

News on SADC World Accreditation Day Commemorations

June 9, 2014 marks World Accreditation Day (WAD) as a global initiative jointly established by the International Accreditation Forum (IAF) and International Laboratory Accreditation Cooperation (ILAC) to raise awareness of the importance of accreditation-related activities. This year's theme focuses on the role that accreditation plays in delivering confidence in the provision of energy. The inaugural World Accreditation Day was celebrated in 2008. The theme for the World Accreditation Day 2014 is **"Accreditation: Delivering Confidence in the Provision of Energy"**. This year, promotional activities took place around the world ranging from major events such as seminars/workshops/conferences, to television, radio and press coverage. For the 2014 WAD commemorations SADCAS provided all the NAFPs with the WAD poster, brochure from ILAC/IAF, SADCAS press release based on the ILAC/IAF and draft programme for WAD conference. A paper and PowerPoint presentation on the theme of 2014 WAD were distributed to all those NAFPs who indicated that they would be having conferences.

The SADC region has been commemorating WAD since 2009 and over the years the region has witnessed increased commemoration activities and increased awareness on accreditation issues. This year activities which were undertaken between June and August 2014 ranged from conferences to press releases and television to radio interviews. In some countries targeted marketing visits were undertaken to companies as part of the commemorations. Within the SADC region, WAD conferences were held in Botswana, Lesotho, Namibia, Swaziland and Tanzania.

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In Botswana WAD was commemorated on 9 June 2014 when a conference jointly organized by the National Accreditation Focal Point-Botswana and the Botswana Testing Laboratories System (BTLs) was held at Adansonia Hotel Francistown a city which is north east of Botswana. Prior to the conference, WAD was promoted by distributing the 2014 WAD press release among the various media houses in Botswana. This was done by the Public Relations Unit of The Ministry of Trade and Industry. The conference which was attended by 81 accreditation stakeholders including conformity assessment bodies from the food industry, health industry, civil engineering and construction industry as well as calibration laboratories in both public and the private sector from Botswana. The energy sector was also represented at the conference. Banners including WAD banner specifically produced with the 2014 theme and SADCAS promotional material were also put up and distributed at the conference. A small exhibition with various conformity assessment bodies displaying their services was also set up in conjunction with the conference. The following six (6) organizations showcased their activities during the mini-exhibition; Betach, Botswana Bureau of Standards, BTLs, ROCIP, Lamworld Technologies and Linefeeds.



Ms Peggy Serame—Deputy Permanent Secretary Economic Diversification Drive (EDD) - Ministry of Trade and Industry officially opening the conference



Delegates in attendance at WAD Botswana Conference

The conference was opened by Ms Peggy Serame, Deputy Permanent Secretary Economic Diversification Drive (EDD), Ministry of Trade and Industry. Eight (8) papers from the following representatives of stakeholders with an interest in accreditation were presented during the conference: SADCAS; Department of Energy; Lamworld Technologies; BTLs; Botswana Power Corporation (BPC); Tati Nickel; Water Utilities Corporation (WUC); and NAFP - Botswana. In her paper Mrs Maureen Mutasa, the Chief Executive Officer of SADCAS explained how accreditation provides peace of mind and assurance of the quality and safety of the products and services used in the provision of energy in daily life. She further encouraged businesses, governments and regulators to embrace accreditation and make accreditation work for them. In his presentation Mr Kuvare Venjonoka, the Principal Energy Engineer, Department of Energy, Ministry of Minerals Energy and Water Resources noted the benefits of accreditation to the energy sector in delivering confidence in the accuracy of results and safe provision of energy.

In his paper Mr Obed Motsomi, the CEO of Lamworld Technologies an accredited private calibration laboratory, outlined the role of metrology/calibration laboratories in ensuring a credible measurement system. He highlighted the importance of a credible measurement system in overcoming technical barriers to trade and for compliance with requirements. The Secretary of BTLs Mr Pilot Masunga, informed the conference about the roles of BTLs which includes amongst others to collaborate with the NAFP and SADCAS in the promotion of accreditation in the country and to conduct audits of member laboratories against ISO/IEC 17025 to establish their readiness for accreditation. The BTLs also assists laboratories in Botswana to prepare for accreditation and also provides overall support to the accreditation initiatives in the country/region and participates in international accreditation activities. In his paper Mr M Letleng from the BPC explained that accreditation is a key component in the services of energy providers because it provides a platform for building confidence in the provision of energy. Accreditation enhances quality of service delivery and confidence in quality of electrical energy produced and consumed by customers.

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Mr Alpha M. Tshwenyego, Manager Risk & Compliance Management, Tati Nickel Mining Company articulated the benefits that businesses expect from accreditation such as: third party recognition; achievement of international recognition of its technical competence; gaining the confidence of customers and interested parties; better corporate image in the eyes of regulators, customers, employees as well as the society at large; opening doors to new markets both locally and internationally; achieving and maintaining high standard of operation through sound quality assurance system through technically competent employees; identifying areas for improvement and benchmarking with peers for continual improvement; greater quality awareness amongst employees and reduced defects, scraps, rework failures and improved service recovery; and the bottom line increased profit margins due to reduction or elimination of the need for re-testing of products. The Quality Manager of WUC, Mr Teddy B. Ditsabatho whose laboratory is accredited by SADCAS underscored the importance of quality assurance/control to support accuracy, reliability and reproducibility of test results. He further indicated that the WUC laboratories use certified reference material (CRMs) and participate in Proficiency Testing (PT) Schemes. He also outlined the benefits that WUC had reaped since accreditation such as increased customer base, increased number of requests for tests, and increased revenue base as well as increased confidence by the laboratory staff/laboratory. The last presentation was made by Mr Uno M. Tapela, Chief Industrial Officer, Department of Industrial Affairs, Ministry of Trade and Industry who proudly presented the NAFP – Botswana achievements over the past few years. The closing remarks were given by Ms J. Mbada, Managing Director of Betach Laboratories.

Lesotho joined the rest of the world to commemorate the World Accreditation Day on the 25 June 2014 by holding half a day workshop. More than 30 delegates from regulators in the energy and environment sectors and other stakeholders from the energy sector including gas, electricity and renewable energy companies who harness and exploit wind and solar energy attended the workshop. A United Nations Industrial Development Organization (UNIDO) consultant on SQAM issues who was on mission to determine Lesotho's needs also attended the workshop. The event was covered by the national television, several radios and print media. The interest was prompted by the fact that a week before the workshop, Mr Molebatsi Rabolinyane, the Director of Standards, Ministry of Trade and Industry, Cooperatives and Marketing was interviewed by one local newspaper.



Participants attending WAD workshop in Lesotho

The workshop was opened by Mr Molebatsi Rabolinyane, who outlined the objective of WAD commemorations and explained the importance of accreditation and what it means to the energy sector. The workshop discussed issues on solar energy, role of government on the provision of energy, measurement in energy, ISO 50001, the international standard on energy management systems, radiation project and nuclear protection bill and the theme of the day; Accreditation – Delivering confidence in the provision of energy.

SADCAS work and activities were discussed at large and SADCAS brochures were also distributed to participants.

In Mozambique, WAD was commemorated on the 9 June 2014 through a press release which was published in the electronic media in Mozambique.

In Namibia, WAD was commemorated on 7 July 2014 when a conference organized by the NAFP–Namibia was held at Nampower Conference Centre, in Windhoek the capital city of Namibia. The conference was attended by 30 accreditation stakeholders including conformity assessment bodies from the energy sector, mining sector, food industry, health industry, civil engineering industry as well as calibration laboratories from both public and the private sector from Namibia.

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Mr Rojas Manyame—General Manager Regulations, Electrical Control Board presenting his paper

The conference was opened by Mr Benjamin Rinauke Katjipuka, Acting Deputy Permanent Secretary for Trade and Commerce, Ministry of Trade and Industry. Four (4) papers from the following representatives of stakeholders with an interest in accreditation were presented during the conference: SADCAS, Electricity Control Board (ECB) and Namibia Standards Institute. In her paper entitled "Accreditation: delivering Confidence in the Provision of Energy, Mrs Maureen Mutasa explained how accreditation provides peace of mind and assurance that the products and services used in the provision of energy in daily life and encouraged the various stakeholders to embrace accreditation and to utilize SADCAS services. In his presentation Mr Rojas Manyame, the General Manager - Regulations, ECB outlined the role of the ECB in the provision of appropriate, clean and environmentally safe energy and noted the importance of standards and accreditation in ascertaining stakeholders' certainty and consistency in the quality of products and in the improvement of efficiency and cutting on emissions as well as in sustainable energy provision.

In a paper presented on behalf of Mr Mundembe the Manager of the NSI' Metrology Division an accredited national metrology institute for Namibia, Mr Blasius Matchai outlined the role of metrology/calibration laboratories in ensuring a credible measurement system in the provision of energy from petrol pumps, gas/electricity/water meters to tyre pressures. In another paper by a representative of the NSI, Mr Melchiol Ambunda explained the role of certification bodies in the provision of energy. He mentioned that although the NSI had already adopted ISO 50001 the international standard for energy management systems, certification to the standard is yet to be done.



Delegates at 2014 Namibia WAD Conference

The closing remarks were given by Mr Katjipuka who reiterated the importance of adequate energy provision in socio economic development and the importance of accreditation in delivering confidence in the provision of energy. He thanked all the delegates for their time and fruitful engagements. Delegates were given T shirts and SADCAS brochures were distributed at the conference.

In Swaziland, WAD was commemorated on the 19th June 2014. The Ministry of Commerce, Industry and Trade partnered with the Ministry of Natural Resources and Energy in commemorating this day since the theme focused on the energy sector. Preparations for this day began in April 2014. Meetings between the two Ministries were held to determine how the day was going to be commemorated. Before the day, articles on accreditation were published in the local newspapers, the Swazi Observer and the Times of Swaziland and a radio interactive programme was held by two NAFIP representatives and two Energy Officers. For further awareness, the Chief Quality Systems Administrator and the Minister of Commerce, Industry and Trade were interviewed on different occasions on the WAD. The team also conducted a television breakfast show and distributed information to relevant stakeholders on accreditation.

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On 19 June 2014 the commemorations started with a march led by a police band, from a major shopping complex through the industrial site to Matsapha Town Council conference room where participants were addressed by key speakers for the day.



Police Band leading the 2014 Swaziland WAD commemorations march



Stakeholders marching to conference venue

Government officials from different ministries and stakeholders from the energy sector and other sectors were present to commemorate this day. For the march, participants wore T-shirts donated by GALP Energia Swaziland, a petroleum company based in Swaziland. Upon reaching the Matsapha Town Council Conference room, participants were registered and given promotional materials from SADCAS and T-shirts bearing the theme.

