

### SADCAS Holds 10th Annual General Meeting

The Southern African Development Community Accreditation Service (SADCAS) held its 10<sup>th</sup> Annual General Meeting (AGM) on 17 March 2015 at the Grand Hotel in Kinshasa Gombe, DRC. The AGM was held in conjunction with the 30<sup>th</sup> SADC TBT Cooperation Structures meetings and attended by over 40 General Assembly members and observers.

This was the first time that the SADCAS AGM was held in DRC. Mr Steve Bruce Sidney the Chairman of the SADCAS Board of Directors presided as the Chairman of AGM and welcomed members and observers to the 10<sup>th</sup> SADCAS AGM. In his report to the AGM, Mr Sidney reviewed the progress made since April 2014 highlighting the achievements so far with a 25% growth in number of accreditations and 32% growth in training services. He also noted the great strides made towards international recognition of SADCAS accreditation programs with SADCAS having successfully undergone a joint pre peer evaluation by the International Laboratory Accreditation Cooperation (ILAC) and African Accreditation Cooperation (AFRAC) He advised members that SADCAS was now set to undergo a full peer evaluation in May/June 2015. The Chairman noted that SADCAS business is growing both in terms of scope and field of accreditation as well as geographical coverage. The meeting attended to the normal AGM business including the adoption of the 6<sup>th</sup> SADCAS annual report including the audited financial statements for the year ended 31 March 2014, ratification of the budget for the year 2015/16, appointed external financial auditors for the year 2014/15, appointed the Company secretary for the year beginning 1 April 2015 up to 31 March 2016. The Board also considered the proposal on Board remuneration. Elections were also held for 2 Board positions one of which was a re-election and for which nominations had been received prior to the meeting.

*Continued to p 2*

### Inside This Issue

Two Members Retire from the SADCAS Board of Directors	3	World Accreditation Day 2015	27
SADCAS General Assembly Elects New Board Member	3	2015 Mid-Term ILAC Technical Committee Meetings	28
SADCAS Appoints New Board Member	4	SADC TBT Cooperation Structures Holds Workshop in DRC	29
NAFP-Swaziland Awarded Certificate of Recognition	4	SADCA Executive Committee Meets	30
NAFPs Attend Marketing and Communication Workshop	6	SADCA Holds its 19th Annual Meeting	33
NAFP-Madagascar Resumes Activities	7	SADCA Launches Accreditation Toolkit for Conformity Assessment Bodies	35
Lancet Laboratories Swaziland Accredited	8	SADCAS Conducts Another ISO/IEC 17025 Course in Namibia	36
Nyangabgwe Referral Hospital Laboratory Accredited	9	First ISO/IEC 17020 Requirements and Internal Auditing Course held in Swaziland	37
More Laboratories Accredited	11	Masego Laetsang Registered as SADCAS Assessor	38
SADCAS' Experiences—Medical Laboratories Accreditation Programme	12	Update on Training of Assessors SADC EU EDF 10 REIS Programme	38
SADCAS CEO Visits Phoenix Analytical Services	17	Xavier Mugari on Attachment Training at SANAS	38
SADCAS Pays Courtesy Call on Principal Secretary—Swaziland Ministry of Commerce, Industry and Trade	18	ISO Guide 34 being Revised	39
Targeted Marketing Visit Undertaken in Madagascar	19	Customer Satisfaction Survey—Accreditation—2014/15 Results	42
Report on Targeted Marketing Visits Undertaken in Swaziland	20	Status of Key Accreditation Standards and IAF/ILAC Documents	45
ILAC/IAF/ISO/IIOC Launch New Website	26	Diary of Upcoming Events	48

Continued from p 1



10th AGM in Session

## Two Members Retire from the SADCAS Board of Directors

Two members of the SADCAS Board of Directors Mrs Christine Eve Gadzikwa and Mr Viki Mbuya Kanama retired from the SADCAS Board of Directors having served 2 consecutive three-year terms as non-Executive Board members.

Mrs Gadzikwa is the Director of the Standards Association of Zimbabwe and was first appointed to the SADCAS Board of Directors in 2009 and re-elected in 2012 to serve for the second three year term. During her tenure, Eve as she was affectionately called by all, served as a member of the Finance, Risk and Audit Committee and also as Chairman of the Human Resources and Remuneration Committee.

Mr Kanama who is also the NAFF - DRC, was also first appointed to the SADCAS Board of Directors in 2009 and re-elected in 2012 to serve for the second three-year term.

The SADCAS General Assembly during the 10<sup>th</sup> SADCAS Annual General Meeting, thanked Mrs Gadzikwa and Mr Kanama for their valuable contributions to the governance of SADCAS over the years. Both Mrs Gadzikwa and Mr Kanama were presented with Certificates of Appreciation during the special Board meeting held on 17 March 2015 to finalize the preparations for the 10<sup>th</sup> Annual General meeting.



Mrs CE Gadzikwa and Mr VM Kanama receiving certificates of appreciation from Mr Steve Sidney—SADCAS Board Chairman

## SADCAS General Assembly Elects New Board Member



The SADCAS is proud to announce the election of Mr Davlin Moyanda Damaziel Chokazinga as a member of the SADCAS Board of Directors. Mr Chokazinga was elected onto the SADCAS Board of Directors at the 10<sup>th</sup> SADCAS Annual General Meeting on 17 March 2015 in Kinshasa Gombe, Democratic Republic of Congo for a term of 3 years renewable for a second term of 3 years.

Davlin Chokazinga is the Director General of the Malawi Bureau of Standards a position he has held for 6 years. Mr Chokazinga joined the Malawi Bureau of Standards in 1989 and held various positions from Scientific Officer, Laboratory Manager, Director Technical Services, Deputy Director General, and Acting Director to Director General over the 26 years that he has been with the Bureau. He holds a BSc degree in Chemistry and Mathematics from the University of Malawi, Chancellor College, Master of Science from Curtin University of Technology, Australia. He is currently completing his studies towards a Master of Business Administration. Mr Chokazinga brings to the Board his many years of experience in conformity assessment.

## SADCAS Appoints New Board Member



SADCAS is proud to announce the appointment of Mr Manuel Mutale as a member of the SADCAS Board of Directors. Mr Mutale was co-opted onto the SADCAS Board of Directors with effect from 15 April 2015. In line with Article 25 of the SADCAS Articles of Association, Mr Mutale shall hold office until the next annual general meeting when he shall then be eligible for election for a term of 3 years.

Mr Mutale is the Executive Director of the Zambia Bureau of Standards (ZABS) a position which he took up in 2012. Prior to joining ZABS, Mr Mutale was the Managing Director of Mulonga Water and Sewerage Company for 5 years from 2006 to 2012 having risen up the ranks from Finance Director of the Company of which he was from 2004 to 2006. Before joining Mulonga Water and Sewerage Company, Mr Mutale was a Senior Auditor with KPMG Chartered Accountants in Kitwe Zambia. A Fellow of the Chartered Certified Accountants (UK) and the Zambia Institute of Chartered Accountants Mr Mutale holds a Master's degree in Business Administration and a Bachelor's degree in Chemistry. Mr Mutale sits on various Boards.

