

Accreditation Supporting the Delivery of Health and Social Care

The successful provision of health and social care is one of the greatest challenges facing the world today and the SADC region is no exception. Whether caused by expanding global population growth, poverty or disease outbreaks such as HIV/AIDS, TB, malaria, cholera and now Ebola etc., the need to provide reassuring, consistent and cost-effective health and social care grows every day. The health and social care sector is not unique in its goal of striving to deliver a balance of quality, economic, social and environmental needs, all ultimately aiming for excellence. Health and social care's excellence is driven by the need to provide assurance and confidence to patients, families, regulators and health and social care providers.

What are the Issues?

The purpose of health and social care is to help people live a better life for longer. Healthcare involves the diagnosis, treatment and prevention of disease, illness, injury and other physical and mental impairment in human beings. Social care on the other hand is mainly concerned with those threatened and vulnerable to society such as offering support to the elderly, people with mental health needs, those with learning and physical disabilities, those with alcohol and substance abuse problems, the homeless, victims of domestic abuse, children in need of foster care, adoption, child protection, young offenders etc.

In the delivery of health and social care stakeholders are mainly concerned with the following issues:

- Is the provision of health and social care, safe for patients and staff?
- Just how accurate and reliable are the outcomes or test results?
- Are there measures in place to prevent misdiagnosis?
- What proof is there that confidential information is handled appropriately and remains confidential?
- Are complaints taken seriously and acted upon?
- Is high quality, costs effective care achievable?
- What reassurance is there that the correct patient care pathway is being followed?

Continued to p 2

Inside This Issue

News on World Accreditation Day Commemorations in the SADC Region	5	Germany Funded Training of Testing Laboratories from the Mining and Mineral Processing Sector	23
SADCAS Supporting the Delivery of Health Care	10	In the Words of an Assessor	24
Mwanza Zonal Water Quality Laboratory Certificate Handover Ceremony	11	My Experience as a SADCAS Assessor for Medical Laboratories	25
SADCAS Accredits More Facilities	13	Update on ISO/IEC 17011 Revision	26
SADCAS CEO Visits DANAK	15	Upcoming Training Courses	27
Follow up Targeted Marketing Visit to the Chemistry and Soil Research Institute Zimbabwe	17	Customer Satisfaction Survey—Accreditation Services 2014/15 Results	28
SADCAS Reaches out to Stakeholders in Madagascar	18	SADCAS Training Courses	30
NAFP-Zambia Visits Central Veterinary Research Institute	21	Status of Key Accreditation Standards and IAF/ILAC Documents	31
Training on the First Version of ISO/IEC 17012-1: 2015	21	Diary of Upcoming Events	32
Fifth ISO 15189 Requirements & Internal Auditing Course Conducted in Botswana	22		

Continued from p 1

What is the Role of Accreditation?

Accreditation within the health and social sector supports this assurance. Conducted by an authoritative body against nationally and internationally recognized standards, accreditation is an independent and impartial evaluation of an organization's competence in relation to specific activities or services. It provides an essential tool for the health and social care providers to improve their processes and environment, which in turn stimulates continuous quality improvement to the patient experience, and results in increased confidence in the outcomes. Accreditation demonstrates that they have undergone a rigorous process to ensure that their patients consistently receive high quality services delivered by competent staff working in safe environments.

Supplying diagnostic results for care providers, medical laboratory services play a pivotal role in ensuring that patients receive the most pertinent treatment and care. It is imperative that medical laboratories can effectively meet the needs of all patients and clinical personnel. Medical Laboratories are accredited against the requirements of **ISO 15189**, which details the requirements for quality and competence within medical laboratories. Accreditation against the international standard ISO 15189, allows medical laboratories to demonstrate, through a rigorous process, the technical competence of that laboratory to all stakeholders including health care providers. ISO 15189 is also used to assess mortuaries and post-mortem facilities.

Point of Care Testing (POCT) is often carried out at a patient's bedside to allow results to be available sooner and therefore, is outside of the controlled and regulated environment of a medical laboratory. As the outcome can trigger immediate decisions about a patient's care, accreditation means that patients can trust that the results are reliable, and should any decisions be made as a direct consequence of testing, they can be assured that they are still following the correct patient care pathway. POCT services are accredited against the requirements of **ISO 22870**, which is intended to be used in conjunction with **ISO 15189** accreditation.

ISO 13485 is the world's most recognised medical device standard and ensures excellence in the provision of medical devices. The primary objective of this standard is to facilitate harmonised medical device regulatory requirements by providing an effective solution to meet the comprehensive requirements for a quality management system. ISO 13485 provides a practical foundation for manufacturers to address regulations and responsibilities, as well as demonstrating a commitment to the safety and quality of medical devices. Accredited certification is used to assess conformity of medical devices against this standard.

Diagnostic imaging services are normally assessed against nationally recognized standards which reflect the differing service delivery context in each country. All accreditation schemes cover the various modalities of imaging, such as MRI, Ultrasound and CT scans and involve a robust process of assessment. This results in the assurance of safe, high quality care with reliable outcomes that patients can trust. Continuous monitoring and improvement forms part of this process, instilling further reassurance that the service is striving for excellence.



Medical Devices

Continued to p 3

Continued from p 2



Point of Care Testing



Diagnostic Imaging Services

Accurate measurements are vitally important as they will often influence the patient pathway. A crucial element of providing accurate measurements is reliable reference materials. ISO Guide 34 sets out the management system requirements, in accordance with which reference materials should be produced. It ensures that reference material providers are competent to manufacture their products to a given quality, and that the measurement procedures are controlled, allowing laboratories to verify their ability to measure accurately. In addition, the accuracy and traceability of some measurements in medical laboratories is demonstrated via the use of ISO 15195 an international standard dedicated to medical reference measurement laboratories.

Physiological science services are assessed against nationally recognized standards that reflect the differing service delivery context in each country. Accreditation covers a number of diagnostic physiological science disciplines, all of which investigate the functioning of organ/body systems to diagnose abnormalities and subsequently, reduce the often disabling consequences to the patient. The sole aim of accreditation is the on-going improvement of the quality of services, care and safety for patients undergoing physiological science service tests, examinations and procedures. Accreditation provides physiological science services with a means to demonstrate to their patients that the service operates safely and competently and is committed to continuous improvement.

Accredited inspection for **residential care homes** raises standards resulting in improved social care, and provides independent affirmation that the care provider is compliant with the rigorous standards used by the accredited inspection body. Inspection bodies are assessed against the internationally recognized inspection standard **ISO/IEC 17020** to carry out inspections of social care providers. The inspections focus on competence, impartiality and performance capability to assure patients and their families of the high quality of care provided by residential care homes.

Accredited certification bodies, operating to global levels of assurance, may certify healthcare providers to ISO 9001 to continuously support quality or to ISO/IEC 27001, which gives patients confidence in those organisations handling their personal data. ISO 9001 describes the requirements for quality management systems and is the world's most established quality framework. It is based on a number of quality management principles including a strong customer focus, the motivation and implication of top management, the process driven approach and continual improvement ISO/IEC 27001 is the internationally recognized best practice framework for an information security management system, a vital element in the provision of health and social care. It provides a systematic approach to managing sensitive company information so that it remains secure. It includes people, processes and IT systems by applying a risk management process. Accredited certification is used to assess conformity against these standards.

Continued to p 4

Continued from p 3

Accreditation bodies are established in many countries with the primary purpose of ensuring that laboratories, certification bodies and inspection bodies collectively known as conformity assessment bodies are subject to oversight by a competent and authoritative body. Accreditation bodies which have been evaluated by peers as competent, sign arrangements that enhance the acceptance of accreditation of conformity assessment services. Organizations linked to the International Accreditation Forum multilateral Arrangement (IAF MLA), in the fields of certification of management systems, products and services and the International Laboratory Accreditation Cooperation Mutual Recognition Arrangement (ILAC MRA), in the areas of laboratory and inspection body accreditation demonstrate commitment to excellence, efficiency and assurance in the provision of health and social care, reinforcing the mutual international recognition of services.

What Benefits Does Accreditation Provide?

For National Authorities and Regulators: Ultimately the regulators role is to ensure that all health and social care providers deliver safe, effective, compassionate and high quality care. Accreditation assures regulators that they can rely on providers to verify compliance with their set policy requirements. It helps regulators to manage risk, as they are able to target their inspections more reliably and effectively whilst delivering cost savings. Internationally accreditation provides health and social care regulators with a robust and credible framework to accept outcomes with equivalent level of confidence as if they had been carried out in the local economy. Accreditation provides regulators with a reliable monitoring tool to support the continuous improvement of all health and social care services.

For Health and Social Care Providers: Accreditation provides objective proof that the service operates competently and safely, is patient focused and delivers outcomes that can be relied upon. Accreditation supports continuous improvement which can boost morale, deliver cost savings and, in some cases, can act as a leverage for change. Accreditation provides market differentiation and therefore, may result in an increase of commissioned services and advantages during any tender process. Accreditation is gaining increasing recognition from regulators, and so providers can demonstrate compliance through accreditation. In some cases, this can result in reduced audits.

For Commissioners and Referrers: Accreditation is an essential tool for decision-making and risk management. Accreditation is a mark of quality that can be used to easily identify technically competent, safe, efficient, patient-focused services that meet all regulatory requirements. Accreditation supports commissioners and referrers in the delivery of effective purchasing, cost-efficiency, good governance and public confidence .

For Patients: When using an accredited service, patients can be assured that they will receive the level of high quality care that they expect and can trust that the diagnostic outcomes are accurate. Whether selecting a residential care home or having tests carried out, accreditation allows patients to make an informed choice about their health and social care ensuring competence and added value.

A growing number of case studies, independent research and supporting information from around the world, are illustrating the value of accreditation in the health and social care sector.

Conclusion

The focus on delivering excellence within the health and social care sector in the region is underpinned by accreditation. Accreditation supports and delivers the aim of consistent high quality care with reliable outcomes that patients can trust, and provides peace of mind that the service will meet expectations.

The on-going work of SADCAS provides additional reassurance and confidence and conveys an international sign of quality and competence.