The Programme Director was Ms Phindile Dlamini who welcomed everyone and made introductory remarks about the event. The Deputy Director from the Energy Department gave a key note address whilst a representative from Swaziland Water Services Corporation gave a presentation on the role of testing laboratories in the provision of energy and the benefits of accreditation. The NAFP also gave a presentation entitled "Accreditation: Delivering confidence in the provision of energy".



Mrs Nonhlanhla Mnisi—Commissioner of Cooperatives who represented the Minister of Commerce, Industry and Trade at the commemoration

Mr Msebe Malinga, the Registrar of Companies, who was representing the Principal Secretary in the Ministry of Commerce, Industry and Trade introduced the Minister of Commerce, Industry and Trade, who was also represented by Mrs Nonhlanhla Mnisi, the Commissioner of Cooperatives. To mark the end of her speech, Mrs Mnisi presented certificates to participants who undertook training on ISO/IEC 17025 from 7 to 11 April 2014. The training was conducted by SADCAS.

In Tanzania, World Accreditation Day in Tanzania was celebrated on 9 June 2014 at Blue Pearl Hotel in Dar es Salaam. A total of 63 stakeholders mainly from conformity assessment bodies' i.e. calibration/testing laboratories, medical laboratories as well as certification and inspection bodies attended the conference.

The conference was officially opened by Mr Uledi Mussa, Permanent Secretary Ministry of Industry and Trade. In his opening remarks Mr Uledi congratulated all accredited conformity assessment bodies for the demonstrated technical competence which provides confidence to the end user, removes need for repetitive testing, certification and inspection, reduces cost and increases access of Tanzania products and services to the international markets. He said accreditation is paramount as it provides assurance and confidence that traded products and services not only conform to specifications but also meet legal and regulatory requirements thus serve to protect public interests in general. He also pointed out

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out the need for safe energy provision to meet the needs of the country's current population without negatively impacting future generations to the newly discovered oil and natural gas. He ended his opening remarks by urging all conformity assessment bodies dealing with inspection, certification and testing of energy related fields to have their facilities accredited so as to provide confidence in the products and services provided to the public while protecting the environment.



Participants at WAD Commemoration in Tanzania

Six presentations were made during the conference starting with a paper by Mrs Kezia Mbwambo from Tanzania Bureau of Standards (TBS) on the role of accreditation in delivering confidence in the provision of energy. She briefly outlined the issues with regards to energy provision, role of accreditation and benefits provided by accreditation. This was followed by a paper by Mr Gerald Maganga from Energy and Water Utilities Regulatory Authority (EWURA) who gave a very informative presentation on the role of regulators in the provision of energy. He summarized the contribution of the energy sector in the economy, duties and function of EWURA, regulatory tools, achievement and challenge. In his paper on the use of natural gas in Tanzania,

Engineer. Baltazar Mrosso from Tanzania Petroleum Development Corporation (TPDC) briefly enlightened delegates on the discovery of natural gas in Tanzania, the development of new natural gas infrastructure and the benefit of using natural gas. Mr Anectus Ndunguru from TBS Metrology Laboratory outlined the role of metrology in ensuring a credible measurements system in the provision of energy whilst Mr Liberatus Kalinga also from TBS Electrical Laboratory presented on role of testing laboratories in the provision of energy. The session ended with a paper by Ms Stella Mrosso the NAFP - Tanzania who gave an overview of SADCAS and outlined the role of the NAFP. She also briefly outlined the ISO/IEC accreditation standards, accreditation processes and cost as well as accredited facilities within Tanzania. In her vote of thanks, Mrs Agnes Mneney, Director of Testing and Calibration Packaging Centre at TBS thanked all the speakers for their excellent and informative presentations and more important for sharing the experiences in accreditation with other stakeholders at seminar.

In Zambia, WAD was commemorated on the 9th June 2014 through a press release which was published in the daily mail and Times of Zambia Newspapers on 9 June 2014. The press release was also circulated to stakeholders. The Zambia Ministry of Commerce, Trade and Industry where the NAFP- Zambia is housed officially launched WAD on the national television, the Zambia national Broadcasting Corporation.

In Zimbabwe, WAD was commemorated on the 1 August 2014 at the Elephant hills Hotel in Victoria Falls. The celebration coincided with the 7th Annual Congress of the African Society of Blood Transfusion (AfsBT). In one of the congress sessions which was on accreditation, Mrs Maureen P Mutasa made remarks on accreditation. The session was attended by more than 50 participants drawn mainly from medical scientists, blood bank staff, etc. from across Africa and the world. The theme of the congress was "Safe and Sustainable blood services lifeblood of the future". The SADCAS CEO was accompanied to the congress by Mr Silas Makowe and Mrs Mildred Machiri representatives of the NAFP -Zimbabwe who met the SADCAS CEO's attendance costs. A press release on WAD was also published in the local newspapers on 9 June 2014.

During the session a representative from an accredited blood bank in South Africa gave a paper on facilitating an in house PT for an accredited blood service provider. This was followed by a speaker from CIMAS a medical laboratory based in Harare, who shared their experience in implementing ISO 15189: 2012 culminating in accreditation of the laboratory by SADCAS in July 2014. Another Medical laboratory representative from Chitungwiza Hospital and representatives working with Blood Banks in Kenya and Mozambique also shared their experiences through the WHO SLMTA process which was originally designed for medical laboratories. Accreditation of blood banks presents an opportunity to SADCAS which must be explored.

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From left to right: NAFPP-Zimbabwe Mr Silas Makowe Mrs Mildred Machiri with Mrs Maureen Mutasa—



Delegates attending the session on accreditation during the 7th AfSBT Congress held in Victoria Falls, Zimbabwe

The Role of Accreditation in Delivering Confidence in the Provision of Energy

Affordable energy services are among the essential ingredients of socio economic development. Energy which is mainly provided by liquid and gaseous fuels as well as electricity are essential for building enterprises and creating jobs and are also important for improving the health and education and for meeting other basic needs. Solar, wind, geothermal and biomass energy are sources of renewable energy options available.



The demand for energy increases each year, yet we are faced with finite fuel resources. There is pressure on industry to cut emissions and to introduce energy efficiency measures. The government and private sector face the challenge of determining how to provide more energy for more people, while at the same time cutting greenhouse gases (GHG) and pollution.

What are the Issues?

The provision of energy involves complex supply chains and processes, often involving cross-border trade and the distribution of volatile substances. The commercial development of alternative renewable sources of energy will need to be environmentally friendly and demonstrate value in terms of cost, reliability, durability and performance.

The issues that stakeholders are concerned about are:

- Is the provision of energy clean and environmentally safe? Is the energy safe for public use? Are emissions levels safe and at the level claimed?

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- Can we trust the quality and quantity of fuel that we put in our cars? Are measurements accurate so that consumers receive what they pay for, and Governments receive the appropriate duty and taxation revenues?
- Do renewable energy products provide value for money and the levels of output? Are micro-generation products installed safely and effectively to generate energy?
- Can we trust energy efficiency claims made by industry?

Raw materials, samples, products, services, management systems or personnel can be evaluated against specified requirements by testing and calibration laboratories, certification bodies, and inspection bodies (collectively known as conformity assessment bodies). Conformity assessment is used to check that products are fit and safe for consumption against a standard, a code of practice or regulatory requirements that bring confidence to the marketplace. Conformity assessment services therefore provide a means for preventing unsafe, unhealthy or environmentally harmful products from entering the market place. Regulators can set overall policy requirements or detailed technical requirements and rely on laboratories, inspection bodies or certification bodies to check for compliance.

What is the Role of Accreditation?

Operating in the public interest across all market sectors accreditation which is defined as a process by which an independent authoritative body gives formal recognition that an organization or person is competent to carry out specific tasks, determines the technical competence, reliability, integrity and impartiality of conformity assessment bodies. As a result of this process, governments and private sector procurers and consumers can have confidence in the calibration and test results, inspection reports, and certifications provided in the provision of energy.

Accreditation bodies are established in many countries with the primary purpose of ensuring that conformity assessment bodies are subject to oversight by a competent and authoritative body. Laboratories, inspection bodies, and certification bodies play a key role throughout the energy supply chain, in both the provision of traditional energy sources as well as the development of renewable energy. Energy providers rely on accurate testing to monitor a range of areas from measuring flow and pressure to production output levels.

Inspections are carried out to ensure that installations are safe whilst certification demonstrates that providers have the appropriate processes and procedures in place to deliver the products and services. In all this energy providers rely on metrology/calibrations for traceability and accuracy of measurements. Accreditation bodies, which have been evaluated by peers as competent, sign arrangements that enhance the acceptance of products and services across international borders, thereby creating a framework to support trade regulatory approval processes, and confidence in the marketplace.



Fuel testing



Inspection of fuel tests



Pressure pump calibration



Fuel pump calibration

These arrangements are managed by the International Accreditation Forum (IAF), in the fields of certification of management systems, products and services and the International Laboratory Accreditation Cooperation (ILAC), in the areas of laboratory and inspection body accreditation. Both organizations work together across international borders and coordinate their efforts to enhance accreditation and conformity assessment services worldwide.

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What Benefits does Accreditation Provide?

For National Authorities and Regulators: Regulators can set policy requirements or detailed technical requirements and rely on accredited laboratories, inspection bodies or certification bodies to verify compliance with those requirements. Regulators are therefore able to reduce costs by reducing their in-house personnel and targeting their inspections more reliably and effectively. The use of accredited services can also moderate the need for additional legislation, as well as reducing the risk of unintended consequences. In the oil and gas sector, accredited testing can also be used in the accurate calculation of taxation revenue.

International accreditation arrangements provide regulators with a robust and credible framework to accept test results, inspection reports, and certifications from multiple foreign service providers that have been accredited by the signatories to these IAF and ILAC arrangements, with an equivalent level of confidence as if they had been carried out in the local economy. Accreditation ultimately provides a reliable monitoring tool to support the industries and economies exploring renewable energy sources.

For Energy Providers: In a number of areas it is a requirement to obtain accreditation before offering certain services; in others it is a de facto 'license' to trade in that key purchasers expect it. Accreditation provides market differentiation and objective proof that an organization complies with best practice. It is the internationally-recognized system that is used to develop and sustain high standards of performance. It is a winning formula for eligibility to tender and for international trade.

