadcas.org) / [vgungoa@sadcas.org](mailto:vgungoa@sadcas.org)

**Site internet:** [www.sadcas.org](http://www.sadcas.org)

# SADCAS

SOUTHERN AFRICAN DEVELOPMENT COMMUNITY ACCREDITATION SERVICE



## NOVO!!! ESQUEMA DE ACREDITAÇÃO DE ENSAIO DE PROFICIÊNCIA (PTAS)

O SADCAS introduz um novo Esquema de Acreditação denominado de Ensaio de Proficiência (PTAS) ou Controlo Externo de Qualidade (CEQ). Este esquema de acreditação foi estabelecido em outubro de 2024. É um esquema de acreditação multidisciplinar operado de acordo com a ISO/IEC 17043:2023 - avaliação de conformidade - Requisitos gerais para a competência dos Provedores de Ensaios de Proficiência.

O Esquema de Acreditação de Proficiência de acordo com a ISO/IEC 17043:2023 é um meio de demonstrar competência e segurança para clientes internos e externos. A acreditação de esquemas de PT também demonstra compromisso com a qualidade e conformidade com os padrões internacionais.

### ÁREAS DE ACREDITAÇÃO:

1. Ensaio de Proficiência na área Médica
2. Ensaio de Proficiência na área de ensaios
3. Ensaio de Proficiência na área de Calibração

### Crítérios de acreditação

As instituições que procuram por serviços de acreditação de ensaios de proficiência no SADCAS, precisam de cumprir integralmente com os Requisitos gerais da Norma Internacional ISO/IEC 17043 :2023.

### O Processo de Acreditação

A instituição que deseja ser acreditada nos ensaios de proficiência de acordo com a Norma ISO/IEC 17043 :2023 devem:

- Submeter diretamente ao SADCAS o formulário SADCAS F 43 (j)-Pedido de acreditação de ensaios de proficiência devidamente preenchido.
- Manual de qualidade e procedimentos técnicos bem como de procedimentos de gestão.
- Formulário SADCAS F 43 (f)-Pedido de aprovação de pessoal ou seja, Representante(s) Nomeado(s), Gestor(es) de Esquema e Coordenador(es) de Esquema de Ensaios de Proficiência, devidamente preenchido.
- SADCAS F 44-Acordo de acreditação SADCAS.
- Após a receção, o SADCAS procede a uma verificação completa dos documentos de candidatura.
- O SADCAS fornece ao requerente uma cotação detalhada com base no âmbito de aplicação. Se for aceitável, o requerente assina e devolve ao SADCAS o orçamento devidamente assinado.
- Uma vez recebido o pagamento da inscrição, o SADCAS realiza uma revisão da documentação do manual de qualidade do candidato e fornece um Relatório de Revisão de Documentos com feedback sobre as lacunas a serem abordadas antes que a inscrição prossiga para a fase de avaliação.
- O SADCAS procede a uma revisão da documentação do manual de qualidade do requerente e fornece feedback ao requerente que, em caso de não conformidade, toma medidas corretivas. Se o manual de qualidade abordar todos os requisitos da norma, o



pedido prossegue para a etapa de avaliação.

- As pré-avaliações são opcionais, mas podem ser obrigatórias dependendo da condição de aceitação do regulador, quando necessário. A pré-avaliação é uma visita no local para verificar a prontidão dos candidatos para a acreditação.
- Uma avaliação inicial da competência da organização é realizada no local para verificar a competência e a conformidade com a norma ISO/IEC 17043, os requisitos SADCAS e outros requisitos aplicáveis.

### Avaliadores

Os avaliadores são peritos provenientes de um grupo de peritos técnicos dos sectores público e privado, bem como de instituições/associações técnicas profissionais na região da SADC que foram formados, qualificados e registados como avaliadores. Avaliadores treinados e qualificados por outros organismos de acreditação e avaliados quanto à competência também podem realizar avaliações em nome do SADCAS.

Uma avaliação é realizada por uma equipe de avaliação composta por um líder de equipe e pelo menos um avaliador técnico/especialista técnico com experiência no escopo da avaliação. A equipe de avaliação faz recomendações para a acreditação.

A decisão de acreditação é tomada pelo Comité de Aprovações de Acreditação com base principalmente nas informações recolhidas durante a avaliação. O certificado de acreditação é válido por 5 anos e renovado sujeito aos termos e condições do PTAS.

### Documentos de Acreditação

Os documentos de acreditação do SADCAS estão disponíveis no website do SADCAS [www.sadcas.org](http://www.sadcas.org)

### Taxas de Acreditação

As taxas de acreditação do SADCAS estão indicadas no documento SADCAS AP 02: Taxas de serviço do SADCAS. As taxas nele contidas são estimativas. As cotações individuais são fornecidas com base nas estimativas de taxas nelas contidas. As taxas de acreditação da SADCAS são revistas anualmente.

### PARA MAIS INFORMAÇÕES, CONTACTAR:

**Southern African Development Community Accreditation Service**  
Plot 50369 Unit 3A, Second Floor, Tholo Office Park, Fairgrounds,  
Private Bag 00320, Gaborone, Botswana  
Tél. : +267 313 2909 / 313 2910 / 313 8864 / 318 8646  
Fax: +267 313 2922

Email: [info@sadcas.org](mailto:info@sadcas.org) Website: [www.sadcas.org](http://www.sadcas.org)

# NAFPs Celebrates World Accreditation Day 2025

## Botswana Celebrates World Accreditation Day 2025 in Serowe, Botswana



The Government of Botswana through the Ministry of Trade and Entrepreneurship joined the rest of the world in commemorating the World Accreditation Day (WAD) under the theme **“Accreditation – Empowering Small and Medium Enterprises (SMEs)”**. The commemoration commenced with the speech by the Minister of Trade and Entrepreneurship, Honourable Tiroeane Ntsima which was aired on Radio Botswana (RB 1) on 9th June 2025 in official languages; English and Setswana.

The celebration was held in Serowe village on 19th June 2025 which brought together stakeholders from government, private sector, SMEs and Associations to reflect on the role of Accreditation in enhancing the competitiveness and sustainability of SMEs in Botswana. The event was celebrated through workshop with an exhibition. 189 participants attended the event and 19 institutions exhibited.