News on World Accreditation Day Commemorations in the SADC Region

June 9, marked 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. The inaugural WAD was celebrated in 2008. The theme for 2015 World Accreditation Day is **"Accreditation: Supporting the Delivery of Health and Social Care"** and focuses on how accreditation can support the delivery of Health and Social Care.

As in previous years, the day was celebrated across the world with the hosting of major national events, seminars, and press and media coverage, being undertaken in order to raise awareness on the importance of accreditation and to communicate the value of accreditation to Government, Regulators and the leaders of the business community. The SADC region has been commemorating World Accreditation Day 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 July 2015 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, World Accreditation Day conferences were held in 6 countries namely: Botswana; Lesotho; Mozambique; Namibia; Swaziland and Zambia.

In Botswana—WAD day was commemorated on 9 June 2015 when a conference jointly organized by the National Accreditation Focal Point (NAFP) – Botswana, SADCAS and the Botswana Testing Laboratories System (BTLs) was held at Cresta Botsalo Hotel, in Palapye a city which is 270 km north east of Gaborone. The workshop was attended by 74 accreditation stakeholders including inspection bodies and testing laboratories from the food industry, health industry, civil engineering and construction industry as well as academic and calibration laboratories in both public and the private sectors. A small exhibition by an in house laboratory of Food Botswana was also set up in conjunction with the conference.

The conference was opened by Mrs M Nthomiwa Acting Director of Industrial Affairs with the key note address being delivered by Ms Jeanne Ranorovelo, SADCAS Technical Manager. Five (5) papers from the following representatives of stakeholders were presented during the conference: SADCAS; Ministry of Health; Nyangabwe Referral Hospital; Lam-world Technologies and the NAFP. In the key note address Ms Ranorovelo explained how accreditation supports the delivery of good quality health and social care and showed that the role SADCAS played in the process. In her presentation Mrs D Motsisi, Assistant National Quality Manager, Ministry of Health informed delegates about the Ministry of Health's strategic plan for the period 2014 to 2019 which aims to develop a standardized quality management system documents, strengthen National External Quality Assurance and to have 15 more medical laboratories accredited. She then shared with participants the achievements thus far with 7 medical laboratories under the Ministry having been accredited. She then encouraged all conformity assessment bodies to focus on services that will enhance the quality of the life of the population at large.



Mrs M. Nthomiwa, Acting Director of Industrial Affairs delivering the Opening Remarks



Mr E. E. Mmatli, NAFP-Botswana Representative, (left) consulting with Ms Jeanne F Ranorovelo, SADCAS Technical Manager (middle) and Mr Uno M. Tapela, NAFP supervisor (right).

Continued to p 6

Continued from p 5

Ms. Kelebeletse Mokobela Chief Medical Laboratory Scientist at Nyangabwe Referral Hospital in her paper explained the role of a clinical/medical laboratory in the diagnosis of disease, disease monitoring and management, prevention and surveillance of disease, research and provision of safe blood. She explained the dangers of unreliable medical laboratory results such as incorrect identification of source of diseases, development of resistance to essential drugs, and delay in identification of epidemic diseases which is very catastrophic. The role of calibration laboratories in assuring a credible measurement system in the health sector was articulated by Mr Obed Motsomi Managing Director of Lamworld Technologies.



Conference Participants in Botswana

In another presentation Ms Ranorovelo shared with participants SADCAS' experiences on the Medical Laboratories Accreditation Program (MLAP) which was established in June 2010. She also shared with participants the trends which SADCAS had noted from the assessments undertaken and the lessons learnt for those trends. In the last presentation of the conference, Mr UM Tapela—Chief Industrial Officer, Ministry of Trade and Industry and NAFB-Botswana supervisor informed delegates on the progress made by Botswana in creating awareness on the benefits and importance of accreditation as evidenced by the growing interest in accreditation and SADCAS services. Botswana has the 3rd highest number of SADCAS accredited facilities, highest number of accreditation applications submitted to SADCAS and the highest number of training courses conducted by SADCAS.

All the presentations were followed by lively and interactive discussions on various issues related to the role of accreditation in supporting the delivery of health and social care with delegates calling for the wider application of accreditation to other areas of the health and social care such as Point of Care Testing, medical imaging services and social care services.

Continued to p 7

Continued from p 6

The Democratic Republic of Congo (DRC) commemorated WAD by undertaking targeted marketing visits to Ngaliema Medical Centre, a private medical laboratory, institute of Biomedical Research, a public research laboratory and also met with the Director of Health Laboratories. During the visits the NAFP – DRC, Mr Viki Mbuya Kanama explained what accreditation is all about and the benefits of accreditation. He also marketed SADCAS and presented the SADCA Toolkit. A follow up meeting for all staff of Ngaliema Medical Centre is planned to be held in July 2015. Revisions of the technical regulation for the registration and operation of medical laboratories in DRC is being revised and the revision will take into account calibration of equipment and metrological traceability, accreditation and quality systems.



Mr VM Kanama NAFP –DRC addressing staff at INRB



Ngaliema Medical Center



Technicians of Ngaliema Medical Center Private Laboratory

In Lesotho WAD was commemorated on 14 July 2015 by holding a half a day seminar at Lehakoe Club in Maseru. The seminar was jointly organized by the Department of Standards and Quality Assurance in the Ministry of Trade and Industry where the NAFP is housed, and the Lesotho Federation of Laboratories. The media was present, captured the deliberations and held interviews. The event was televised on national television. The Principal Secretary of the Ministry of Trade and Industry officially opened the seminar and addressed the 44 participants from the medical sector; namely Directors from the Ministry of Health, three officers each in the Laboratory, Pharmacy and Nursing representing a government hospital from six districts of Lesotho, Christian Health Association of Lesotho hospitals which were represented by one person from the Laboratory, Pharmacy and Nursing, private hospitals represented as the afore hospitals and a pharmaceutical company.



Participants Attending the WAD Seminar in Lesotho

Continued to p 8

Continued from p 7

Four presentations from the private sector were made on transforming the laboratory landscape in Lesotho during which the Laboratories Federation of Lesotho and Medical Laboratories Association both emphasised on their ambition to attain accreditation through different capacity building programmes. Papers on the accreditation of Queen Mamohato Memorial (QMM) Hospital by the Council for Health Services Accreditation of Southern Africa (COHSASA) and road map towards accreditation of the Apath Laboratory were also presented. Two presentations were made by the Ministry of Health on the Role of Government in Strengthening the Quality of Health and Social Care Delivery Services and journey towards accreditation of a public medical laboratory. The other presentations were made by Officers from the Department of Standards and Quality Assurance that comprises of the NAFPs, NMI and Certification Body.

The satisfactory turn up of participants was applauded and the importance of accreditation was very much appreciated by all. The Department of Standards and Quality Assurance, The Ministry of Health, Private Hospitals and the two Associations have agreed to draw up a programme aimed at enhancing the uptake of accreditation in Lesotho.

Malawi commemorated WAD on the 2 July 2015 through a press release which was published in the daily times of Malawi.

Mozambique commemorated WAD on the 9th June 2015 through a press release which was published in the electronic media in Mozambique. A WAD conference was also organized jointly by the NAFP- Mozambique which is housed in the national standards body for Mozambique, INNOQ and the Laboratory Association of Mozambique. The workshop was held on 9 June 2015. The workshop was opened by Dr Alfredo Siteo, a SADCAS Board member and Head of INNOQ. Various presentations were made by key stakeholders and vote of thanks was given by Dr Siteo.

In Namibia WAD was commemorated on 7 July 2015 when a conference organized by the National Accreditation Focal Point – Namibia was held at Courtyard Birdwatching Hotel, Walvis Bay. The conference was attended by 23 accreditation stakeholders from the health sector, calibration laboratories from both public and the private sector from Namibia. The conference was opened by Mrs Helvi Petris on behalf of Deputy Permanent Secretary, Ministry of Trade. The SADCAS Chief Executive Officer Mrs Maureen Mutasa gave the key note address followed by paper presented by an official from the Ministry of Health on the role of government in strengthening the quality of Health and Social Care. The General Manager – Compulsory Standards at the Namibia Standards Institution, Ms Cecelia Hinda gave a paper on the role of metrology in ensuring a credible measurement system in the delivery of health and social care followed by a presentation on metrology services offered by the



Mrs Mutasa poses for a photo with participants at a WAD conference in Namibia

NSI Metrology Division. Dr Chris Hikum Founding Trustee of the Namib Health Initiative Trust gave a paper on the Benefits of accreditation – A case for a private laboratory after which Mr van Rooyen, the Quality Manager of the National Institute of Pathology shared with participants the journey towards accreditation of a public laboratory. In another presentation Mrs Mutasa shared with participants SADCAS experiences on the Medical Laboratories Accreditation Program (MLAP) which was established in June 2010. She outlined the trends which SADCAS had noted from the assessments undertaken and the lessons learnt for those trends.

There are over 70 medical laboratories in Namibia with most of them located in central and northern Namibia. The workshop was held in the southern west coastal city of Walvis Bay. Delegates were given T shirts and SADCAS brochures were distributed at the conference.

Continued to p 9

Continued from p 8

In Swaziland WAD was celebrated on the 2nd July 2015 when a workshop was held at Sibane Hotel in Mbabane. The occasion was graced by the presence of the Honorable Minister of Commerce, Industry and Trade, Mr. Gideon Dlamini and the Principal Secretary, Mr Jinno Nkhambule. From the Ministry of Health in presence were the Directorate, senior officials and laboratory personnel. Senior officials from the Ministry of Commerce, Industry and Trade, such as the Heads of Departments and laboratory personnel from the Metrology Department and officials from Swaziland Standards Authority were also present. A total of 120 people came to commemorate the day. The event started off at 6:30am with a breakfast show on Swazi TV where the two NAFPs, Sybil Sthembiso Dlamini and Phindile Priscilla Dlamini presented. The NAFP also had a slot on national radio. The aim of the radio program and TV show was to sensitize the public about the theme for this year, explain the importance of commemorating this day and the benefits accreditation could bring to the health sector. The workshop started at 8:30am. Banners and promotional material from different stakeholders in the form of pamphlets were distributed to participants.