Accreditation is gaining increasing recognition from regulators and so providers can demonstrate compliance through accreditation. In some cases this can result in reduced levels or audits.

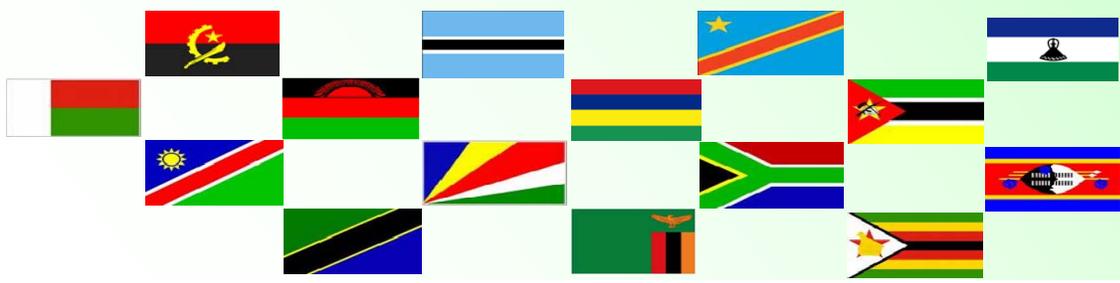
For Businesses: Accreditation is an essential tool for decision-making, risk management and brand recognition. Organizations can save time and money by selecting an accredited and therefore competent supplier. Accurate measurements and tests carried out in compliance with best practices limit product failure and down time thereby helping to control manufacturing costs. The selection of an accredited certification body is more likely to realize the value of implementing an energy management system.

For Consumers: Consumer confidence is gained from goods or services that are accompanied by a certificate or report provided by an accredited laboratory, inspection or certification body accredited by a signatory to the international accreditation arrangements managed by IAF and ILAC. From making an informed choice when choosing a company to carry out some energy efficiency work in the home, to the quantity and quality of fuel that we put in our cars, accreditation provides this level of confidence.

Accreditation is the basis of trust. Accreditation provides peace of mind and assurance that the products and services used in the provision of energy in daily life have been verified by conformity assessment bodies against national and international standards.



A Multi-economy Accreditation Body!!



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Tanzania Ministry of Health and Social Welfare Scores a Hat-trick

The National Health Laboratory Quality Assurance and Training Centre, Bugando Medical Centre and Mbeya Referral Hospital Laboratory accreditation certificates handover ceremony was held at the National Health Laboratory Quality Assurance and Training Centre in Dar es Salaam, Tanzania on Saturday 21 June 2014.

The National Health Laboratory Quality Assurance and Training Centre is the first medical laboratory to be accredited by the SADC Accreditation Service (SADCAS) with Bugando Medical Centre and Mbeya Referral Hospital Laboratories as the second and third respectively. The National Health Laboratory Quality Assurance and Training Centre has been accredited in the scopes: Clinical Chemistry; Serology; Molecular Biology; and Microbiology. Bugando Medical Centre has been accredited in the scopes: Biochemistry; Microbiology; Parasitology; and Molecular Biology. Whilst Mbeya Referral Hospital Laboratory has been accredited in the scopes: Haematology, Immunophenotyping and Serology all in accordance with ISO 15189. Through these accreditations, the National Health Laboratory Quality Assurance and Training Centre, Bugando Medical Centre and Mbeya Referral Hospital Laboratories have been granted the unique accreditation numbers: MED 001; MED 002; and MED 003 respectively indicating that the National Health Laboratory Quality Assurance and Training Centre, Bugando Medical Centre and Mbeya Referral Hospital Laboratory are now SADCAS accredited medical laboratories. The National Health Laboratory Quality Assurance and Training Centre certificate which was issued on 12 February 2014 is valid for 5 years until 11 February 2019. Bugando Medical Centre's certificate was issued on 26 March 2014 and is valid for 5 years until 25 March 2019 whilst Mbeya Referral Hospital Laboratory's certificate was issued on 14 May 2014 and is also valid for 5 years until 13 May 2019.

The Director Curative Services Dr Margaret Mhando gave the welcoming remarks followed by remarks from a representative of the US Embassy and Country Director for the US Centre for Disease Control (CDC), Dr Michelle Laurent and Mr Patrick Mateta, the Senior Programme Manager for the Clinical Laboratory Standards Institute (CLSI) Global Health Partnerships (GHP). The CLSI launched the GHP program in Tanzania in 2007 as part of the US President's Emergency Plan for AIDS Relief (PEPFAR) laboratory strengthening initiatives. In addition to working with 6 national and zonal health laboratories in Tanzania to implement laboratory management systems, the CLSI also assisted with the translation of ISO 15189 amongst other documents into Kiswahili, development of the country's national health policy and trained mentors. Speaking during the ceremony, Mr Mateta noted that the process required significant financial commitment as well as patience and persistence and could not help but marvel at the achievements so far with 3 medical laboratories from Tanzania having been accredited and others on the way.



Dr Margaret Mhando



Dr Michelle Laurent



Mr Patrick Mateta

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In her remarks Mrs Maureen Mutasa the SADCAS Chief Executive Officer articulated the importance and benefits of accreditation to medical laboratories which provide diagnosis and management system for the physician to use in the care of patients. "Accreditation in accordance with ISO 15189 is a guarantee for accurate and reliable results and a means of demonstrating competence to clients both internal and external. Accreditation improves patient care and strengthens community confidence in results. It provides continuous staff education and attracts professional reference due to accuracy and competence" she said. She noted that a number of countries in the SADC region have recognized the importance of medical laboratory services as an integral part of the health delivery system and have in their policies embraced accreditation as a strategy for the competence of medical laboratories. This has spurred interest in accreditation. She mentioned that 36% of the accreditation applications under process at SADCAS are from medical laboratories. "Accreditation is not just about implementing a management system or working towards a set standard, it is about policy makers embracing best practice and making it part of the culture. It is about making accreditation work for social and economic development. A real investment indeed!" she said. She then congratulated the National Health Laboratory Quality Assurance and Training Centre, Bugando Medical Centre and Mbeya Referral Hospital Laboratory for the noble achievement. "In soccer when a player scores 3 goals during a match they call it a hat-trick. This truly is a hat-trick for the Tanzania Ministry of Health", she remarked. Mrs Mutasa reminded all the 3 accredited medical laboratories to maintain their accreditations throughout the validity period of 5 years during which SADCAS would undertake surveillance assessments annually to ensure continued compliance. She also reminded the accredited laboratories to transition to the 2012 version of ISO 15189 within the stipulated timelines. If by 1 November 2015 SADCAS cannot confirm compliance with the new version of ISO 15189 then accreditation against ISO 15189: 2007 shall be suspended on 1 March 2016. She also encouraged the accredited laboratories to extend their scopes of accreditation to other scopes of operation under the SADCAS Medical laboratories Accreditation Programme.



Dr Donan Mmbando

The Acting Permanent Secretary of the Tanzania Ministry of Health and Social Welfare Dr Donan Mmbando highlighted the programmes underway with support from various partners such as US CDC, WHO, CLSI etc including assistance to laboratories in implementing medical laboratory management systems. He then introduced the Guest of Honour, Honourable Dr Seif Rashidi, the Minister of Health and Social Welfare to give his speech.

Dr Seif Rashidi noted that most medical laboratories in Africa excluding South Africa are not accredited and that Tanzania was proud to have 3 medical laboratories amongst the first medical laboratories to be accredited by SADCAS. He articulated the importance of accreditation amidst the health challenges that the world and Africa in particular, is facing such as Ebola, HIV/AIDS, malaria etc. He also underscored the importance of accreditation towards the achievement of the United Nations' Millennium goals and noted the need for the Ministry to double its efforts to support medical laboratories. Honourable Dr Rashidi thanked all the cooperating partners who have been supporting various projects under the Tanzania Ministry of Health and Social Welfare. He assured SADCAS that the Ministry will play its part in ensuring maintenance of the accredited systems.



Honourable Dr Seif Rashidi

SADCAS offers accreditation programmes for:

- Calibration laboratories in accordance with ISO/IEC 17025;
- Testing laboratories in accordance with ISO/IEC 17025;
- Medical laboratories in accordance with ISO 15189;
- Management systems certification bodies in accordance with ISO/IEC 17021;
- Product certification bodies in accordance with ISO/IEC 17065;

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The certificates were handed over to the respective laboratories' representatives after the Minister's speech, following which a vote of thanks was given by the Master of Ceremonies, Mr Taj Liundi with an invitation to lunch. More than 55 guests witnessed the certificates handover.



Representatives of National Health Laboratory and Quality Assurance & Training Centre, Bugando Medical Centre and Mbeya Referral Hospital Laboratory proudly display their accreditation certificates

Part of the guests at the certificate handover ceremony

Reflections on Medical Laboratories Assessments



Xavier Mugari is a qualified and registered technical assessor for SADCAS under the Medical Laboratories Accreditation Programme. He is registered under the scopes: clinical chemistry; haematology; serology; endocrinology; and microbiology. Up to date Mr Mugari has undertaken 2 assessments on behalf of SADCAS and in this article notes that whilst generally medical laboratory personnel are aware of the requirements of ISO 15189 there are some issues that medical laboratories seeking SADCAS accreditation should be aware of.

SADCAS Requirements: Some laboratories are not aware of the fact that it is mandatory to understand SADCAS documents which can be viewed/downloaded from the SADCAS website. These documents provide details of the accreditation process, technical requirements, technical guidance and SADCAS policy. It is mandatory for medical laboratories seeking accreditation to understand both ISO 15189 requirements and SADCAS requirements.

Validation/Verification of Methods: Although most laboratories perform validation of methods some could not distinguish between verification of examination procedures and validation of examination procedures and did not set acceptance criteria for approval of validation/ verification reports. Validation is confirmation, through the provision of objective evidence (in the form of performance characteristics), that the specific requirements for intended use of examination have been fulfilled. This is different from verification which is confirmation, through obtaining objective evidence (in the form of performance characteristics), that the performance claims for examination procedures have been met. Laboratories are required to validate nonstandard methods, laboratory designed and standard methods modified or used outside their intended use. If a laboratory uses standard methods (without modifications), such methods shall be subject to independent verification before being introduced into routine use. The acceptance criteria can be meeting the claims of manufacture as per package inserts.

