**SADCAS 14th Annual General Meeting**

The 14th SADCAS Annual General Meeting (AGM) was held on 14 March 2019 at The Safari Court Hotel in Windhoek, Namibia in conjunction with the 34th SADC TBT Cooperation Structures meetings. Forty-seven General Assembly members and observers attended the SADCAS AGM. Amongst the observers were the SADCAS External Financial Auditor Baker Tilly represented by Mr Samuel Njanji and Mrs Marie Chilcott who was the first Secretary of the SADCAS Board of Directors from 2005 up to 2009 and who had been invited to attend the celebrations to mark 10 years of accreditation service delivery by SADCAS and achievement of international recognition.

Chairman of the SADCAS Board of Directors, Mr Steven Bruce Sidney welcomed members and observers to the meeting. In his report to the AGM, the Chairman noted the steady growth in SADCAS business with accreditation of new facilities growing by 28% and total accreditation certificates growing by 17% over the February 2018 cumulative figures. During the period SADCAS also accredited its first facilities in Angola and in Malawi. At the same time training courses grew by 17%.

*Inside This Issue*

- SADCAS Celebrates 10 Years of Service and Achievement of Signatory Status 3
- SADCAS Relocates to New Offices 6
- SADCAS Holds 23rd Annual General Meeting 7
- OCC Matadi Accredited 9
- Water Utilities Corporation’s Mmamashia Laboratory Re-accredited 11
- SADCAS Meets with USAID 14
- The Business Benefits of Standards and Accreditation 15
- OCC Hosts Awareness Workshop for Medical Laboratories 16
- NAFPs Botswana and Angola Scoop 2019 Certificates of Recognition 18
- IAAC Celebrates World Quality Day in Partnership with IANORQ and Angolan Laboratories Association (AAL) 19
- NAFP-Botswana Visits CABs to Raise Awareness on Accreditation and SADCAS 20
- SADCAS Holds 3rd Assessor Conclave 24
- SADCAS Holds a Training Workshop for Assessors and Staff on ISO/IEC 17025:2017 26
- Assessors Trained on Risk-based Approach to Assessments 27
- SADCAS CLAS, TLAS and MLAS Advisory Committees Meet 28
- Accreditation in Supporting Public Policy 29
- SADCAS Staff Attend Team Building Session 30
- Training of Testing Laboratories from the Pharmaceutical Sector Phase I of PTB Germany Fund Project Undertaken 30
- Another ISO/IEC 17025:2017 Course held in Botswana 33
- SADCAS Holds Training on ISO 15189 in Francistown, Botswana 34
- SADCAS Conducts its First ISO/IEC 17065 Course for SWASA 35
- SADCAS Staff Trained on Revised Quality Management System 36
- SADCAS CEO Participates in APLAC Peer Evaluation 37
- Customer Satisfaction Survey for 2018/19 38
- Training Calendar for the Period 1 April 2019 to 31 March 2020 40
- Training Courses Offered by SADCAS 42
- New Accreditations, Scope Extensions, Suspensions and Withdrawals - 1 December 2018 to 31 March 2019 43
- Status of Key Accreditation Standards and IAF/ILAC Documents 44
- Diary of Upcoming Events 47
The Chairman also reported on the progress made on transitioning to 2 key accreditation standards namely: ISO/IEC 17011 and ISO/IEC 17025 both of which were published in November 2017. Regarding the former standard which is the basis of international recognition of 4 of the accreditation schemes, SADCAS has made significant progress in implementing the respective standards transition plan/policy which the Board is closely monitoring. SADCAS is due to undergo re-evaluation in accordance with the revised standard at which time the Organization will also be evaluated for scope extension of its international recognition to include accreditation of management systems certification bodies in the sub scope QMS. Regarding transition to ISO IEC 17025: 2017 the Chairman informed the AGM that SADCAS was no longer accepting applications to the old version of the standard and that all assessments were now being undertaken to the revised standard. The Chairman also reported on progress of the work of Advisory Committees (ACs) who advise SADCAS on technical matters and encouraged nominating organizations to sponsor attendance of their respective nominated representatives to SADCAS ACs. He thanked all cooperating partners especially PTB Germany for their support during the year.

The meeting also deliberated on other AGM business including the:

- Adoption of the 10th SADCAS annual report including the audited financial statements for the year ended 31 March 2018;
- Ratification of the 2019/20 budget which had been approved by the Board at its 58th meeting held on 14 February 2019;
- Confirmation of the appointment of Baker Tilly as the external financial auditor for the financial year ended 31 March 2019; and
- Appointment of UPT Secretarial Services as the Company Secretary for the year beginning 1 April 2019 to 31 March 2020.

The AGM also expressed its gratitude to Mr Manuel Mutale who retired from the Board of Directors at the end of his first term of 3 years of which notice of retirement was received only a week before the AGM thus no election was held for the position left vacant on the Board.

The 2019 NAFP certificates of recognition for the "Most Improved NAFP" and "Most Effective NAFP" were also presented during the 14th AGM.
SADCAS Celebrates 10 Years of Service and Achievement of Signatory Status

To mark 10 years of accreditation service delivery and achievement of international recognition SADCAS hosted a dinner on 14 March 2019. The dinner which was attended by 150 guests was held at the Safari Court Hotel in Windhoek, Namibia during the week of SADC TBT Structures meetings. The dinner was graced by Honourable Mr Tjekero Tweya the Namibian Minister of Industrialization, Trade and SME Development and Member of Parliament.
In his welcome address Mr Steve Bruce Sidney, The Chairman of the SADCAS Board of Directors, reminisced on the journey that SADCAS had travelled from conceptualization, establishment, operationalization and achieving international recognition. He then shared with guests the challenges that SADCAS had faced especially financing the establishment and operationalization of the vision, the breakthrough of which came when SADCAS secured funding from the Norwegian Government through the Norwegian Agency for Development Cooperation (NORAD). Thereafter the Governments of SADC Member States serviced by SADCAS came to the party by funding the operational budget for SADCAS which they are funding up to now. The other challenge that he mentioned is operating in a region where there are 3 official languages thus requiring SADCAS to service in all 3 languages. He prided in the fact that SADCAS the first multi economy accreditation body in the world is now in its 11th year of operation and had as at 28 February 2019 accredited 96 facilities in all the SADC Member States it serves except Lesotho whose one application was still under process. Signatory status in the International Laboratory Accreditation Cooperation’s Mutual Recognition Arrangement was achieved in 2015 and 2017 for 4 of the accreditation schemes offered by SADCAS namely: Testing/Calibration/Medical Laboratories and Inspection Bodies Accreditation Schemes. “Thus, the certificates issued by SADCAS on these 4 schemes are internationally recognized” he proudly declared. On plans for the future, Mr Sidney informed guests that SADCAS would continue to consolidate SADCAS service delivery focusing on areas of demand and strengthening SADCAS’ capacity to accredit in French and Portuguese. He paid tribute to all who had contributed towards SADCAS success.

The key note address was made by Honourable Mr Tjekero Tweya who highlighted the importance of accreditation to the trading processes and in ensuring a level playing field for exports as well as ensuring that imports meet internationally recognized levels of performance and safety. “Accreditation provides assurance and recognition of conformity assessment bodies’ technical competence in performing specific tasks. It is the basis of trust amongst trading partners.” he said. He also noted the importance of accreditation not only to the region but to Africa as a whole especially with the launch and signing of the Continental Free Trade Area (CFTA) in March 2018 and the Tripartite Free Trade Area in August 2018. “Accreditation is poised to play an even greater role as a transparent and non-discriminatory means of assuring technical competence of conformity assessment providers” he said. The Minister expressed his pleasure in the progress made by SADCAS over the years since its launch in April 2009. He then concluded his key note address by encouraging the different stakeholders to take up the services offered by SADCAS and the reasons thereof.
Long service awards were presented by the SADCAS Board Chairman Mr Steve Sidney to Mrs Mutasa, Ms Jeanne Ranorvelo, the SADCAS Technical Manager and Ms Linda Dirorimwe, the Training Administrator who have each been with SADCAS for more than 10 years and to Mrs Laureen Gudo who has been with SADCAS for more than 5 years.

The vote of thanks was given by Mrs Maureen Mutasa, the Chief Executive Officer of SADCAS who thanked the Honourable Minister for gracing the occasion and cooperating partners who have supported SADCAS over the years especially NORAD and PTB Germany. She also thanked her team at SADCAS who have put in everything into their work.
We are pleased to announce that with effect from 01st April 2019, SADCAS has relocated to a new building within Tholo Office Park.

The SADCAS new office address is:

Plot 50369, Unit 3A, Second Floor Tholo Office Park, Fairgrounds, Gaborone, Botswana

Our postal address and the main telephone and facsimile numbers remain unchanged:

Private Bag 00320
Gaborone, Botswana
Telephone: +267 313 2909/10; 218 8644; 318 8646
Fax: +313 2922
Mobile: +267 7125 0042

The new location offers a larger office space that accommodates SADCAS remarkable growth in business and staff compliment. SADCAS looks forward to seeing and serving its clients/potential clients and business partners at this spacious office location.

We were here
Plot 50668 Unit 3A
Second Floor

Main Entrance

New Offices
Plot 50369 Unit 3A Second Floor

SADCAS Relocates to New Offices

Contributing to SADCAS’ success and an equally committed Board of Directors currently led by Mr Steve Sidney. Past Board members and the SADCA Project Management team were also recognized quoting from a Yoruba proverb which goes” If we stand tall it is because we stand on the shoulders of those who came before us”. She then concluded her vote of thanks by thanking the organizing team for working so diligently and the Director of Ceremonies Ms Kuena Molapo for directing the occasion so well.

Guests were treated to a sumptuous 3 course meal and dance afterwards to celebrate the ten years milestone.
SADCA The Southern African Development Community Cooperation in Accreditation (SADCA) held its 23rd Annual Meeting on 14 March 2019 at the Safari Court Hotel in Windhoek, Namibia. The meeting which was held in conjunction with the 34th meeting of SADC TBT Cooperation Structures, was officially opened by the Deputy Minister of Industrialization Trade and SME Development, Honorable Ms Lucia Lipumbu at a ceremony held on 11 March 2019 and attended by over 100 delegates from SADC countries, diplomats, international development partners and stakeholders from Namibia.

Prior to the SADCA Annual meeting, the SADCA Executive Committee met on 10 March 2019 to finalize preparations for the annual meetings. The SADCA Mutual Recognition Arrangement (MRA) Committee, the MRA Council and the Marketing and Communications Committee (MCC) all met on 11 March 2019 whilst the SADCA Technical Committee (TC) met on 13 March 2019 during which the Committees reviewed implementation of their respective 2018 work plans and developed the 2019 work plans in support of the SADCA five year (2017 to 2021) strategic plan. The Committees also reviewed draft documents some of which were approved at the general assembly meeting which was subsequently held on 14 March 2019. The 23rd SADCA Annual Meeting was attended by over 30 delegates from 14 SADC Member States excluding Madagascar. Amongst the observers were Mrs Marie Chilcott who was the first SADCA Secretariat and Mrs Masego Marobela who together with Mrs Maureen Mutasa and Mr Ron Josias were amongst the first members of SADCA. Cooperating partners from PTB Germany and UNIDO also attended the meeting.
The Chair of the SADCA, Mr Viki Mbuya Kanama welcomed delegates to the 23rd SADCA Annual meeting which was held under the theme “Accreditation: Adding Value to Supply Chains”. In his report to the Annual Meeting, Mr Kanama reviewed the progress made in the 2nd year of the SADCA 5-year Strategic Plan (2017 to 2021) whose thrust is to achieve international recognition of the SADCA MRA. He reported on the achievements of the year with MAURITAS achieving signatory status for the testing and calibration schemes in accordance with ISO/IEC 17025 and management systems certification accreditation scheme in accordance with ISO/IEC 17021-1 in the sub-scope Quality Management Systems (QMS) in accordance with ISO/IEC 17021-3. He congratulated SANAS for their new offices and SADCAS for achieving 10 years of accreditation services and also wished all the 3 accreditation bodies well in their upcoming re-evaluations which in the case of SADCAS will also involve evaluation for extending signatory status to include management systems certification bodies accreditation scheme in the sub-scope QMS. The Chairman ended his report by expressing his gratitude to the SADCA Executive Committee and cooperating partners PTB Germany and SAD dti for their continued support to SADCA.