The Program Director, Ms Phindile Dlamini made opening remarks which were then followed by different speakers such as the NAFP, Quality Assurance Coordinator in the Ministry of Health, Laboratory Managers, Chief Inspector of Weights and Measures, National Laboratory Association Chairperson and video clips showing the past and the present situation of Government laboratories after the introduction of the SLIMTA program initiated by the WHO.

The Minister of Commerce, Industry and Commerce then gave his speech followed by presentation of certificates to personnel from inspection bodies who were trained on the ISO/IEC 17020 from 9 to 13 March 2015 at the Royal Swazi Spa. Dr Velephi Okello from the Ministry of Health made closing remarks where she mentioned that the Ministry of Health is working very hard to have its medical laboratories accredited.



Participants at WAD Workshop held in Swaziland

Participants on the ISO/IEC 17020 training course held in March 2015 receiving certificates from Honourable Gideon Dlamini

Ms Phindile Dlamini giving the closing remarks

Tanzania commemorated WAD on the 9th June 2015 through a press release which was published in the Swahili and English in the electronic media in Tanzania. A WAD banner was also prepared and NAFP was interviewed on Television on the importance of accreditation in supporting the delivery of health and social care. A half day conference was held on 9 June 2015 with 7 presentations being made.

In Zambia commemorations started on the eve of 9 June 2015 with the launching of a statement by Honourable Margaret D Mwanakatwe, Minister of Commerce, Trade and Industry, placing a press release in the print media, Times of Zambia, Daily Mail and Post Newspaper and holding a half day stakeholder workshop on 9 June 2015. The focus of the theme was to create awareness on the important role that accreditation plays in enhancing the delivery of health and social care to society.

The workshop was officially opened by Mr Tobias Mulimbika, Director- Industry in the Ministry of Commerce, Trade and Industry. In his opening remarks, the Director welcomed all stakeholders to the workshop and requested all participants to actively participate in the commemoration of the 2015 World Accreditation Day. He went on further to thank UNIDO - Trade Capacity Building Framework for Zambia and Zambia Bureau of Standards for the valuable role they have played in facilitating the commemoration of the 2015 World Accreditation Day.

Continued to p 10

Continued from p 9

The following presentations were made:

- ❑ The Role of SADCAS in supporting the delivery of health and social care by Mr Manuel Mutale, SADCAS Board member and Executive Director, Zambia Bureau of Standards;
- ❑ SLMTA Program: Transforming the Laboratory Landscape in Developing Countries by Mr Davy Nsama, Assistant Director, Clinical Medical Care, Ministry of Health;
- ❑ The role of metrology in ensuring a credible measurement system in the delivery of Health and Social care by Mr. Hamutunda, Metrology Manager, Zambia Bureau of Standards;
- ❑ Benefits of Accreditation : A case for a Private Medical Laboratory by Dr Neil Nkanza of Nkanza Medical Laboratory;
- ❑ Journey Towards Accreditation of a Public Medical Laboratory by Dr Neil Nkanza, of Nkanza Medical Laboratory;
- ❑ Role of certification in supporting the delivery of health and social care by Ms Andela Kangwa, SGS Zambia;
- ❑ SADCAS Experiences from the Medical Laboratories Accreditation Program (MLAP) by Mr Nicodemus Malisa, SADCAS Trainee Assessor and Laboratory Manager, Zambia Bureau of Standards;

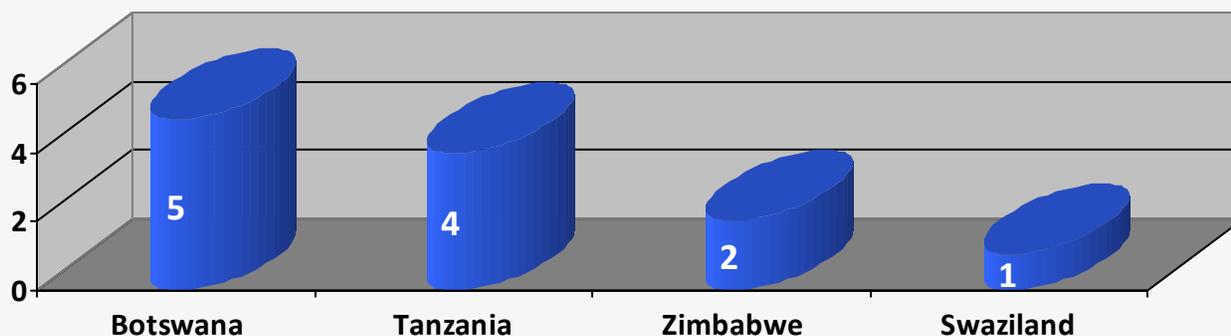
All the presentations were followed by lively and interactive discussions on various issues related to the role of accreditation in supporting the delivery of health and social care with laboratories appealing through the Ministry of Commerce, Trade and Industry for the Zambia Revenue Authority to facilitate the timeous movement of Inter Laboratory Comparisons/Proficiency Testing samples at ports of entry. An appeal was also made to laboratories to join the Zambia National Laboratories Association in order to enhance coordination of conformity assessment bodies. In preparation for the future WAD commemorations the participants urged the Ministry of Commerce, Trade and Industry to engage the key stakeholders. A vote of thanks was given by the NAFF- Zambia Mr Moses Ngosa.

SADCAS Supporting the Delivery of Health Care

The Southern African Development Community Accreditation Service (SADCAS) a multi economy accreditation body established to meet the accreditation needs of 13 SADC countries excluding South Africa and Mauritius who have their own national accreditation bodies is now in its 7th year of operation. SADCAS accreditation programs are operated in accordance with ISO/IEC 17011 the international standard for international recognition of its accreditation services.

As at 31 July 2015 SADCAS had accredited 12 Medical Laboratories in 4 SADC Member States namely Botswana (5); Tanzania (4); Zimbabwe (2) and Swaziland (1). Refer to Figure 1. At the same time SADCAS had 10 Medical Laboratory accreditation applications from 4 countries, 3 of which are SADC countries, at various stages of processing. SADCAS had cumulatively conducted 12 training courses on ISO 15189 to promote a thorough understanding of the International Standard's requirements, implementation and internal Auditing in 4 SADC Member States.

Figure 1 - Accreditations of Medical Laboratories by Country



Continued to p 11

Continued from p 10

Although SADCAS is currently offering ISO 15189 accreditation program in Medical Laboratories, it has the capacity to broaden its scope of accreditation in the medical field to include Point of Care Testing (POCT) services and medical devices. Point of Care Testing (POCT) services are accredited against the requirements of **ISO 22870**, which is intended to be used in conjunction with **ISO 15189**. Point of Care Testing (POCT) is often carried out at a patient's bedside to allow results to be available sooner. As the outcome can trigger immediate decisions about a patient's care, accreditation means that patients can trust that the results are reliable, and should any decisions be made as a direct consequence of testing, they can be assured that they are still following the correct patient care pathway. **ISO 13485** is the world's most recognised medical device standard and ensures excellence in the provision of medical devices. The primary objective of this standard is to facilitate harmonised medical device regulatory requirements by providing an effective solution to meet the comprehensive requirements for a quality management system. ISO 13485 provides a practical foundation for manufacturers to address regulations and responsibilities, as well as demonstrating a commitment to the safety and quality of medical devices.

Accredited inspection for **residential care homes** raises standards resulting in improved social care, and provides independent affirmation that the care provider is compliant with the rigorous standards used by the accredited inspection body. Inspection bodies are assessed against the internationally recognized inspection standard **ISO/IEC 17020** to carry out inspections of social care providers. SADCAS will also be ready to broaden its scope of accreditation under the Inspection Bodies accreditation Programme to include residential care homes.

Mwanza Zonal Water Quality Laboratory Certificate Handover Ceremony

The Mwanza Zonal Water Quality Laboratory has been accredited in the scope of "Chemical Analyses" of water in accordance with ISO/IEC 17025 by the SADC Accreditation Service (SADCAS). The accreditation certificate handover ceremony was held on 15 May 2015 at St Gasper Hotel in Dodoma the capital city of Tanzania. In her welcome remarks to the ceremony, Mrs Nadhifa Kemikimbe the Director Division of Water Quality Services under the Ministry of Water reminisced on the journey towards accreditation which started in 2004 culminating in accreditation being granted on 30 March 2015 for 15 water testing parameters.

Speaking during the ceremony, Engineer Mbogo Kutakamba, the Permanent Secretary Ministry of Water noted that Mwanza Zonal Water Quality Laboratory was the first out of 16 laboratories under the Division of Water Quality Services of the Ministry of Water to be accredited following a directive from Honourable Jakaya Kikwete, the President of the Republic of Tanzania to improve the quality of services. He noted the benefits derived from accreditation particularly accuracy and reliability of results. "Accreditation assures public accountability" he said. He advised that the Ministry had put in place a program for the other 15 laboratories under the Division of Water Quality Services to be accredited of which 5 laboratories should be accredited by 2018. As the Accounting Officer under the Ministry Engineer Kutakamba committed to supporting the program to completion. He also advised that the Government would amend regulations to require all water testing laboratories to be accredited.

In his presentation on the "Economic perspective on water quality", Mr E Msangula, an accreditation consultant, highlighted the need for all water testing laboratories to be accredited and the market opportunities for accredited testing services in the mining, textile, fishing and environmental sectors. He also emphasized the need and importance of continued support to accredited laboratories and called upon the Government to review Public procurement Act to allow for



From left to right: Mrs Nadhifa Kemikimbe, Mrs Mutasa and Engineer Kutakamba

Continued to p 12

Continued from p 11

new and emerging needs and requirements. He also called upon the Government of the Republic of Tanzania to allow laboratories to retain earned income from services and to review service charges so as to ensure sustainability of accredited laboratories. In her remarks during the ceremony Ms Stella Mrosso, the National Accreditation Focal Point for Tanzania informed delegates about the role of the NAFP and the achievement it had made in promoting accreditation and marketing SADCAS services in Tanzania.