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Vertical Assessment: A number of laboratory personnel do not understand why assessors have to do a lot of writing and ask a lot of questions during the assessment. There is a general perception that assessors only record negative observations about the laboratories. Assessors are required to record every observation (positive or negative) in a way that can be understood by the SADCAS Accreditation Approvals Committee (AAC). The AAC determines whether a thorough and complete assessment was performed based on the documents and forms submitted by the assessment team. This follows that assessors must ensure assessment forms/documents are comprehensive so that the AAC would arrive to the same conclusion as the assessment team. It is the AAC that grants accreditation. The assessment team can only give a recommendation for decision by the AAC.

Nonconformities: Some laboratories view raising nonconformities as something negative. The purpose of raising nonconformities is continuous improvement. Laboratory staff perceive signing the corrective action and clearance report detailed observation as admission of guilt. Signing the form is acknowledging that the observation has been recorded accurately and the wording is understood. It is not accepting the responsibility for the nonconformity. The observation recorded during the assessment is not necessarily a nonconformity. It is a comment recorded by an assessor when noting a situation or action which may prejudice the organisation's ability to meet SADCAS accreditation requirements. The assessment team will convert the observation to a nonconformity only if the subject of the particular observation is deemed to cast doubt on the organization's ongoing ability to meet SADCAS accreditation criteria. The nonconformity will only be classified as major if it indicates that the technical competence of the organization to continually perform work within the limits of its proposed/approved accreditation schedule/scope has either been or is in imminent danger of being seriously compromised.

Management Requirements: There is a general perception in laboratories that technical requirements are more important than management requirements and that accreditation will be granted as long as technical requirements are met. Accreditation cannot be granted if the organization cannot demonstrate that it has the ability to consistently produce results that meet the requirements of customers (patients and clinician) This ability can be demonstrated by developing and implementing a quality management system and continually improving its effectiveness.

Reference interval: Some laboratories are still using terms 'normal range' and 'normal values'. These terms are considered ambiguous. The standard encourages the use of the term "reference interval". This is the specified interval of the distribution of values taken from a biological reference population of presumed healthy people. The reference interval is commonly defined as the central 95% interval on distribution curve.

Reflections of a SADCAS Technical Assessor—Calibration Laboratories Accreditation Programme

Mr Victor Mundembe's history in metrology goes back 16 years when he joined the SIRDC- NMI, Zimbabwe, as an Industrial Metrologist. Then he knew he had the profession of his choice and desire, for which he developed the passion. Given Mr Mundembe's Physics background, most of the concepts fell into place within the first two to three years. Having gone through the necessary training, acquired the experience in metrology, it was only natural for him to take advantage of an opportunity to be trained by SADCAS under the SADC –EU EDF 9 programme in 2009 to 2010 and further mentoring under the auspices of the PTB Germany/SADC SQAM Support Project on strengthening Quality Infrastructure for Trade Enhancement, competitiveness and Consumer Protection in SADC in 2013. Mr Mundembe was registered as a Technical Assessor in 2013 under the Calibration Laboratories Accreditation Programme initially under the scope of mass which was later extended to the scopes volume and temperature. By then Mr Mundembe's new employer, the Namibian Standards Institution had given him additional responsibilities that include several disciplines of scientific/industrial metrology and legal metrology. This has led to his maturity as a metrologist .



Continued to p 14

In Mr Mundembe's view, a Technical Assessor is only as good as his/her competence in the respective field of expertise in my case metrology. As much as it might appear to be a mammoth task, an assessment boils down to the use of your knowledge of the technical area, in a systematic way. Accreditation bodies simplify that process by giving you all the tools for the assignment which is referred to as the assessment pack. The assessment pack is provided to the assessment team at least 10 days before the assessment date. At the end of day for Mr Mundembe, a technical assessment becomes a routine task of using checklists that guide me in confirming the competence of a facility in performing calibrations. The facility has its procedures to follow and requirements from the standard and the accreditation body to comply to. The checklists are then verified against the practice on the ground. The Technical Assessor's task is to witness the compliance, observe and note behaviours that may deviate from the requirements.

As much as Mr Mundembe was looking to confirm the competence of the facilities that he was assessing, he could not help but notice some of the challenges that they faced as they prepared for accreditation. These stem from the motives for seeking accreditation which, among others is *Marketing Advantage*. The tendency for small privately owned organizations would be for the owner to prefer to retain control of all areas of interest. That means *Technical Signatory Status* and *Nominated Representative*. It then leads to the possibility of overlooking other competent staff who may be better placed to demonstrate their competence to the assessment team. The owner is least likely to be performing the day-to-day calibration work. The owner will likely not be as familiar with the procedures as a technician who has not been allowed to apply for *Technical Signatory status*.

None the less Mr Mundembe's experience as a Technical Assessor has been fulfilling and challenging to the extent that he enjoyed every minute of it. As a Technical Assessor one has to properly apply one's mind sufficiently enough before asking a question. Avoid talking too much (you are not there as a consultant). Above all, it has been exciting for Mr Mundembe each time he identified a deviation, which if eventually rectified will result in value addition to the accredited facility.

In his final remarks on his experience Mr Mundembe said, *"I am humbled by my experience at accredited facilities that create an enabling environment for objective assessments that are free of undue pressure and conflict of interest."*

Customer Satisfaction Survey Accreditation Services—2013/14 Results

In an effort to improve its accreditation services thus serve customers better, SADCAS launched a customer satisfaction survey in 2013. The one page Customer Satisfaction Survey Form is structured into 2 sections namely:

- Section 1: Company details; and
- Section 2: Customer Feedback

The easy to complete form tries to establish customer satisfaction levels at the various stages of the accreditation process in terms of overall satisfaction on service received, accuracy & completeness of technical information, accreditation process timelines and professionalism of the assessment team. The customer feedback section also allows for any other comments/suggestions to improve SADCAS accreditation service. The form is circulated to clients electronically on an ongoing basis for completion as they receive accreditation services from SADCAS. The feedback is analysed on an ongoing basis with any suggestions for improvement being considered and implemented accordingly. The following results are based on an analysis of all the feedback received during the period beginning 1 April 2013 to 31 March 2014.

- 100% rated SADCAS overall accreditation services from good, very good to excellent. [Refer to Figure 1.](#)
- 75% rated SADCAS accreditation for accuracy and completeness of technical information from good, very good to excellent. [Refer to Figure 2.](#)
- 93% rated SADCAS accreditation process timelines from good, very good to excellent. [Refer to Figure 3.](#)
- 100% rated professionalism of assessment team from good, very good to excellent. [Refer to Figure 4.](#)

Continued from p 14

Figure 1—Overall Satisfaction on Service Received

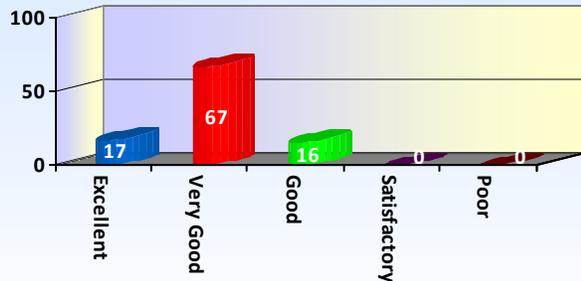


Figure 2—Accuracy and Completeness of Technical Information

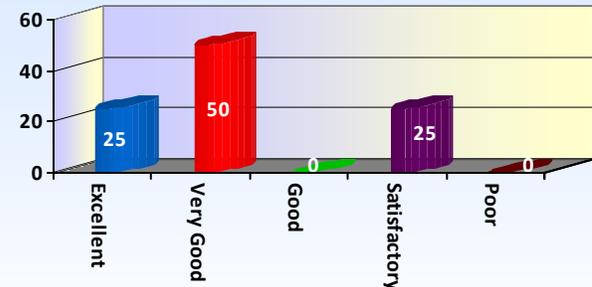


Figure 3—Accreditation Process Timelines

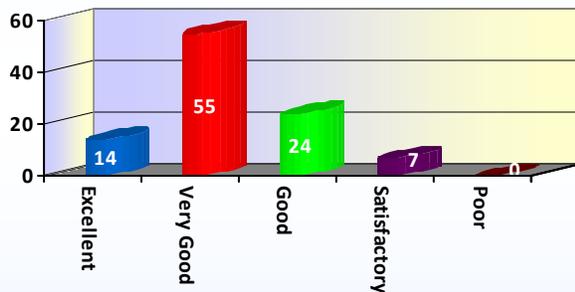
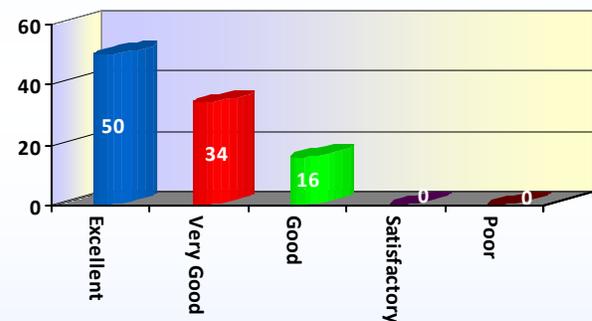


Figure 4—Professionalism of Assessment Team



The SADCAS is a multi-economy accreditation body established as part of the SADC infrastructure for standardization, quality assurance accreditation and metrology (SQAM) in order to meet the accreditation needs of SADC Member States without own national accreditation bodies. Within the SADC region only South Africa and Mauritius have their own national accreditation bodies. The remaining 13 countries do not have their own national accreditation bodies hence serviced by SADCAS. SADCAS is now in its 6th year of operation having been launched in April 2009 and started offering services in October 2009. By 31 July 2014 SADCAS had issued 35 accreditation certificates to 26 accredited facilities in 6 SADC countries. At the same time SADCAS had 43 accreditation applications from 10 countries at the various stages of processing.

Steven Bruce Sidney Elected Chairman of SADCAS Board of Directors



The SADCAS Board, management and staff congratulate Mr Steven Bruce Sidney on his appointment as the Chairman of the SADCAS Board of Directors. Mr Sidney was unanimously elected Chairman at the 36th SADCAS Board meeting held on 8 May 2014. The appointment is for 3 years renewable for a second term of 3 years.

Mr Sidney who is the Director of the National Laboratory Association of South Africa and is also the Chairman of the International Accreditation Cooperation (ILAC) Laboratory Committee was co-opted onto the SADCAS Board of Directors in May 2010, elected in 2011 and served on the SADCAS Finance Risk and Audit Committee. Mr Sidney who also served on the SANAS Board of Directors and is a registered SANAS Lead Assessor brings with him extensive experience in accreditation matters at both governance and operational level nationally, regionally and internationally. He replaces Mr Ali Riundja Kaakunga who retired from the SADCAS Board having served as Chairman of the Board from 2006.