The event was graced with the village dignitaries namely: the Serowe District Commissioner Ms, Angelina Leano-Bakoko who introduced the Guests; Mothusa Kgosi-Kgolo Ya ga Mmangwato (Deputy King for Ga Mmangwato)-Kgosi Seretse Peter Khama provided the Welcome Remarks; Serowe District Council Chairman Honourable Atamelang Tlhaga, delivered the Vote of Thanks. Furthermore, the Minister of Trade and Entrepreneurship, Honourable Tiroeane Ntsima, delivered the Key Note Address.



Ms Angelina Leano-Bakoko, Serowe District Commissioner conducting introduction of Guests.



**Kgosi Seretse Peter Kgama, Mothusa Kgosi ya ga Mmangwato delivering Welcome Remarks.**



**Minister of Trade and Entrepreneurship, Honourable Tiroeaone Ntsima delivering Key Note Address.**

#### Proceedings of the workshop

There were eight (8) presentations from the following:

- Department of Industry Development by Ms Gobonaone Ruth Baoki, Director;
- Southern African Development Community Accreditation services (SADCAS) by Ms Eve Christine Gadzikwa, Chief Executive Officer;
- Two (2) from Botswana Bureau of Standards by Mr Omphile Chris Muke, Principal Scientist and Mr Tefo Batshabang, Scientist;
- Morupule Coal Mine, Mr Keabetswe Kirby Motsomi, Metallurgy Manager;
- Sekgoma Memorial Hospital by Ms Winnie Ntabe-Jagwer, Principal Medical Laboratory Technician;
- Conformity Assessment and Quality Association of Botswana (CAQAB) by Dr Boago C. Tapela, Deputy Chairperson; and
- Botswana Business Awards by Mr Base Sebonego.

The presentations were made as follows:

### Overview of the National Quality Policy

The Director of Industry Development cited that Botswana developed the National Quality Policy (NQP) with a view to improve quality of goods and services made and used in Botswana. She explained that the Policy was approved by Parliament in April 2022 and launched in June 2023. She clarified that in the past, National Quality Infrastructure institutions and Technical Regulations were developed through various Policies, Legislation pronouncements, programmes and initiatives without a quality Policy that is dedicated towards achieving an internationally recognized quality regime (Accreditation, Metrology, Standardization, and Conformity Assessment Services) which is in accordance with international best practice. She indicated that the NQP was therefore developed to fill in the gap in the Country's Policy space as well as the changes at regional and global levels.



**Ms. Gobonaone Ruth Baoki, Director of the Department of Industry Development providing an overview of the National Quality Policy.**



**Ms. Eve Gadzikwa presenting on the role of accreditation bodies in empowering small and medium enterprises.**

Ms Gadzikwa indicated that SMEs are key in achieving the UN Sustainable Development Goals such as: Goal 8: Promote inclusive and sustainable economic growth and decent work for all; and Goal 9: Build resilient infrastructure, promote sustainable industrialization and foster innovation.

She emphasized that the accreditation landscape in Botswana is growing rapidly. She commended the Government of Botswana for its dedication and commitment to strengthening the quality infrastructure and reaping the benefits of accreditation. She indicated that as of 31 May 2025, there are 36 accredited facilities in Botswana. Furthermore, she cited that at the same date, SADCAS has cumulatively conducted 309 training courses, in most SADC Member States, as part of its efforts to develop the capacity of Conformity Assessment Bodies for accreditation. Ms Gadzikwa elaborated that Botswana was leading the pack with 85 training courses conducted thus far, which is 28 % of the total training courses.

### 2.1.3 The role of Calibration services in empowering small and medium enterprises

Mr Omphile Chris Muke highlighted that the quality of products and services is increasingly dependent on reliable measurements. He explained that the importance attached to measurements is reflected in relevant standards by the requirement that measurements must be 'traceable to national or international standards'.



### The role of Inspection Bodies in empowering small and medium enterprises (SMEs)

Mr Tefo Batshabang explained that inspection bodies play a critical role in: (i) ensuring compliance with standards, (ii) enhancing market access, (iii) building customer trust and credibility, (iv) supporting quality assurance and continuous improvement, (v) promoting fair competition, (vi) facilitating innovation and product development and (vii) boosting investor and stakeholder confidence.



Mr Tefo Batshabang, Scientist, BOBS presenting on the role of inspection bodies in empowering small and medium enterprises.

## Sekgoma Memorial Hospital on the role of medical laboratories in empowering small and medium enterprises

Ms. Ntabe-Jagwer who presented on behalf of Sekgoma Memorial Hospital Laboratory, explained that it is one of the laboratories that have been accredited towards ISO 15189 by SADCAS in Botswana since 2015 up-to-date. She cited that in order for a laboratory to provide quality results, the laboratory should be accredited by an accreditation bodies such as SADCAS in accordance with international best practices.



Ms. Ntabe-Jagwer presenting on the role of medical laboratories in supporting quality health care.



Audience during the 2025 WAD commemoration.



Audience during the workshop.



**Exhibition**

19 Organizations from various sectors including transport, manufacturing, energy, mining and agriculture among others, exhibited their wares during the event as follows:

- Botswana Medicines Regulatory Authority (Regulator, health sector)
- Foods Botswana (Manufacturer, food sector)
- Water Utilities Corporation (utility, water sector)
- Department of Road Transport Services (Regulator, transport sector)
- Path Garments (manufacturing sector-clothing))
- Mosby Mills (manufacturing sector-food)
- Botswana Geoscience Institute (mining sector)
- Botswana Bureau of Standards (standardization, conformity assessment body and Regulator-quality)
- SADCAS (Accreditation Body-quality)
- Morupule Coal Mine (mining)
- Botswana Power Corporation (utility, energy)
- Botswana Energy Regulatory Authority (Regulator, energy sector)
- Engineers Regulatory Board (Regulator, engineering sector)
- Godoga Printing (services)
- Siza Labs Botswana (mining)
- Agrifeed (agricultural and retail sectors)
- Mophane Pottery (manufacturing/arts and craft)
- Dikabo Fashion Center (manufacturing-clothing)
- Ministry of Trade and Entrepreneurship



Water Utilities Corporation stall during the exhibition.