In his remarks the Honourable Maghembe congratulated all for the achievement “You make us stand 9 feet tall. The icing to all the Ministry’s successes over the past 3 years.” he said and urged the Laboratory to continue to comply with SADCAS requirements in order to maintain the accreditation. Water is fundamental to life and the environment. It plays a central role in both economic and social development activities. It plays a pivotal role in poverty alleviation through enhancement of food security, domestic hygiene and the environment. He noted the importance of accreditation in assuring the safety and cleanness of water and thanked SADCAS for bringing accreditation to Tanzania. The Honourable Professor Maghembe prided in having the best staff in the public service, who deliver albeit being the least funded. He reiterated his Ministry’s commitment to supporting all the laboratories under his Ministry and encouraged Mwanza Zonal Water Quality Laboratory to publicize its accreditation for competitiveness. He assured all that the regulations will be amended to include mandatory testing of water by an accredited laboratory.



Mrs Mutasa handing over accreditation certificate to Engineer Kutakamba with Mrs Kemikimbe witnessing

Honourable Professor Maghembe receiving the accreditation certificate from Engineer Kutakamba

Mwanza Zonal Water Quality Laboratory management holding accreditation certificate in jubilation



Group photo with Honourable Professor Maghembe after the ceremony

Continued to p 11

Continued from p 12

In his remarks the Honourable Maghembe congratulated all for the achievement “You make us stand 9 feet tall. The icing to all the Ministry’s successes over the past 3 years.” he said and urged the Laboratory to continue to comply with SADCAS requirements in order to maintain the accreditation. Water is fundamental to life and the environment. It plays a central role in both economic and social development activities. It plays a pivotal role in poverty alleviation through enhancement of food security, domestic hygiene and the environment. He noted the importance of accreditation in assuring the safety and cleanness of water and thanked SADCAS for bringing accreditation to Tanzania. The Honourable Professor Maghembe prided in having the best staff in the public service, who deliver albeit being the least funded. He reiterated his Ministry’s commitment to supporting all the laboratories under his Ministry and encouraged Mwanza Zonal Water Quality Laboratory to publicize its accreditation for competitiveness. He assured all that the regulations will be amended to include mandatory testing of water by an accredited laboratory.

A vote of thanks was given by the Mwanza Regional Commissioner after which the guests proceeded to have lunch.

SADCAS Accredits More Facilities

SADCAS is proud to announce the accreditation of 7 laboratories namely: **GNK Laboratories (Pvt) Ltd; Government Chemist Laboratory Agency; Sekgoma Memorial Hospital Laboratory; Tanzania Bureau of Standards (Chemistry & Condom); ISOCAL; Princess Marina Hospital Laboratory; and Diagnofirm Medical Laboratory.**

- ❑ **GNK Laboratories (Pvt) Ltd** based in Harare, Zimbabwe has been accredited in the scope “Microbiological Analysis” in accordance with ISO/IEC 17025. The accreditation covers the enumeration of total viable count by spread plate method; Coliforms and *E. coli* in raw and domestic water and beverages; and the enumeration of *Staphylococcus aureus* and Lactobacillus in food and animals feeding stuffs. Through this accreditation, GNK Laboratories (Pvt) Ltd has granted the unique accreditation number **TEST-1 0006** indicating that GNK Laboratories (Pvt) Ltd is a SADCAS accredited laboratory. The accreditation certificate is effective from 19 May 2015.
- ❑ **Government Chemist Laboratory Agency** based in Dar es Salaam, Tanzania has been accredited in the scope “Chemical Analysis” in accordance with ISO/IEC 17025. The accreditation covers the determination of Calcium, Magnesium, Chloride, Sulfate and Moisture in Edible Salt. Through this accreditation, Government Chemist Laboratory Agency has been granted the unique accreditation number **TEST-5 0014** indicating that Government Chemist Laboratory Agency is a SADCAS accredited laboratory. The accreditation certificate is effective from 19 May 2015.
- ❑ **Sekgoma Memorial Hospital Laboratory** based in Serowe, Botswana has been accredited in the scopes of “Virology”, “Haematology”, “Serology”, “Blood Bank”, “Chemistry” and “Microbiology” in accordance with ISO 15189. The accreditation covers Plasma under Virology; Whole Blood and Plasma under Haematology; Serum, Plasma and Urine under Serology; Whole Blood and Serum under Blood Bank, Serum and Plasma under Chemistry; Urine, Stool, CSF, Blood Culture, Fluids, Pus Swabs, Ear, Eye, Throat, Genital, Sputum, Ascetic Fluid, Synovial Fluid, Lymph Nodes Aspirates, Lung Aspirates, HVS, Throat and Sputum under Microbiology. Through this accreditation, Sekgoma Memorial Hospital Laboratory has granted the unique accreditation number **MED 010** indicating that Sekgoma Memorial Hospital Laboratory is a SADCAS Medical accredited laboratory. The accreditation certificate is effective from 19 May 2015.
- ❑ **Tanzania Bureau of Standards** based in Dar es Salaam, Tanzania has been accredited in the scopes “Physical Testing” and “Chemical Analysis” in accordance with ISO/IEC 17025. The accreditation covers the determination of Length, Thickness, Bursting Volume & Pressure, Package Seal Integrity and Testing of Holes in Rubber Latex Condoms and the determination of pH, Chloride, Total Hardness as CaCO₃, Calcium, Alkalinity as CaCO₃, Sodium as Na, Potassium as K, Total Dissolved Solids, Cations (Zn, Mg, Fe, Cu, Ni, Pb, Cr & Cd) in drinking/mineral/potable water. Through this accreditation, Tanzania Bureau of Standards has granted respectively the unique accreditation numbers **TEST-11 0001** and **TEST-5 0015** indicating that Tanzania Bureau of Standards is a SADCAS accredited laboratory. The accreditation certificates are effective from 18 May 2015 and 2 June 2015 respectively.

Continued to p 14

Continued from p 13

- ❑ **ISOCAL Calibration Laboratories** based in Harare, Zimbabwe has been accredited in the scope “Mass Metrology” in accordance with ISO/IEC 17025. The accreditation covers 1 to 20 mg; 50 to 100 mg; 200 to 500 mg; 1 to 2 g; 5 g; 10 g; 20 g; 50 g; 100 g; 200 g; 500 g; 1000 g; 5000 g and 10000 g for Mass Pieces and 5 mg to 300 g and 1 to 4 kg for Balance Calibration. Through this accreditation, ISOCAL Calibration Laboratories has granted the unique accreditation number **CAL-8 006** indicating that ISOCAL Calibration Laboratories is a SADCAS accredited laboratory. The accreditation certificate is effective from 23 June 2015.
- ❑ **Princess Marina Hospital Laboratory** based in Gaborone, Botswana has been accredited in the scopes “Chemistry”, “Haematology”, “Blood Bank”, “Microbiology” and “Serology” in accordance with ISO 15189. The accreditation covers Serum under Chemistry; Whole Blood under Haematology; Whole Blood, Plasma and Serum under Blood Bank; Sputum, Swabs, Blood Culture Bottle, CSF and Body Fluids under Microbiology, Serum and Urine after Serology. Through this accreditation, Princess Marina Hospital Laboratory has granted the unique accreditation number **MED 011** indicating that Princess Marina Hospital Laboratory is a SADCAS Medical accredited laboratory. The accreditation certificate is effective from 24 June 2015.
- ❑ **Diagnofirm Medical Laboratories** based in Gaborone, Botswana has been accredited in the scopes “Chemistry”, “Cytology”, “Endocrinology”, “Haematology”, “Histopathology”, “Serology” and “Virology” in accordance with ISO 15189. The accreditation covers Serum, Urine, Plasma and Whole Blood under Chemistry; Smears, Fluids, Brushings and Aspirates under Cytology; Serum and Whole Blood under Endocrinology; Plasma and Whole Blood under Haematology; all general Histology specimens under Histopathology; Serum and Urine under Serology and Plasma under Virology. Through this accreditation, Diagnofirm Medical Laboratories has granted the unique accreditation number **MED 012** indicating that Diagnofirm Medical Laboratories is a SADCAS Medical accredited laboratory. The accreditation certificate is effective from 24 June 2015.

This brings the total number of SADCAS accredited facilities to 42 in 8 SADC Member States of which 18 fall under the Testing Laboratories Accreditation Programme, 12 fall under the Medical Laboratories Accreditation Programme (MLAP), 9 under the Calibration Laboratories Accreditation Programme and 3 under the Inspection Bodies Accreditation Programme. Refer to Figures 1 and 2.

Figure 1 - Accreditations by Field

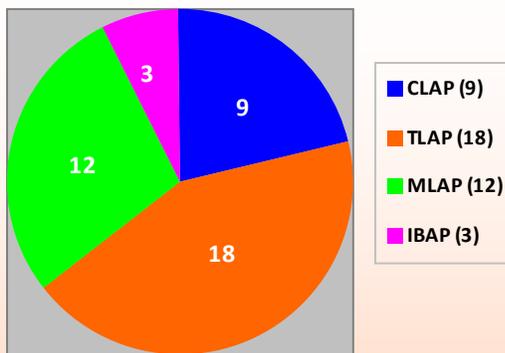
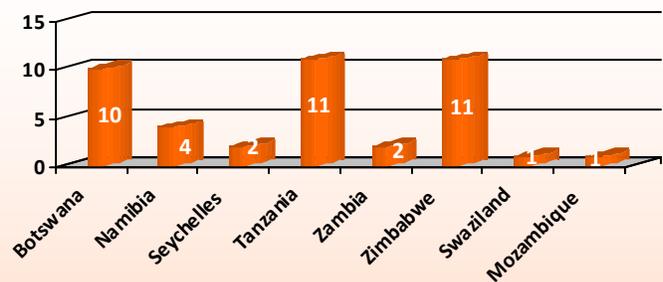


Figure 2 - Number of Accredited Facilities by Country



A Multi-economy Accreditation Body!!



SADCAS CEO Visits DANAK

The SADCAS CEO Mrs Maureen P Mutasa visited the Danish Accreditation and Metrology Fund (DANAK) offices located in the business area in Copenhagen, Denmark from 21 to 23 January 2015. The objective of the attachment at DANAK was to have a platform for experience sharing with a well - established and internationally recognized accreditation body and to see how DANAK have enhanced their service delivery, reached out to stakeholders especially regulators, build capacity especially of assessors; look into the accreditation body sustainability issues as well as to find out about national programs for the capacity development of conformity assessment bodies.