Verily Molatedi Elected Vice Chairman of SADCAS Board of Directors



The SADCAS Board, management and staff congratulate Ms Verily Molatedi on her appointment as the Vice Chairman of the SADCAS Board of Directors. Ms Molatedi was unanimously elected Vice Chairman at the 36th SADCAS Board meeting held on 8 May 2014. The appointment is for 3 years renewable for a second term of 3 years.

Ms Molatedi who recently took up the position of Chief Executive Officer of the Botswana Institute of Chartered Accountants (BICA) was co-opted onto SADCAS Board of Directors in June 2009, elected in 2010 and serves as the Chairman of the SADCAS Finance Risk and Audit Committee. Ms Molatedi also serves on the Botswana Development Cooperation Board. She was the Deputy Chief Executive Officer Support Services of the Botswana Local Enterprises Authority (LEA). A holder of a Bachelor of Commerce Degree from University of Botswana and a fellow member of the Association of Chartered Certified Accountants (ACCA)

with over 26 years' experience, Ms Molatedi replaces Mrs Masego Beatrice Marobela who retired from the SADCAS Board having served as Vice Chairman of the Board from 2006.

SADCAS Appoints New Board Member

The SADCAS is proud to announce the appointment of Mr Emmanuel Jinda as a member of the SADCAS Board of Directors. Mr Jinda was co-opted onto the SADCAS Board of Directors at the 36th SADCAS Board meeting held on 8 May 2014. In line with Article 25 of the SADCAS Articles of Association, Mr Jinda shall hold office until the next annual general meeting when he shall then be eligible for election for a term of 3 years renewable for a second term of 3 years.

Emmanuel Jinda is the founder and Managing Director of Proserve Consulting Group which is headquartered in Harare, Zimbabwe and specializes in the provision of human resources and strategic management consultancy services in the sub-Saharan region and has undertaken various HR management consultancies in 9 African countries. Prior to founding Proserve Consulting Group, Mr Jinda was the Human Resources Director for the Africa Region for BOC Group responsible for HR policy and strategy matters for the region which comprised of 6 countries, 4 of which are from the SADC region. Mr Jinda sits on various Boards and has over 35 years' experience in HR and strategic management issues at operational and governance level. He holds a BSc degree in Psychology and Sociology.



SADCAS Value Proposition

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

SADCAS CEO Pays Courtesy Call on Permanent Secretary Tanzania Ministry of Industry and Trade

The SADCAS CEO, Mrs Maureen Mutasa paid a courtesy call on the Acting Permanent Secretary Tanzania Ministry of Industry and Trade, Ms Maria Bilia on 20 June 2014 at NSSF Waterfront House in Dar es Salaam, Tanzania. At the time of courtesy call the Permanent Secretary, Mr Uledi Mussa was attending Parliament hence Ms Bilia was Acting Permanent Secretary. Both Mr Mussa and Ms Bilia were recently respectively appointed as Permanent Secretary and Deputy Permanent Secretary in the Tanzania Ministry of Industry and Trade. The purpose of the courtesy call was to introduce SADCAS to the newly appointed Senior Officials of the Ministry of Industry and Trade. The meeting was also an opportunity to update the Ministry on SADC Member States' contributions towards SADCAS sustainability.



From left to right: Mr Mashinga—Director Internal Trade, Ms Maria Bilia—Deputy Permanent Secretary, Mrs Maureen P Mutasa—SADCAS CEO and Mr Ambrose Lugenge—Acting Director External Trade

SADCAS a subsidiarity institution of SADC, is a multi economy accreditation body established as part of the SADC infrastructure for standardization, quality assurance, accreditation and metrology (SQAM) in order to meet the accreditation needs of SADC Member States especially those without own national accreditation bodies i.e. 13 countries in all including Tanzania. The multi economy accreditation body is a cost effective model whereby a number of economies share one accreditation body. SADCAS is in its 6th year of operation as a multi economy accreditation body. SADCAS set up and operationalization constituted the main component of a 5 year (2007/8 to 2011/12) integrated programme for the removal of technical barriers to trade through accreditation which was funded by the Norwegian Government to the tune of US\$ 2.2 million through the Norwegian Agency for Development Cooperation (NORAD). The project came to an end on 31 March 2012 at a time when SADCAS had not yet have achieved break-even point on operational costs. Given the important role that SADCAS plays towards the achievement of SADC goals in particular regional integration, governments of SADC Member States that are serviced by SADCAS approved a request in order to ensure SADCAS sustainability over a period of 5 years. The contributions are based on the accreditation market potential in those countries that are serviced by SADCAS.

The Acting Permanent Secretary noted the progress made so far and in particular that Tanzania had the second highest number of accreditations by SADCAS and 3rd highest number of accreditation applications under process by SADCAS. With the achievements so far, and noting the important role SADCAS plays not only in facilitating trade but also in the protection of the health, safety and the environment barriers, the Ministry assured SADCAS of its continued support to the NAFF-Tanzania and promised to initiate the process for the payment of Tanzania's contributions towards SADCAS sustainability.

SADCAS Pays Courtesy Call on Permanent Secretary Namibia Ministry of Trade and Industry

The SADCAS CEO, Mrs Maureen Mutasa paid a courtesy call on the Acting Permanent Secretary Namibia Ministry of Trade and Industry, Ms Annascy Mwanyangapo on 9 July 2014 at the Ministry's Offices in Windhoek, Namibia. The purpose of the courtesy call was to update the Ministry on developments in SADCAS and in particular update the Permanent Secretary on SADC Member States' contributions towards SADCAS sustainability ahead of the SADC Committee of Ministers of Trade (CMT) meeting which was subsequently held on 17 July 2014. The meeting was also an opportunity to discuss National Accreditation Focal Point (NAFF) issues and to brief the Permanent Secretary on the outcome of the targeted marketing visits undertaken to conformity assessment bodies in Otjiwarongo and surrounding areas on 8 and 9 July 2014. The meeting was attended by Mr Benjamin Rinaune Katjipuka, the Director International Trade, Mr A Nashikuka, Chief Trade Policy Analyst and Ms Jaanda Maharero, the NAFF - Namibia.

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From left to right: Mrs Maureen P Mutasa, Ms A Mwanyangan—Acting Secretary Ministry of Trade, Mr A Nashikuka—Chief Trade Policy Analyst and Mr B R Katjipuka—Director International Trade

SADCAS a subsidiary institution of SADC, is a multi economy accreditation body established as part of the SADC infrastructure for standardization, quality assurance, accreditation and metrology (SQAM) in order to meet the accreditation needs of SADC Member States especially those without own national accreditation bodies i.e. 13 countries in all Including Namibia.

The Acting Permanent Secretary noted the progress made so far and in particular that 4 facilities in Namibia had already been accredited by SADCAS with one application under process and 5 expressed interests in accreditation from conformity assessment bodies from Namibia representing the 3rd highest

number of accreditations by SADCAS. At the same time SADCAS had undertaken 10 training courses in Namibia being the 2nd highest number of courses held by SADCAS in any one country. Five out of the 36 SADCAS registered assessors are from Namibia. With the achievements so far, and noting the important role SADCAS plays not only in facilitating trade but also in the protection of the health, safety and the environment barriers, the Ministry reassured SADCAS of its commitment towards SADCAS sustainability and advised that payment of part of Namibia's contribution was already underway and that efforts will be made to process the outstanding amount as soon as possible subject to availability of funds within the 2014/15 budget. The Ministry also assured SADCAS of its continued support to the NAFIP-Namibia.

First ISO/IEC 17025 Requirements and Internal Auditing Course held in Swaziland

SADCAS conducted its first five day ISO/IEC 17025 training course in Swaziland. Swaziland is one of the 13 SADC member States serviced by SADCAS. The course was held from 7 to 11 April 2014 at the Department of Regulatory and Quality Infrastructure in Mbabane Swaziland. The course sponsored by UNIDO was attended by 25 participants from thirteen (13) laboratories.

In attendance at the course were the two officers of the NAFIPs for Swaziland, Ms Phindile Dlamini and Mrs Sibyl Dlamini. In his welcoming remarks Mr Thabiso Nsiband, the UNIDO representative pointed out that UNIDO facilitated capacity development in the area of trade and quality development in a number of developing countries throughout the world. This training course was one such programme specifically targeting laboratories in Swaziland.



Participants attending the course

During the course the Trainer elaborated on each of the 8 clauses stated in ISO/IEC 17025:2012 and gave various examples referencing to the participants' respective work places. All participants appreciated the training highlighting that the training was very informative, useful and an eye opener. The participants promised to go back and promote quality issues and initiated the development of a management system in line with ISO/IEC 17025 at their work places.

SADCAS Holds First Training Course on Validation/ Verification of Methods and Measurement Uncertainty

SADCAS was engaged by the UNIDO to conduct a five-day training course on validation/verification of methods and measurement uncertainty for various participants from conformity assessment bodies operating in Swaziland as part of the UNIDO's project on capacity development for testing and calibration laboratories. A total of 23 participants from 13 organizations attended the course.

The participants included laboratory/quality assurance managers, laboratory analysts/ technicians/technologists and inspectors. The training was held at Esibayeni Lodge in Matsapha, Swaziland. Amongst the participants were representatives of the National Laboratories Association of Swaziland (NLAS). Most of the participating organizations had participated in an ISO/IEC 17025 requirements, implementation and internal auditing course held in April 2015 under the auspices of the UNIDO project.

The training programme started as scheduled with welcome and opening remarks from the CEO of the Swaziland Standards Authority (SWASA), Dr Lomkhosi Mkhonta who also introduced the Trainer and urged the participants to actively participate. She also thanked UNIDO for funding the training and declared the training course officially opened.

The training was very intensive and required basic understanding of mathematics and which covers statistical fundamentals before progressing to relatively advanced concepts of statistical techniques that are used in both method validation/verification and in calculating measurement uncertainty of test results. Practical and group work was interspersed throughout the training programme and comprised of exercises on various aspects of the topic.

An examination was written on the last day of the course and 90% of the participants achieved marks of greater than or equal to 60%. The pass mark was set at 60% and above. Judged from the feedback from participants the training was very detailed and informative, well presented and that the Trainer was very good, knows the subject well and gave practical examples and exercises. The participants also said that the training course was an eye opener, insightful and very relevant.