Foods Botswana stall during the exhibition.



Some of the stalls during the exhibition.

**Stakeholder engagement for the event**

Stakeholder engagement activities were undertaken prior and post the event, to raise awareness including on Radio, consultative meetings and Print media (article) regarding the WAD celebrations as well as invitations to various media houses in both public and private sector. Two (2) consultative meetings regarding 2025 WAD with Serowe District Leadership were held on 15th May 2025 and 6th June 2025 in order to prepare for the event. The 2025 WAD celebrations were covered on BTV news and an article was posted on Ministry of Trade and Entrepreneurship Facebook page. Furthermore, the 1st NAFP for Botswana, Mr Edward E. Mmatli was interviewed live on RBl (Radio Botswana) on 20th June 2025, on Papadi le Madirelo programme, which is a Setswana based Radio programme. The workshop underscored the critical role of accreditation in empowering SMEs, but also highlighted systemic gaps in policy execution, accessibility, affordability, and awareness. Moving forward, a multi-stakeholder approach involving government, private sector, and associations is essential to build an inclusive, quality-driven SME sector in Botswana. Finally, Stakeholder engagement with respect to the National Quality Policy is critical in order to build a robust quality culture in the country.

## Malawi Celebrates World Accreditation Day 2025



Attendees during the World Accreditation Day 2025 celebrations in Malawi.

9th June is World Accreditation Day when accreditation stakeholders celebrate achievements in the field of accreditation. This year, Malawi joined accreditation stakeholders and the rest of the world in commemorating World Accreditation Day with a vibrant and engaging event held at Crossroads Hotel in Lilongwe on 10th June 2025. The occasion brought together key stakeholders from various sectors to reflect on the role of accreditation in promoting quality, safety, and economic growth, with a particular focus on small and medium enterprises (SMEs). This was in line with the year's theme 'Accreditation: Empowering SMEs for sustainable growth.

The event was graced by the Deputy Director of Industry, Ms Gladys Chimpokosera who served as the guest of honor. In her remarks, the Deputy Director emphasized the importance of accreditation in enhancing the competitiveness of Malawian products and services on both local and international markets. She also highlighted the Malawi government's commitment to supporting quality infrastructure systems that foster innovation and sustainable development.

The event attracted representatives from government ministries and departments, conformity assessment bodies, regulators, the Laboratory Association of Malawi, and the Small and Medium Enterprise Development Institute (SMEDI). Each of these stakeholders plays a vital role in Malawi's quality infrastructure and accreditation ecosystem.

In line with the theme, Small and Medium Enterprises Development Institute (SMEDI), an institution that promotes the growth and development of SMEs in Malawi made a presentation titled 'Unlocking SME potential through support and accreditation'. The presentation highlighted developments in SMEs, achievement, challenges faced, possible solutions and accreditation was the anchoring the solution to the challenges.

A key highlight of the event was the panel discussion that was held during the event under the theme: 'Accreditation and quality infrastructure as catalyst for SME growth and competitiveness'. The panel featured experts from regulatory bodies, accredited laboratories, industry, and SME support organizations. Panelists shared insights on the benefits of accreditation, the importance of awareness among SMEs, and the need for collaboration between public and private sectors to improve access to accreditation services. The panel discussion was followed by a questions and answers session where attendees asked or commented on accreditation related issues.

The event concluded with a networking session, offering attendees a chance to build partnerships and continue discussions on how to leverage accreditation to support national development goals.

As the country continues its journey towards industrialization and global competitiveness, events such as this underscore the critical role of accreditation in achieving quality and excellence across sectors.



Panelists during World Accreditation Day 2025 in Malawi.

## Namibia Celebrates World Accreditation Day 2025



On July 10th, Namibia joined the global community in celebrating World Accreditation Day through a virtual event hosted by the Southern African Development Community Accreditation Service (SADCAS). The 2025 celebration was held under the theme “Accreditation: Empowering Small and Medium Enterprises (SMEs),” highlighting the vital role accreditation plays in supporting the growth, competitiveness, and sustainability of SMEs.

The virtual celebration brought together a significant number of conformity assessment bodies (CABs), stakeholders, and industry professionals from across the country and region. The event served as a platform to raise awareness on how internationally recognized accreditation services can help SMEs improve the quality of their products and services, enhance customer confidence, and access new markets—both locally and internationally.

Speakers emphasized the importance of building robust national quality infrastructure to support the development of SMEs, particularly in sectors such as agriculture, manufacturing, tourism, and health. Accreditation, they noted, is not just a tool for quality assurance, but a strategic enabler of business resilience and economic growth.

Namibia’s active participation in this event underscores the country’s commitment to promoting a quality culture and supporting its SMEs through credible and internationally recognized conformity assessment services.



NAFP Namibia occasionally visits Conformity Assessment Bodies (CAB) in efforts to maintain the database and market the services of SADCAS. This was displayed at the entrance of one of the CABs.

## Seychelles Celebrates World Accreditation Day 2025



The National Accreditation Focal Point (NAFP) Seychelles hosted a half-day seminar at the Seychelles Bureau of Standards on Monday 9th June 2025, to celebrate World Accreditation Day 2025. The event was attended by representatives from the Seychelles Ministry of Investment, Entrepreneurship and Industry (MIEI) and from various conformity assessment bodies such as private medical laboratories, governmental medical laboratory, testing laboratories from the Ministry of Health, Seychelles Bureau of Standards, Seychelles Police Force, private accredited testing laboratory, certification body, inspection bodies and also representatives from small and medium food companies in Seychelles.

The workshop unpacked the importance of accreditation in general, towards SMEs, the relevance of SADCAS and NAFP role in the different conformity assessment services provided in the country through a presentation done by the 1st NAFP, Ms. Corina Chang-Ty-Sing. Conformity assessment bodies were encouraged to implement quality management system in their routine work culture and pursue accreditation for the benefit of their business and the country.