On membership, the Regional Coordinator, Mr Ron Josias noting the admission of MAURITAS as a signatory to the AFRAC MRA and the launch of the SADCA MRA for testing and calibration, SADCA had a total of 19 Members of which 3 are Arrangement Members (MRA Signatories); 8 Ordinary Members; no Associate Members; and 8 Stakeholder Members. He further advised members that the SADCA Executive Committee met 2 times during the period under review and considered a number of documents some of which have since been approved whilst others will be approved at the annual meeting. He noted that SADCA Membership covers all 15 SADC Member States namely: Angola, Botswana, Democratic Republic of Congo (DRC), Lesotho, Madagascar, Malawi, Mauritius, Mozambique, Namibia, Seychelles, South Africa, Swaziland, United Republic of Tanzania, Zambia and Zimbabwe. Although Angola has established an accreditation body IAAC it is not yet operational hence will continue to be serviced by SADCAS. The Regional Coordinator reported on developments at AFRAC, ILAC and IAF and then reported on the progress with the implementation of the Executive Committee’s workplan with the internal audit and management review having been undertaken as scheduled in January and February 2019 respectively. He then presented the 2019 Executive Committee workplan which was subsequently approved by the General Assembly.

This was followed by the accreditation body reports where MAURITAS, SADCAS and SANAS each presented their 2018 reports highlighting the achievements made, the challenges faced and lessons learnt as well as their plans for 2019. Notably MAURITAS achieved signatory status in the AFRAC MRA for testing, calibration and management system certification in the sub-scope QMS and had cumulatively accredited 29 conformity assessment bodies (CABs) by 31 December 2018. At the same time, SADCA had accredited 92 CABs whilst SANAS had accredited 1700 CABs. All the 3 accreditation bodies reported on significant progress with transitioning to ISO/IEC 17011:2017. On challenges, SADCA highlighted the limited pool of assessors conversant in French and Portuguese and the low attendance to Advisory Committee meetings as being unique challenges of a multi economy accreditation body directed to offer services in all the 3 official languages of the region and informed members of the initiatives underway to address these challenges. The National Accreditation Focal Points (NAFPs) also reported on the activities undertaken during the period under review, the challenges faced highlighting the limited funding for NAFP activities, lessons learnt and also presented their plans for 2019.

The Senior SADC TBT Officer, Dr Lomkhosi Mkhonta reported on the SADC Quality awards noting the increased number of entrants, the highest so far since the Awards were introduced and encouraged all countries to participate in the 2019 Awards. She also reported on the new recruits at SADC TBT and presented on the launch and recent signing African Continental Free Trade Area (AfCFTA) and the EAC/COMESA/ SADC Tripartite Free Trade Area. She emphasized on the need to cooperate at continental level and the need for SADCA activities to be aligned with the SADC industrialization policy.
and framework. The cooperating Partners PTB Germany and UNIDO also reported on the various activities that they sponsored in 2018 and activities underway all of which are contributing towards accreditation infrastructure development in the region thus push the SADCA accreditation agenda forward. Reports on developments in accreditation world-wide from ILAC IAF, and the various regions of the world were noted during the meeting.

A total of 34 resolutions were adopted by the General Assembly including the approval of procedures (M001-02: SADCA Policies and procedures for an MRA among ABs, M002-02: SADCA MRA, P004-01: Joint Evaluations with Other Regional Cooperations, P001-02: SADCA Membership Admission Procedure, A002-02: SADCA Quality Manual, A004-02: Guidelines for the Use of the SADCA Logo, A005-02: SADCA Code of Ethics and A007-02: SADCA EXCO Terms of Reference and all the Committees’ workplans for 2019. The General Assembly also approved the 2018 annual report as presented.

Mrs Maureen P Mutasa, the SADCAS CEO was unanimously elected as Chairman of SADCA to replace Mr Viki Mbuya Kanama who retired at the 23rd Annual meeting having served 2 three-year terms as Chairman of SADCA. In her acceptance speech Mrs Mutasa thanked the chair for his leadership over the past 4 years a period when SADCAS and MAURITAS both achieved international recognition and SADCA launched its MRA. “I hope that the launch of the SADCA MRA rejuvenates us to achieve international recognition“ she said. She noted that the journey towards international recognition started some time ago and she hoped that it is not long before achievement of the said status but acknowledged that it is a lot of work and that we all have to work together to achieve international recognition. Mr Edward Mmatli, NAFP-Botswana was elected Chair of the Marketing and Communications Committee to replace Mrs Sybil Sthembiso Dlamini, NAFP-Eswatini who had served her 2 three-year terms. The General assembly also elected Mrs Cheshita Matadeen-Domum from Mauritius as the Vice Chair of the Marketing and Communications Committee.

OCC Matadi Accredited

The Congolese Control Office (OCC) Matadi’s Agro Food Testing Laboratory has been accredited by SADCAS in the scope: Chemical Analysis. The accreditation which covers the testing laboratory located at located at Av Lukeni No 16 Q Ville Haute/Cine Palace, in Matadi, Democratic Republic of Congo (DRC) covers 3 test methods namely: Determination of calcium, magnesium and chlorides in potable water. The OCC Matadi’s Agro Food Testing Laboratory is the 5th conformity assessment body in DRC and the 34th testing laboratory in the 13 SADC Member States serviced by SADCAS to be accredited by SADCAS. Through this accreditation, the OCC Matadi’s Agro Food Testing Laboratory has been granted the unique accreditation number TEST 0034. The certificate which was issued on 3 October 2018 is valid for 5 years until 2 October 2023. The initial assessment of OCC Matadi’s Agro Food Testing Laboratory was undertaken by a team of 2 assessors over 2 days from 7 to 8 May 2018 and involved the assessment of 2 Technical Signatories.

OCC Matadi’s Agro Food Testing Laboratory supports the regulatory and certification functions of the OCC through testing of water and food products and serves as a facility for both individuals and industry in quality control process through testing of their various products. Quality assessment of imported and exported products is part of the Government’s strategy for consumer protection as well as to enhance competitiveness of products and access to international markets where test certificates from an accredited laboratory is a now a prerequisite. The OCC Matadi’s Agro Food Testing Laboratory covers a wide range of technical disciplines including General Chemistry; Food Chemistry; Microbiology etc. Testing is at the very core of OCC services as a certification body and regulatory body and ISO/IEC 17025 is the international standard that testing laboratories have to comply with in order to be accredited.
The certificate was handed over during a ceremony held on 26 February 2019 at the Hotel Beatrice in Kinshasa, DRC. The ceremony started off with welcome remarks by the Director General of OCC Mr Celeste Risasi Tabu Wa Musimbwa who shared with guests the OCC five-year plan to get all laboratories accredited and the journey towards accreditation for OCC Matadi’s Agro Food Testing Laboratory. This was followed by a speech by the SADCAS CEO who articulated the importance of accreditation to the trading process and in ensuring a level playing field for exports and ensuring that imports meet internationally recognized levels of quality, performance and safety. Noting that MBS Testing Services has been accredited to the 2005 version of ISO/IEC 17025, Mrs Mutasa applauded OCC for its five-year plan towards accreditation of all its laboratories and encouraged them to utilize the experience of OCC Matadi’s Agro food Laboratory to assist other laboratories under process. “In OCC Matadi’s Agro Food Testing Laboratory you now have a benchmark and a big brother to learn from” she remarked. Noting that OCC Matadi’s Agro Food Testing Laboratory was accredited to the 2005 version of ISO/IEC 17025, the SADCAS CEO then urged the Laboratory to ensure that they meet the transition timelines to the latest version of the international standard which was published in November 2017 so as to maintain the achieved internationally recognized accreditation which they worked so hard for.

Shen then ended her speech with congratulations to OCC Matadi’s Agro Food Testing Laboratory and a welcome to the exclusive club of internationally recognized conformity assessment bodies. After her speech, Mrs Mutasa then handed over the accreditation certificate to OCC who in turn handed it over to the Honourable Mr Jean Lucien Busa, Minister of Foreign Trade and Development Cooperation.
The Minister of Foreign Trade and Development Cooperation, Honourable Jean Luciene Busa then presented the key note address during which congratulated OCC Matadi’s Agro Food Testing Laboratory for the achievement which his Ministry prided in. He Quality assessment of imported and exported products is part of the Government’ strategy for consumer protection as well as to enhance competitiveness of products and access to international markets where test certificates from an accredited laboratory is now a prerequisite. He then committed his Ministry’s continued support to the OCC in the implementation of its five-year accreditation plan and encouraged other laboratories to work towards accreditation in order to assure technical competence of conformity assessment bodies. He also encouraged OCC to maintain their hard-earned accreditation.

The ceremony was attended by over 200 people with various Ministers present. Certificates of recognition were presented by the Minister of Environment to OCC staff who contributed to OCC Matadi’s accreditation.

The vote of thanks was given by Mr Gaby Lubiba, the Technical Director of OCC. After the ceremony a cocktail was held in honour of OCC Matadi’s Agro Food Testing Laboratory achievement. The SADCAS CEO was accompanied to the ceremony by Ms Linda Dirorimwe from the SADCAS Corporate Unit.

**Water Utilities Corporation’s Mmamashia Laboratory Re-accredited**

SADCAS is delighted to announce the re-accreditation of the Water Utilities Corporation’s Mmamashia Laboratory. Through this reaccreditation the Mmamashia Laboratory has been regranted the unique accreditation number TEST-1 0004 and TEST-5 0009 indicating that the Mmamashia Laboratory is accredited in the scopes “Microbiological Analysis – Determination of coliform bacteria, E coli, fecal coliforms and heterotrophic plate counts” and “Chemical Analysis – Determination of trace elements, heavy metals and anions in water”. The certificate which was reissued on 18 December 2018 is valid for 5 years until 17 December 2023.
The certificate was handed over during a ceremony held on 6 March 2019 at the Mmamashia Water Treatment Plant in Gaborone, Botswana. The ceremony was attended by the Management and staff of the Water Utilities Corporation and other guests from the Botswana Bureau of Standards, Ministry of Health, Department of Water and Sanitation, BIUST, BUAN and the press. Guests were introduced by Mr Teddy Ditsabatho, the Water Quality Manager whilst the welcome remarks were given by Mr Gaselemogwe Senai, the Sustainability and Water Resources Director. This was followed by a speech by the SADCAS CEO Mrs Maureen Mutasa who was accompanied by Mrs Pinkie Malebe the Scheme Coordinator Testing under which Mmamashia Laboratory is accredited.
Mmamashia Laboratory supports the regulatory functions of Water Utilities Corporation a parastatal mandated with the supply and distribution of water. It also serves as a testing facility for both individuals and industry in quality control process through testing of water. The Mmamashia Laboratory covers a wide range of technical disciplines including chemistry; microbiology and physical tests on water and waste water. “Testing is at the very core of Water Utilities Corporation services and ISO/IEC 17025 is the international standard that testing laboratories have to comply with in order to be accredited. Accreditation which is the process by which an authoritative body i.e. SADCAS gives formal recognition that an organization/person is competent to carry out specific tasks involves the creation of confidence in the results of the tests carried out by Mmamashia Laboratory.