Second ISO/IEC 17020 Requirements and Internal Auditing Course Held in Botswana

The SADCAS conducted a five days' open training course on ISO/IEC 17020 requirements, implementation and internal auditing in Botswana. The training course which was held at Oasis Motel in Tlokweng Gaborone from 7 to 11 July 2014 was on the new edition of ISO/IEC 17020 which was published in March 2012. A total of 10 participants from 3 organizations attended the course. Nine out of the 10 participants were from Botswana whilst the one participant was from Uganda. This was the second course on ISO/IEC 17020 conducted in Botswana and the 11th course conducted by SADCAS in the SADC region.

In her opening remarks Ms Jeanne Ranorovelo, the SADCAS Technical Manager gave a brief background on SADCAS, its vision, mission and achievements made since 2009 when SADCAS was launched. She also highlighted the number of facilities that had been accredited by SADCAS. Ms Ranorovelo also introduced the Trainer. The course was officially opened by Mr Edward Mmatli the NAFP-Botswana who welcomed all the participants to the course and wished them a fruitful training program. The Trainer then asked each participant to introduce themselves and to outline what their expectations from the course are.

A comprehensive elaboration on each of the 8 clauses stated in ISO/IEC 17020: 2012 was made by the Trainer. Course participants were given the opportunity to ask questions on each clause for clarifications and various examples

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Participants pose for a photo during training

were given by the Trainer referencing to their respective work places. On internal auditing, the Trainer covered the reasons for carrying out internal audits, the audit process and the competence requirements for auditors. There were a lot of discussions and interaction throughout the whole training programme. The group was very eager to acquire knowledge and valuable experience was gained by the participants

The practical exercises and group work generated a lot of interest and participation from all the attendees. The exercises were challenging enough for the participants and were a source of invaluable practical experience and information on the development, implementation, maintenance and improvement of a quality management system that meets ISO/IEC 17020: 2012 requirements.

A general revision of the main themes presented during the whole course was carried out by the Trainer following which the participants sat an examination. Ninety percent

of the participants passed the examination. Judged from the feedback provided by the participants the training course was well planned, organized, presented and was relevant. The enthusiasm to learn was very much felt during the training and the daily attendance of the participants.

SADCAS Hold Second ISO 15189 in Botswana

The new international standard ISO 15189: Medical Laboratories – Requirements for Quality and Competence was published on 1 November 2012. This 3rd edition of the standard cancels and replaces the second edition ISO 15189: 2007. The SADCAS therefore conducted a 5-day training course on the new edition of the standard. The training course was held from 14 to 18 July 2014 at Oasis Motel in Gaborone. This was the 2nd course on ISO 15189 to be conducted in Botswana by SADCAS.

A total of nine (9) participants from various organizations two of which were private participants attended the course. The participants comprised of management, supervisors and laboratory technologists. In her welcome remarks the SADCAS Accreditation Administrator, Ms Linda Dirorimwe stated that throughout the world many countries now rely on accreditation as a means of independently evaluating laboratory competence. She then added that the 5-day intensive ISO 15189 requirements and internal auditing course is designed to promote a thorough and consistent understanding of the ISO 15189 standard requirements, implementation and to impart internal auditing knowledge and skills to medical laboratories staff so that they in turn can monitor compliance of their respective systems in accordance with standard. She gave an outline of what the course covered i.e. an introduction to accreditation, management and technical requirements of ISO 15189, method validation and internal auditing. She added that the course also included a section on the SADCAS accreditation process and the transition process from the 2007 version of the standard to the 2012 version. She wished participants a good deliberation and declared the training course open. Each participant was requested to introduce oneself and state brief expectations from the training course which were mainly to:

- Learn more about the quality management and internal auditing;
- Get a clearer understanding of the ISO 15189 requirements;
- Acquire knowledge on auditing and validation procedures; and
- Understand the differences between the current and old version of the standard.

The Trainer started the course by giving an overview of what laboratory accreditation is, the benefits of accreditation and explained the difference between certification and accreditation. He elaborated on the important terms related to accreditation after giving the scope of the new ISO 15189:2012 including quality, competency, quality management

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systems, policy, process and procedures as well as objectives and plans. In the following sessions the Trainer explained and discussed the main management requirements of ISO 15189. After completing the clauses relating to management requirements, the Trainer introduced the second main part of ISO 15189 on technical requirements with an overview of the 10 main sections, followed by explanation and discussion of the various clauses. The topic of method validation and verification was also presented and discussed and the concept of measurement uncertainty was introduced. The importance of internal auditing was highlighted elaborating on the audit process, benefits of auditing, attributes of auditor and the audit process. The Trainer also described the main steps involved in the accreditation process as laid down by SADCAS. This was followed by a brief account on the SADCAS TR 10 which is the SADCAS Policy for ISO 15189 transition for those medical laboratories that had implemented a system based on ISO 15189:2007. Every day there were theoretical sessions interspaced with practical sessions where participants undertook exercises based on the standard requirements and internal auditing elements.



Training in Session

On the last day of the course, a general revision on the main themes presented throughout the course was held during which participants were given opportunity to seek additional explanations on pertinent aspects of the ISO 15189 following which the participants wrote an examination to assess their understanding of the standard after the training course. The pass mark was set at 50% and all the participants successfully completed the course.

Judged by the feedback from participants, the course was well organized, very useful and met participants' expectations. The objectives of the course were met with all participants successfully passing the examination. The participants were enthusiastic and significantly interactive.

Kamoto Copper Company SARL Staff Trained on ISO/IEC 17025 Requirements and Internal Auditing Course

SADCAS conducted two five-day training courses on ISO/IEC 17025 requirements, implementation and internal auditing for various participants from Kamoto Copper Company SARL (KCC) in Katanga Province in the Democratic Republic of Congo. The training courses were conducted from 16 to 20 and 23 to 27 June 2014 in English and French respectively.

Kamoto Copper Company is located 23km to the west of Kolwezi town, Katanga Province in the southern part of the Democratic Republic of Congo. The company produces and sells copper and cobalt. The Company was certified by the British Standards Institution in January 2014 for compliance to ISO/IEC 9001 in respect of the production and sale of cobalt. The holding company of KCC is Glencor and it is based in Switzerland. All the products are exported to the marketing department in Belgium. The KCC has two laboratories which are well-equipped with state-of-the-art Inductively Coupled Plasma and Atomic Absorption Spectrophotometers as well as Carbon- Sulfur Analyzers. The laboratories have a fully computerized Laboratory Information Management System.

A total of 15 participants attended the courses 5 for the first course held in English and 10 for the second course held in French. The participants to the first course included the Laboratory Manager, Quality Management System Manager, Analytical Superintendent, Laboratory Supervisor and Document Controller whilst the participants to the second course included laboratory analysts, chemists, laboratory team leader supervisors and document controller. The training courses

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were both held at the Company's conference room. Pre-course quizzes were held at the beginning of each of the 2 courses in order to determine the level of understanding of the standard and areas of focus during the week's training programme. The training programs were followed as scheduled without notable modifications and covered all the requirements of ISO/IEC 17025 the international accreditation standard for testing/calibration laboratories. Everyday, there were theoretical and practical sessions where participants undertook exercises based on the standard and internal auditing elements of the course.



Participants for the English course pose for a photo during training



Participants for the French course pose for a photo during training

Judged from the feedback from participants, the course was a success. Participants were happy with the way that the course was conducted and they confirmed that they were clear on the requirements of the standard. This brings the total number of courses that SADCAS has held in DRC to 11.

Certificates Handover to Registered Assessors in DRC

During a ceremony held on 13 May 2014 at the Congolese Control Office (OCC) in Kinshasa, the National Accreditation Focal Point - DRC, Mr Kanama Viki Mbuya, on behalf of the Director General of OCC, Mr Albert Kasongo Mukonzo, presented certificates to Technical Assessors who had been qualified and registered by SADCAS. The certificates were issued by SADCAS as part of the assessor registration process. The following four assessors were qualified and registered in their respective fields of expertise:

- Mr Clément Mbila Mbelanie, technical assessor under the Management Systems Certification Bodies Accreditation Programme in accordance with ISO/IEC 17021 ;
- Mr Albert Yuma Ntambo technical assessor under the Inspection Bodies Accreditation Programme in accordance with ISO/IEC 17020;
- Mr Désiré Bashidike Boso, technical assessor under the Inspection Bodies Accreditation Programme in accordance with ISO/IEC 17020;
- Mr Yenge Bitumu, technical assessor under the Inspection Bodies Accreditation Programme in accordance with ISO/IEC 17020 and the calibration laboratories accreditation programme in accordance with ISO/IEC 17025;



Mr Viki Mbuya Kanama (centre)—NAFP-DRC poses with the registered assessors

All these Technical Assessors are conversant in French and are employed by the OCC and will undertake assessments on behalf of SADCAS. As a motivation and in recognition of their success, the registered assessors were given a bonus by the OCC.

More Assessors Trained

Twenty five experts from 9 SADC countries underwent technical assessor training course held at Oasis Motel in Gaborone Botswana from 28 July to 1 August 2014. The training program was undertaken under the auspices of the SADC EU Regional Economic Integration Support (REIS) Programme. Speaking during the opening ceremony which was attended by representatives of the SADC SQAM program, Ms Kuena Molapo and representative of the REIS Programme, Dr Oswald Chinyamakobvu, Mrs Maureen P Mutasa said that the experts had been selected from nominations submitted by their respective countries' National Accreditation Focal Points (NAFPs). More than 150 applications were received from the region following a call by the project and also an advertisement which was uploaded on the SADCAS and SADCA websites. The selection of experts was undertaken by SADCAS taking into account geographical distribution, language diversity and scope of expertise considering accreditations and anticipated applications for accreditation.

Out of the 25 assessors trained, 11 fall under the calibration laboratories accreditation Programme whilst 14 fall under the Testing laboratories Accreditation Programme. Once the experts successfully go through the 5 days' technical assessor course they will undergo mentoring following which they may be qualified and registered as technical assessors. If registered they will form part of the pool of assessors that undertake assessments on behalf of SADCAS. This will complement the current pool of 36 qualified and registered technical assessors and 19 Lead Assessors

As much as possible the SADCAS pool of assessors should be locally based so as to offer cost effective accreditation services. Furthermore the pool of assessors should cover the scopes of accreditation/anticipated accreditation applications. Above all the assessors must be competent in their respective qualified scopes.



Participants, resource persons and translators at the technical assessor training course pose for photo with Dr Oswald Chinyamakobvu (extreme) left, Ms Kuena Molapo (seated—second from left) and Mrs Maureen Mutasa (seated—third from left)

The resource persons for the training course were John and Monica Peart who both have wealth of experience in terms of training assessors, undertaking assessments and leading assessment teams and previously trained assessors for SADCAS under SADC SQAM EU EDF 9 program in 2009. The course was conducted in English with simultaneous translations into French and Portuguese.