The workshop concluded with a visit to the accredited facilities at the Seychelles Bureau of Standards and invitees could interact with technical staff, be knowledgeable in the testing activities that they do and their path towards accreditation.

Media fraternity was present from the Seychelles Broadcasting Corporation, TELEesel and Seychelles Nation. World accreditation day 2025 press release was published on Seychelles Nation which highlighting the theme of this year's event and the conformity assessment bodies that are accredited by SADCAS in the country.



Invitees attending the half-day seminar on World Accreditation Day 2025.



Invitees visiting an accredited laboratory, National Metrological Laboratory at the Seychelles Bureau of Standards.



Invitees visiting an accredited laboratory, Environment laboratory at the Seychelles Bureau of Standards.



Invitees visiting an accredited laboratory, Chemical Analysis Laboratory at the Seychelles Bureau of Standards.



Invitees visiting an accredited laboratory, Food Chemistry Laboratory at the Seychelles Bureau of Standards.

## Zimbabwe Commemorates World Accreditation Day 2025 with a Focus on Empowering SMEs



On 20 June 2025, over 170 key stakeholders from across Zimbabwe's economic landscape gathered at the Rainbow Towers Hotel in Harare for a powerful in-person commemoration of World Accreditation Day (WAD). Hosted by the Ministry of Industry and Commerce, the event was a national follow-up to the global online observance on 9 June, providing a crucial platform to localise the dialogue and collectively chart a path forward for the nation's quality infrastructure.

This year's global theme, "**Accreditation: Empowering Small and Medium Enterprises (SMEs)**," resonated deeply with Zimbabwe's economic development goals. The event brought together high-level government officials, industry captains, regional body representatives, and a vibrant cohort of SME entrepreneurs to deliberate on how accreditation can serve as a catalyst for growth, trade, and resilience.



Part of the audience gathered for the commemoration of the World Accreditation Day in Harare: 20 June 2025.

### A Unified Government Vision for Quality

The proceedings were officially opened with remarks from Mr. I. Mungure, representing the Harare Metropolitan Province Permanent Secretary for Provincial Affairs and Devolution, Mr. C. Chiringa. Mr. Mungure set a powerful tone for the day, urging stakeholders to shift their perspective and "view accreditation not as a cost but as a strategic investment" that unlocks significant opportunities for SMEs. He highlighted the tangible benefits of adopting international standards, such as ISO 22000 for food safety in the agricultural sector and ISO 27001 for data security, which builds immense trust in the global digital marketplace.

The keynote address, delivered by Dr. D. Runyowa on behalf of the Permanent Secretary for Industry and Commerce, Dr. T.U. Wushe reinforced this message. Dr. Runyowa described SMEs as the "lifeblood" of Zimbabwe's economy, responsible for driving employment, innovation, and economic resilience. He stressed the Ministry's commitment to fostering a robust National Quality Infrastructure (NQI) encompassing standardization, metrology, conformity assessment, and accreditation. A strong NQI, he argued, is the nation's primary tool to enhance competitiveness, protect consumers, combat the scourge of counterfeit goods, and attract vital investment. Dr. Runyowa also informed the delegates about the ongoing review of the Zimbabwe National Quality Policy, a critical step to modernize the framework in line with international best practices.

### SMEs as the Bedrock of Regional Trade

The vital role of SMEs was further underscored in a presentation by Mr. B. Gudyanga, who spoke on behalf of Dr. M. Sibanda, the Permanent Secretary for the Ministry of Women Affairs, Community, Small and Medium Enterprises Development. He described SMEs as the "bedrock" of economies worldwide, particularly in developing nations. For Zimbabwean SMEs to harness their full potential and compete on a global stage—especially within the expansive African Continental Free Trade Area (AfCFTA)—Mr. Gudyanga asserted that accreditation is "not just beneficial, but an indispensable tool" for enhancing credibility and market acceptance.

## The SADCAS Perspective: Regional Collaboration and Benchmarking

Mr. Xavier Mugari, representing the Southern African Development Community Accreditation Service (SADCAS), provided a crucial regional context. He explained the role of SADCAS as a multi-economy accreditation body established to provide authoritative oversight for conformity assessment bodies in SADC member states that do not have their own national accreditation bodies.

Presenting statistics as of 31 March 2025, Mr. Mugari revealed that Zimbabwe ranks second within the SADCAS system with **47 accredited facilities**, a testament to the country's growing commitment to quality. Tanzania currently leads with 108 facilities. He acknowledged the common challenges faced by SMEs, such as limited access to finance and technology gaps, and detailed how achieving accreditation helps these businesses overcome hurdles, build trust with partners and consumers, and gain enhanced access to new markets.



SADCAS Quality Manager, Mr. Xavier Mugari delivering his insightful presentation on the regional state of accreditation.

## From Theory to Practice: A Testimony of Success

The most compelling case for accreditation came directly from an entrepreneur who has walked the path. Mr. G.T. Zimondi, Director of NDT Inspection Solutions, delivered an inspiring first-hand account of his company's journey. He proudly shared that NDT Inspection Solutions was the pioneering SME to achieve SADCAS accreditation back in 2013. He powerfully testified that this achievement directly resulted in expanded market access, improved revenue streams, and a significant increase in overall productivity, demonstrating the tangible return on investment that accreditation provides.

Mr. C. Mukoyi, the Director General of the Standards Association of Zimbabwe (SAZ), presented on the multifaceted benefits of systems and product certification. He highlighted a key initiative: SAZ, in collaboration with the Government of Zimbabwe, is currently developing a cost-effective certification model specifically tailored for SMEs.

## A Commitment to a Culture of Quality

The day concluded with a vote of thanks from Ms. R. Chibanda, Deputy Director for Quality Assurance. She extended her gratitude and acknowledged the invaluable contributions of all participants and speakers, ensuring a positive closing to the successful event.

# National World Accreditation Day 2025: Emphasizing Empowerment for SMEs in Eswatini



On June 9, 2025, the Kingdom of Eswatini proudly joined the global community in commemorating World Accreditation Day (WAD). This year's theme highlighted the critical role of testing, certification, and inspection services in enhancing the performance and credibility of businesses. Honourable Minister, Manqoba Khumalo, delivered a press statement emphasizing that accredited conformity assessment services are vital tools for enterprises, helping them overcome barriers and boosting investor confidence. He urged all small and medium enterprises (SMEs) to embrace accreditation as a strategic advantage in their operations.