DANAK Offices in Copenhagen



Snowy Copenhagen on the last day of visit



Breakfast at DANAK with management and staff

The Danish Accreditation and Metrology Fund (DANAK) is a business fund, appointed by The Danish Safety Technology Authority as the national accreditation body in Denmark. The DANAK was founded as a business-oriented Fund in 2002 and began operating as a separate entity from the beginning of 2003. Originally, it was active under the name of Statens Tekniske Prøvenævn approving laboratories for testing and calibration since 1973. DANAK is signatory to the ILAC Mutual Recognition Arrangements (ILAC MRA) and the IAF Multilateral Arrangement (IAF MLA). With this experience in running accreditation programmes, leadership in strategic issues at international accreditation bodies and readiness to host developing accreditation bodies, DANAK was the first choice for the attachment. Opportunities for the attachment were initially explored during the 2014 ILAC/IAF annual meetings when the SADCAS CEO met with the DANAK delegation then followed up with a letter of request in November 2014 which DANAK immediately responded to positively.



Allan Munck Quality Manager DANAK



During a meeting with 2 of the Lead Assessors Marianne Tambo Endersen and Ms Kirsten Rosenberg

Continued from p 15

The three day attachment at DANAK though short was indeed worthwhile professionally. It gave me a broader outlook in terms of the opportunities for accreditation business development and provided me with some insight into financial models for government funding of accreditation, information which will be useful as SADCAS undertake the review the 2012 to 2017 SADCAS strategic plan at which stage we will need to look into the development of a financial model for government funding into the next strategic period. The attachment also opened up my mind to SADCAS structural organizational issues and brought to the fore the realization of need for the inclusion of the recognition of the SADCA/AFRAC Multilateral Arrangements in trade agreements which they are currently not and the need for a legal instruments to refer to accreditation in legislative texts (particularly in the area of public health and safety and the environment) in the various SADC Member States serviced by SADCAS for wider adoption of accreditation.

Thanks to DANAK for affording the SADCAS CEO the opportunity of professional enrichment through experience sharing. Many thanks to Mr Vagn Anderson the attachment program coordinator who put up an excellent and loaded 3 day program and to Mr Jesper Hoy, Managing Director and all the DANAK management and staff who were so willing to take time off their busy work schedule to share their experiences and make the visit worthwhile.

ISO/IEC 17021-1: 2015 Training

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

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

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

For more information contact:

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

Follow up Targeted Marketing Visit to the Chemistry and Soil Research Institute Zimbabwe

A follow up visit was made to the Chemistry and Soil Research Institute (CSRI), Department of Research and Specialist Services (DR&SS), Ministry of Agriculture, Zimbabwe in June 2015 during which the SADCAS CEO Mrs Maureen Mutasa met with Mrs Danisile Hikwa, The Principal Director for the Department of Research and Specialist Services (DR&SS) and Mr Makwira Acting Laboratory Manager.

In August 2011, SADCAS undertook a one day awareness training of the CSRI staff on ISO/IEC 17025 following which the SADCAS management paid a courtesy call on 28 October 2011. The CSRI also participated in the USAID SATH sponsored training on ISO/IEC 17025 which was organized by SADCAS. At the time of the visit in 2011 the CSRI management advised of plans to upgrade and refurbish their laboratories. The purpose of the visit was therefore to establish progress with accreditation. During the meeting Mrs Hikwa advised of the project underway in 5 African countries to upgrade food testing laboratories. The project is financed by the Government of India with ICRISAT India as the implementing agency. The project is in 2 parts the upgrading and refurbishment of the laboratory infrastructure which is funded by the respective governments and the provision and commissioning of laboratory equipment by the Indian Government and implementation of ISO/IEC 17025 up to accreditation. The refurbishment of the building is already underway and should have been completed where it not for the delays with the contractor. Procurement of the equipment is also underway with invitations to tender already floated by the implementing agency in India.



Mrs Mutasa and Mrs Hikwa standing in front of the Laboratories which are being upgraded and refurbished



Mrs Hikwa and CSRI Management in the Chemistry laboratory



Microbiology Laboratory

It is hoped that the upgrading and refurbishment will be completed by end of the year after which the equipment will be commissioned. Under the project, the scope of testing will be extended to cover aflatoxins etc. in addition to the current scope of testing of food, feed and agricultural products. In ensuing discussions, Mrs Mutasa noted the progress made since the last visit and emphasized the need for the CSRI to establish a laboratory system right from the start and suggested that the CSRI prioritize the scopes for accreditation noting that the laboratory offers a wide range of microbiology and chemical tests. She also highlighted the urgent need for accreditation in assuring the technical competence and accuracy and reliability of test results which are so critical in enhancing competitiveness of products, facilitating trade and assuring the health and safety of the publics and the environment. The commitment to seeing the project to completion including accreditation was very evident from the top management of the DR & SS under which the CSRI falls.

A tour of the laboratory was undertaken after the meeting.

SADCAS Reaches out to Stakeholders in Madagascar

Ms Jeanne Françoise Ranorovelo, the SADCAS Technical Manager undertook targeted marketing visits in Antananarivo, Madagascar in July 2015. The purpose of the visits was to reach out to potential clients in Madagascar and to sensitize the responsible Ministries regarding Madagascar's contribution towards SADCAS sustainability. During the visits the hosts made presentations on their respective organizations followed by an overview of SADCAS, the need and importance of accreditation, SADCAS achievements so far, services offered by SADCAS and the Accreditation process given by the SADCAS Technical Manager. During the visits, the SADCAS Technical manager was accompanied by Mr Seraphin Razafimahafaly and Mrs Henintsoa Harizafy, NAFPs – Madagascar. The following entities were visited:

- ❑ **Laboratoire de Chimie et de Microbiologie** at Nanisana under the Ministry of Commerce and Consumption. A meeting was held with Mr Ranjatoson Noel, the Laboratory Manager and Mr Vaillant Tosy, head of Microbiology Section. The Laboratory undertakes chemical and microbiology analyses. Samples provided are tested based on international standards. The Laboratory is working towards accreditation and intends to submit an application for accreditation during the 2016/17 financial year subject to availability of funds.
- ❑ **SGS Textile Laboratory** is part of SGS Madagascar based in Andraharo. A meeting was held with Mrs Julie Rabarijaona the Manager of SGS Madagascar, Mrs Francine Andrianosy, the Quality Manager, Ms Judith Razafimahenina, the Laboratory Manager and Mr Clark Rakotoarison, the Commercial Assistant. SGS Madagascar was established in 2003 and is part of SGS an international organization which headquarter is based in Geneva, Switzerland. SGS is represented in 80 countries in the world with 170 laboratories. In the Indian Ocean region, there are SGS Mauritius and SGS Madagascar. SGS is an inspection body and a certification body which undertakes training and different tests of products using their own laboratories or other laboratories in the countries where SGS operates. The textile laboratory in Antananarivo was set up to ensure the quality of textile products before their exportation. SGS Madagascar intends to submit an application for accreditation to SADCAS by December 2015.



Ms J Ranorovelo and Mrs H Harizafy during a tour of the Laboratory under the Ministry of Commerce and Consumption

Third from left Ms J Ranorovelo during a tour of the SGS Textile Laboratory

- ❑ **Consortium of Food Laboratories (CLAM)** is an association composed of laboratories and individuals. A meeting was held with Mr Patrick De Vallois, the Chair of the Consortium, Mr Francis Rakotondravony, the Vice- Chair and 8 other staff. The objectives of CLAM are to set up quality management systems (QMS), to keep members updated on quality issues and to get laboratories to accreditation based on ISO/IEC 17025. The CLAM has organized for its members trainings on ISO/IEC 17025, internal audit of laboratories based on ISO 19011, metrology, management of stocks, method validation, uncertainty of measurements, food microbiology techniques, ISO TS 22002-1 on food safety management systems, evaluation of food sanitary risks, etc. The vision of CLAM is to assist laboratories members to achieve accreditation, to establish relationship with other entities which can provide information or assistance for members, to collaborate with certification bodies and accreditation bodies and to promote management systems in other non-member laboratories in Madagascar.

Continued to p 19

Continued from p 18

- ❑ **Agence de Contrôle Sanitaire de la Qualité des Denrées Alimentaires (ACSQDA) at Tsaralalana** is an organization under the Ministry of Health which controls the quality of food and food products. A meeting was held with Dr Randriamahefasoa, the Director and all laboratory personnel. The ACSQDA Laboratory consists of two departments, chemistry and microbiology. Most of the staff were new and the meeting was more focussed on the understanding of the accreditation process based on ISO/IEC 17025 and the need to involve all personnel in the setting up of the management system.



CLAM Management at the meeting



Ms Ranorovelo with some of the ACSQDA staff during the meeting

- ❑ **Chambre de Commerce et d'Industrie d'Antananarivo (CCIA)**—A meeting was held with Mr Lantomanana Andriamahery, the Director General, Mrs Nathalie Anicette Voloniaina, Responsible of investigation, Mrs Maholotiana Andriamanatenasoa, Responsible of Information Systems. The CCIA is an independent organization affiliated to the Ministry of Commerce and the Ministry of Finance. The CCIA main activities are to support producers, exporters, local companies to understand the economic objectives of the country and to develop their own activities towards the national goals. CCIA has currently 60 members.
- ❑ **Centre Technique Biomédical (CTB)** is a private medical laboratory based at Andraharo. A brief discussion was held with Mr Philippe Poncelet, the Director who due to other business commitments had to travel urgently and therefore left the rest of the meeting to Dr Hoby Alhenj, the Deputy Director and Ms Miantra Andriamiharisoa, Pharmacologist who is also responsible for communication. The main CTB Laboratory is based in Antananarivo and undertakes analysis of samples provided by clinics, hospitals, Medical Centre which services clients such as banks, insurance companies. The CTB has satellite laboratories in other cities in Madagascar. All test results are controlled and provided by the main laboratory in Antananarivo. The tests that the CTB laboratories cannot undertake are sent to their partners in Reunion Island or in France. Following the presentation of SADCAS and discussions the CTB staff realized the need and importance of accreditation and committed first to get copies of the standard ISO 15189 and to understand the requirements.
- ❑ **Office des Mines Nationales et des Industries Stratégiques (OMNIS)** is an organization which looks after national mining products and strategic industries. A meeting was held with Mrs Rahantanirina Françoise, the Laboratory Director, Mrs Ranaivosoa Dinamalala, the Deputy Director of Mines and Drilling and other Laboratory staff. The OMNIS is affiliated to the Ministry responsible for mining and petroleum products which is directly linked to the President's Office. The OMNIS Laboratory is based at Mangasoavina and undertakes analysis of petroleum products at exploration phase, quality of petroleum; all mining products, rare metals, etc. The Laboratory has not yet established a management system. Following the discussion, the Director realized the importance to go for accreditation and expressed interest in the training of the laboratory staff.