SADCAS CEO Visits Laboratories in North Central Namibia

As part of SADCAS promotional and marketing plans for 2014/15, the SADCAS CEO was in Namibia from 7 to 10 July 2014 where she attended the World Accreditation day Conference on 7 July 2014, met with representatives of 3 Companies on 8 and 9 July 2014 and paid a courtesy call on the Permanent Secretary Ministry of Trade and Industry on 9 July 2014 upon return to Windhoek. The targeted marketing visits were undertaken on 8 and 9 July 2014 in central north of Windhoek. The SADCAS CEO was accompanied by Ms Jaanda Maharero the National Accreditation Focal Point (NAFP) – Namibia throughout the visits.

On 8 July 2014, the SADCAS CEO and NAFP - Namibia met with 3 representatives of **Ohorongo Cement** at its plant located on Farm Sargberg near Otavi in the Otjozondjupa region of Namibia. The meeting was attended by Mr Manfred Pirker the Production Manager, Dr Klaus Raiber the Technical Manager and Ms Anke Nieuwenhuizen, the Quality Manager. Ohorongo Cement is the only cement factory in Namibia which opened for operations in 2011. Ohorongo cement is considered to be the most modern cement plant in Africa. The plant which is an N\$ 2 billion investment was constructed over a period of 22 months.



From left to right: Mrs Maureen Mutasa, Ms Jaanda Maharero, Mr Manfred Pirker, Dr Klaus Raiber and Ms Anke Nieuwenhuizen

Dr Klaus Raiber explaining the range of tests undertaken in the laboratory

The Production Manager welcomed SADCAS and the NAFP – Namibia to the plant and gave a brief presentation of the plant, highlighting the fact that all the raw materials used in the production of cement are sourced from within Namibia with limestone, shale and marl being mined directly from the Ohorongo quarry, iron ore from the Okorusu mine and gypsum from a quarry near Swakopmund. Cement is then produced by burning the shale, marl and limestone at very high temperatures up to 1450 degrees Celsius. Ohorongo Cement is one of the few Namibian companies that completes the entire value added chain of their product within the country taking it all the way from bare limestone rock to quality cement of international standard making the cement a truly Namibia product. Ninety eight percent of the employees are local. The product which bears the South African Bureau of Standards (SABS) product mark is produced mainly for the Namibian market with less than 10% being exported to Angola, Botswana, DRC and Zambia. Two state of the art cement and concrete laboratories conduct continuous around the clock monitoring of raw materials, in process control and final product testing. A variety of tests ranging from chemical to mechanical and physical are undertaken by the laboratories which handle approximately 140 samples a day. Although the company operates an integrated management system and is certified to ISO 9001, 14001, OHSAS 18001 and ISO 26001, the laboratory is not accredited but participates in inter-laboratory comparisons with SABS annually during which 6 samples are involved. The Company expressed their concern on repetitive certification and testing as they export the product within the SADC region.

The SADCAS CEO thanked Ohorongo Cement for the opportunity to meet and explained that the purpose of the visit which is part of SADCAS marketing and communication strategy was to promote the benefits and importance of accreditation and to market SADCAS services. She then outlined how the Company can benefit from accreditation of its laboratories and the use of accredited suppliers for calibration and certification services. She demonstrated the use of the SADCAS website in particular the directory of accredited facilities when choosing conformity assessment and calibration service providers.

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An overview of SADCAS was also provided following which the SADCAS CEO and NAFP – Namibia went on a guided tour of the laboratories by Dr Raiber. At the end of the tour the Technical Manager thanked SADCAS for the visit. The NAFP – Namibia presented promotional T Shirts and SADCAS brochures to the Company's management.

After the visit to Ohorongo Cement, the SADCAS team proceeded to Otjikoto where they met with three representatives of **B2Gold** at its mine which is still under construction. The SADCAS team met with Mr Gerson Shipena, the Assistant General Manager, Mr Raymond Beukes the HSE Manager and Mr Kaanduka Ngipandulwa, the Stakeholder Liaison Officer. B2Gold Corporation is a Vancouver based gold producer with three operating mines (two in Nicaragua and one in the Philippines) and a strong portfolio of development and exploration assets in 4 countries including the B2Gold Mine in Namibia.

The Otjikoto gold project is located 300 kilometres north of Namibia's capital city of Windhoek between the towns of Otjiwarongo and Otavi. Construction of the Company's open pit Otjikoto Mine in Namibia remains on time and on budget. Construction is expected to be completed and production is scheduled to commence in the fourth quarter of 2014. In the first five years of its twelve year mine life, the Otjikoto Mine is expected to produce approximately 141,000 ounces of gold per year at an average cash operating cost of \$524 per ounce.



From left to right: Mr Gerson Shipena, Mrs Maureen Mutasa, Ms Jaanda Maharero, Messrs Kaanduka Nigapandulwa, Raymond Beukes, Eric Barnard and Heinrich Bam

The Mine is building a laboratory on site which will be able to undertake mineral assays. The laboratory will have 30 personnel. A Laboratory Manager has already been appointed. Meanwhile the Company uses Bureau Veritas a SADCAS accredited laboratory based in Swakopmund, Namibia. The Company also intends to be certified. At this stage the meeting was joined by Mr Eric Barnard the Plant Manager and Mr Heinrich Bam, the Laboratory Manager. The SADCAS CEO then gave a brief overview of SADCAS and the need and importance of accreditation to the Company highlighting the benefits of accreditation and the need to consider setting up a laboratory management system in accordance with ISO/IEC 17025 right from its establishment and having the laboratory accredited as well as using accreditation as a basis for selection of service providers for calibration, certification and inspection.

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On 9 July 2014 the SADCAS CEO and the NAFF - Namibia met with two representatives of **Fabupharm** at its offices in Otjiwarongo. The meeting was attended by Mr Fannie Badenhorst, the Managing Director and Mr Albie Jordan, the Marketing Director. Fabupharm is a wholly owned Namibian Company which was established in 1989. It is the only company in Namibia that manufactures pharmaceutical products. A range of other new products such as rehydration salts and diabetic care products are expected to go on the market soon. Most of the raw materials are imported from South African. The products manufactured by Fabupharm are mainly for the local market with some products exported to Lesotho, Malawi and Angola.

The Company has invested N\$3.4 million to comply with Good Manufacturing Practice (GMP) requirements. Opportunities exist for the Company to export products in surrounding African countries and also to grow the market locally. Mr Badenhorst however noted that exporting to South Africa is unfortunately impossible due to the ban on the export of medicinal products from Namibia to South Africa and that the Company was in talks with the relevant stakeholders about lifting this ban. This, he highlighted, remains one of the Company's key challenges. The Company is currently going through an expansion programme of staff changeover rooms and the plant in general.

Most of the testing is done in house at the factory's laboratory with some tests being done in South Africa. The laboratory is manned by 2 staff who undertake a variety of tests on raw materials, in process control and final product analyses.



Ms Jaanda Maharero poses for a photo in the laboratory with Mr Fannie Badenhorst

Fabupharm laboratory Technician posing in front of test equipment

The SADCAS CEO thanked Fabupharm management for the opportunity to meet and explained that the purpose of the visit which is part of SADCAS marketing and communication strategy was to promote the benefits and importance of accreditation and to market SADCAS services. She then outlined how the Company can benefit from accreditation of its laboratory and the use of accredited suppliers for calibration, testing, certification and inspection services. She informed the meeting about the directory of accredited conformity assessment service providers which can be used when selecting conformity assessment service providers and calibration service providers. An overview of SADCAS was also provided following which the SADCAS CEO and NAFF – Namibia went on a guided tour of the laboratories. At the end of the tour the NAFF – Namibia presented promotional T Shirts and SADCAS brochures to the Company's management.

The targeted marketing visits to organizations in Namibia were successful and undertaken as scheduled. The visits were not only an opportunity to promote accreditation and market SADCAS services but were also an opportunity to market accredited services.

Laboratory Association of Malawi Driving the Agenda for Accreditation in Malawi

On 8th March 2011 the Malawi Bureau of Standards hosted a stakeholders' meeting to discuss the need for a Laboratory Association in Malawi. The meeting was attended by over 20 organizations from the private and public sectors including the academia. The meeting unanimously endorsed the formation of a Laboratory Association of Malawi (LAM) and appointed an Interim Steering Committee to facilitate the formation of the Association.

This meeting was a follow-up to the workshop held in December 2009 in Gaborone, Botswana, which was attended by participants from 10 SADC Member States namely: Botswana; Democratic Republic of Congo (DRC); Lesotho; Mauritius; Malawi; Tanzania; South Africa; Swaziland; Zambia; and Zimbabwe and where the need for the formation of national laboratory associations was the main agenda of the meeting. By that time, countries such as South Africa, Zimbabwe, and Botswana already established their national laboratory associations and the SADC Regional Laboratory Association was under formation.

The main objective of a Laboratory Association of Malawi is to serve as an umbrella body to promote and provide advocacy on issues pertaining to professional conduct as well as good laboratory practices for all laboratory facilities in the country.

Laboratory Association of Malawi is governed through a constitution, adopted from similar associations in the SADC region. The Steering Committee held its first meeting on 15th June 2011 and since then meetings have been held at least once every quarter.

Since its establishment, the LAM has made various achievements:

- Developed a constitution with assistance of competent legal counsel;
- Developed project proposal for submission to potential sponsors;
- Met with potential sponsors, local and international and this activity is ongoing;
- Registered the Association in August 2012 and opened bank account and post office box in October 2012;
- Held a strategic planning workshop in May 2013. The strategic planning workshop which was facilitated by Mr Steve Sidney, Director for National Laboratory Association, South Africa was sponsored under SADC/PTB SQAM project.
- The LAM was officially launched on 17 June 2013 in conjunction with the Laboratory Equipment Exhibition at Sunbird Mount Soche Hotel, Blantyre, Malawi on 17th June 2013. The then Malawi Minister of Mines Honourable John Bande, MP was the guest of honour. Officials representing SADC/PTB (sponsors) and laboratory associations in the SADC Region also attended the launch which was followed by a meeting of the SADC Regional Laboratory Association Steering Committee meeting held on 18 June 2013.
- From 31 March to 4 April 2014 the LAM, in collaboration with SADC MET, held a national training course on Quality Assurance and Competence for Testing and Calibration Laboratories, sponsored by PTB Germany.