## NAFP-Swaziland Awarded Certificate of Recognition

The National Accreditation Focal Point (NAFP) for Swaziland which is housed within the Ministry of Commerce, Industry and Trade was awarded a certificate of recognition for their effort and contributions towards SADC accreditation goals. The NAFP Award ceremony was held in conjunction with the 10<sup>th</sup> SADCAS Annual General Meeting held on 17 March 2015 in Kinshasa Gombe, DRC.

National Accreditation Focal Points who are appointed by their respective governments are mainly responsible for promoting accreditation and marketing of SADCAS services within their respective countries. They are SADCAS tentacles of reaching out to clients/potential clients as well as stakeholders including the general public in SADC Member States that are serviced by SADCAS. The NAFP Handbook guides NAFPs in their day to day work. In executing SADCAS activities, NAFPs prepare annual implementation plans in support of SADCAS annual implementation plans in order to achieve SADCAS objectives. The implementation by NAFPs of national action plans is monitored for progress by SADCAS through quarterly reports.

The 2015 NAFP Award is the 7<sup>th</sup> to be held having had the inaugural ceremony in 2009. The Award is based on the reports for the period 1 January up to 31 December 2014 using five (5) criteria weighted according to their importance with the following 3 criteria considered key thus weighted high:

- Regularly and timeously submits quarterly reports on activities to SADCAS (20);
- Effectively progressed implementation of their respective country's action plan (30); and
- Contributed towards SADCAS goals (35).

For this award the criteria on contributions towards SADCAS goals also took into account facilitation of payments of governments' contributions towards SADCAS sustainability. Presiding over the Award ceremony, the SADCAS Chief Executive Officer, Mrs Maureen Mutasa, said that based on the evaluation and score matrices, the SADCAS Board of Directors at its 39<sup>th</sup> meeting held on 19 February 2015 decided to award the 2015 certificate of recognition to NAFP- Swaziland with NAFP-Botswana and Democratic Republic of Congo (DRC) as first runner up and second runner up respectively.

NAFP - Swaziland which was established in 2006 is manned by 2 officers Mrs Sybil Sthembiso Dlamini and Ms Phindile Dlamini and is housed within the Ministry of Commerce, Industry and Trade. NAFP-Swaziland made very good progress in implementing their national action plan which contributes to SADCAS goal realization. This was evidenced by the highest country average estimate realization of 86%. The activities included awareness raising and promotional workshop and meetings with stakeholders of which 5 were undertaken, undertook 12 targeted promotional and marketing

Continued from p 4

visits to conformity assessment bodies and regulators, handled and reported on 11 enquiries of which NAFP-Swaziland handled the highest, contributed articles in the Pioneer, distributed SADCAS promotional materials, and produced and distributed marketing regalia. To commemorate World Accreditation Day (WAD), the NAFP took it to the streets and in style by marching from the Mbabane City Centre to the venue of the WAD conference. NAFP-Swaziland submitted regularly quarterly reports and usually well ahead of the prescribed times. During the period under review, SADCAS accredited one medical laboratory from Swaziland the first facility to be accredited by SADCAS in Swaziland, undertook 3 training courses and has another 2 courses scheduled to be held by 31 March 2015. The Government of Swaziland has paid 36% of its contribution towards SADCAS sustainability thanks to the NAFPs efforts in pursuing the payment.



Award winners Mrs Sybil Dlamini and Ms Phindile Dlamini (NAFPs Swaziland) From left to right: Mr Steve Sidney Chairman of SADCAS Board of Directors, Mr Edward Mmatli, NAFP-Botswana and Mrs Christine E Gadzikwa Chairman Human Resources & Remuneration Committee



From left to right: Mr Steve Sidney, Mr Viki Mbuya Kanana and Mrs Apauline Matata Feza (NAFPs DRC) and Mrs Christine E Gadzikwa 2015 Award winners pose for a group photo with Mrs Maureen P Mutasa—SADCAS CEO, Mr Sidney and Mrs Gadzikwa

In her acceptance speech and on behalf of the Kingdom of Swaziland, Ms Phindile Dlamini thanked SADCAS for the recognition and the Government of the Kingdom of Swaziland for the support towards accreditation activities in the country.

Going forward and from 2016, an Award will be introduced for the most improved NAFP. This will change the landscape for the NAFP Certificate of Recognition and will no doubt motivate other NAFPs.

## NAFPs Attend Marketing and Communication Workshop

A total of 21 officers from all the 13 National Accreditation Focal Points (NAFPs) namely: Angola (1); Botswana (2); Democratic Republic of Congo (DRC) (2); Lesotho (2); Madagascar (2); Malawi (2); Mozambique (1); Namibia (1); Seychelles (1); Swaziland (2); Tanzania (1); Zambia (2); and Zimbabwe (2) attended a Marketing and Communications workshop held in Gaborone, Botswana from 25 to 27 February 2015. The training workshop which was facilitated by Ms Estelle Gautier of Thinkplan was also attended by 3 SADCAS staff who provided the necessary support on accreditation issues and SADCAS service offering.



NAFPs and SADCAS staff at the Marketing and Communications Workshop pose for a photo with Mrs Maureen P Mutasa, Dr Elsie Meintjies, SADC, Dr Oswald Chinyamakobvu, EU EDF REIS SQAM Program Officer and Ms Estelle Gautier, the Facilitator

This was the second training on Marketing and Communications to be held for NAFPs with the first course having been held in 2009. National Accreditation Focal Points play the key role of being the administrative link between SADCAS and clients and or potential clients in the 13 SADC Member States that are serviced by SADCAS. The NAFPs are mainly responsible for promoting the benefits and importance of accreditation and marketing SADCAS service offering in their respective countries. Being a fairly young organization operating in developing countries where the concept of accreditation is new, SADCAS thrust has been to promote accreditation and to market SADCAS services and is a key strategy in the SADCAS five year 2012 to 2017 business plan. In order to effectively undertake this main responsibility, NAFPs are required to have good presentation and communication skills and a good knowledge of accreditation and SADCAS service offering. Although NAFPs were trained in 2009, a number of the NAFPs have left their positions and replaced by new NAFPs. The two and half days' intensive training workshop was therefore designed to capacitate the NAFPs and

in particular to impart presentation and communication skills which are critical to effective promotion and marketing.

The workshop comprised of 6 sessions the first of which was the introduction and setting the landscape of the workshop during which Dr Elsie Meintjies the Senior Program Officer SADC TBT opened the course followed by remarks by Mrs Maureen Mutasa the SADCAS Chief Executive Officer then setting of the learning landscape by the Facilitator Ms Gautier. The second session was on facilitating discussions followed by session 3 on marketing and communications when the participants unpacked the current SADCAS strategy to ensure alignment with the organization's mission and vision. Session 4 on presentation skills started on the second day of the workshop and proceeded to session 5 on presentation design covering planning, structuring and development of presentation. On the final day of the workshop the facilitator went through some of the attributes for effective presentation after which each of the participants made a presentation within their groups and for which they were peer evaluated with the group choosing the presentation to be delivered to the larger group. The training resulted in customized presentations based on the high impact presentation method as an output and as an outcome. The delegates having acquired the in depth technical knowledge in accreditation were supported by the facilitator to use this knowledge to create and deliver a powerful communication message. A message that will persuade their target audiences to buy into accreditation and a message that will encourage accredited facilities to maintain their accreditation status through surveillance assessments and reassessment. The output of the workshop also served as the basis for the development of the 2015/16 Marketing Plan framework which was done during the NAFP annual meeting held on 27 February 2015 after the workshop. The workshop was delivered in English with simultaneous translations into French and Portuguese.