SADCAS Value Proposition

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

Continued to p 20

Continued from p 19



Mr Razafimahafaly and Ms Ranorovelovelo pose at the entrance of the Laboratory with CTB Staff

SADCAS team during a tour of the OMNIS Laboratory

- ❑ **Ministry of Commerce and Consumption** at Ambohidahy. The meeting was held with Mr Ramahefarivo Jean Bruno, the Permanent Secretary. The discussion focussed on Madagascar's contribution towards SADCAS sustainability. The Permanent Secretary advised that a request will be made to the Financial Director to include the contribution in the 2016 budget of the Ministry.
- ❑ **Ministry of Industry and Development of Private Sector** at Antaninarenina—A meeting was held with Mr Rasomanana George, the Permanent Secretary, Mrs Mimosa Seraphin, the Chief of Staff, Mr Leonell, the Director General of Development of Private Sector and Mr Ramindo Gaëtan, the Director General Development of Industry. The meeting was focussed on understanding the importance and benefits of accreditation and the contributions of Madagascar towards SADCAS. Following the presentation of the overview of SADCAS, the officials took note of the meeting and promised to see the best way forward in seeking technical support for laboratories, investigating which laboratories need to be supported for accreditation, etc. SADCAS also appealed to the Ministry to support the payment of Madagascar's contributions towards SADCAS sustainability.



Ms Ranorovelovelo 2nd from left and Mr Razafimahafaly pose for photo after the meeting with the Ministry Senior Officials

NAFP-Zambia Visits Zambia Central Veterinary Research Institute

Zambia Central Veterinary Research Institute (CVRI) was supported and assessed for accreditation of laboratories under the SADC TAD Project from November, 2011 till end of January 2014 where some gains were made in readiness for accreditation. UNIDO- Trade Capacity Building Framework for Zambia has some funds for supporting the accreditation of laboratories at the Central Veterinary Research Institute (CVRI) under the Phase II Trade Capacity Building Project with the Ministry of Commerce, Trade and Industry.

In that regard, the NAFP – Zambia, Mr Moses Ngosa and the UNIDO Project Team undertook a visit to the Zambia Central Veterinary Research Institute to discuss the issues highlighted in the Accreditation Readiness Assessment Report conducted by UNIDO.

The team was taken around all their seven (7) functional units/laboratories by the management and guided through the facility from sample handling, analysis and record keeping. Since the team is not mandated to assess the maturity continuum of the established laboratory Management System in accordance with ISO/IEC 17025, the UNIDO Project team advised that a Gap Analysis be conducted, gaps be addressed before a recommendation can be made for an assessment to be undertaken. An Expert has been engaged to assist the CVRI in closing the gaps before CVRI applies for pre-assessment by SADCAS. Further, CVRI management indicated that some funds have been set aside for accreditation process and where really looking forward for the support from UNIDO.

SADCAS Conducts Training on the First Version of ISO/IEC 17012-1: 2015

SADCAS conducted a training course on the updated version of ISO/IEC 17021-1: Conformity assessment- Requirements for bodies providing audit and certification of management systems. ISO 17021-1 was published on 15 June 2015 and replaces and cancels ISO/IEC 17021: 2011 which has been technically revised. A total of nine (9) participants from the Namibia Standards Institution's Certification, Inspection and Testing Departments attended the course. The training course was conducted at the Village Courtyard Suites in Windhoek, Namibia from 6 to 10 July 2015.

The 5 days' course covered an overview of accreditation, ISO/IEC 17021 -1 requirements, implementation and internal audit principles, process and competence requirements for auditors. Participants gained a general understanding of the requirements of ISO/IEC 17021 -1: 2015 and its relationship with other accreditation requirements such as ISO/IEC Technical Specification (TS) 17021-3: Competence requirements for auditing and certification of quality management systems and IAF documents. The course comprised of 4 exercises aimed at providing the participants an opportunity to put into practice what they had learnt.



Participants pose for a photo during the training

The NSI Certification Department has to date certified five organizations to ISO 9001 and is working towards acquiring all the records needed to apply for accreditation. Judged by the feedback from participants, the course was well organized and met participants' expectations.

Fifth ISO 15189 Requirements & Internal Auditing Course Conducted in Botswana

The fifth ISO 15189 Requirements and Internal Auditing Course was conducted in Botswana. The training was held at Oasis Motel, Tlokweng – Gaborone, Botswana from 13 to 17 July 2015. A total of 15 participants from Botswana Defence Force, National Health Laboratories – Ministry of Health, Gaborone Private Hospital Pathology, Lenmed Health Bokamoso Hospital including two SADCAS staff.

In her opening remarks the SADCAS Technical Manager, Ms Jeanne Françoise Ranorovelo highlighted the fact that throughout the world many countries now rely on accreditation as a means of independently evaluating laboratory competence. She added that the 5-day requirements and internal auditing course was 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 can in turn monitor compliance of their respective systems in accordance with ISO 15189. Ms Ranorovelo noted an increase in number of accreditation applications from medical laboratories in Botswana adding that as at end of June 2015 SADCAS had accredited five medical laboratories, two applications were being processed and six expressed interest in accreditation having been received, thus signifying increased awareness and importance of accreditation in Botswana. Ms Ranorovelo wished all participants fruitful discussions during the 5-day of training and declared the training open.

The Trainer started the course by giving an overview and benefits of accreditation and explained the difference between certification and accreditation. He elaborated on the important terms related to accreditation after going through the scope of the new ISO 15189: 2012 including quality, competency, quality management systems, policy, process and procedures as well as objectives and plans. The Trainer explained and discussed the main management requirements of ISO 15189 highlighting the importance of ethics in medical laboratory, their sequence and interaction as well as ensuring the effectiveness of these processes through selected criteria and methods. He further elaborated on the need by the laboratory to take immediate preventive and corrective action in case of nonconformities and potential nonconformities. Important aspects of the Standard were illustrated through actual examples as they occur in the laboratory.

On day 3, the Trainer introduced the second main part the standard on technical requirements with an overview of the ten (10) main sections, followed by explanation and discussion of the various clauses. Important aspects on laboratory equipment, reagents and consumables such as selection, maintenance and calibration were described. Validation and verification of examination procedures were also discussed followed by an elaboration on specific themes on intra quality control, external quality assessment, uncertainty of measurement etc.



Training in Session

The Trainer elaborated on the audit process, benefits of auditing, attributes of auditor, and on nonconformities. Participants discussed the checklist for internal auditing based on ISO 15189: 2012. The Trainer also explained to participants how to prepare for accreditation and described the main steps involved in the accreditation process as laid down by SADCAS. This was followed by a brief account on the SADCAS Policy for ISO 15189: 2012 transition for those medical laboratories that had implemented a system based on ISO 15189: 2007. Participants were continuously evaluated during the training through exercises/group work and presentations and an examination was written on the last day of the training.

Participants were enthusiastic and contributed during discussions throughout the training. Based on the feedback from participants the course objectives were met.

PTB-Germany Funded Training of Testing Laboratories from the Mining and Mineral Processing Sector

SADCAS a multi economy accreditation body servicing the accreditation needs of 13 SADC Member States has secured funding from PTB Germany under the auspices of the PTB/SADC SQAM support project on strengthening quality infrastructure for trade enhancement, competitiveness and consumer protection in SADC. The funding is for the capacity development of testing laboratories that are involved in the mining and minerals processing sector in 7 SADC Member States namely: **Angola, Botswana, DRC, Mozambique, Namibia, Zambia and Zimbabwe** whose economies have a comparative advantage on a wide range of minerals and mineral products and reasonably developed testing laboratories to benefit from the program.

The objective of the project is to train testing laboratories management and staff on ISO/IEC 17025 the appropriate standard for testing laboratories from both the private and public sector covering exploration, research and quality control in the mining and minerals processing sector in order to prepare them for accreditation. Thus contribute to the strengthening of industrial capacities in the mining and minerals processing sector and enhance the competitiveness and integration into the world markets.

The project will be implemented in 2 phases during the 2015/16 and 2016/17 financial years with Phase 1 already initiated. Two training courses will be undertaken per participating country as follows:

- ❑ One-day awareness training on ISO/IEC 17025 the accreditation standard for testing laboratories; and
- ❑ Five-day course on the requirements, implementation and internal auditing in accordance with ISO/IEC 17025.

The funding provided by PTB Germany covers travel, accommodation and meals for Trainers; venue costs in the respective countries at the most convenient location; and course fee which including training materials, ISO/IEC 17025 standard and certificates for each participant, trainers' fees and course administration costs. The participating laboratories shall be responsible for meeting the travel and subsistence costs of each of their staff to the courses' venues as necessary throughout the duration of the courses. This is considered as the laboratories' contribution and commitment towards the program.

A number of SADC countries' economies rely heavily on mining and mineral exploitation with Botswana, the Democratic Republic of Congo (DRC), South Africa, Namibia, Zimbabwe and Zambia in the lead. The region produces significant quantities of major metals and minerals. The region contributes 49% of platinum, 36% of gold, 50% of diamonds, 40% of chromite and 53% of vanadium to the world's production. A number of countries in the region rely on the mining sector as a major source of foreign currency. Most of the minerals are exported in their raw form. Given these high production rates and growing global demand for finished mineral products value addition is imperative. The mineral processing sector is identified in the SADC Industrial Policy as one of the priority sectors for development. Poor quality of products, general lack of quality control and quality assurance and inability to prove conformity of export products with international standards has been identified as a weakness of the mineral processing sector. The mineral processing sector has the relative advantage of gaining in competitiveness at fewer costs through adapting the final production to international quality standards. Testing laboratories play a critical role in the mining and minerals processing sector from exploration, research, to grade control in the processing plant.