Water as an essential part of everyday life and clean water is a basic and crucial human rights issue. The key issues of concern with drinking water are whether the water is safe, free of pathogens, toxins and contaminants and in the case of bottled water can we trust the labelling? An increasing proportion of the world population is also interested in the way bottled water are produced in terms of the environment in which the water is produced and the origin of the water.
SADCAS Meets with USAID

SADCAS met with Ms Catherine Johnston, Acting Director United States Agency for International Development (USAID) Trade Hub Agribusiness on 8 March 2019 at the SANAS Offices in Pretoria, South Africa to discuss possible areas of cooperation. The meeting was also an opportunity to update USAID on developments at SADCAS and to appraise the USAID Trade Hub representative on a previous project on training of testing laboratories involved in the agro food production and food processing sectors from 4 SADC Member States. The project was executed by SADCAS with sponsorship from the United States agency for International Development (USAID) Southern Africa Trade and Investment Hub.

The SADCAS CEO informed the Ms Johnston that the project had helped to create awareness on the need and importance of accreditation and imparted the necessary knowledge and skills to laboratory staff for them to implement ISO/IEC 17025 in their laboratories and to monitor compliance thereof. A number of laboratories have been accredited as a result of the project and more laboratories have made progress in working towards accreditation. Mrs Mutasa pointed out that the ISO/IEC 17025 standard has since been revised and only a handful of the laboratories from the agro food production and food processing sector had been trained. SADCAS was looking to see how it could find partnership to bring the other laboratories to accreditation.

The USAID Hub Acting Director informed on the work that they were doing in Zambia whereby they are working with 7 laboratories to identify the gaps in working towards accreditation. The project was looking for laboratories with a reasonable chance to achieve accreditation.

In the meeting SADCAS pointed out that it was looking at the following areas for further cooperation:

- Previous work done; Cooperate in undertaking a survey in order to evaluate the impact of the training undertaken so as to strengthen other future areas of work.
- Replication of the project in other countries where agricultural food exports are key to economic development and especially countries that are exporting to the USA but extend training courses to other accreditation related training courses relevant to the said sector.

The Acting Agrobusiness Director was concerned as to whether the culture of commercialisation was filtering through to the laboratories and whether the laboratories were aware that although accreditation has costs, the benefits far outweigh the costs of which one of the benefits is market distinction. She pointed out that the laboratories needed to charge commercial rates to recover and consequently commercialise their businesses. USAID asked whether SADCAS has considered working with American National Standards Institute of which Mrs Mutasa shared on SADCAS work with ANSI who in January 2016 trained accreditation bodies’ trainers from the Kenya National Accreditation Service (KENAS) and Ethiopian National Accreditation Organization (ENAO) on ISO/IEC 17065, 2 of whom were SADCAS trainers. This was a webinar training course conducted over 2 days.

The meeting agreed that USAID would forward to SADCAS the gap analysis conducted in Zambia for information. The Acting Director would also update the incoming Director on the proceedings of the meeting and that he would then take it up from there on possible areas of cooperation.
The Business Benefits of Standards and Accreditation

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

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

Business Benefits [www.business-benefits.org](http://www.business-benefits.org) is a website jointly developed by the International Accreditation Forum (IAF), ILAC, International Organization for Standards (ISO), Independent International Organisation for Certification (IIOC), and International Certification Network (IQNet), that showcases these benefits through case studies, research papers, and supporting materials. The examples published on the site cite tangible financial data to evidence the cost savings achieved whether through resource efficiency or meeting regulation at lower cost, the value of accessing new markets, or savings achieved through recognition from organisations such as insurers, regulators or purchasers. The site contains case studies from multinationals such as IBM, Chrysler, and Hitachi to national companies such as Aberdare Cables and Pretoria Portland Cement Company.
The Congolese Control Office (OCC) hosted an awareness workshop on the importance and benefits of accreditation to medical laboratories. The workshop was held on 23 March 2018 at the Beatrice Hotel in Kinshasa, Democratic Republic of Congo (DRC) and was attended by over 200 delegates mainly from the health sector, health regulators, academic sector, ASCOLAB, government officials, cooperating partners in the health sector and the press. The workshop was facilitated by Mr Risasi Tabu Wa Musimbwa, the Director General of OCC, Mrs Maureen Mutasa the SADCAS Chief Executive Officer (CEO) and the Managing Director of Polyclinic Saint Joseph a private hospital in Lubumbashi whose laboratories are working towards accreditation.

The workshop started off with welcome remarks by Mr Mukanya, Director of Ceremonies followed by a presentation on the importance of accredited metrological services to the health sector and why it is important to have all these services locally available in DRC. The OCC Metrology Laboratory provides these services in the areas of mass, dimension, temperature, sound, light and radiological measurements etc. all of which are relevant to the medical sector. A video developed by the National Accreditation Focal Point (NAFP) for DRC, Mrs Apauline Feza Matata showed some of the glaring non compliances and challenges faced by medical laboratories in DRC.

The SADCAS CEO, Mrs Maureen P Mutasa, then presented her 1st paper an overview of the SADCAS medical laboratories accreditation scheme and plans underway to extend the scheme to medical imaging and accreditation of blood transfusion service providers. She also gave a background on the establishment of SADCAS highlighting the reasons why the region decided on a multi economy accreditation body citing the limited resources in the region and the limited clientele base for accreditation in some countries to ensure sustainability of the national accreditation body. She proudly informed the delegates of the achievements made by SADCAS having issued 120 certificates to 96 facilities in 12 SADC Member States and one in Ghana by 20 February 2019 and achieved signatory status in the International Laboratory Accreditation Cooperation’s Mutual Recognition Arrangement (ILAC MRA) for testing and calibration (ISO/IEC 17025), medical testing (ISO 15189) and inspection (ISO/IEC 17020). She also informed of the progress made in accrediting in French.

The Director General of the National Institute of Biomedical Research (INRB) presented on the step wise approach to accreditation SLIMTA/SLIPTA that the country had adopted to help medical laboratories to work towards accreditation to
ISO 15189. There are more than 400 medical laboratories in DRC both from the private and public sector. This was followed by a presentation by the Director General of St Joseph’s Polyclinic whose medical laboratory and medical imaging centre are working towards accreditation. He gave an overview of the Polyclinic and articulated why they are working towards accreditation the main reason of which is to build trust of customers in their service by ensuring the quality of results which serve as basis for decision making in treatment and to avoid expensive medical treatment of patients outside DRC. He then shared with delegates the progress made thus far.

The SADCAS CEO then made her second presentation on the SADCAS accreditation process highlighting the key stages of the accreditation process and the costs associated with accreditation. Both the presentations generated a lot of interest with participants wanting to more about the accreditation process, costs and timelines and training services offered. A question and answer session was held at the end of the presentations during which many questions were raised mainly to SADCAS CEO which she ably answered to the satisfaction of all.

The workshop ended with a vote of thanks by Mr Gaby Lubiba, Technical Director of OCC followed by a cocktail party during which delegates mingled and networked.

The workshop was a great success judged from the number of delegates, their active participation and interest in accreditation matters. The DRC is in the process of embracing accreditation as a strategy for the competence of medical laboratories and is putting in place programmes to assist medical laboratories to work towards accreditation to ISO 15189 such as the Stepwise Laboratory Quality Improvement Process Towards Accreditation (SLIPTA)/Strengthening Laboratory Management Toward Accreditation (SLMTA).

The Congolese Control Office (OCC), which was established by Ordinance No. 74-013 of 10 January 1974, is a technical and commercial public institution with corporate status, operating under the supervision of the Ministry of Trade. The OCC is in charge of performing quality, quantity and conformity inspection of all goods, analyses of all samples and goods, and technical inspection of all equipment and works. The Office is directed by a Director General, who is appointed by the President of the Republic. The Office is also the national metrology, standardization and certification body and is responsible for consumer protection, which it promotes by fostering interaction between consumers and producers according to Congo legislation, The National Accreditation Focal Point for DRC is housed within the OCC.
NAFPs Botswana and Angola Scoop 2019 Certificates of Recognition

The National Accreditation Focal Point (NAFP) for Botswana and NAFP – Angola were awarded certificates of recognition for their effort and contributions towards SADC accreditation goals. The NAFP Award ceremony was held in conjunction with the 14th SADCAS Annual General Meeting held on 14 March 2019 at The Safari Court Hotel in Windhoek, Namibia. The decision to award the 2019 certificates of recognition to NAFPs Botswana and Angola was made at its 58th meeting held on 14 February 2019 with the Awards being scooped by NAFP – Botswana as the Most Effective NAFP and NAFP - Angola, as the Most Improved NAFP.

The 2019 Awards are based on the reports for the period 1 January up to 31 December 2018 using five (5) criteria weighted. The criteria were weighted according to their importance. Based on all the reports for the period 1 January to 31 December 2018, an evaluation matrix and a summary of NAFPs quarterly reports submissions and estimate realization for the period were prepared and formed the basis of the nominations. There was a slight improvement in average estimate realization with the average being 71% compared to 69% for 2017 and a slight decline compared to 73% for the 2016 year. NAFPs – Madagascar, Namibia, Eswatini and Tanzania registered a decline whilst NAFPs Angola, Botswana, Lesotho, Malawi, Mozambique, Seychelles, and Zimbabwe registered improvements. Average estimate realization for NAFP-Zambia remained the same as for 2017. No comparison made for NAFP-DRC as no reports were submitted during the year.

Based on the evaluation matrix NAFPs-Botswana was identified for the 2019 Most Effective NAFP Award with NAFP-Botswana coming up with the highest score at 93 followed by followed by NAFP-Angola tied with NAFP-Zimbabwe at 88. NAFP – Angola registered the highest improvement over the past year at +10 and a higher average estimate realization of 89% compared to 81% for NAFP-Zimbabwe. Thus NAFP- Angola was selected over NAFP-Zimbabwe for the 2019 Most Improved NAFP Award.

Most Improved NAFP Award

The NAFP-Angola has made good progress during the period under consideration as evidenced by a high country average on national action plan realization 89% which contributes to SADCAS goal realization. NAFP-Angola regularly
submits quarterly reports although one of the reports was submitted after the deadline. NAFP- Angola continued with its accreditation awareness raising activities. During the year SADCAS accredited its first facility in Angola, received one other application for accreditation from a testing laboratory and handled 3 expressed interests in accreditation.

Most Effective NAFP Award

The NAFPs-Botswana continued to make very good progress in the implementation of national action plan which contributes towards SADCAS goal realization. That was evidenced by the highest country average estimate realization of 89%. NAFP – Botswana made a great effort in awareness raising and promotional activities and submits regularly quarterly reports within the prescribed times. The reports are always in the prescribed format and include numbers of inquiries handled, targeted marketing visits undertaken, meetings/workshop held, presentations and speeches made etc. NAFP -Botswana when asked always contributes towards SADCAS Pioneer. During the period under review, SADCAS received 5 accreditation applications from testing and medical laboratories from Botswana, undertook 15 training courses, 1 awareness on accreditation requirements and received 44 expressed interests on training. The NAFP – Botswana facilitated the payment of 57% of Botswana’s contribution towards SADCAS sustainability for the beyond 2017 to 2022.

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

IAAC Celebrates World Quality Day in Partnership with IANORQ and Angolan Laboratories Association (AAL)

The Angolan Institute of Accreditation (IAAC) in partnership with the Angolan Institute of Standardization and Quality (IANORQ), The Angolan Laboratories Association (AAL) and the Angolan Forum for Quality and Excellence (FOQO) celebrated the National Quality Week (SENAQ 2018), from 7 to 8 November 2018. The celebrations were under the theme “For a Production and Consumption of Conforming Products”.