*Continued from p 6*

Speaking after the training course the facilitator Ms Gautier said that she found the delegates to be very participative, motivated and rewarding to work with whilst the participants feedback was that they enjoyed the participative approach to learning and in particular found the peer learning and sharing of experience good. There was a positive team spirit which was an added benefit to getting the NAFP officers together for the training workshop.

The training course was held under the auspices of the SADC EU EDF 10 REIS Program for which SADCAS is grateful. Many thanks also go to the German International Cooperation (GIZ) for providing the facilitation boards used during the workshop and to the translators and sound engineers.

## NAFP-Madagascar Resumes Activities

Since 2009, Madagascar has not been participating in the SADC activities due to the suspension of Madagascar following the political crisis in the country. However following the lifting of Madagascar suspension in 2014, the National Accreditation Focal Point (NAFP) activities resumed with the development of its national action plan in support of the 2014/15 SADCAS annual implementation plan. The NAFP - Madagascar is housed within the national standards body, Bureau de Normes de Madagascar (BNM) in Antananarivo. The NAFP is manned by 2 officers namely: Mr Séraphin Andrianantanimahafaly who is supported by the recently appointed 2<sup>nd</sup> NAFP Mrs Henintsoa Harizafy. The appointment of the 2<sup>nd</sup> NAFP will help to improve the implementation of accreditation promotional and marketing activities at national level.



Mr Séraphin Andrianantanimahafaly—NAFP-Madagascar

Mrs Henintsoa Harizafy—Second NAFP-Madagascar

Madagascar the world's largest island has a population of 22 million. Agriculture, including **raffia**, fishing and **forestry**, is the mainstay of the economy. Madagascar is the world's principal supplier of vanilla, cloves and **ylang-ylang**. Other key agricultural resources include coffee, **lychees** and shrimp. Key mineral resources include various types of precious and semi-precious stones, and Madagascar currently provides half of the world's supply of sapphires. The island also holds one of the world's largest reserves of titanium ore, as well as important reserves of chromite, coal, iron, cobalt, copper and nickel. Several major projects are underway in the mining, **oil** and **gas** sectors that are anticipated to give a significant boost to the Malagasy economy. These include the development of the giant onshore **heavy oil** deposits at **Tsimiroro** and **Bemolanga** by **Madagascar Oil**. Exports form 28 percent of GDP and most of the country's export revenue is derived from the textiles industry, fish and shellfish, vanilla, cloves and

other foodstuffs. Accreditation which assures quality and quantity of supplies and to prove conformity of exports to international standards plays a key role in Madagascar's development.

After the development of the national action plan, the 2 NAFP officers participated in a training course on marketing and communication which was held Gaborone, Botswana from 25 to 27 February 2015. The 2 NAFPs also attended the NAFP annual meeting subsequently held on 27 February after the training course. So far only one testing laboratory has been accredited in Madagascar by COFRAC (France). The NAFP realizes that they have a lot of work to do to promote the benefits and importance of accreditation as well as to market SADCAS.

With the training provided and the networking platform provided during the annual meeting, NAFP- Madagascar is raring to go and are ready to undertake the following activities:

*Continued to p 8*

*Continued from p 7*

- ❑ Networking and exchanging experiences with other NAFFPs;
- ❑ Submit to SADCAS quarterly reports on accreditation related activities undertaken in the country;
- ❑ Submit national action plan in support of SADCAS annual implementation plans;
- ❑ Develop technical assistance projects for the coaching of CABs and promote the toolkit for CABs to prepare them for accreditation;
- ❑ Convince the Government to support NAFFP activities;
- ❑ Promote the benefits and importance of accreditation amongst stakeholders including CABs;
- ❑ Market SADCAS services amongst CABs;
- ❑ Facilitate payment by the Government of contributions towards SADCAS sustainability;
- ❑ Contribute towards economic development and growth of the country;

To the NAFFPs the lifting of Madagascar's suspension by SADC provides an opportunity to develop their country and to participate once again in the SADC activities. The NAFFP - Madagascar is committed to do their best for the benefit of the country.

## Lancet Laboratories Swaziland Accredited

To celebrate its accreditation, Lancet Laboratories Swaziland held a ceremony on Friday 13 February 2015 at Mountain Inn in Mbabane, Swaziland during which the SADCAS Chief Executive Officer handed over the accreditation certificate to the laboratory management and staff. Before the ceremony, the guests including the Honourable Mr Gideon Dlamini, Minister of Commerce, Industry and Trade, Mr Jinho Nkhambule Principal Secretary Ministry of Commerce, Industry and Trade, Dr V Magagula Director in the Ministry of Health, Mr Naveen Anand Lancet Laboratories Group Business Development Manager and Mrs Monica de Wet, Lancet Laboratories Group Quality Manager toured the laboratories premises at Mbabane Clinic Private Hospital.

The Lancet Laboratories Swaziland is the 6<sup>th</sup> medical laboratory to be accredited by SADCAS and the first facility in Swaziland to be accredited by SADCAS. Lancet Laboratories Swaziland has been accredited in the scopes: Hematology; Chemistry and Microbiology in accordance with ISO 15189: 2007. Through this accreditation, Lancet Laboratories Swaziland has been granted the unique accreditation number: MED 006; indicating that Lancet Laboratories Swaziland is now a SADCAS accredited medical laboratory. The Lancet Laboratories Swaziland certificate which was issued on 22 August 2014 is valid for 5 years until 21 August 2015.

In her remarks Mrs Monica De Wet the Lancet Laboratories Group Quality Manager gave a brief background on the Company which operates in 11 African countries and outlined the journey that Lancet Laboratories Swaziland travelled culminating with its accreditation in August 2014. "The real work begins now with the maintenance of accreditation" she challenged Lancet Laboratories Swaziland management and staff.



Lancet Laboratories management and staff pose for a photo after the certificate handover

*Continued to p 9*

*Continued from p 8*

In her speech Mrs Sybil Dlamini outlined the achievements of NAFP – Swaziland since its establishment and the support received over the years from the Government of Swaziland which had contributed to the achievements. She then introduced the SADCAS Chief Executive Officer who in her certificate handover remarks noted that Lancet Laboratories Swaziland had been accredited to the 2007 version of ISO 15189 thus reminded them of the need to transition to the 2012 version of ISO 15189 within the stipulated timelines failing which the accreditation will be suspended. She also thanked the Government of Swaziland for its contributions towards SADCAS sustainability.