Continued to p 24

Continued from p 23



Accreditation which is the process of providing recognition that an organization/person is competent to undertake specific tasks is now widely accepted as a transparent and non-discriminatory means of assuring technical competence of conformity assessment service providers (testing laboratories/certification bodies/inspection bodies). Although the region has embraced accreditation through the establishment of the accreditation infrastructure effort needs to be directed towards preparing conformity assessment bodies for accreditation. Training of testing laboratories operating in the mining and minerals processing sectors will help prepare the laboratories for accreditation and create an accreditation market for SADCAS as it is hoped that the laboratories will apply for accreditation by SADCAS.

In the Words of an Assessor



Dr Oswald S Chinyamakobvu

The serious quality assurance deficit of conformity assessment bodies (CABs) in most SADC Member States not having access to accreditation services was addressed effectively through the formation of the SADC Accreditation Service, SADCAS in 2008. Whilst the primary goal of the formation of SADCAS was to ensure that regional CABs outside of South Africa and Mauritius, (the only two SADC countries with national accreditation bodies); could finally access affordable accreditation services; the accreditation awareness raising activities as well as the accreditation standards training being carried out by SADCAS and SADC has greatly improved the appreciation of the value of accreditation in the region. Certainly in the case of ISO/IEC 17025:2008, the laboratories quality management systems documentation being submitted for review prior to on-site assessments are of very high quality indicating in depth understanding of the requirements. The majority of assessed entities are also being accorded their accreditation first time subject to addressing identified non-conformances. Several of the quality systems managers in CABs that have been assessed have attended one or more of the accreditation awareness or training courses offered by SADCAS or SADC.

During assessments it is necessary to ascertain if the laboratory management system is truly institutionalized by conversing with staff randomly to gauge their level of understanding of their roles in the implementation of the system. It has been encouraging to note that in many cases members of staff are able to articulate the entity's quality policy and objectives in their own words with confidence. Where the assessed system is adjudged not to meet standard requirements laboratory officers have been quick to see the discrepancy and proposed corrective actions that normally address the gap effectively. Perhaps the only area of concern remains full understanding of validation and uncertainty of measurement requirements. Technical assessors nearly always raise findings in these two areas and it is imperative that SADCAS and the region in general find ways to create better technical understanding of these two concepts. It is understood that SADC Secretariat is looking at facilitating some regional training to specifically address these two issues.

My Experience as a SADCAS Assessor for Medical Laboratories

It has been a great pleasure for me to conduct assessments for Medical Laboratories on behalf of SADCAS throughout the SADC region confirming, competency where due and identifying gaps in those laboratories that required so. It is pleasing to note that Medical Laboratories in the SADC region are making great efforts to attain and maintain accreditation. Accreditation is increasingly becoming appreciated and understood by medical laboratories as evidenced by the number of initial assessments conducted during the course of 2014 and up to date. Accreditation across the region has enforced improvements in the quality and reliability of laboratories. It is of paramount importance that laboratories attain accreditation as they form a critical part of the healthcare system playing a pivotal role in disease diagnosis, monitoring and treatment, disease surveillance, research and evidence based medicine.



Mrs Eva Muronda

At the end assessments that I conducted accreditation was recommended for the tests in the medical laboratories that conduct their work competently as confirmed by the results of the vertical assessments and witnessing conducted. During the assessments it was encouraging to note that to a greater extent most of the laboratories had well documented systems. There was evidence of commitment from both management and staff to attain accreditation. One could tell that a lot of effort had been put in preparation of the assessments, either an initial or surveillance assessment. To a lesser extent there were instances where we would not recommend accreditation for laboratories and this was mostly due to gaps in the areas of method validations, External Quality Assurance, Internal Quality Control and personnel competence. These areas are key in the attainment of quality results, critical for patient care. Their importance can never be overemphasised. With the required attention and expertise the non-conformances would then be rectified.

I would like to encourage laboratories that have not yet attained accreditation to work towards accreditation as it is the only ready means for clients to identify and select reliable testing services. For the laboratories that have attained accreditation it is important to note that this is where the real work begins. Continued effort should be put into maintaining accreditation. And it is achievable. As an assessor I look forward to a time when all the medical laboratories in the SADC region come to a point where they are in complete control of processes and procedures to timeously provide useful and quality results. And accreditation is the only way to provide for formal recognition to competent medical laboratories.

SADCAS offers accreditation programmes for:

- Calibration laboratories in accordance with ISO/IEC 17025;
- Testing laboratories in accordance with ISO/IEC 17025;
- Medical laboratories in accordance with ISO 15189;
- Management systems certification bodies in accordance with ISO/IEC 17021;
- Product certification bodies in accordance with ISO/IEC 17065; Personnel certification bodies in accordance with ISO/IEC 17024; and
- Inspection bodies in accordance with ISO/IEC 17020.

Update on ISO/IEC 17011 Revision

The International Standard which accreditation bodies have to comply with for international recognition ISO/IEC 17011: 2004: Conformity assessment – General requirements for accreditation bodies accrediting conformity assessment bodies is being revised. The revision is being undertaken by Working Group 42 of the ISO Policy Committee on Conformity assessment (ISO CASCO WG 42).

The WG has already held 3 meetings in November 2014, February 2015 and May 2015 with over 50 participants attending each meeting 75% of whom are from accreditation bodies. A working draft of the revised document was circulated to WG 42 members for comment by 7 April 2015. Key discussion points on the revision are as follows:

- ❑ The revisions are to take into account all conformity assessment activities accredited by accreditation bodies but without limiting the scope of the standard.
- ❑ Whether accreditation bodies should also be allowed to offer PT programs
- ❑ Proposals to strengthen clauses related to impartiality
- ❑ Proposals to strengthen clauses related to the determination of competence, establishment of competence and monitoring of competence of personnel involved in the accreditation process.
- ❑ Discussion to simplify clauses with respect to sampling and witnessing.
- ❑ Allow accreditation bodies more flexibility to establish accreditation cycles and to accommodate new types of assessment activities

Comments on the working draft were considered at the May 2015 meeting of the WG following which a Committee Draft (CD1) was issued on 8 August 2015 with a deadline of 8 October 2015. A meeting will be held in September 2015 to review the comments on CD1.

The fourth meeting of WG 42 will be held in December 2015 after which CD 2 will be issued in January 2016 with a close of ballot of March 2016. Review of comments on CD 2 will be held in April 2016.

Invitation to Register as SADCAS Assessors

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

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

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

Applications shall be addressed to:

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

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

Upcoming Training Courses

COURSE	DATE(S)	VENUE COUNTRY/CITY	FEES (BWP)	FEES (USD)
ISO/IEC 17025 Requirements & Internal Auditing	28 Sept to 2 Oct	Swaziland (Mbabane)	-	In-house
ISO/IEC 17020 Requirements & Internal Auditing	12 to 26 Oct	Zambia (Lusaka)	-	In-house
ISO/IEC 17020 Requirements & Internal Auditing	19 to 23 October	Tanzania (Dar es Salaam)	-	850
ISO/IEC 17025 Requirements & Internal Auditing	19 to 23 October	Zimbabwe (Harare)	-	750
ISO/IEC 17025 Requirements & Internal Auditing	19 to 23 September	Lesotho (Maseru)	-	850
ISO 15189 Requirements & Internal Auditing	19 to 23 October	Swaziland (Mbabane)		900
ISO/IEC 17025 Requirements & Internal Auditing	2 to 6 November	Namibia (Walvis Bay)	7,800	-
ISO 15189 Requirements & Internal Auditing	2 to 6 November	Zimbabwe (Hare)	-	900
ISO/IEC 17020 Requirements & Internal Auditing [French]	9 to 13 November	Madagascar (Antananarivo)	-	900
ISO/IEC 17020 Requirements & Internal Auditing	9 to 13 November	Zimbabwe (Harare)	-	750
ISO/IEC 17025 Requirements & Internal Auditing	9 to 13 November	Botswana (Gaborone)	7,800	-
ISO 15189 Requirements & Internal Auditing	16 to 20 November	Botswana (Gaborone)	8,000	-
ISO/IEC 17025 Requirements & Internal Auditing	16 to 20 November	Zambia (Lusaka)	-	850
ISO/IEC 17020 Requirements & Internal Auditing	23 to 27 November	Lesotho (Maseru)	-	850

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

Customer Satisfaction Survey– Accreditation Services—2015 Results

In an effort to improve its accreditation services thus serve customers better, SADCAS undertook a customer satisfaction survey during the 2014/15 financial year.

The Customer satisfaction survey form is circulated to clients electronically on an ongoing basis for completion as they receive accreditation services from SADCAS. The feedback is analyzed on an ongoing basis with any suggestions for improvement being considered and implemented accordingly. The following results are based on an analysis of all the feedback received during the period beginning 1 April 2014 to 31 March 2015.

- ❑ **100%** rated SADCAS overall accreditation services from **very good** to **excellent**. Refer to Figure 1.
- ❑ **100%** rated SADCAS accreditation for accuracy and completeness of technical information from **good, very well** to **excellent**. Refer to Figure 2.
- ❑ **100%** rated SADCAS accreditation process timelines from **good, very well** to **excellent**. Refer to Figure 3.
- ❑ **100%** rated professionalism of assessment team from **very good** to **excellent**. Refer to Figure 4.
- ❑ There was an improvement in customer satisfaction during the 2014/15 year when 100% rated overall satisfaction from **very good** to **excellent** compared to 2013/14 when 84% rated overall services from **very good** to **excellent** and 16% rated it **good**. Refer to Figure 5.