The celebrations started with a 2-day workshop on technical regulations, conformity assessment and product certification. The workshop included technical discussions on various topics including discussions on the National Quality infrastructures and the general elections of the AAL.

The objective of the workshop was to reflect on the use of norms and the reference of technical specifications within technical regulations in the context of conformity assessment, making them legally mandatory, as well to reflect on the implementation of Presidential Decree No. 179/18 of 2 August, regarding conformity assessment of products for human and animal consumption. It was an opportunity to listen, debate and seek consensus on the relevance of establishing a regulatory framework for specifications and or compulsory certification of high-risk products for human health and safety when not in conformity.

The Workshop which was attended by 128 delegates was facilitated by Mr. Dr. Miguel Oliveira, Inspector General of Public Health whilst the panels comprised of Dr. Homar Simão – Deputy General Director of IANORQ, Dra Eunice Costa – Director of the Agri-Food Central Laboratory, and Dr. Carmo Dos Santos - Deputy General Director of IAAC.

It was concluded that in production processes, it is necessary to take into account technical regulations and to test products in recognized laboratories in order to produce and consume conforming products. As result, this will generate a new, reliable environment, with vectors for sustainability, competitiveness, comparability and well-being. It will also encourage producers to continually seek, maintain and improve quality, for the sake of their business, the market and the country in general.

Continued to p 20
Discussion were also held in technical clusters covering the following topics:

- Bottled Water coordinated by Dr. Paulina Semedo - President of the CODEX;
- Tobacco and Cigarettes coordinated by Dr. Januário Augusto – Angolan Forum for Quality and Excellence (FOQO);
- Iodized Salt coordinated by Dr. Osvaldo Costa - National Director for Quality of the Salt; and
- Construction Materials, Cement and Steel, coordinated by Eng. Luís Pacheco - General Manager of the Angolan Engineering Laboratory (LEA).

The technical clusters agreed, recommended and approved the proposals for technical regulations of the abovementioned products, aiming to standardize the technical specifications according to the respective technical standards in force in Angola.

**NAFP-Botswana Visits CABs to Raise Awareness on Accreditation and SADCAS**

NAFP-Botswana visited 12 conformity assessment bodies between August 2018 and March 2019 as part of the targeted marketing strategy for SADCAS. The objective of the visit was to raise awareness on accreditation and SADCAS services. A presentation covering SADCAS services, SADCA, the NAFP and benefits of accreditation was made during the visits. The accreditation toolkit, SADCAS promotional material and the Department of Industrial affairs (NAFP) brochure were distributed during the visits. Nine out of the 12 conformity assessment bodies visited were medical laboratories whilst one was a calibration laboratory, one food laboratory and one teaching medical laboratory.

**Visit to Megascope Medical Diagnostic Laboratory on the 6th August 2018**

Megascope Medical Diagnostics Laboratory is private clinical laboratory based in Tlokweng that has been operational for 2 years. The Laboratory was established in June 2016 and started to offer medical testing service in November 2017. The Laboratory offers tests in the scopes chemistry, haematology, serology, parasitology, microbiology, immunology, HIV, viral load, CD4 testing and immunology. The laboratory has a total of 14 technical staff members as follows: 3 analysts, 9 phlebotomists and 2 nurses. However, none of the staff have been trained on ISO 15189. The Laboratory participate in external quality assessment (EQA) offered by BNQAL in microbiology, parasitology, chemistry, haematology for the blood grouping technique. It has an arrangement with several medical practices whereby phlebotomist from Megascope Medical Diagnostic Laboratory bleed patients that request medical testing and then send samples to the laboratory for testing. Some medical doctors also refer patients for testing at Megascope Medical Diagnostic Laboratory.

**Visit to Lamworld technologies on the 10th August 2018**

Lamworld technologies is a private calibration based in Gaborone which has some scopes accredited by SADCAS. It was expected to relocating from the rented facility in Gaborone to the company owned new facility in Tlokweng sometime in September 2018. It also offers repair and maintenance of measuring equipment. The objective of the visit was to mainly follow up on a request by Lamworld in 2016 and the resolution at WAD 2018 Commemorations to form an advisory committee to NAFP-Botswana.

The meeting amongst other issues discussed the formation of an advisory committee to the NAFP noting the benefits accrued through its formation as well as what it seeks to achieve. Therefore, the NAFP-Botswana Advisory Committee would:

- Contribute to achieving the objectives of the NAFP;
- Raise awareness to leadership;
- SWOT analysis;
- Promote accreditation;
Promote accreditation;
Develop strategy to convince national leadership on the benefits of accreditation (to get buy in of stakeholders);
Should also find a way to collaborate with critical business associations e.g., Business Botswana;
Focal point should have a committee with stakeholders representing all different conformity assessment bodies to improve effectiveness; and

The forum created would develop the objectives and terms of references after it has been established. Lamworld appreciated the efforts made by NAFP-Botswana towards raising awareness on accreditation and would like to enhance the effectiveness of NAFP activities in the development of accreditation within the country. Lamworld are willing and available to serve on the NAFP Advisory Committee.

Visit to Northern Pathology on the 24th September 2018
Northern Pathology was founded in Francistown by a pathologist, Dr Kombe in 2003. The main laboratory is in Francistown with a branch laboratory in Maun. The laboratory offers tests in the scopes haematology, biochemistry, medical microbiology, flow cytometry, viral load, CD4 count, serology, cytology, histology. However, at the moment the laboratory refers cytology and histology as there is no analyst to conduct the analysis for the two scopes. The laboratory has a total of 12 staff members in Francistown and Maun made up of the following 3 analysts, 6 phlebotomists, and 3 support staff members. The Maun branch was opened in 2006 and is manned by 1 analyst and 1 phlebotomist. The Maun Branch covers haematology, biochemistry, serology and microbiology. The Laboratory has a quality management system in place and is being implemented. Only one (1) person has been trained on ISO 15189. The Laboratory participate in external quality assessment (EQA) offered by BNQAL in serology, microbiology, and parasitology (for malaria tests), blood transfusion and TB (microscopy).

Visit to Labscroll on the 27th September 2018
Labscroll is a private medical laboratory established in 2013 in Francistown with a total of 5 employees with two of them being analysts. The Laboratory also have 6 people/students on internship (attachment) from Botho University and Senyawe Brigade. The Laboratory has a branch that was established in 2015 in Tutume which is manned by a medical laboratory scientist and a phlebotomist. The laboratory which offers tests in the scopes: chemistry, CD4, microbiology, viral load and serology participate in EQA offered by BNQAL in microbiology, serology and chemistry. The Laboratory is interested in accreditation and also SADCAS training on ISO 15189.

Visit to Riverside Hospital Laboratory on the 27th September 2018
Riverside Hospital is a private hospital in Francistown with a laboratory. The laboratory has got the following scopes: chemistry, CD4 count, viral load, microbiology, serology, and blood bank. It has got a staff complement of 5 employees made up of 3 scientists and 2 phlebotomists. The Laboratory participate in EQAs offered by BNQAL in microbiology, serology and blood bank. It has got an interest in applying for accreditation in future. However, by the time of the meeting no one had been trained in ISO 15189.

Visit to Lab-Care Diagnostics on the 28th September 2018
Lab-Care Diagnostics is a private medical laboratory in Tonota that was founded in 2016 but started offering testing services in September 2017. Lab-Care Diagnostics offers clinical testing in the scopes: chemistry, haematology, serology, microbiology and immunology and participates in EQAs that are offered by BNQAL in microbiology, haematology and serology. The Laboratory also routinely conduct inter-laboratory comparison with Diagnofim. The laboratory is staffed by 5 employees 2 analysts, 2 phlebotomists and one receptionists. One (1) office have been trained on ISO 15189 while another officer has been trained on ISO/IEC 17025. The laboratory is seriously interested in accrediting its testing services.
Visit to Ecopath Laboratory on the 9th November 2018

Ecopath Lab is a private medical laboratory based in Kanye and started to operate in 2017. Ecopath Lab offers tests in the scopes chemistry, haematology, serology, immunology CD4, viral load and microbiology. The Laboratory is staffed by 2 analysts (scientist and technician), 6 phlebotomists and one support staff member (accounts and reception). The laboratory offers its services to a wide catchment area in Maun, Mahalapye, Nata, Serowe, Goodhope, Lethakane and Kanye. Ecopath participates in an inter-laboratory comparison with the Kanye SDA Hospital. It is still arranging to participate in external quality assessment offered by BNQAL. The medical scientist had been trained on ISO 15189 and had also has an extensive experience on Strengthening Laboratory Management Toward Accreditation (SLMTA) program.

Visit to Optimum Health Laboratory on 30th November 2018

Optimum Health Laboratory is a private clinical laboratory based at Broadhurst Industrial, Gaborone. It started operating under current Management in August 2017. It offers medical testing in the scopes microbiology, biochemistry, haematology, coagulation, endocrinology and serology. The laboratory services Mosopua, Palapye, Gaborone and Mochudi areas. It has 15 staff members made up of 2 analysts, 9 phlebotomist 4 support (accounts and administration) staff members. The Laboratory is interested in accreditation and is currently introducing the staff members to accreditation issues. The laboratory standard operating procedures (SOPs), and quality manual are in place. However only one staff member has been trained on ISO 15189 and the hope to have finalized preparation for accreditation sometime next year (2019).

Visit to Biolife Laboratory on the 4th February 2019

Biolife Laboratory is a private medical laboratory based in Gaborone. The Laboratory is staffed by 2 (analysts), 5 phlebotomists and 1 driver and started operations in June 2018 after successful licensing in April 2018. The laboratory has offers tests in 4 scopes, namely, chemistry, hormones, haematology CD4 count and serology. The Laboratory is not participating in external quality assurance/ Proficiency testing scheme as it is not yet registered with BNQAL. The two analysts have been trained on ISO 15189.

Visit to DDT College of Medicine on the 28th February 2019

DDT College of Medicine is a private tertiary institution focusing on medical programmes including Bachelor Medical Laboratory Sciences under the Medical Laboratory Sciences Department. The department has 11 staff members (7 full time and 4 part-time) made up of 8 lecturers and 3 demonstrators. It offers the following courses under the programme: haematology, clinical chemistry, microbiology, cytology, histology, transfusion science, parasitology, urinalysis, serology, immunology and molecular diagnostics.

Visit to Clover Botswana on the 5th March 2019

Clover is a dairy processing company based in Gaborone West Phase 4 Industrial. However, it started its operations in 1999 as a joint venture known as Prime at that time. It then changed the name as Clover Botswana in 2001. Clover Botswana is a subsidiary of Clover Industries which is a South African based conglomerate that is listed in the Johannesburg Stock Exchange. Clover Botswana produces milk, sour milk (madila) and juice. Milk products are regulated in accordance with BOS 72-for pasteurised milk and BOS 64-for raw milk among other requirements. Therefore, Clover has an in-house laboratory that conducts the following tests on pasteurised milk: ph, freezing point, to determine whether milk has been adulterated, alizarol test, phosphate test while microbiology/antibiotic test (total plate count) as well as the former tests is also conducted for raw milk. The Laboratory sometimes outsource some tests to Clover South Africa which has an accredited laboratory and to Botswana National Veterinary Laboratory. The testing laboratory is staffed by 4 employees.
but none of them have been trained on ISO/IEC 17025 even though the laboratory has quality management system in place.