Speaking on behalf of the Minister of Commerce, Industry and Trade who due to other business commitments left after the tour, Mr Jinno Nkhambuule congratulated Lancet Laboratories Swaziland for the achievement which he said is in line with Lancet Laboratories value proposition “Key to diagnosis excellence”. He pledged the Ministry’s continued support to SADCAS and the National Accreditation Focal Point –Swaziland which is housed in his Ministry.

## Nyangabwe Referral Hospital Laboratory Accredited

To celebrate its accreditation, Nyangabgwe Referral Hospital Laboratory held a ceremony on Tuesday 3 March 2015 at Adansonia Hotel in Francistown, Botswana during which the SADCAS Chief Executive Officer handed over the accreditation certificate to the Chief Medical Scientific Officer, Ministry of Health and Nyangabgwe Referral Hospital Superintendent.

The Nyangabgwe Referral Hospital Laboratory is the 7<sup>th</sup> medical laboratory to be accredited by SADCAS and the first medical laboratory in Botswana to be accredited by SADCAS and has been accredited in the scopes: Hematology; Serology; Blood Bank; Chemical Pathology; Parasitology; and Bacteriology in accordance with ISO 15189: 2007. Through this accreditation, Nyangabgwe Referral Hospital has been granted the unique accreditation number: MED 007; indicating that the Laboratory is now a SADCAS accredited medical laboratory. The Nyangabgwe Referral Hospital Laboratory certificate which was issued on 17 December 2014 is valid for 5 years until 18 December 2014.



Dr Malaki Tshipayagae  
Nyangabgwe Hospital  
Superintendent



Mr David Matema  
Chief Medical Scientific Officer  
Ministry of Health



Mrs Maureen P Mutasa  
Chief Executive Officer  
SADCAS



Mrs Kelebeletse Mokobela  
Chief Acting Head of Nyangabgwe  
Referral Hospital

In his welcome remarks Dr Tshipayagae, Nyangabgwe Hospital Superintendent thanked the laboratory staff for the achievement and urged them to maintain the accreditation. “We have been promoted from the lower league to the premier league and do not wish to be relegated to the lower league” he said. He then advised guests about the Hospital’s plans to be accredited as a whole. Speaking during the ceremony, Mr David Matema, Chief Medical Scientific Officer Ministry of Health, gave a brief background to the establishment of medical laboratories in Botswana of which 40 now exist

*Continued to p 10*

*Continued from p 9*

in the public sector. He said that accreditation of laboratories and hospital is in the forefront of the Ministry's strategy to improve the competence and quality of health care delivery system in Botswana and that they plan to have 19 public medical laboratories accredited by 2019 of which 7 including Nyangabgwe Referral Hospital Laboratory have been accredited so far.

In her speech Mrs Kelebetse Mokobela the Acting Head of the Laboratory passionately shared the journey towards accreditation which took a good 9 years from 2006 up to December 2014 when the Laboratory was accredited. She paid tribute to the Laboratory's pioneer staff who laid a strong foundation upon which the Laboratory build its management system. The Laboratory's retirees were in attendance to witness the fruits of their efforts. She also thanked the Botswana Bureau of Standards for the technical support (calibration services and training of staff) they provided over the years culminating in the accreditation of the Laboratory. Last but not least she thanked the Ministry for their financial support and staff for their hard work and dedication to duty.

In her remarks before handing over the certificate, Mrs Maureen Mutasa the SADCAS Chief Executive Officer noted that although Nyangabgwe Referral Hospital Laboratory was the first medical laboratory in Botswana to be accredited by SADCAS, another 5 public medical laboratories all under the Ministry of Health had been accredited by the South African National Accreditation System (SANAS) thus encouraged these laboratories to changeover to SADCAS as they fall within SADCAS operational boundaries. She also reminded the Laboratory that SADCAS will undertake surveillance assessment throughout the validity period of the certificate in order for the Laboratory to maintain its accreditation. "We will not hesitate to suspend or withdraw the accreditation if you do not maintain your system" she said. In congratulating the Laboratory for the noble achievement Mrs Mutasa in Setswana said "Re a le akgola".



Mr Matema and Dr Tshipayagae proudly show off the accreditation certificate



Some of the guests pose for a photo after the ceremony

Throughout the ceremony guests were entertained by live gospel music and singing by the Laboratory staff choir. After the ceremony, the guests toured the Laboratory's premises at Nyangabgwe Referral Hospital.

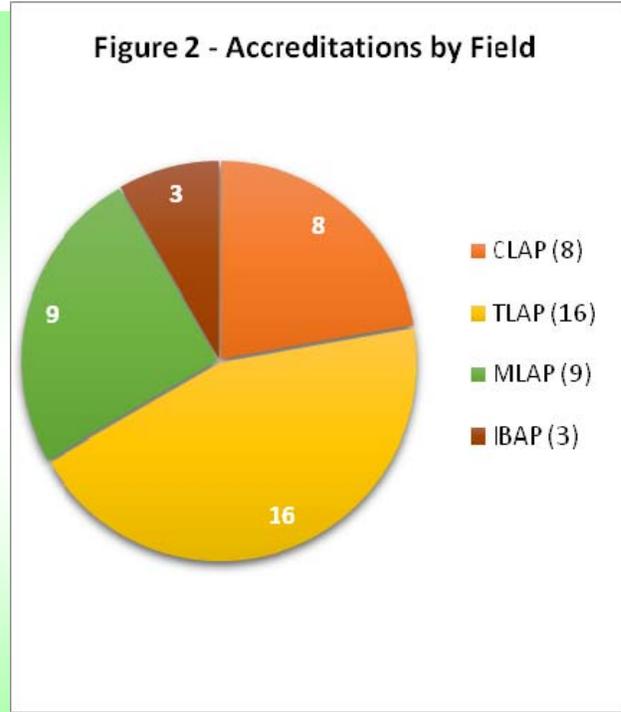
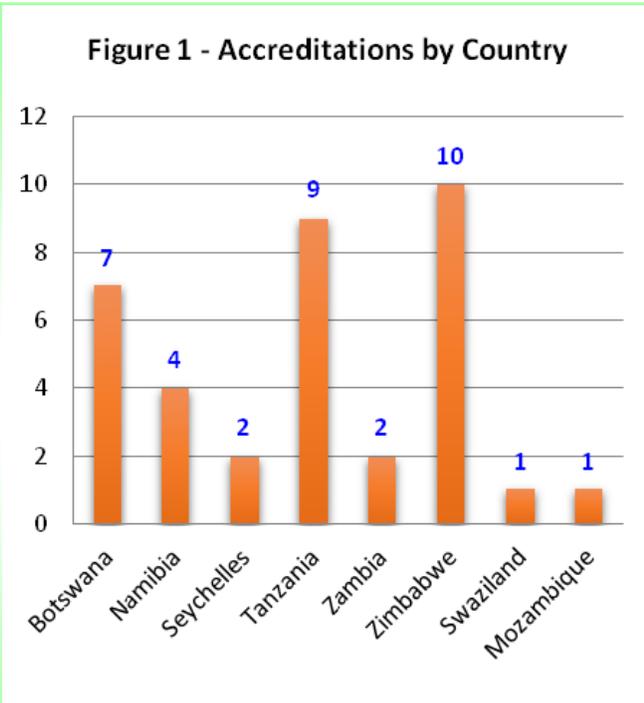
## More Laboratories Accredited

SADCAS is proud to announce the accreditation of the following laboratories under the Testing, Calibration and Medical Laboratories Programmes.