## Continuing the Celebration

To further commemorate World Accreditation Day, the Regulatory and Quality Infrastructure Development Department, home to the National Accreditation Focal Point (NAFP), partnered with the Small Enterprises Development Company (SEDCO) to conduct a virtual workshop on June 13, 2025. Held at 2:00 PM, the workshop focused on the significance of accreditation in empowering SMEs and its pivotal role in economic growth. The theme for the workshop, **"Accreditation: Empowering Small-Medium Enterprises,"** underscored the challenges SMEs face in accessing accredited services.

## Workshop Highlights

Dr. Thabile Ndlovu, Programme Director, welcomed participants and introduced Ms. Phindile Priscilla Dlamini, Chief Quality Systems Administrator, who provided opening remarks. Following this, the NAFP presented an overview of the accreditation status in Eswatini.

Mr. Mxolisi Hlophe, Business Manager at SEDCO, emphasized the importance of micro, small, and medium enterprises (MSMEs) in Eswatini's economy, particularly in job creation, poverty reduction, and inclusive growth. He noted that access to accreditation services is crucial for improving the credibility of products. However, he also pointed out significant challenges, including:

- Limited awareness of accreditation.
- Insufficient access to national quality infrastructure, such as testing labs and certification bodies.
- High costs associated with accreditation and compliance.
- Inadequate technical capacity within MSMEs to meet documentation requirements.

Hlophe stressed that overcoming these challenges is essential for building credibility, competitiveness, and enhancing market access for MSMEs.

## Government Initiatives

The workshop also highlighted the government's efforts, particularly the establishment of the Ingalo certification scheme. This initiative is benchmarked against ISO standards but tailored for local producers, aiming to improve their market access and income.

## Insights from the National Lab Association

Sanele Thwala, Chairperson of the National Lab Association (NLA), presented during the workshop, emphasizing the NLA's role in connecting businesses with appropriate testing services. He recognized the crucial position of MSMEs in the economy and discussed the challenges they face in accessing affordable testing services.

Thwala underscored the importance of accreditation for SMEs, noting that although initial costs may seem high, accreditation builds confidence, ensures product quality, and facilitates access to broader markets. He urged SMEs to partner with accredited laboratories and encouraged accredited labs to consider subsidizing testing costs for SMEs. Thwala also highlighted the advantages of using local accredited labs for faster turnaround times and reduced logistics costs.

## Guest Speaker Insights

The workshop featured Mr. Brahim Houla, Director of Accreditation Services at the GCC Accreditation Centre in Riyadh, Saudi Arabia, as the guest speaker. Houla discussed the instrumental role of international standards and accredited services in supporting SMEs and governments in achieving sustainable development goals. He shared examples from Jordan and Kenya, illustrating the positive impact of international standards on work culture within SMEs. Additionally, he provided resources with case studies demonstrating the global advantages of conformity assessment for SMEs.

The workshop concluded with a call for collaboration among stakeholders to improve access to accredited services and support the accreditation journey of SMEs. Forty-five participants attended the event, reflecting the strong commitment to enhancing the quality and credibility of businesses in Eswatini. This observance of World Accreditation Day serves as a significant step toward empowering SMEs and fostering a robust economic environment in the Kingdom of Eswatini.

## Under the Eye of an Assessor – Information Security and Conformity Champion: Mr. Thabiso Molemohi



Mr. Thabiso Molemohi

***Mr. Thabiso Molemohi is a distinguished professional with extensive expertise in auditing, engineering, and conformity assessment. As an Information Security Management System (ISMS) Technical Expert at the Southern African Development Community Accreditation Service (SADCAS), he plays a pivotal role in enhancing information security practices and upholding the credibility of accredited systems.***

With a career spanning 19 years, including over a decade dedicated to auditing management system processes, Mr. Molemohi has earned recognition as a trusted authority in ISO/IEC 27001 implementation and assessment. His work ensures that Conformity Assessment Bodies (CABs) adhere to stringent information security frameworks, aligning with both regulatory mandates and global best practices. His technical proficiency is underscored by certifications such as ISO/IEC 27001:2022 Lead Implementer, Internal Auditor, and Requirements training, as well as advanced auditor qualifications in ISO/IEC 17021-1 and ISO/IEC 17065.

Beyond his contributions at SADCAS, Mr. Molemohi actively shapes the regional and international quality infrastructure through his participation in technical committees. He is a member of the South African National Accreditation System (SANAS) STC committee on Information Security Management Systems and the SABS TC27 committee on ISMS, where he helps refine and interpret standards that underpin secure and resilient systems.

Since joining SADCAS as a Technical Expert in 2025, Mr. Molemohi has conducted critical evaluations of CABs, ensuring their compliance with accreditation requirements under ISO/IEC 17021-1 and ISO/IEC 27006. His meticulous reviews reinforce the competence and integrity of the accreditation process.

***Mr. Molemohi's academic credentials further solidify his expertise. He holds a National Diploma in Electrical Engineering, a BCom in Economic Management, a BCom Honours, and a Master of Commerce. Currently pursuing a PhD in Economics, his interdisciplinary background provides unique insights into the intersection of quality infrastructure, economic development, and digital transformation.***

## Under the Eye of an Assessor – Medical Laboratories Accreditation Scheme: Ms. Gloria Goba



Ms. Gloria Goba

***“As I sat down to prepare for my first SADCAS assessment session, I couldn’t help but feel a mix of emotions. Excitement coursed through my veins, knowing that I had been entrusted with this critical responsibility. However, nervousness also crept in, stealing my calm and replacing it with doubts. What if I made a mistake? What if wasn’t thorough enough? Could I uphold the standards of this great role, comparable to those of seasoned and well-qualified assessors I was accompanying?” shares Gloria Goba.***

The day of the assessment finally arrived, and I was determined to rise to the challenge. I was eager to do justice to this great opportunity, and conduct the evaluation fairly and objectively.