**Visit to Gaborone Institute of Health Sciences (IHS) 6th March 2019**

IHS Gaborone is a tertiary academic institution that is involved in health sciences including medical science technology under the Medical Laboratory Technology Programme based in Gaborone among the various government owned or supported IHSs. The programme is only offered in HIS Gaborone. The programme which was initially offered at certificate level which was later upgraded to diploma level in 1984 was upgraded to higher national diploma level in 2007. The MLTP has trained most of the clinical laboratory technician and scientists working in medical laboratories in Botswana. The programme has got 6 lecturers who are currently having a minimum of Bachelor of Science degree and above as well as one PhD holder. The Institute has a total of 4 teaching laboratories namely microbiology, cytology/histology, haematology/immunology and clinical chemistry dealing with 6 scopes medical microbiology, haematology, immunohaematology (blood transfusion), clinical chemistry, histology and cytology. Only one staff member has been trained on understanding, documentation and implementation of ISO/IEC 17025 while another has been trained on understanding and documentation of ISO/IEC 17025. One (1) staff member has been trained on ISO 15189 and has also trained as a SADCAS assessor.

The visits were all successful in that the objective of creating awareness on accreditation issues and also marketing SADCAS services was met. Most of the unaccredited medical laboratories are working towards or implementing a system and expressed interest in accreditation. The visit was also an opportunity to get feedback on SADCAS services and in particular feedback on accreditation fees which the smaller laboratories said was expensive. The visit to Lamworld in particular discussed how the NAFP Botswana can work together with stakeholders to strengthen its effectiveness.

**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
SADCAS holds its 3rd Assessor Conclave on 11 December 2018 at The Aviator Hotel in Johannesburg, South Africa. The Assessor Conclave was attended by 50 assessors, SADCAS staff and facilitators. Accreditation assessments are undertaken, on behalf of SADCAS, by a pool of SADCAS registered assessors who make recommendations for accreditation by the SADCAS Accreditation Approvals Committee (AAC). By 31 December 2018, SADCAS has registered 105 Technical Assessors and 36 Lead Assessors. The assessor conclave which was organized by SADCAS, was partly sponsored by PTB Germany who met the conference package, with assessors this time paying for their own travel and subsistence. The objective of the one-day assessor conclave was to update assessors on developments in SADCAS, accreditation in general and to provide a platform for sharing of concerns and to hear at first hand from assessors how SADCAS can continuously enhance service delivery.

The assessor conclave programme started with welcome remarks by the SADCAS CEO, Mrs Maureen Mutasa during which she outlined the objective of the conclave and programme of the day, and thanked PTB Germany for sponsoring the conference package. The assessors were then updated on developments in SADCAS by Mrs Maureen P Mutasa the
Continued from p 24

SADCAS CEO followed by a presentation on SADCAS policy on metrological traceability and how to assess its implementation, an issue raised in the extraordinary peer evaluation of SADCAS. This presentation was made by Mr Victor Mundembe the Chair of the SADCAS Advisory Committee and Technical Assessor for the Calibration Laboratories Accreditation Scheme. The SADCAS Technical Manager Ms Jeanne Ranorovelo walked assessors through the main changes made to the assessment procedure following the publication of the revised ISO/IEC 17011 in November 2017, the standard which SADCAS has to comply with for international recognition. Mrs Pinkie Malebe the Assessor conclave Programme Director and Scheme Coordinator Testing presented on the need for assessors to maintain professional approach when conducting an assessment and facilitated a discussion on what needs to be done to maintain this professionalism focusing on issues for which negative feedback had been received by SADCAS.

During break out sessions, assessors were kept up to date with developments in accreditation at international level, key changes to ILAC and IAF documents of as appropriate and appraised of the various documents which were published by the respective SADCAS Scheme Advisory Committees since the last meeting.

A session was held in the afternoon of the Assessor Conclave during which assessors were trained on risk-based approach to assessments one of the new concepts which has been incorporated into the revised ISO/IEC 17025 published in November 2017. The training course was facilitated by Mr Steven Bruce Sidney.

SADCAS would like to thank PTB Germany for partly funding the assessor conclave and to Team SADCAS for organizing the Conclave. The credibility of SADCAS accreditation services hinges on the competence of assessors who undertake assessments on behalf of SADCAS. Continuous communication between SADCAS and the pool of assessors is key in ensuring consistency, integrity and continuous improvement of SADCAS services. The assessor conclave provides the platform to do just this. All the presentations made at the Conclave will be made available electronically to all assessors. The next Assessor meeting will be held in 2020 at a date still to be advised but not in December as a number of assessors had already gone on leave by the time this 3rd assessor conclave was held.
SADCAS Successfully Held a Training Workshop for Assessors and Staff on ISO/IEC 17025:2017

SADCAS successfully held a training workshop for its assessors on the revised version of ISO/IEC 17025 the key accreditation standard for testing and calibration laboratories which was published in November 2017. The training workshop which was held at the Aviator Hotel in Johannesburg, South Africa on 12 December 2018 was attended by 26 SADCAS Assessors from Angola, Botswana, DRC, Mauritius, Seychelles, South Africa and Zimbabwe as well as 7 SADCAS staff.

The training workshop which was officially opened by Mrs Maureen Mutasa the SADCAS CEO, was facilitated by Mr Steven Bruce Sidney.

The objective of the workshop was to highlight the key changes made from the ISO/IEC 17025:2005 and new requirements included in ISO/IEC 17025:2017 and to discuss how to assess to the revised standard during which they walked through the revised assessment checklist. The Assessors were also appraised of the requirements of the SADCAS TR 14 SADCAS Policy – ISO/IEC 17025:2017 transition.

According to TR 14 and with effect from 1 December 2018 all assessments undertaken by SADCAS shall be in accordance with ISO/IEC 17025: 2017. Thus, only assessors that have been trained on the new Standard will be included in SADCAS assessment. Assessors who did not attend the training course will have to show proof that they have been trained on the new standard before being included in the SADCAS assessments.

The training course was partly sponsored by PTB German who met the venue costs and facilitator fee whilst SADCAS met the Assessor one-night bed and breakfast as well as dinner. The Assessors met the travel costs.
SADCAS organised a risk–based approach to assessment training during the SADCAS assessor conclave held at The Aviator Hotel, Johannesburg, South Africa on 11 December 2018. The training was attended by SADCAS assessors as well as SADCAS staff. The training was facilitated by Mr Steve Sidney.

Mr Sidney started the training by defining risk as per ISO 17666: as “undesirable situation or circumstance that has both a likelihood of occurring and potentially negative consequence (impact). He then informed the participants of the 4 phases of risk namely: Risk Analysis, Risk Evaluation, Risk Monitoring and Control and Post Test operation information. He expounded on the 4 phases drawing the participants’ attention that risk analysis involved intended user identification, area wise risk identification and risk estimation. Risk evaluation was about risk acceptability. Residual risk and overall risk acceptance were discussed under risk monitoring and control. Post-test operation involved post-production experience, review of risk Management and taking appropriate corrective action.

He then introduced the concept of risk as per ISO/IEC 17025:2017 standard explaining that the concept of risk was not a new concept and was already covered in the previous standard on Clauses 4:11 and 4.12. The difference was that with the ISO/IEC 17025: 2005 version, risk was managed through policies, job descriptions and Top Management. In the new standard risk and opportunity are now managed through processes and decision rules. He expounded further on decision rules as per the requirement of the standard.

Risk-based thinking applied in the 2017 version of ISO/IEC17025 has enabled some reduction in prescriptive requirements and their replacement by performance – based requirements. Relaxation of prescription however makes it essential for each laboratory to consider the risk for each clause. The laboratory needs to plan and implement actions to address risks and opportunities. Addressing risks and opportunities establishes a basis for increasing the effectiveness of the management system, achieving improved results and preventing negative effects. The laboratory is responsible for deciding which risks and opportunities need to be addressed.

The training course which was attended by 50 assessors and SADCAS staff was very informative and had practical sessions where participants participated in risk assessment examples. There was a lot of discussion and interaction throughout the training. Participants learnt more about the identification of risks and how to manage risks; and to learn how to implement a risk based standard and to assess according to the 2017 version of ISO/IEC 17025.
SADCAS CLAS, TLAS and MLAS Advisory Committees Meet

Up to date, SADCAS has established the following 4 Advisory Committees (AC) who advise SADCAS on technical matters:

- AC.01 - The AC for inspection in Zimbabwe;
- AC.02 – The AC for the Calibration Laboratories Accreditation Scheme (CLAS);
- AC.03 – The Testing Laboratories Accreditation Scheme (TLAS); and
- AC.04 – The Medical Laboratories Accreditation Scheme (MLAS).

The AC.01 held its 8th meeting on 12 September 2017 which was attended by 23 members. During the meeting the AC reviewed the draft national criteria for the accreditation of inspection bodies that perform inspection of lifting equipment developed by a Working group of the Committee. The changes agreed to during the meeting will be further reviewed by the WG who will prepare another draft and present it to the Regulators after which it will be submitted for consideration once again by the Committee at its next meeting to be held in September 2019.

The AC.04 held its 2nd meeting whilst the TLAS AC and CLAS AC held their 3rd meetings on 10 December 2018. The CLAS AC advanced its works on the draft technical requirements documents for volume and dimensional metrology whilst the TLAS AC reviewed comments which had been received from members on 2 draft documents for quality control charts in chemical and microbiological testing and rounding off policy.
On the other hand, the MLAS AC finalized the technical requirements document for the accreditation of Microbiology in medical laboratories and reviewed progress with the development of criteria for the assessment of blood transfusion and for which a programme of action was agreed upon defining the time frames from the first draft to adoption of the guidance document.

Generally, attendance levels to the CLAS AC and TLAS AC were low at 31% and 22% with the latter having failed to reach a quorum thus proceeded with the review of the comments received and agreeing to re-circulate the drafts once again to members for decision on way forward. Attendance levels to the AC-04.M2 where participants were sponsored by PTB Germany was reasonable at 59% despite that for this meeting delegates were fully sponsored by PTB Germany. Most of the TLAS and CLAS ACs members who did not attend cited budgetary constraints and failure to secure foreign currency for travel in the case of participants from Zimbabwe. Having held the meetings towards mid-December some members had already gone on leave for the festive season. Going forward SADCAS will consider having the meetings around September.

The credibility of SADCAS services hinges on the technical know-how of the Advisory Committees which cover the main disciplines and sectors within which SADCAS operates and comprise of carefully selected experts in specific fields of accreditation and from as much as possible all the 13 SADC Member States serviced by SADCAS. There is therefore need for buy in from the Management of the organizations that nominate the AC members and SADCAS will endeavor to promote the benefits of participating in AC meetings and to emphasize on the need for organizations to support participation of their nominated members at the AC meetings.

### Accreditation in Supporting Public Policy

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

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

A link to the public sector assurance site is provided on the SADCAS website [www.sadcas.org](http://www.sadcas.org) under the window on links.
A good working team must be able to communicate and collaborate with each other. In order to achieve this SADCAS Management and staff attended a two-day team building session from 13-14 December 2018 facilitated by the Team Building Institute.

The Session whose theme was ‘Team Effectiveness’ involved structured activities to add knowledge to new concepts, or understanding new ways to deal with familiar situations in the workplace. The activities related metaphorically to the living and/or working environment of team SADCAS.

In particular the team benefited from the thinking styles analysis of each team member as this helped everyone to better understand colleagues’ thinking styles which should greatly improve team effectiveness and ultimately improve SADCAS service delivery.

SADCAS Staff Attend Team Building Session

SADCAS secured funding from PTB Germany for capacity development of testing laboratories from the pharmaceutical sector in 8 SADC Member States namely: DRC, Madagascar, Malawi, Namibia, Seychelles, Tanzania, Zambia and Zimbabwe. The project is in 2 Phases starting with Malawi, Seychelles, Tanzania and Zimbabwe in Phase 1 which started from 1 November 2018 and ends 30 June 2019 whilst phase 2 will run from 1 June 2019 to 31 December 2019.