- ❑ **GNK Laboratories (Pvt) Ltd** based in Harare, Zimbabwe accredited in the scope of Chemical Analysis in accordance with ISO/IEC 17025. GNK Laboratories (Pvt) Ltd accreditation covers Geochemical and Metallurgical samples. Through this accreditation, GNK Laboratories (Pvt) Ltd has been granted the unique accreditation number **TEST-5 0010** indicating that GNK Laboratories (Pvt) Ltd is a SADCAS accredited laboratory.
- ❑ **Mwanza Zonal Water Laboratory** based in Mwanza, Tanzania accredited in the scope of Chemical Analysis in accordance with ISO/IEC 17025. Mwanza Zonal Water Laboratory accreditation covers Water Chemistry. Through this accreditation, Mwanza Zonal Water Laboratory has been granted the unique accreditation number **TEST-5 0011** indicating that Mwanza Zonal Water Laboratory is a SADCAS accredited laboratory.
- ❑ **Tanzania Minerals Audit Agency** in Dar es Salaam, Tanzania accredited in the scope of Chemical Analysis in accordance with ISO/IEC 17025. Tanzania Minerals Audit Agency accreditation covers Gold Assay. Through this accreditation, Tanzania Minerals Audit Agency has been granted the unique accreditation number **TEST-5 0012** indicating that Tanzania Minerals Audit Agency is a SADCAS accredited laboratory.
- ❑ **Intertek Commodities Mozambique Limitada** in Tete, Mozambique accredited in the scope of Chemical Analysis in accordance with ISO/IEC 17025. Intertek Commodities Mozambique Limitada accreditation covers Coal and Coke. Through this accreditation, Intertek Commodities Mozambique Limitada has been granted the unique accreditation number **TEST-5 0013** indicating that Intertek Commodities Mozambique Limitada is a SADCAS accredited laboratory.
- ❑ **Lancet Laboratories** in Gaborone, Botswana accredited in the scopes of Chemistry, Endocrinology, Serology, Haematology and Microbiology in accordance with ISO 15189. Lancet Laboratories accreditation covers Endocrinology, Chemistry, Haematology, Microbiology and Serology. Through this accreditation, Lancet Laboratories has been granted the unique accreditation number **MED 008** indicating that Lancet Laboratories is a SADCAS accredited laboratory.
- ❑ **Biomedical Research Institute and Training Centre (BRTI)** accredited in Harare, Zimbabwe in the scope of TB (Microscopy, Culture, Isolation and Drug Susceptibility) in accordance with ISO 15189. Through this accreditation, the BRTI has been granted the unique accreditation number **MED 009** indicating that Biomedical Research Institute and Training Centre is a SADCAS accredited laboratory.
- ❑ **Botswana Bureau of Standards** in Gaborone, Botswana accredited in the scope of Mass Metrology in accordance with ISO/IEC 17025. Botswana Bureau of Standards accreditation covers Mass Pieces and Weighing Instruments. Through this accreditation, Botswana Bureau of Standards has been granted the unique accreditation number **CAL-8 005** indicating that Botswana Bureau of Standards is a SADCAS accredited laboratory.
- ❑ **Lamworld Technologies (Pvt) Ltd**, in Gaborone, Botswana accredited in the scope of Mass Metrology in accordance with ISO/IEC 17025. Lamworld Technologies (Pvt) Ltd accreditation covers Mass pieces. Through this accreditation Lamworld Technologies (Pvt) Ltd has been granted the unique accreditation number **CAL-8 004** indicating that Lamworld Technologies (Pvt) Ltd is a SADCAS accredited laboratory.

With the above accreditations as at 31 March 2015, SADCAS had issued 48 accreditations to 36 accredited facilities in 8 SADC Member States namely: Botswana (7); Mozambique (1); Namibia (4); Seychelles (2); Swaziland (1); Tanzania (9); Zambia (2); and Zimbabwe (10). Refer to Figure 1. The breakdown of accreditation certificates by field: CLAP (16 certificates to 8 accredited facilities); TLAP (20 certificates to 16 accredited facilities) including veterinary; IBAP (3 certificates to 3 accredited facilities); and MLAP (9 certificates to 9 accredited facilities). Refer to Figure 2.

Continued from p 11



## SADCAS' Experiences—Medical laboratories Accreditation Programme

The SADCAS Medical Laboratories Accreditation Programme (MLAP) was established in June 2010. It is a multi-disciplinary accreditation programme operated in accordance with ISO/IEC 17011, the international standard for accreditation bodies. The fields of accreditation under the SADCAS MLAP as outlined in TG 03: Areas of Accreditation include: Biochemistry; Cytology; Hematology; Histopathology; Immunology; Microbiology; Pathology; Virology; Serology; and Andrology.

As at end of February 2015 SADCAS has accredited 7 medical laboratories 4 of which are from Tanzania, one from Swaziland, one from Botswana and one from Zimbabwe. At that time medical laboratories constituted 23% of the accredited facilities by SADCAS. Of the 7 accredited laboratories 5 are accredited under the scope Chemistry, 4 under the scope Microbiology, 4 under the scope Serology, 4 under the scope Haematology, 2 under the scope Virology, 1 under Bacteriology, one under Chemical Pathology, one under the scope Immunophenotyping, 2 under the scope Blood Bank and one under Parasitology. Refer to Figures 1 and 2. At the same time SADCAS has 19 applications from medical laboratories under process. Medical laboratories constitute 40% of the applications under process of which 11 are from Botswana, 6 from Zimbabwe and 2 from Tanzania. In terms of scopes of accreditation, 15 are for the scope Microbiology, 13 for the scope Serology, 12 for the scopes Biochemistry and Haematology each, 8 for Virology, 6 for Blood Bank, 3 for Cytology, 2 for Histopathology and 1 for Immunology. Refer to Figures 3 and 4.