Applying all knowledge, I had gained through the technical assessor training, and the experience I had gained over the years working as a Quality Assurance Officer. Luckily, my monitor for the assessment, had prepared me beforehand, on assessment techniques, how to manage time and how to establish rapport with the lab. When we met in the morning, the entire SADCAS team was very friendly and accommodating, which quickly put me at ease, and gave me confidence.

As I progressed through the assessment, I was focused and committed to delivering a thorough and unbiased evaluation but time management was my biggest challenge. My monitor had to come in and show me how to juggle multiple tasks at once. Her techniques saved the day, and I was able to complete my tasks with some time to spare for reviewing my work.

***As I completed my first assessment, I felt a sense of pride and accomplishment. The whole experience taught me a number of lessons, of which I can summarize the three main lessons as follows. Time management is very important; you need to know your tasks, time them and be able to multi task. Attention to detail; each document and record has to be carefully reviewed. And lastly but not least, communication, the value of clear and concise feedback. You have to clearly explain and engage your audience on what their strong points were, and the areas for improvement.***

# SADCAS Quality Manager conducts ISO/IEC 17011:2017 Requirements and SADCAS QMS Training

SADCAS recently conducted training on ISO/IEC 17011:2017, an onsite 5-Day course for seven (7) participants from SADCAS. The training was held from 14th – 18th July 2025 in Gaborone, Botswana.

The training aimed to provide participants with a comprehensive understanding of ISO/IEC 17011:2017, **Conformity Assessment – Requirements for Accreditation Bodies Accreditating Conformity Assessment Bodies**, and its practical application within the organization. The overview of ISO/IEC 17011:2017 provided a general introduction to the standard, its purpose, scope and relationship to other relevant standards and regulations. Requirements for accreditation bodies and the general accreditation process was also covered.

The former sub-topic examined the requirements for accreditation bodies, including management system requirements, resource requirements and general competence requirements. The latter was a step-by-step guide to the accreditation process, including application, assessment, decision making and surveillance. Part of the training also included assessment methodologies as well as focusing on the necessary competencies for assessors. Management system requirements were also part of the training where requirements for establishing, implementing, maintaining and improving a management system for accreditation activities was covered. Finally, documentation, record keeping and risk management were discussed. Guidance on the documentation and record keeping requirements of the standard was covered together with risk management principles and their application in the overall accreditation process. Course participants had the opportunity to ask questions for clarifications and various examples were given by the facilitator referencing their respective work.

This training was a valuable investment in the organization's competence and its ability to meet requirements of accreditation. The participants gained a thorough understanding of the standard and developed the necessary skills to contribute to the organization's accreditation activities through a blended learning approaches listed below;

- a) **Group Exercises:** Collaborative activities to reinforce learning and promote teamwork
- b) **Q & A Sessions:** Opportunity availed for participants to ask questions
- c) **Lectures and Presentations:** Formal presentations to introduce key concepts and requirements of ISO/IEC 17011:2017

The course was concluded on 18 July 2025 with an exam to evaluate the knowledge gained by all the participants during the week of training. All the participants will receive certificates for successful completion of the training course.



SADCAS Quality Manager conducted the training for SADCAS Staff.



Staff listening attentively during the training.

## Boniface Badubi elected as SADCA Marketing & Communications Vice Chairperson



Newly elected SADCA Vice Chairperson, Boniface Badubi.

SADCAS Communications & Public Relations Officer, Mr. Boniface Badubi, was elected as the SADCA Marketing & Communications Vice Chairperson.

Boniface Badubi brings a wealth of experience as a Marketing, Communications, and Public Relations Practitioner with over eight years of experience in marketing, communications, and international development. He has extensively worked with both global and local organisations such as the Foreign, Commonwealth & Development Office. Boniface has made a significant contribution to various committees and platforms in the accreditation landscape, including the SADCA Marketing & Communications Committee.

His portfolio at SADCAS includes the National Accreditation Focal Points portfolio for 14 Member States in the SADC region, who are responsible for promoting the benefits of accreditation in their respective member states. His highlights projects at SADCAS include the SADCAS website revamp and the launch of the social media channels (Facebook and LinkedIn).



**NEW!**

### PROFICIENCY TESTING ACCREDITATION SCHEME (PTAS)

SADCAS has now launched its **PROFICIENCY TESTING ACCREDITATION SCHEME** and is now ready to receive applications from organisations providing Proficiency Testing Service.

**For more information, visit** [www.sadcas.org](http://www.sadcas.org) or contact us on Email: [info@sadcas.org](mailto:info@sadcas.org) or [vgungoa@sadcas.org](mailto:vgungoa@sadcas.org)

## SADCAS conducts training on ISO/IEC 17020 for the Standards Association of Zimbabwe



SADCAS recently conducted training on ISO/IEC 17020:2012 Five-Day Requirements & Internal Auditing course for twelve (12) participants from the Standards Association of Zimbabwe. This virtual course was held from 05-09 May 2025.

This course provides a comprehensive understanding of the standard's requirements for inspection bodies and equips participants with the skills to conduct internal audits. The course covers the standard's clauses, the inspection process, and the principles and practices of effective auditing within the context of ISO/IEC 17020. The participants were taken through the different aspects of ISO/IEC 17020:2012 including importance of competence aspects: personnel, facilities and equipment, traceability of measurements, environment conditions, inspection methods and procedures as vital tools towards accreditation. They were also appraised on why procedures needed to be documented in a systematic manner by all the staff performing specific tasks, why they were consolidated into a single document, the Quality Manual, and why procedures should be implemented and available at all relevant locations of their work places. Course participants had the opportunity to ask questions for clarifications and various examples were given by the facilitator referencing their respective work.

On Internal auditing emphasis was on audit programs, conducting an audit, positive and negative characteristics of an auditor and competence requirements for auditors. Participants were made aware of the importance of planning for the audit and the preparation of audit work documents, methods / techniques used to gather information during an audit, how to correctly formulate Non-conformances and correctly classify them. They were also made to understand that audit of a Conformity Assessment Body (CAB), was an audit of the competence of the facility to produce competent inspection results consistently.