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

The one-day awareness courses were held in Malawi and Tanzania on 4 March 2019, in Seychelles and in Zimbabwe on 11 March 2019 and were attended by a total of 56 participants from 10 testing laboratories operating in the pharmaceutical sector including the drug regulatory authorities.

Training of Testing Laboratories from the Pharmaceutical Sector Phase I of PTB Germany Fund Project Undertaken
The 5-day ISO/IEC 17025 requirements, implementation and internal auditing courses were held in Malawi and in Tanzania from 5 to 9 March 2019, in Seychelles and in Zimbabwe from 12 to 16 March 2019 and were attended by a total of 67 participants from 12 testing laboratories operating in the pharmaceutical sector including the drug regulatory authorities.
Based on the feedback from participants the training courses were all very well administered, well presented and very relevant. Up to 25 participants were allowed in each of the courses conducted in the 4 countries. Whilst levels of participation were high in Zimbabwe and to an extent in Seychelles taking into account the size of the country participation levels in Tanzania were rather low.

The pharmaceutical sector which develops, produces, and markets drugs/medicinal plant materials for use as medications is identified in the SADC Industrial Policy as one of the priority sectors for development in selected value chains. Within this sector accreditation plays a key role from research to production of medicines and in strengthening the regulatory capacity. Accreditation which is the process of providing recognition that an organization/person is competent to undertake specific tasks is now widely accepted as a transparent and non-discriminatory means of assuring technical competence of testing/certification/inspection collectively known as conformity assessment service providers. This training came at an opportune time as efforts are underway to strengthen the region's conformity assessment infrastructure as part of the industrialization strategy.

Through this phase 1 of the project, SADCAS has managed to create awareness on the need and importance of accreditation and to impart the necessary knowledge and skills to laboratory staff from this very important SADC developmental sector, in order for the trained staff to go and implement ISO/IEC 17025 in their laboratories and to monitor compliance thereof.

Phase 2 of the project will be conducted during the 2019/20 financial year.
Another ISO/IEC 17025:2017 Course held in Botswana

SADCAS held another ISO/IEC 17025:2017 course in Botswana. The training was held from 18 to 22 February 2019 at Oasis Motel in Gaborone, Botswana. Fourteen participants from private and public laboratories in Botswana including one participant from a private accredited laboratory in Tanzania attended the training. There were fourteen participants from five laboratories which were from both public and private laboratories accredited.

The training course was formally opened by Edward Mmatli, the National Accreditation Focal Point (NAFP) for Botswana who welcomed all participants. In his opening remarks Mr Mmatli pointed out that Botswana CABs were privileged to have SADCAS based in Botswana and urged participants to utilize the services of SADCAS. Mr Mmatli pointed out that the training was according to the new ISO/IEC 17025:2017 as SADCAS now only accepts applications to the new standard.

Mr. Mmatli then introduced the SADCAS trainer, and urged participants to actively participate during the training and to go back and use the information learnt in their workplaces.

The training started off with introductions from participants followed by a quiz test to assist the trainer on the level participants understanding of the management system. The training covered the following topics with a lot of exercises after each topic.

- Competence of a laboratory
- Structure of ISO/IEC 17025:2017 standard (New standard)
- Understanding ISO/IEC 17025:2017 standard requirements
- Developing a suitable Quality Management System
- Understanding impartiality
- Basic understanding of method validation and uncertainty of measurement
- Basic understanding of process approach and risk based thinking
- Internal auditing tools, techniques and process
- Maintenance and improvement of a laboratory quality management system
- Accreditation process
SADCAS recently conducted a 5-day Requirements & Internal auditing training course on ISO 15189 for the Ministry of Health & Wellness Botswana, coordinated by the National Health Laboratory at the Adansonia Hotel in Francistown, Botswana from 11 to 15 March 2019. The training course was attended by twenty-five (25) participants from government laboratories and clinics from across Botswana.

In his welcoming remarks, Mr Mogae Molaoa, SADCAS Accreditation Administrator welcomed the participants to the course and highlighted the importance of such training courses and encouraged the participants to take advantage of this career development opportunity. He recognized the Ministry for its continued support of SADCAS training courses and commitment to improving service delivery by investing in the training of their laboratory personnel to improve the public healthcare sector. He then went on to introduce the course facilitator Dr Farojdeo Hemraj, a registered SADCAS Trainer who shared his wealth of knowledge of management systems, the requirements of the standard, and internal auditing during the 5 days of this training course.

Closing remarks were given by Ms Dineo Motsisi from the Ministry of Health & Wellness. She took the opportunity to thank the participants for their participation and conduct during this training course and reaffirmed the Ministry’s pledge to continue using SADCAS training services and committed to continue with efforts to source funds to get more personnel trained so as to ensure consistent and reliable service delivery by government medical laboratories. The participants were also given a chance to give feedback after the course and they expressed satisfaction with the content and thanked the Trainer for a very productive week which will set a road map for future accreditations for the laboratories that have not yet been accredited by SADCAS.
SADCAS Conducts its First ISO/IEC 17065 Course for SWASA

SADCAS conducted its first ISO/IEC 17065:2012 Standard – Conformity assessment – Requirements for bodies certifying products, processes and services Swaziland Standards Authority whose aim is to establish a product/process/service certification management system based on the Standard ISO/IEC 17065:2012. The training was held at The Royal Villas in Ezulwini, Eswatini from 11 to 15 February 2019. Fourteen participants from SWASA (11), University of Swaziland (1), the Swaziland Water Services Corporation (1) and the Swaziland Electricity Company (1).

The Executive Director of SWASA, Ms. S. Zwane who was one of the candidates, graced the training. She made both the opening and closing remarks. Ms Zwane welcomed the trainer and all the participants and encouraged her team to participate fully during the course of the week. She thanked all participants from outside SWASA and their organizations for allowing them the time to attend the training. Ms Zwane encouraged participants to interact and ask as many questions as possible to assist them prepare in setting up the product certification system.

The training covered the following:

- Background to ISO/IEC 17065 Standard
- ISO/IEC 17065 - Contents, Scope, References, Terms and Definitions
- ISO/IEC 17065 – General Requirements
- ISO/IEC 17065 – Structural Requirements
- ISO/IEC 17065 – Resource Requirements
- ISO/IEC 17065 – Process Requirements
- ISO/IEC 17065 – Management System Requirements
- ISO/IEC 17065 – Internal Auditing
- SADCAS Accreditation Process

Participants pose for a photo during training.

Continued to p 36
Continued from p 35

During the course of the week the delegates participated actively in asking and answering questions and group activities based on case studies. On the last day an examination was written.

The Executive Director in her closing remarks thanked her staff for attending the training and for their active participation. She thanked the presenter for the way she handled the training. She encouraged her team to use what has been learnt to help to make plans to establish the certification system for ISO/IEC 17065. Ms Zwane wished everyone a safe trip back to their various stations.

The presenter then thanked all the participants for their active participation during the wish and encouraged SWASA to quickly set up the ISO/IEC 17065 product certification system while the information was still fresh in their minds.

SADCAS Staff Trained on Revised Quality Management System

SADCAS On 23 November all SADCAS Management and staff were trained on the revised SADAS Quality Management System. The training which was organized by the Quality Manager Ms Jeanne Ranorovelo was conducted at the SADCAS Offices in Gaborone.

SADCAS achieved signatory status to the ILAC Mutual Recognition Arrangement (MRA) for the Testing and Calibration Laboratory Accreditation Schemes (TLAS and CLAS) to ISO/IEC 17025 on 04 November 2015 and 28 October 2017 for the Medical Laboratories Accreditation Scheme (MLAS) and the Inspection Bodies Accreditation Schemes (IBAS). The SADCAS Management System was based on the ISO/IEC 17011:2004 – General Requirements for Accreditation Bodies Accrediting Conformity Assessment Bodies. The ISO/IEC 17011 standard was revised and subsequently published on 30 November 2017.
Following the revision and the publication of the ISO/IEC 17011:2017 - Conformity assessment - Requirements for Accreditation Bodies accrediting Conformity Assessment Bodies, SADCAS embarked on a process of aligning its management system to the requirements of the new standard. The project started in February 2018 with a gap analysis of the Quality Management System then the revision of the SADCAS Policy Manual SADCAS PM 01 which was approved by the SADCAS Board of Directors at its meeting held in September 2018. This was followed by the revision of the associated Procedures and the forms. For purposes of familiarity and ownership, all relevant SADCAS staff members were involved in the review and revision of the documents. The revised documents were published in November 2018.

The training course started off with opening remarks by the Quality Manager who articulated the objective of the training which was to ensure that staff is familiar with the revised Management System documents especially the terminology, amendments made on the existing documentation, new documents (policies, procedures and forms) that had been developed and the changes in the processes as required by the new standard. The SADCAS CEO, Mrs Maureen P Mutasa then presented the key changes to the SADCAS Policy manual followed by presentations by Ms Ranorovelo on the key changes to the accreditation process and Ms Linda Dirorimwe on the changes to the accreditation administration procedures.

The main documents discussed were SADCAS AP 12: Part 1 – Accreditation Process for Testing/Calibration and Medical Laboratories and SADCAS AP 12: Part 2 and Part 3 for Inspection Bodies and Certification Bodies respectively, SADCAS AP 21: Management of Impartiality and SADCAS AP 22: Determination of competence criteria for personnel involved in the management and performance of SADCAS accreditation activities. Emphasis was made on the changes in all the accreditation stages such as Pre-assessments, Document Reviews, Initial Assessments, On-site Periodic on-site Assessments and Re-assessments.

The staff has started implementing the requirements of the new standard and looking forward to a peer evaluation against the new standard in May 2019.

SADCAS CEO Participates in APLAC Peer Evaluation

The SADCAS Chief Executive Officer Mrs Maureen P Mutasa participated as a member of the Asia Pacific Accreditation Cooperation (APAC) peer evaluation team that evaluated International Accreditation New Zealand (IANZ). The purpose of the evaluation was to obtain evidence to determine whether the APAC Mutual Recognition Arrangement (MRA) signatory status of IANZ for the accreditation of testing laboratories (ISO/IEC 17025), calibration laboratories (ISO/IEC 17025), medical testing laboratories (ISO 15189), inspection bodies (ISO/IEC 17020), reference material producers (ISO 17034) and proficiency testing providers (ISO/IEC 17043) should be maintained. The IANZ is a New Zealand statutory body and Autonomous Crown Entity, and maintains international recognition of its accreditation schemes through the APAC MRA. This is the 3rd peer evaluation that Mrs Mutasa has undertaken on behalf of APAC with the other 2 having been undertaken before the merger of Asia Pacific Laboratory Accreditation Cooperation (APLAC) and PAC.

The evaluation was conducted in accordance with, and against the requirements specified in APLAC MR 001, by a team of 5 members namely: Ms Dana Leaman as the team leader and team member responsible for calibration, Ms Cristina Draghici as team member responsible for testing, Ms Bella Ho as team member responsible for medical testing, Mr He Ping as team member responsible for Proficiency Testing Providers and Reference Materials Producers and Mrs Mutasa as team member responsible for inspection. The evaluation was undertaken from Monday 25 March to Saturday 30 March 2019 with witnessing of assessments being undertaken in Auckland, Christchurch, Wellington, Waikato and Hamilton.
Continued from p 37

Speaking after the evaluation Mrs Mutasa expressed her pleasure in participating in the evaluation of a very well run and developed accreditation body. The team so well managed and led by Ms Dana Leaman whose open mindedness motivated all the team members to contribute to the success of the evaluation. The peer evaluation was also an excellent opportunity for exchange of experiences and benchmarking.