Continued from p 12

Figure 1- Accreditations by Country

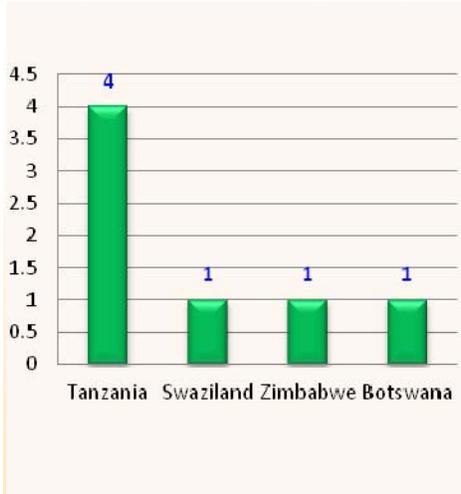


Figure 2 – Accreditation by Scope

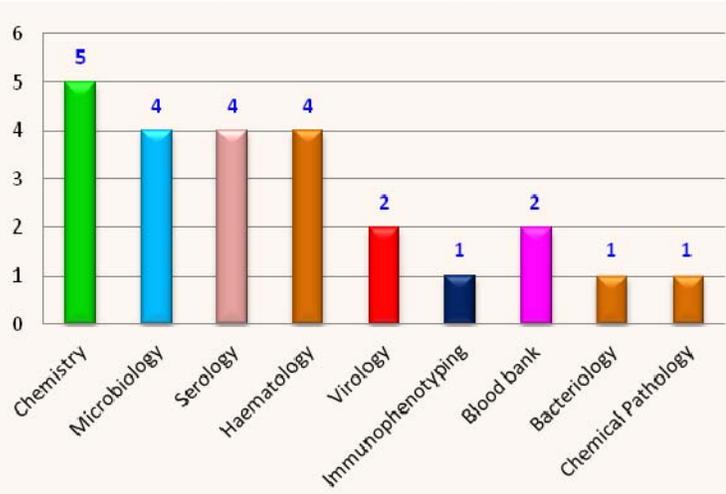


Figure 3 - Applications by Country

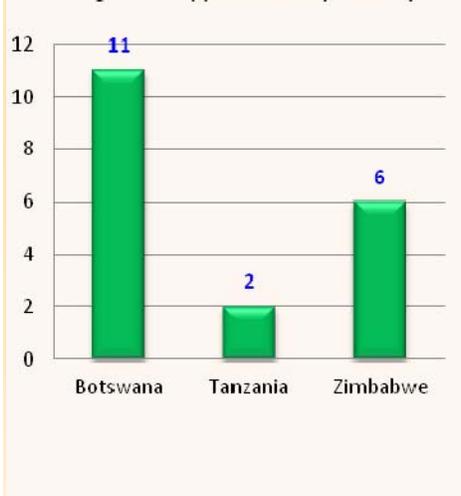
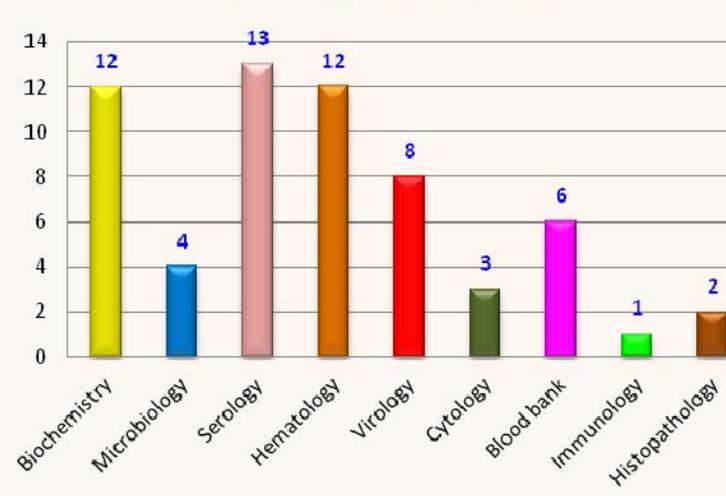


Figure 4 - Applications by Scope



**Accreditation Process**

The SADCAS accreditation process involves 5 main stages namely:  
 Application and documentation review;  
 Pre-assessment ;  
 Initial assessment ;  
 Surveillance; and  
 Re-assessment.

A medical laboratory submits to SADCAS **an application** for accreditation i.e. duly completed and signed application form SADCAS F 43 ( c ) for medical laboratories together with its quality manual and duly completed SADCAS F 43 (f) for approval of personnel i.e. Nominated Representative in case of medical laboratories and duly signed SADCAS F 44 which is the accreditation agreement. SADCAS undertakes a **completeness check** of the documents and prepares a **quotation**

Continued to p 14

Continued from p 13

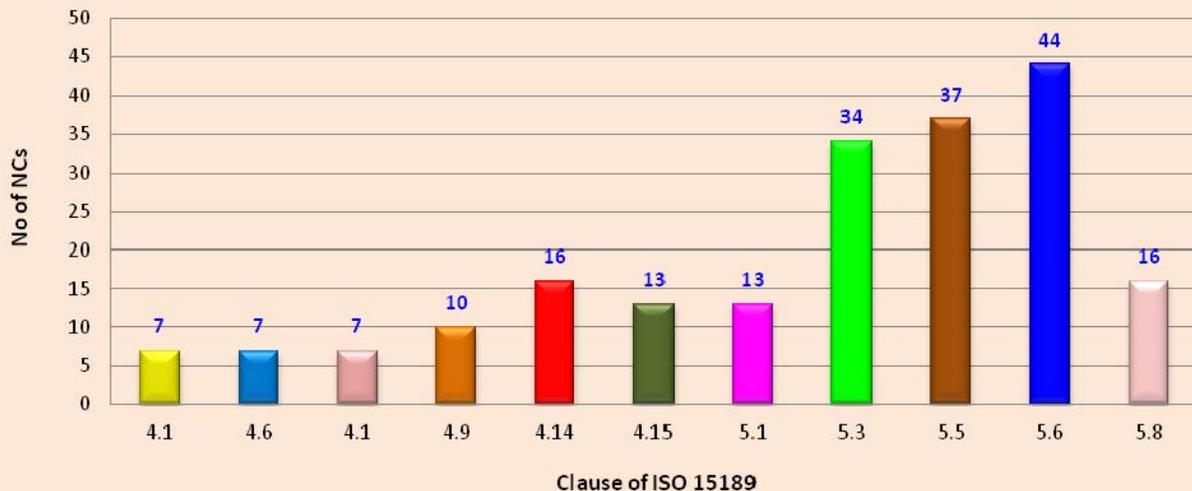
which if acceptable to the laboratory and after the laboratory has met its dues SADCAS proceeds to undertake a **documentation review**. Feedback is provided to the laboratory and if there are nonconformities then the laboratory institutes corrective action. If there are no corrective actions or when corrective actions have been satisfactorily addressed by the laboratory, the application proceeds to the **pre- assessment stage** as necessary. The pre –assessment stage is optional and determines the readiness of the laboratory for accreditation. It is done on site. If the laboratory is deemed ready for accreditation, an initial assessment is set. **The initial assessment** which is carried out on site and covers the scope of application is undertaken by a team of assessors and involves an opening meeting, assessment, witnessing and a closing meeting. Findings from the assessment process are recorded as nonconformities or as observations. The assessment team then makes recommendations for accreditation with a requirement for the laboratory to institute corrective action within stipulated timelines. Decisions on whether or not to accredit are made by the Accreditation Approvals Committee (AAC) mainly based on the information gathered from the assessment. If accredited the facility is issued with an accreditation certificate which is valid for 5 years. Thereafter on **site surveillance assessments** are taken annually with the first surveillance being undertaken within 12 months after accreditation. **Reassessments** are undertaken at least 6 months from the expiry date of the certificate. Up to date SADCAS has a pool of 11 registered assessors, 3 of whom are Lead assessors and 8 Technical Assessors and also utilizes a pool of 11 SANAS assessors (4 Lead assessors and 8 technical assessors) under the SADCAS/SANAS TPA.