The course was concluded on 09 May 2025 with an exam to evaluate the knowledge gained by all the participants during the week of training. All the participants will receive certificates for successful completion of the training course.

# SADCAS conducts training on ISO/IEC 17025:2017 Requirements & Internal Auditing for Angolan Engineering Lab

The ISO/IEC 17025:2017 Requirements and Internal Audit course was conducted by SADCAS from 10 to 14 March 2025 for the Angola Engineering Lab, at their offices in Luanda, Angola.

Angola Engineering Lab (LEA) is responsible for the investigation, application, and inspection of works. The laboratory focuses on three (3) key areas of Geotechnical, Roads & Aerodromes, and Buildings & Structures. A total number of 16 participants attended the training



The 5-day ISO/IEC 17025 requirements and internal auditing course is designed to promote a thorough understanding of ISO/IEC 17025 standard requirements and to impart internal auditing knowledge and skills to calibration/testing laboratories staff to monitor compliance with ISO/IEC 17025. The course covers the following main topics:

- Competence of a laboratory
- Structure of ISO/IEC 17025:2017 standard (New standard)
- Understanding ISO/IEC 17025:2017 standard requirements
- Developing a suitable Quality Management System
- Understanding impartiality
- Basic understanding of method validation and uncertainty of measurement
- Basic understanding of process approach and risk-based thinking
- Internal auditing tools, techniques, and process
- Maintenance and improvement of a laboratory quality management system
- SADCAS accreditation process

Management and staff of calibration/testing laboratories involved in the implementation and maintenance of the laboratory system as well as those involved in monitoring system compliance through internal audits are encouraged to attend this training course.

The training programme ended with an exam at the end at the end to evaluate the participants knowledge and understanding of the standard

# SADCAS REALIZA FORMAÇÃO SOBRE OS REQUISITOS E AUDITORIA PARA LABORATÓRIO DE ENGENHARIA DE ANGOLA DE ACORDO COM A ISO/IEC 17025:2017

O SADCAS realizou de 10 a 14 de março de 2025 em Luanda, Angola, uma acção formativa sobre os Requisitos e Auditoria Interna de acordo com a ISO/IEC 17025:2017.

Esta acção formativa foi direccionada aos técnicos do Laboratório de Engenharia de Angola (LEA). O Laboratório de Engenharia de Angola, é um instituto público angolano de investigação aplicada e controlo de qualidade, de engenharia civil, materiais de construção e ambiente.

O laboratório concentra-se em três (3) áreas-chave de Geotecnia, Estradas & Aeródromos, Edifícios & Infraestruturas.



Participaram nesta formação 16 técnicos do LAM. O objetivo do curso foi fornecer uma compreensão dos requisitos da ISO/IEC 17025:2017 para desenvolver e implementar um sistema de gestão da qualidade laboratorial, bem como habilidades práticas para conduzir auditorias internas.

O programa de treinamento terminou com um exame no final para avaliar o conhecimento dos participantes e compreensão da norma. A Formação foi conduzida inteiramente em língua portuguesa, pelo Sr. Ricardo Velho, formador registado no SADCAS.

## New Accreditations, Scope Extensions, Suspensions and Withdrawals from 1 April to 30 June 2025



Organizations	AAC Decision	ACCR No.	Accredited Areas	New Scopes accredited	Withdrawn Scopes
<b>TESTING LABORATORIES</b>					
Zanzibar Bureau of Standards - Electrical Laboratory	25/05/25	TEST-4 0003	Electrical Engineering		
Centre de Traitement Horticulture de Tamatave (CTHT), Madagascar	19/06/25	TEST-5 0101	Chemical Testing of Agri-products		
<b>MEDICAL LABORATORIES</b>					
National Public Health Laboratory, Tanzania	10/06/25	MED 190	Microbiology, Molecular Biology, Serology		
Mzinga Military Hospital Laboratory, Tanzania	11/06/25	MED 191	Blood Bank, Haematology, Serology		
<b>CERTIFICATION BODIES</b>					
Malawi Bureau of Standards - Management Systems Certification	15/05/25	QMS-CERT 003 FSMS-CERT 004			

# Invitation to Register Technical Experts – Prioritized Scopes

SADCAS invites experts with specific technical expertise in the newly introduced Medical Imaging Accreditation Scheme (MIAS) and any of the accreditation schemes currently offered by SADCAS to be registered as Technical Experts. A Technical Expert is a person assigned by SADCAS to an assessment team to provide specific knowledge or expertise within the scope of assessment. A Technical Expert works under the supervision of an experienced Team Leader or Technical Assessor.

The following specific areas will be prioritized;

- Technical Experts and Registered Assessors in PROFICIENCY TESTING**
- Technical Experts and Registered Assessors in DIGITAL FORENSICS**
- Technical Experts and Registered Assessors in PERSONNEL CERTIFICATION**

## TECHNICAL EXPERTS WITH EXPERIENCE IN THE FOLLOWING;

- General Radiography
- Ultrasound (US)
- Mammography
- Computerised Tomography (CT)
- Interventional Radiography (IR)
- Magnetic Resonance Imaging (MRI)
- Nuclear Medicine and Molecular Imaging (NM)