APAC is a Specialist Regional Body (SRB) recognised by the Asia Pacific Economic Cooperation (APEC) Sub-Committee on Standards and Conformance (SCSC).

Customer Satisfaction Survey for 2018/19

In an effort to continuously improve its accreditation services thus serve customers better, SADCAS undertook a customer satisfaction survey during the 2018/19 financial year.

The Customer satisfaction survey form was 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. Eighty - five (85) forms were circulated and 48 responses were received i.e. 56% response rate. The majority of the feedback received was on periodic assessments i.e. 58% and initial assessments 38% whilst 4% of the feedback was from reinstatement assessments.

The following results are based on an analysis of all the feedback received during the period beginning 1 April 2018 to 31 March 2019.

☑ 100% rated SADCAS overall accreditation services from good to excellent with 84% rating from very good to excellent. Refer to Figure 1.
100% rated SADCAS accreditation for accuracy and completeness of technical information from good to excellent with 90% rating from very good to excellent. Refer to Figure 2.

100% rated SADCAS accreditation process timelines from satisfactory (2%), good (10%), very good (42%) to excellent (46%). Refer to Figure 3.

100% rated professionalism of assessment team from satisfactory (8%), good (6%), very good (29%) to excellent (57%). Refer to Figure 4.

Although 100% rated overall accreditation services from good to excellent there was a decline in overall satisfaction with 84 rating from good to excellent compared to 2017/18 when 97% rated overall satisfaction on accreditation service from very good to excellent. Refer to Figure 5.

General Comments – The general comments were that customers were satisfied with all aspects of the accreditation services and encouraged SADCAS to keep up the quality of services. Some of the facilities that have been assessed more than once noted an improvement in all the stages of the assessment whilst others expressed their concern on communication especially at corrective action stage and the need for assessors to be open minded during assessments.
<table>
<thead>
<tr>
<th>Course</th>
<th>Date(s)</th>
<th>Venue (Country/City)</th>
<th>Fees (BWP)</th>
<th>Fees (USD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ISO/IEC 17025:2017 Requirements and Internal Auditing</td>
<td>08 -12 April 2019</td>
<td>Gaborone, Botswana</td>
<td>Inhouse</td>
<td>-</td>
</tr>
<tr>
<td>ISO/IEC 17025:2017 Bridging</td>
<td>24 to 26 April 2019</td>
<td>Bindura, Zimbabwe</td>
<td>Inhouse</td>
<td>-</td>
</tr>
<tr>
<td>ISO/IEC 17025:2017 Requirements and Internal Auditing</td>
<td>13 to 17 May 2019</td>
<td>Blantyre, Malawi</td>
<td>Inhouse</td>
<td>-</td>
</tr>
<tr>
<td>ISO/IEC 17025:2017 Requirements and Internal Auditing</td>
<td>20 May – 24 May 2019</td>
<td>Mwanza, Tanzania</td>
<td>Inhouse</td>
<td>-</td>
</tr>
<tr>
<td>Method Validation &amp; Measurement Uncertainty</td>
<td>20 – 24 May 2019</td>
<td>Lubumbashi, DRC</td>
<td>Inhouse</td>
<td>-</td>
</tr>
<tr>
<td>ISO 15189:2012 Requirements and Internal Auditing</td>
<td>10 - 14 June 2019</td>
<td>Gaborone, Botswana</td>
<td>Inhouse</td>
<td>-</td>
</tr>
<tr>
<td>ISO/IEC 17025:2017 Requirements and Internal Auditing</td>
<td>10 - 14 June 2019</td>
<td>Gaborone, Botswana</td>
<td>Inhouse</td>
<td>9,100</td>
</tr>
<tr>
<td>ISO/IEC 17025:2017 Requirements and Internal Auditing</td>
<td>10 – 14 June 2019</td>
<td>Windhoek, Namibia</td>
<td>Inhouse</td>
<td>9,100</td>
</tr>
<tr>
<td>ISO/IEC 17025:2017 Awareness</td>
<td>24 June 2019</td>
<td>Kinshasa, DRC</td>
<td>Inhouse</td>
<td>-</td>
</tr>
<tr>
<td>ISO/IEC 17025:2017 Awareness</td>
<td>24 June 2019</td>
<td>Windhoek, Namibia</td>
<td>Inhouse</td>
<td>-</td>
</tr>
<tr>
<td>ISO/IEC 17025:2017 Requirements and Internal Auditing</td>
<td>25 – 29 June 2019</td>
<td>Windhoek, Namibia</td>
<td>Inhouse</td>
<td>-</td>
</tr>
<tr>
<td>ISO/IEC 17025:2017 Requirements and Internal Auditing</td>
<td>25 – 29 June 2019</td>
<td>Kinshasa, DRC</td>
<td>Inhouse</td>
<td>-</td>
</tr>
<tr>
<td>Method Validation &amp; Measurement Uncertainty</td>
<td>08 to 12 July 2019</td>
<td>Windhoek, Namibia</td>
<td>Inhouse</td>
<td>9,100</td>
</tr>
<tr>
<td>ISO/IEC 17025:2017 Awareness</td>
<td>15 July 2019</td>
<td>Antananarivo, Madagascar</td>
<td>Inhouse</td>
<td>-</td>
</tr>
<tr>
<td>ISO/IEC 17025:2017 Awareness</td>
<td>15 July 2019</td>
<td>TBA</td>
<td>Inhouse</td>
<td>-</td>
</tr>
<tr>
<td>ISO 15189 Awareness</td>
<td>15 July 2019</td>
<td>Lusaka, Zambia</td>
<td>Inhouse</td>
<td>-</td>
</tr>
<tr>
<td>ISO 15189:2012 Requirements and Internal Auditing</td>
<td>16 – 20 July 2019</td>
<td>Lusaka, Zambia</td>
<td>Inhouse</td>
<td>-</td>
</tr>
<tr>
<td>ISO/IEC 17025:2017 Requirements and Internal Auditing</td>
<td>16 – 20 July 2019</td>
<td>Antananarivo, Madagascar</td>
<td>Inhouse</td>
<td>-</td>
</tr>
<tr>
<td>ISO/IEC 17025:2017 Requirements and Internal Auditing</td>
<td>16 - 20 July 2019</td>
<td>TBA</td>
<td>Inhouse</td>
<td>-</td>
</tr>
<tr>
<td>ISO/IEC 17025:2017 Awareness</td>
<td>29 July 2019</td>
<td>Botswana</td>
<td>Inhouse</td>
<td>-</td>
</tr>
<tr>
<td>ISO/IEC 17025:2017 Requirements and Internal Auditing</td>
<td>30 July to 03 Aug 2019</td>
<td>Botswana</td>
<td>Inhouse</td>
<td>-</td>
</tr>
<tr>
<td>Method Validation &amp; Measurement Uncertainty</td>
<td>05 to 09 Aug 2019</td>
<td>Botswana</td>
<td>Inhouse</td>
<td>-</td>
</tr>
<tr>
<td>ISO 15189:2012 Requirements and Internal Auditing</td>
<td>12 – 16 August 2019</td>
<td>Windhoek, Namibia</td>
<td>Inhouse</td>
<td>-</td>
</tr>
<tr>
<td>ISO/IEC 17020:2012 Requirements and Internal Auditing</td>
<td>06 – 10 August 2019</td>
<td>Botswana, Gaborone</td>
<td>Inhouse</td>
<td>9,100</td>
</tr>
<tr>
<td>ISO/IEC 17025:2017 Requirements and Internal Auditing</td>
<td>20 – 24 August 2019</td>
<td>Namibia, Windhoek</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Method Validation &amp; Measurement Uncertainty</td>
<td>23 t- 27 September 2019</td>
<td>Tanzania, Dar es Salaam</td>
<td>-</td>
<td>890</td>
</tr>
</tbody>
</table>
To register for any of the above open courses please download SADCAS F 70 (b) - Training Booking Form from SADCAS website: [http://www.sadcas.org/sadc-as-forms-english?page=2](http://www.sadcas.org/sadc-as-forms-english?page=2) or contact SADCAS at info@sadcas.org for more information.

### 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

<table>
<thead>
<tr>
<th>Course</th>
<th>Date(s)</th>
<th>Venue (Country/City)</th>
<th>Fees (BWP)</th>
<th>Fees (USD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Method Validation &amp; Measurement Uncertainty</td>
<td>(TBA) November 2019</td>
<td>Swaziland, Mbabane</td>
<td>9,100</td>
<td>-</td>
</tr>
<tr>
<td>ISO 15189:2012 Requirements and Internal Auditing</td>
<td>21 – 25 October 2019</td>
<td>Botswana, Gaborone</td>
<td>9,100</td>
<td>-</td>
</tr>
<tr>
<td>ISO/IEC 17020:2012 Requirements and Internal Auditing</td>
<td>21 – 25 October 2019</td>
<td>Gaborone, Botswana</td>
<td>9,100</td>
<td>-</td>
</tr>
<tr>
<td>ISO/IEC 17025:2017 Requirements and Internal Auditing</td>
<td>21 – 25 October 2019</td>
<td>Lesotho, Maseru</td>
<td>9,100</td>
<td>-</td>
</tr>
<tr>
<td>ISO/IEC 17025:2017 Requirements and Internal Auditing</td>
<td>04 – 08 November 2019</td>
<td>Gaborone, Botswana</td>
<td>9,100</td>
<td>-</td>
</tr>
<tr>
<td>ISO/IEC 17020:2012 Requirements and Internal Auditing</td>
<td>04 – 08 November 2019</td>
<td>Swaziland, Mbabane</td>
<td>9,100</td>
<td>-</td>
</tr>
<tr>
<td>ISO 15189:2012 Requirements and Internal Auditing</td>
<td>(TBA) February 2019</td>
<td>Gaborone, Botswana</td>
<td>9,100</td>
<td>-</td>
</tr>
<tr>
<td>ISO/IEC 17025:2017 Requirements and Internal Auditing</td>
<td>10 - 13 February 2019</td>
<td>Gaborone, Botswana</td>
<td>9,100</td>
<td>-</td>
</tr>
<tr>
<td>ISO/IEC 17025:2017 Requirements and Internal Auditing</td>
<td>02 – 06 March 2019</td>
<td>Namibia, Windhoek</td>
<td>9,100</td>
<td>-</td>
</tr>
</tbody>
</table>
Training Courses Offered by SADCAS

The Southern African Development Community Accredita- tion Service (SADCAS) provides training for conformity assess- ment 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 17025:2017 Requirements and Internal auditing for calibration/testing laboratories