**Trends from Initial Assessments**

Based on SADCAS experiences from 13 initial assessments undertaken by 30 November 2014, high numbers of nonconformities are recorded in the following areas and applicable clauses of ISO 15189:

- ✓ Clause 5.6 Ensuring quality of examination results (44);
- ✓ Clause 5.5 Examination Procedures (37);
- ✓ Clause 5.3 Laboratory Equipment (34);
- ✓ Clause 4.14 Internal audits (16);
- ✓ Clause 5.8 Reporting of results (16);
- ✓ Clause 4.15 Management review (13); and
- ✓ Clause 5.1 Personnel (13). Refer to Figure 5.

Figure 5 - NCS vs Clause of ISO 15189



Continued to p 15

*Continued from p 14*

Clause 5.6: Ensuring quality of results covers the following areas:

- Internal quality control analysis and review;
- Inter-Laboratory Comparison/EQA participation; and
- Analysis and review of performance.

Clause 5.5: Examination procedures covers the following areas:

- Selection, verification and validation of examination procedures;
- Measurement uncertainty; and
- Documentation of examination procedures.

Clause 5.3 of the standard on Laboratory Equipment, reagents and consumables is broad and it covers the following areas:

- Equipment acceptance testing
- Equipment calibration and metrological traceability
- Equipment maintenance and repair
- Equipment records
- Reagents reception, acceptance testing,
- Reagents inventory management
- Reagents and consumables records

#### **Lessons Learnt**

From the trends noted above, it is evident that medical laboratories are facing challenges in fulfilling some of the most critical requirements of ISO 15189. Laboratory personnel need training on the following:

- Quality control;
- Internal quality control evaluation (trends/bias/shifts) and troubleshooting;
- Importance of participating in Proficiency Testing;
- External Quality Control reports evaluation and troubleshooting;
- Method validation/verification, evaluating validation data and generating full validation reports;
- Measurement uncertainty;
- Root cause analysis;
- Importance of performing routine equipment maintenance; and
- Reagents inventory management and maintenance of records.

Regarding Clauses 5.1 on Personnel it is noted that some laboratories fail to provide exhaustive training in all areas stated in ISO 15189 for all personnel. This includes quality management system, health and safety, applicable laboratory information systems and ethics (5.1.5). Laboratories seem to concentrate on equipment/analyser operator trainings only. Some laboratories would only provide evidence of competence assessments without training records. The standard separates the two. Competence evaluation is done to check effectiveness of training.

Internal audits are conducted to determine whether all activities in the quality management system, including pre-examination, examination and post examination procedures conform to ISO 15189 and are implemented, effective and maintained (Clause 4.14.5). It is not uncommon to see laboratories conducting internal audits on just part of the system and neglecting the rest. It is also not uncommon to see laboratories conducting internal audits and then fail to do proper root cause analysis on nonconformities raised, fail to close the nonconformities within the stated time frame, and not following up on outstanding issues.

It is also evident that there are some issues which medical laboratories seeking SADCAS accreditation should be aware of.

*Continued to p 16*

*Continued from p 15*

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

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

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

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

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

**Transition to ISO 15189: 2012:** ISO 15189: 2007 was revised and the new edition of the standard was published on 1 November 2012. SADCAS TR 10 which is the SADCAS Policy for ISO 15189 transition for those medical laboratories that had implemented a system based on ISO 15189: 2007. According to SADCAS TR 10 which is also available and can be downloaded from the SADCAS website, applications for accreditation received after 30 June 2014 are assessed based on the new version of the standard. The agreed transition period to the new version of the standard is 3 years and is concluded on 1 March 2016. If by 1 November 2015 SADCAS cannot confirm compliance to the new version then accreditation to the 2007 version shall be suspended on 1 March 2016. Five of the accreditation certificates issued by SADCAS were to the 2007 version of the standard whilst CIMAS is the only one accredited to the 2012 version of the standard.

*This article is a summary of the paper presented by Mrs Maureen P Mutasa, SADCAS CEO at the SLMTA/SLIPTA Symposium held from 28 to 29 November 2014 at Cape Town International Conference Center, Cape Town, South Africa.*

## SADCAS CEO Visits Phoenix Analytical Services

As part of SADCAS promotional and marketing plans for 2014/15, the SADCAS CEO was in Francistown on 3 March 2015 where she attended the certificate handover ceremony of Nyangabgwe Referral Hospital Laboratory. After the ceremony the SADCAS CEO visited Phoenix Analytical Services, a laboratory owned by Tati Nickel Mine and located at the mine premises about 37 kms from Francistown. Phoenix Analytical services is a SANAS accredited Laboratory a target for changeover from SANAS to SADCAS accreditation identified and discussed during the SADCAS/SANAS Twinning Partnership Arrangement meeting held on 4 February 2015.



Mrs Maureen Mutasa (centre) with Mr Tladi (right) and the Laboratory's technical signatories

The SADCAS CEO first met with Mr Josiah Keitshokile the Head of Metallurgy and to whom the Laboratory Manager reports. During that meeting the SADCAS CEO outlined the purpose of the visit which was to introduce SADCAS to the new laboratory management and to encourage the Laboratory to changeover its accreditation from SANAS to SADCAS. She noted that SADCAS had visited the Laboratory once before in 2010 and soon after SADCAS had started offering accreditation services. This visit was therefore an opportunity to update the laboratory management of developments that had taken place in SADCAS since the last visit and in particular the great strides that SADCAS had made towards international recognition having successfully undergone a pre peer evaluation and now set to undergo the full peer evaluation in May/June 2015. She explained the changeover process with Mr Keitshokile asking questions for clarification purposes on the recognition status of SADCAS and the changeover process which the CEO articu-

lated well. After the meeting the SADCAS CEO proceeded to meet with the laboratory management and technical signatories.

Phoenix Analytical Laboratory offers a wide range of analytical services. The Laboratory was primarily set up to support Tati Nickel Mine but now offer testing services to external clients mainly from the mining sector in order to utilize excess fixed capacity. The Laboratory has a total staff compliment of 62 personnel covering 4 shifts over 24 hours. The Laboratory was accredited by SANAS in the scope Chemical for 7 methods and intends to extend the scope of accreditation to another 5 methods. The accreditation certificate was issued on 26 July 2011 and is valid for 5 years up to 25 July 2016. The Laboratory Manager welcomed SADCAS CEO gave a brief background of the laboratory services it offers, the sectors served, the laboratory organization and the accreditation status of the laboratory. The SADCAS CEO then gave a brief overview of SADCAS and the achievements made so far in particular the great strides made in working towards signatory status in international accreditation arrangements with SADCAS having successfully undergone a pre peer evaluation and set to undergo the peer evaluation in May/June 2015. With this development and noting that Phoenix Analytical Services had been accredited by SANAS, the SADCAS CEO then outlined the changeover process which has been agreed with SANAS and encouraged Phoenix to changeover to SADCAS as they fall within the boundaries of SADCAS mandate. A number of questions were raised on the changeover process, SADCAS training services and status of SADCAS training services with BOTA which the SADCAS CEO clarified.