 <p><b>Testing Laboratory Accreditation Scheme (TLAS)</b></p> <ul style="list-style-type: none"> <li>• Forensic analysis</li> <li>• DNA Testing</li> <li>• Civil Engineering</li> <li>• Mechanical Engineering</li> <li>• Electrical Engineering</li> <li>• Radiation Dosimetry</li> <li>• Non-destructive Testing</li> <li>• Textile Testing</li> <li>• Petroleum Products Testing</li> </ul>	 <p><b>Medical Laboratories accreditation Scheme (MLAS)</b></p> <ul style="list-style-type: none"> <li>• Histopathology</li> <li>• Cytology</li> <li>• Parasitology</li> <li>• Endocrinology</li> <li>• Immunophenotyping</li> <li>• Blood Banking</li> </ul>	 <p><b>Veterinary Laboratory Accreditation Scheme (VLAS)</b></p> <ul style="list-style-type: none"> <li>• Mycology</li> <li>• Parasitology</li> <li>• Helminthology</li> <li>• Protozoology</li> <li>• Histology</li> <li>• Cytology</li> <li>• Toxicology</li> <li>• Pathology</li> </ul>	 <p><b>Pharmaceutical Laboratory Accreditation Scheme (Under TLAS)</b></p> <ul style="list-style-type: none"> <li>• Microbiology</li> <li>• Chemical</li> <li>• Toxicity</li> <li>• Medical Devices Testing</li> </ul>
 <p><b>Certification Bodies Accreditation Scheme (CBAS)</b></p> <ul style="list-style-type: none"> <li>• Product Certification</li> <li>• Personnel Certification</li> <li>• Food Safety Management Systems</li> <li>• HACCP</li> <li>• Environmental Management Systems</li> <li>• Quality Management Systems</li> <li>• PERSONNEL CERTIFICATION (ISO/IEC 17024)</li> </ul>	 <p><b>Legal Metrology Accreditation Scheme (LMAS)</b></p> <ul style="list-style-type: none"> <li>• Verification</li> <li>• Repair and Maintenance</li> <li>• Inspection of Products for Sale</li> <li>• Quantity Control</li> <li>• Type Testing</li> <li>• OIML Certification Scheme</li> <li>• Certification of Verifiers</li> <li>• Certification of Repairers</li> </ul>	 <p><b>Calibration Laboratory Accreditation Scheme (CLAS)</b></p> <ul style="list-style-type: none"> <li>• Viscosity</li> <li>• Electrical – DC low frequency</li> <li>• Electrical RF</li> <li>• Fibre Optics</li> <li>• Force/ Hardness/ Torque</li> <li>• Flow</li> <li>• Humidity</li> <li>• Radio Activity</li> <li>• Photometry</li> <li>• Radio frequency</li> <li>• Time and frequency</li> <li>• Wind speed</li> <li>• Acoustics and Vibration</li> <li>• Radiation Dosimetry Metrology</li> </ul>	

Technical experts from private and public sectors as well as from technical institutions are invited to apply by completing SADCAS F 26: SADCAS Assessor/Technical Expert Information Record which can be downloaded from the SADCAS website link: [http://Microsoft Word - SADCAS F 26 - SADCAS Assessors-Technical Experts Information Record \[Issue 5\]](http://Microsoft Word - SADCAS F 26 - SADCAS Assessors-Technical Experts Information Record [Issue 5])

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

- Minimum Diploma qualification
- Experience as an Assessor from a recognized Accreditation Body
- Experience working in a Conformity Assessment Body
- Assessor training
- Training on applicable Accreditation Standards
- Experience in conducting internal audits

**Applications shall be addressed to:**  
 Mrs Pinkie Malebe SADCAS – Technical Manager  
 Email: [pmalebe@sadcas.org](mailto:pmalebe@sadcas.org); [info@sadcas.org](mailto:info@sadcas.org)

# Training Calendar for the period –01 September 2025 to 31 March 2026



No.	Course	Date(s)	Venue (Country / City)	Fees Per Person (BWP)	Fees Per Person (USD)
1.	ISO/IEC 17025:2017 Requirements & Internal Auditing (Portuguese)	22–26 September 2025	Virtual	7,800.00	585.00
2.	ISO/IEC 17021-1:2015 Requirements & Internal Auditing	06–10 October 2025	Virtual	7,800.00	585.00
3.	Root Cause Analysis	29–31 October 2025	Virtual	7,800.00	585.00
4.	ISO 15189:2022 Requirements & Internal Auditing	10–14 November 2025	Virtual	7,800.00	585.00
5.	ISO/IEC 17025:2017 Requirements & Internal Auditing	17–21 November 2025	Virtual	7,800.00	585.00
6.	ISO/IEC 17065:2012 Requirements and Internal Auditing	01–05 December 2025	Virtual	7,800.00	585.00
7.	ISO 15189:2022 Awareness	08 December 2025	Virtual	2,000.00	150.00
8.	ISO/IEC 17020:2012 Requirements & Internal Auditing	19–23 January 2026	Virtual	7,800.00	585.00
9.	ISO/IEC 17025:2017 Requirements & Internal Auditing	09–13 February 2026	Virtual	7,800.00	585.00
10.	ISO 15189:2022 Requirements & Internal Auditing	16–20 February 2026	Virtual	7,800.00	585.00
11.	Root Cause Analysis	25–27 February 2026	Virtual	4,700.00	350.00
12.	ISO 15189:2022 Requirements and Internal Auditing	09–13 March 2026	Virtual	7,800.00	585.00
13.	ISO/IEC 17025:2017 Requirements & Internal Auditing	16–20 March 2026	Virtual	7,800.00	585.00
14.	Method Validation, Verification & Measurement Uncertainty	23–27 March 2026	Virtual	8,000.00	600.00

- Discounts available for group bookings
- Face-to-face training available on request (minimum of 10 participants)

For more information, please contact SADCAS Training Department: [bbadubi@sadcas.org](mailto:bbadubi@sadcas.org) / [info@sadcas.org](mailto:info@sadcas.org)

# 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; and
- 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.



The site was launched in October 2017 at the ILAC and IAF conference in Vancouver. Additional case studies will be added in due course to ensure that the site can be a valuable resource to promote the use of standards and accreditation to the business community. The site aims to mirror the success of Public Sector Assurance, a similar site that promotes the value of accreditation to policy makers.

# 14 SADC MEMBER STATES SERVICED BY SADCAS

ANGOLA



BOTSWANA



COMOROS



DEMOCRATIC  
REPUBLIC  
OF CONGO



ESWATINI



LESOTHO



MADAGASCAR



MALAWI



MOZAMBIQUE



NAMIBIA



SEYCHELLES



TANZANIA



ZIMBABWE



ZAMBIA



SADCAS provides accreditation services and offers training in accreditation-related courses to 14 SADC Member States. The organization continues to expand its reach in terms of accreditation scope, sectoral coverage, and geographical diversity, now serving countries such as Burundi, Côte d'Ivoire, Ghana, and Mauritius. Additionally, SADCAS is now able to process applications in all three official SADC languages: English, French, and Portuguese.

For more information, visit [www.sadcas.org](http://www.sadcas.org)