The objective of the 5-day 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

Three-day ISO/IEC 17025:2017 Bridging Course to the new standard

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
- 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
<table>
<thead>
<tr>
<th>Organization &amp; Location</th>
<th>Scheme</th>
<th>Dates</th>
<th>New Accreditations</th>
<th>Scopes Extension</th>
<th>Suspension</th>
<th>Withdrawal</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Biomedical Research &amp; Training Institute Zimbabwe</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>MED 009</td>
<td>Microbiology</td>
</tr>
<tr>
<td>Muhimbili National Hospital Tanzania</td>
<td>Medical to ISO 15189</td>
<td>2018-12-05</td>
<td></td>
<td></td>
<td>MED 005</td>
<td>Serology</td>
<td>Cytology</td>
</tr>
<tr>
<td>Appliance Test Center Eswatini</td>
<td>Testing to ISO/IEC 17025</td>
<td>2018-12-19</td>
<td>TEST-4 0001</td>
<td>Electrical</td>
<td></td>
<td></td>
<td>Engineering</td>
</tr>
<tr>
<td>Lamworld Technologies (Pty) Ltd Botswana</td>
<td></td>
<td>2018-12-28</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Doubletime Investments (Pty) Ltd t/a Non-invasive Technologies Zimbabwe</td>
<td></td>
<td>2018-12-28</td>
<td></td>
<td></td>
<td>INSP-5 005</td>
<td>Mass</td>
<td>Pressure</td>
</tr>
<tr>
<td>Kamoto Copper Company Democratic Republic of Congo</td>
<td>Testing to ISO/IEC 17025</td>
<td>2019-01-24</td>
<td>TEST-5 0035</td>
<td>Chemical</td>
<td></td>
<td></td>
<td>Analysis</td>
</tr>
<tr>
<td>Rankin Engineering Consultants Zambia</td>
<td>Testing to ISO/IEC 17025</td>
<td>2019-01-25</td>
<td>TEST-3 0004</td>
<td>Civil Engineering</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OCC Kasumbalesa Democratic Republic of Congo</td>
<td>Testing to ISO/IEC 17025</td>
<td>2019-03-08</td>
<td>TEST-1 0016</td>
<td>Microbiological</td>
<td></td>
<td></td>
<td>Analysis</td>
</tr>
<tr>
<td>Dundee Precious Metals Namibia</td>
<td>Testing to ISO/IEC 17025</td>
<td>2019-03-11</td>
<td>TEST-5 0037</td>
<td>Chemical</td>
<td></td>
<td></td>
<td>Analysis</td>
</tr>
<tr>
<td>Central Tuberculosis Reference Laboratory Tanzania</td>
<td>Medical to ISO 15189</td>
<td>2019-03-11</td>
<td>MED 030</td>
<td>Microbiology</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Status of Key Accreditation Standards and IAF/ILAC Documents

<table>
<thead>
<tr>
<th>Organization &amp; Location</th>
<th>Scheme</th>
<th>Dates</th>
<th>New Accreditations</th>
<th>Scopes Extension</th>
<th>Suspension</th>
<th>Withdrawal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dundee Precious Metals Namibia</td>
<td>Testing to ISO/IEC 17025</td>
<td>2019-03-11</td>
<td>TEST-5 0037 Chemical Analysis</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Central Tuberculosis Reference Laboratory Tanzania</td>
<td>Medical to ISO 15189</td>
<td>2019-03-11</td>
<td>MED 030 Microbiology</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Royal Sugar Company Eswatini</td>
<td>Testing to ISO/IEC 17025</td>
<td>2019-03-26</td>
<td>TEST-5 0038 Chemical Analysis</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Municipal Council of Mbabane Eswatini</td>
<td>Testing to ISO/IEC 17025</td>
<td>2019-03-30</td>
<td>TEST-1 0017 Microbiological Analysis</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Status of Key Accreditation Standards

<table>
<thead>
<tr>
<th>STANDARD</th>
<th>STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>ISO/IEC DIS 17000 Conformity assessment – Vocabulary and general principles</td>
<td>Draft International Standard (DIS) registered</td>
</tr>
<tr>
<td>ISO/IEC TS 17021-8 Conformity assessment – Requirements for bodies providing audit and certification of management systems – Part 8 Competence requirements for auditing and certification of management systems for sustainable development in communities</td>
<td>International standard published as at 2019-01. This document specifies additional competence requirements for personnel involved in the audit and certification process of a management system for sustainable development in communities and complements the existing requirements of ISO/IEC 17021-1</td>
</tr>
<tr>
<td>ISO/IEC WD TR 17032 Conformity assessment - Guidelines and examples of a certification scheme for processes</td>
<td>Committee Draft (CD) study/ballot initiated</td>
</tr>
<tr>
<td>ISO/TS 22003:2013 Requirements for bodies providing audit and certification of food safety management system</td>
<td>Standard under revision at Working Draft (WD) stage</td>
</tr>
<tr>
<td>ISO 14065 Greenhouse gases - Requirements for greenhouse gas validation and verification bodies for use in accreditation or other forms of recognition</td>
<td>Close of comment period and Committee Draft referred back to working group</td>
</tr>
<tr>
<td>STANDARD</td>
<td>STATUS</td>
</tr>
<tr>
<td>----------</td>
<td>--------</td>
</tr>
<tr>
<td>ISO/TS 23406 Nuclear sector - Requirements for bodies providing audit and certification of quality management systems for organizations supplying products and services important to nuclear safety (ITNS)</td>
<td>Standard under development at Working Draft (WD) stage</td>
</tr>
<tr>
<td>ILAC P 8:03/2019 ILAC Mutual Recognition Arrangement (Arrangement): Supplementary requirements for the use of accreditation symbols and for claims of accreditation status by accredited conformity assessment bodies</td>
<td>Published in March 2019. The requirements in this document has been developed to ensure a more uniform approach to the use of accreditation symbols and for the manner in which a CAB may refer to its accreditation status and make claims in relation to the ILAC MRA.</td>
</tr>
<tr>
<td>IAF MD 11: 2019 Mandatory document for the application of ISO/IEC 17021-1 for audits of integrated management systems</td>
<td>Issue 2, issued on 17 January 2019; Application from 17 January 2020. This document provides requirements for the application of ISO/IEC 17021-1 for the planning and delivery of audits of IMS and, if appropriate the certification of an organization’s management system(s) against two or more sets of audit criteria/standards.</td>
</tr>
<tr>
<td>A002-02 SADCA Quality Manual</td>
<td>Approved on 14 March 2019</td>
</tr>
<tr>
<td>A004-02 Guidelines for the use of the SADCA logo</td>
<td>Approved on 14 March 2019</td>
</tr>
<tr>
<td>A005-02 SADCA Code of Ethics</td>
<td>Approved on 14 March 2019</td>
</tr>
<tr>
<td>M001-02 SADCA Policies and Procedures for an MRA among ABs</td>
<td>Approved on 14 March 2019</td>
</tr>
<tr>
<td>M002-02 SADCA MRA</td>
<td>Approved on 14 March 2019</td>
</tr>
<tr>
<td>ISO/NP TS 17033 Conformity assessment – Ethical claims, Labels and supporting information – Requirements</td>
<td>New Project approved</td>
</tr>
<tr>
<td>P001-02 SADCA Membership Admission Procedure</td>
<td>Approved on 14 March 2019</td>
</tr>
<tr>
<td>P004-01 Joint Evaluations with other regional cooperation’s</td>
<td>Approved on 14 March 2019</td>
</tr>
<tr>
<td>P011-02 Process and procedure for the selection, qualification and monitoring of evaluators</td>
<td>Approved on 14 March 2019</td>
</tr>
<tr>
<td>P012-02 SADCA Records Management Procedure</td>
<td>Approved on 14 March 2019</td>
</tr>
<tr>
<td>F003-02 Application for Ordinary Membership</td>
<td>Approved on 10 March 2019</td>
</tr>
<tr>
<td>F004-02 Application for Associate Membership</td>
<td>Approved on 10 March 2019</td>
</tr>
<tr>
<td>F005-02 Application for Stakeholder Membership</td>
<td>Approved on 10 March 2019</td>
</tr>
<tr>
<td>F007-02 Application for an AB to Join the SADCA Arrangement</td>
<td>Approved on 10 March 2019</td>
</tr>
<tr>
<td>STANDARD</td>
<td>STATUS</td>
</tr>
<tr>
<td>----------</td>
<td>--------</td>
</tr>
<tr>
<td>ISO/IEC 17065:2012</td>
<td>Conformity assessment - Requirements for bodies certifying products, processes and services</td>
</tr>
<tr>
<td>ILAC R1:03/2018</td>
<td>Management of ILAC documents</td>
</tr>
<tr>
<td>IAF/ILAC A1:01/2018</td>
<td>IAF/ILAC Multi-Lateral Mutual Recognition Arrangements (Arrangements) : Requirements and procedures for evaluation of a Regional Group</td>
</tr>
<tr>
<td>IAF/ILAC A2:01/2018</td>
<td>IAF/ILAC Multi-Lateral Mutual Recognition Arrangements (Arrangements) : Requirements and procedures for evaluation of a Single Accreditation Body</td>
</tr>
<tr>
<td>IAF/ILAC A3:01/2018</td>
<td>IAF/ILAC Multi-Lateral Mutual Recognition Arrangements (Arrangements) : Template report for the peer evaluation of an Accreditation Body based on ISO/IEC 17011:2017</td>
</tr>
<tr>
<td>IAF/ILAC A6:01/2018</td>
<td>Approval process for IAF/ILAC A – Series documents</td>
</tr>
<tr>
<td>IAF MD 1:2018</td>
<td>IAF Mandatory document for the audit and certification of a management system operated by a multi-site organization</td>
</tr>
<tr>
<td>IAF MD 21:2018</td>
<td>Requirements for the migration to ISO 45001:2018 from OHSAS 18001:2007</td>
</tr>
<tr>
<td>IAF MD 22:2018</td>
<td>Application of ISO/IEC 17021-1 for the certification of occupational health and safety management systems (OH&amp;SMS)</td>
</tr>
</tbody>
</table>
### Diary of Upcoming Events

<table>
<thead>
<tr>
<th>DATES</th>
<th>MEETINGS</th>
<th>VENUE</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 April 2019</td>
<td>Quality Infrastructure Forum</td>
<td>Brussels, Belgium</td>
</tr>
<tr>
<td>4 - 11 April 2019</td>
<td>ILAC/IAF Mid-term Meetings</td>
<td>Mexico City, Mexico</td>
</tr>
<tr>
<td>10 – 12 April 2019</td>
<td>ISO/CASCO WG 52 (3rd Meeting) ISO/IEC NP TR 17032</td>
<td>Munich, Germany</td>
</tr>
<tr>
<td>26 - 28 April 2019</td>
<td>AFRAC Peer Evaluator Training</td>
<td>Nairobi, Kenya</td>
</tr>
<tr>
<td>29 April – 1 May 2019</td>
<td>2019 AFRAC Mid-term Meetings</td>
<td>Nairobi, Kenya</td>
</tr>
<tr>
<td>1 May 2019</td>
<td>ISO/CASCO Workshop on ISO/IEC 17025</td>
<td>Nairobi, Kenya</td>
</tr>
<tr>
<td>1 – 2 May 2019</td>
<td>ISO/CASCO 34th Plenary session</td>
<td>Nairobi, Kenya</td>
</tr>
<tr>
<td>3 May 2019</td>
<td>ISO/CASCO Workshop on Market Surveillance</td>
<td>Nairobi, Kenya</td>
</tr>
<tr>
<td>16 May 2019</td>
<td>SADCAS HRRC Meeting</td>
<td>Johannesburg, South Africa</td>
</tr>
<tr>
<td>16 May 2019</td>
<td>SADCAS FRAC Meeting</td>
<td>Johannesburg, South Africa</td>
</tr>
<tr>
<td>17 May 2019</td>
<td>SADCAS Board of Directors</td>
<td>Johannesburg, South Africa</td>
</tr>
<tr>
<td>22 – 23 May 2019</td>
<td>EA General Assembly</td>
<td>Rome, Italy</td>
</tr>
<tr>
<td>27 May – 1 June 2019</td>
<td>Re-evaluation of SADCAS by AFRAC</td>
<td>Gaborone, Botswana</td>
</tr>
<tr>
<td>28 -30 May 2019</td>
<td>ISO TC 212 WG 1 Meeting</td>
<td>London, United Kingdom</td>
</tr>
<tr>
<td>9 June 2019</td>
<td>World Accreditation Day</td>
<td></td>
</tr>
<tr>
<td>12 -13 June 2019</td>
<td>47th EEE PT WG Meeting</td>
<td>Szeged, Hungary</td>
</tr>
<tr>
<td>10 – 13 June 2019</td>
<td>REMCO 42nd Meeting</td>
<td>South Korea</td>
</tr>
</tbody>
</table>