Figure 1 - Overall Satisfaction on Service Received 2014/15 Year

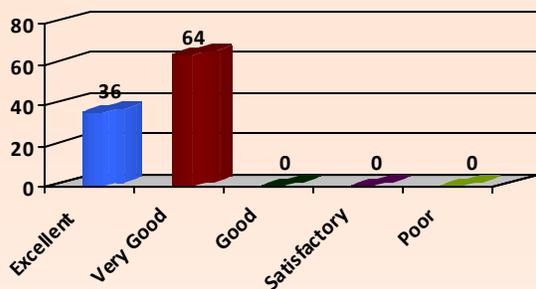


Figure 2—Accuracy & Completeness of Technical Information 2014/15 Year

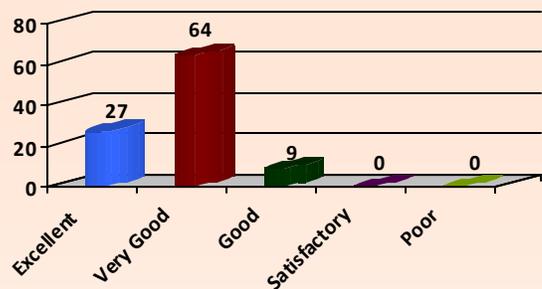


Figure 3 - Accreditation Process Timelines 2014/15 Year

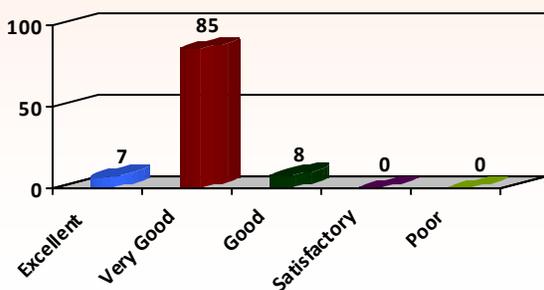
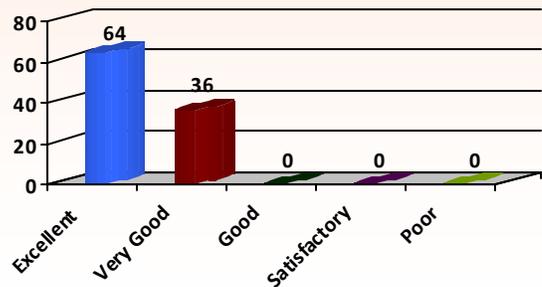
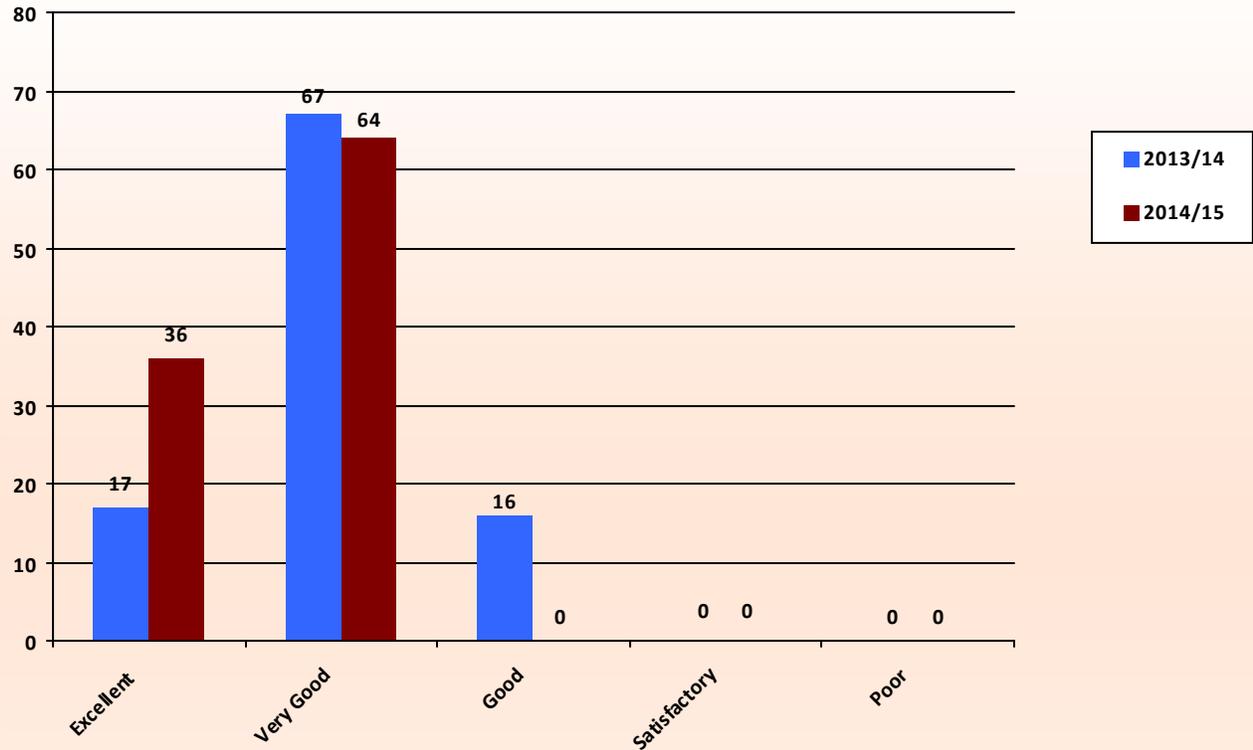


Figure 4 - Professionalism of Assessment Team 2014/15 Year



Continued from p 28

Figure 5—Overall Satisfaction on Service—2014.15 Compared to 2013/14



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 7th year of operation having been launched in April 2009 and started offering services in October 2009. By 31 March 2015 SADCAS had issued 48 accreditation certificates to 36 accredited facilities in 8 SADC Member States. At the same time SADCAS had 43 accreditation applications from 10 countries at the various stages of processing.

Great strides have been made towards international recognition of its accreditation certificates, with SADCAS successfully undergoing a joint pre peer evaluation by the International Laboratory Accreditation Cooperation (ILAC) and the African Cooperation in Accreditation (AFRAC) in June 2014. SADCAS is set to undergo the peer evaluation in May 2015.



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 CD 17011 Conformity assessment – Requirements for accreditation bodies accrediting conformity assessment bodies	CD/Study ballot initiated
ISO/IEC 17021-1:2015 Conformity Assessment – Requirements for bodies providing audit and certification of management systems - Part 1: Requirements	International standard published on 2015-06-15
ISO/IEC NP 17025:2005 General requirements for the competence of testing and calibration laboratories	New project approved
ISO/CD 17034 General requirements for the competence of reference materials producers	CD approved for registration as DIS
ISO/IEC 17043: 2010 Conformity assessment – General requirements for proficiency testing	Close of period of review
ISO 13528:2015 Statistical methods for use in proficiency testing by inter laboratory comparisons	International standard published on 2015-08-01
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
ILAC R 4:05/2015 – Use of the ILAC Logo & Tagline	This document outlines the rules for the use of the ILAC logo & Tagline
ILAC R 7:05/2015 – Rules for the Use of ILAC MRA Mark	This document provides rules for the use of the MRA Mark
IAF PL: 2015 IAF Memorandum of Understanding (MOU)	Issue 5, issued on 4 May 2015; application from 4 May 2015. The IAF MOU is the basic membership document of IAF. All members of IAF are required to sign the MOU and to abide by the commitments they make in it.

Training on Validation/Verification of Methods and Measurement Uncertainty

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

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

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

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

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

Diary of Upcoming Events

DATES	MEETINGS	VENUE
27 - 29 July 2015	AFRAC Mid-term meetings	Pretoria, South Africa
5 - 7 August 2015	ARSO THC 02 (Agriculture & Food Products) meeting	Nairobi, Kenya
10 - 14 August 2015	21 st ARSO General Assembly events	Addis Ababa, Ethiopia
18 - 20 August 2015	ISO-CASCO WG 44 meeting on the revision of ISO/IEC 17025	Geneva, Switzerland
30 August - 4 September 2015	IMEKO World Congress - Measurement in Research & Industry	Prague, Czech
2 September 2015	SADCAS HRRC meeting	Pretoria, South Africa
2 September 2015	SADCAS FRAC meeting	Pretoria, South Africa
3 September 2015	SADCAS Board meeting	Pretoria, South Africa
3 September 2015	SADCAS Board Strategic Review session	Pretoria, South Africa
5 - 11 September 2015	IAAC General Assembly	Santo Domingo, Dominican Republic
16 September 2015	SADCAS/SANAS TPA M 22	Pretoria, South Africa
21 - 25 September 2015	Global AIDS Society - Global Conference	Atlanta, USA
24 September 2015	Advisory Committee for Inspection Bodies - Zimbabwe	Harare, Zimbabwe
16 - 18 September 2015	5 th International Proficiency Testing Conference	Timisoara, Romania
30 September 2015	WTO Public Forum	Geneva, Switzerland
1 - 3 October 2015	AFRAC Peer Evaluation Training	Tunis, Tunisia
5 - 9 October 2015	AFRAC Committees meetings & AFRAC 6 th General Assembly	Tunis, Tunisia
6 - 7 October 2015	EA Certification Committee Meeting	Lisbon, Portugal
8 October 2015	EA Inspection Committee Meeting	Lisbon, Portugal
11 - 15 October 2015	14 th International Symposium on Biological & Environmental Reference Materials	Maryland, USA
11 - 14 October 2015	World Health Summit	Berlin, Germany

Continued to p 33

Continued from p 32

DATES	MEETINGS	VENUE
14 October 2014	World Standards Day	
19 – 22 October 2015	OIML Seminar and CIML 50 th meeting	Arcachon, France
20 – 23 October 2015	JCGM WG 1 (GUM) meeting	Paris, France
28 October – 6 November 2015	ILAC-IAF Annual meetings and General Assemblies	Milan, Italy

PUBLISHED BY:

SADCAS

Plot 50676, First Floor Block B,
 BIFM/Fairgrounds Office Park Private Bag 00320,
 Gaborone, Botswana
 Tel: +267 3132909/ 3132910; Cell No: +267 71250042
 Fax: +267 3132922
 Email: info@sadcas.org
 Website: www.sadcas.org

Editors:

Maureen P Mutasa
 Jeanne Françoise Ranorovelo

Layout & Design

Linda Dirorimwe