According to its plans for the year, the LAM intends to establish an independent Secretariat and Proficiency Testing Schemes, arrange contracts for block maintenance of equipment, design an award scheme for outstanding laboratory scientists, hold an annual general meeting and equipment exhibition etc. The LAM has so far registered 32 individuals and 10 corporate members.

So far nine (9) SADC Member States namely: Botswana; DRC; Lesotho; Malawi; Mozambique; South Africa; Swaziland; Zambia; and Zimbabwe have established laboratory associations with the NLA South Africa being the oldest followed by NLA Zimbabwe.

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From left to right: Ms Kezia Mbwambo (Tanzania), Willy Muyila (Malawi), Honourable John Bande (Malawi) Steve Sidnery (South Africa) and Dr Oswald Chinyamakobvu (SADC/PTB)

Participants at the national training course on Quality Assurance and Competence for Testing and Calibration Laboratories

The laboratory associations which provide a platform for all laboratories to share experiences and information aimed at improving the credibility of laboratory services and raising the profile of the laboratory profession play a key role in the social economic development of our countries, a role which is commonly shared with SADCAS and other accreditation bodies operating in SADC.

Upcoming Training Courses— September 2014

NO.	COURSE	DATE(S)	VENUE COUNTRY/CITY
1.	ISO/IEC 17020 Requirements & Internal Auditing	8 to 12 Sept 2014	Swakopmund (Namibia)
2.	ISO/IEC 17025 Requirements & Internal Auditing	15 to 19 Sept 2014	Gaborone (Botswana)
3.	ISO/IEC 17025 Requirements & Internal Auditing	15 to 19 Sept 2014	Swakopmund (Namibia)
4.	ISO 15189 Requirements & Internal Auditing	15 to 19 Sept 2014	Gaborone (Botswana)
5.	ISO/IEC 17020 Requirements & Internal Auditing	29 Sept—3 Oct 2014	Harare (Zimbabwe)

New Training Course Introduced

SADCAS has introduced a new training course on **ISO 15189:2012 Requirements & Internal Auditing [Bridging]**. The objective of the 3-day training course is to impart internal auditing knowledge and skills to laboratory staff. The course is designed to cover the requirements of the new standard and highlight the changes made. For the benefit of those laboratories which are already at the various stages of the accreditation process the course will also elaborate on SADCAS TR 10: ISO 15189:2012 Transition Policy.

The course is made practical as it includes a practical internal auditing session.

The resource person for the course is drawn from a pool of SADCAS qualified and experienced experts who have up to date involvement in accreditation matters and in particular undertaking internal audits of laboratory systems.

For more information please contact SADCAS:

Email: info@sadcas.org

SADCAS Training Courses

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

SADCAS Trainers

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

Training Programmes

SADCAS currently offers the following accreditation training courses:

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

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

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

Three-Day ISO/IEC 17025 International Auditing

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

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

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

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

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

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

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

For more details please contact SADCAS
Email: info@sadcas.org

Status of Key Accreditation Standards and IAF/ILAC Documents

STANDARD	STATUS
ISO/IEC 17000:2004 - Conformity assessment – Vocabulary and general principles	Close of review
ISO/IEC 17011:2004 - Conformity assessment – General requirements for accreditation bodies accrediting conformity assessment bodies	Close of review
ISO/IEC DIS 17021-1 - Conformity Assessment – Requirements for bodies providing audit and certification of management systems - Part 1: Requirements	Close of voting
ISO/IEC DTS 17021-6 - Conformity assessment – Requirements for bodies providing audit and certification of management systems – Part 6: Competence requirements for auditing and certification of business continuity management systems	Committee draft study – Ballot initiated End: 2014-07-02
ISO/IEC DTS 17021-7 - Conformity assessment – Requirements for bodies providing audit and certification of management systems – Part 7: Competence requirements for auditing and certification of RTS/road traffic safety management systems	Committee draft study – Ballot initiated End: 2014-07-08
ISO/IEC DTR 17026 - Conformity assessment – Guidance on a third party certification system for products	New project – Ballot initiated until 2014-09-07
ISO 13528:2005 - Statistical methods for proficiency testing by inter laboratory comparisons	International standard to be revised
ISO/IEC 27006:2011 - Information Technology – Security Techniques – Requirements for bodies providing audit and certification of information security management systems	International standard to be revised
ISO Guide 27:1983 - Guidelines for corrective action to be taken by a certification body in the event of misuse of its mark of conformity	Close of review
ISO/IEC Guide 28:2004 - Guidance on a third-party certification system of products	International guide to be revised
ISO/IEC Guide 53:2005 - Conformity assessment – Guidance on the use of an organization's quality management system in product certification	International guide to be revised

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Status of Key Accreditation Standards and IAF/ILAC Documents

STANDARD	STATUS
IAF ID1:2014 – IAF Informative document for QMS and EMS Scopes of Accreditation	Issue 2, issued on 10 June 2014 Application from 10 June 2014 This informative document is applicable for QMS and EMS management systems scopes of certification and is meant to facilitate the consistent application of Clause 7.1.1 of ISO/IEC 17021:2011 and Clause 7.2.1 of ISO/IEC 17011 requirements by Accreditation Bodies
IAF MD 5:201X - Determination of Audit Time of Quality and Environmental Management Systems	Draft revised Mandatory Document titled "IAF MD 5:201X Determination of Audit Time of Quality and Environmental Management Systems (Issue 3)", circulated on 30 July 2014 by the IAF Technical Committee (TC) Task Force on Audit Duration - Revisions to all IAF members for a 60-day comment period in accordance with IAF PR2. Deadline for comment is 28 September 2014.
IAF MD 13:2014 - Knowledge requirements for Accreditation Body personnel for information Security Management Systems (ISO/IEC 27001)	Issue 1, issued on 26 May 2014 Application from 26 May 2015 This document provides specific knowledge requirements for Accreditation Body personnel to harmonize their application of Clause 6.2.1 of ISO/IEC 17011:2004 for the accreditation of bodies providing audit and certification of information security management systems (isms) to ISO/IEC 27001
ILAC P15:06/2014 - Application of ISO/IEC 17020:2012 for the accreditation of Inspection Bodies	Published in June 2014. This document provides information for use by both Accreditation Bodies and Inspection Bodies on the application of ISO/IEC 17020: 2012
IAF PL 5:201X - Structure of the International Accreditation Forum Inc.	Draft revised Policy document titled "IAF PL5:201X Structure of the International Accreditation Forum Inc. (Issue 5)" circulated on 25 June 2014 to all IAF members for a 60-day comment period in accordance with IAF PR2. Deadline for comment is 25 August 2014.

New Pamphlets for Accreditation Programs published in French and Portuguese

- ✓ Calibration Laboratories Accreditation Programme (CLAP)
- ✓ Inspection Bodies Accreditation Programme (IBAP)
- ✓ Medical Laboratories Accreditation Programme (MLAP)
- ✓ Testing Laboratories Accreditation Programme (TLAP)

To download visit: www.sadcas.org/promotionalMaterial.php

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Diary of Upcoming Events

DATES	MEETINGS	VENUE
14 July 2014	Senior Officials and Committee of Ministers of Trade	Phakalane Golf Estate, Gaborone, Botswana
18-19 July 2014	Ministerial Task Force on Regional Economic Integration	Phakalane Golf Estate, Gaborone, Botswana
28 July – 1 August 2014	Technical Assessors Training	Oasis Motel, Tlokweng, Gaborone Botswana
4-8 August 2014	SQAM Awareness Raising workshop	Maseru - Lesotho
10-18 August 2014	SADC Summit of Heads of State	Victoria Falls, Zimbabwe
21 August 2014	SADCAS FRAC Meeting	Pretoria, South Africa
21 August 2014	SADCAS Board of Directors	Pretoria, South Africa
23-29 August 2014	IAAC General Assembly Meeting	TBA
24-30 August 2014	SPS Awareness Raising workshop	Harare, Zimbabwe
8-9 September 2014	IECEX Conformity Assessment System Seminar	Lubumbashi, Democratic Republic of Congo
9-11 September 2014	IMEKO TC 21 "Mathematical Tools for Measurements" organized by EMRP Project NEW06	St Petersburg, Russia
10-12 September 2014	4 th AFSEC General Assembly	Kinshasa, Democratic Republic of Congo
16-17 September 2014	ITC: 14 th World Export Development Forum (WEDF)	Kigali, Rwanda
20-27 September 2014	AFRAC General Assembly and Meetings	Addis Ababa, Ethiopia
23-25 September 2014	IECEE Unified Training Course for Lead & Technical Assessors	Jeju Island, Korea
24-25 September 2014	CASCO Plenary Meeting	Geneva, Switzerland
26 September 2014	CASCO Workshop	Geneva, Switzerland
29 September - 1 October 2014	NLA Test & Measurements Conference	Misty Hills, South Africa
5 – 10 October 2014	FRAC 2014	Abidjan, Cote D'Ivoire
6-9 October 2014	Eurachem Workshop on Proficiency Testing in Analytical Chemistry, Microbiology and Laboratory Medicine	Berlin, Germany

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DATES	MEETINGS	VENUE
8-17 October 2014	2014 ILAC/IAF Annual Meetings	Vancouver, Canada
13-16 October 2014	NAFP Training on Presentation skills	Gaborone, Botswana
15-17 October 2014	ISO/TC 212 Plenary Meeting	Toronto, Canada
28 October 2014	SADCAS/SANAS TPA Review Meeting	Pretoria, South Africa
29 October 2014	Advisory Committee for Inspection Bodies in Zimbabwe	Harare, Zimbabwe
2-8 November 2014	SPS Awareness Raising workshop	Walvis Bay, Namibia
10 November 2014	IEC CAB Meeting	Tokyo, Japan
11 November 2014	IEC/ILAC/IAF Steering Committee	Tokyo, Japan
18-20 November 2014	20 th International Conference for the Israel Society for Quality	Tel Aviv, Israel
18 November 2014	EA Executive Committee Meeting	The Hague, Netherlands
18-19 November 2014	38 th EEE-PT WG Meeting	Stuttgart, Germany
18-20 November 2014	BIPM – 25 th General Conference on Weights & Measures	Versailles, France
19-20 November 2014	EA General Assembly	The Hague, Netherlands
19-20 November 2014	SADCAS National Accreditation Focal Points Annual Meetings	Johannesburg, South Africa
26-30 November 2014	2 nd International Congress of Agriculture and Food	Antalya, Turkey

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