After the meeting the SADCAS CEO was taken on a quick tour of the Laboratory.

## SADCAS CEO Pays Courtesy Call on Principal Secretary— Swaziland Ministry of Commerce, Industry and Trade

The SADCAS CEO paid a courtesy call on the Acting Principal Secretary Swaziland Ministry of Commerce, Trade and Industry, Mr Titus Khumalo on 25 March 2015 at the Ministry's Offices in Mbabane, Swaziland. The purpose of the courtesy call was to update the Ministry on developments in SADCAS and in particular update the Principal Secretary on SADC Member States' contributions towards SADCAS sustainability. The meeting was also an opportunity to advise the Principal Secretary on the targeted marketing visits scheduled to be undertaken in Swaziland on 26 and 27 March 2015. The meeting was attended by Ms Ketiwe Mhlanga the Acting under Secretary and Director Industry, Ms Phindile Dlamini Second NAFP – Swaziland and Mrs Sybil S Dlamini, the first NAFP - Swaziland.



From left to right: Ms P Dlamini, Mr T Khumalo, Ms K Mhlanga and Mrs MP Mutasa



From left to right: Mrs S S Dlamini, Mr T Khumalo, Ms K Mhlanga and Mrs MP Mutasa

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

The Acting Principal Secretary noted the progress made so far and in particular that SADCAS had accredited one facility in Swaziland with another 3 facilities from Swaziland accredited by SANAS with a number of conformity assessment bodies from Swaziland working towards accreditation. At the same time SADCAS had undertaken 4 training courses in Swaziland with a number of training course scheduled to be held in due course. One out of the 36 SADCAS registered assessors is from Swaziland and had already undertaken a number of assessments on behalf of SADCAS. A further 2 experts from Swaziland are being trained as assessors under the auspices of EU EDF 10. The SADCAS CEO also advised the meeting of the great strides made towards international recognition of accreditation certificates issued by SADCAS having successfully undergone a pre peer evaluation in June 2014 and now set to undergo the peer evaluation in May/ June 2015.

With the achievements so far, and noting the important role SADCAS plays not only in facilitating trade but also in the protection of the health, safety and the environment barriers, the Acting Principal Secretary, following the clarification provided by the SADCAS CEO regarding the period covered by the committed contributions, reassured SADCAS of its commitment towards SADCAS sustainability and advised that the Ministry would pursue the timeous payment of the Government of the Kingdom of Swaziland's outstanding contribution. The Acting Principal Secretary also assured SADCAS of its continued support to the NAFP which is housed within the same Ministry. NAFP – Swaziland has been amongst the top performing NAFPs and was the recipient of the NAFP recognition award in 2014 and 2015. He also noted the need for the NAFP to develop technical assistance project proposals for the coaching of conformity assessment bodies to prepare them for accreditation.

*Continued to p 19*

*Continued from p 18*

The SADCAS CEO also shared with the Acting Principal Secretary SADCAS plans for the 2015/16 financial year whose thrust will be to continue consolidating, streamlining and enhancing SADCAS service delivery to the target population bringing up to speed those countries where accreditation uptake has been slow and prioritizing activities based on anticipated demand in the immediate to long term. The SADCAS CEO then thanked the Acting Principal Secretary for his time.

## Targeted Marketing Visit Undertaken in Madagascar

On 8 January 2015, Ms Jeanne Francoise Ranorovelo, the SADCAS Technical Manager, Mr Seraphin Razafimahafaly and Mrs Henintsoa Harizafy the 2 NAFPs - Madagascar met with the Air Madagascar Calibration Laboratory Staff lead by Mr Wilson Roger Rakotozafy the Technical Director.



From left to right: Mrs Harizafy Second NAFP Madagascar and Ms Ranorovelo SADCAS Technical Manager  
Extreme left: Mr Rakotozafy Technical Director, Air Madagascar and other AIR Madagascar laboratory staff

The Air Madagascar Calibration Laboratory is located in Antananarivo at the airport complex and the meeting was arranged following an expressed interest in the accreditation of the Airline's calibration laboratory. The objective of the meeting was to explain the process of accreditation, the accreditation fees and the fulfilments of all accreditation requirements. After the meeting the SADCAS team toured the calibration laboratory.

## New Pamphlet on Certification Bodies Accreditation Programme Published.

A new pamphlet on Certification Bodies Accreditation programme has been published in English, French and Portuguese. The pamphlet can be downloaded from SADCAS website: <http://www.sadcas.org/promotionalMaterial.php>.

## Report on Targeted Marketing Visits Undertaken in Swaziland

As part of SADCAS promotional and marketing plans for 2014/15, the SADCAS CEO was in Swaziland on 13 February 2015 where she attended the certificate handover ceremony of Lancet Laboratories Swaziland and visited BP Scales and Swaziland Water Services Corporation (SWSC). Further targeted marketing visits were undertaken from 26 to 27 March 2015. The SADCAS CEO was accompanied on the visits by Mrs Sybil Sthembiso Dlamini and Ms Phindile Priscilla Dlamini the National Accreditation Focal Point (NAFP) – Swaziland.

### Meeting Swaziland Water Services Corporation

The SADCAS CEO and NAFP – Swaziland Officers met with 3 representatives of Swaziland Water Services Corporation (SWSC) at its plant located in Mbabane, Swaziland. The meeting was attended by Mr Musa Shongwe the Quality Assurance Manager, Mr Mangaliso Mavuso the Nominated Representative and Quality Assurance Supervisor, Mr Bhekinkhosi Vilane, the Supervisor of the Chemical Laboratory and Ms Thandwa Vilakati the Supervisor of the Microbiology Laboratory. The SWSC is a parastatal established in 1994 responsible for the supply of potable and sanitation services in Swaziland. The SWSC has 26 treatment plants and a water bottling plant. To support these services each plant has a laboratory with the main laboratory located in Mbabane and has 2 sections namely: Chemical and Microbiology laboratories. Apart from supporting SWSC services the laboratories also offer external services to the Swaziland industry sugar industry, bottled water industry as well as the general public regarding borehole water quality. The main laboratory is manned by 15 staff. The SWSC laboratory was accredited by SANAS on 21 March 2012 in the scope Chemical and Microbiology for 12 methods. The laboratory intends to extend its scope to the other methods on offer. The accreditation of SWSC is valid for 5 years up to 20 March 2017.



Standing is Mr M Shongwe

Seated from left to right Mrs SS Dlamini, Mr B Vilane, Mr Mangaliso Mavuso, Mrs Maureen P Mutasa, Ms PP Dlamini and Ms Thandwa Vilakati ,

The Laboratory Manager welcomed SADCAS CEO and the NAFP – Swaziland to the plant and gave a brief background of SWSC, the services it offers, the sectors served, the laboratory organization and the accreditation status of the laboratories. He also shared with SADCAS team the challenges they were facing in particular access to PT schemes and or Inter – Laboratory Comparisons (ILC) and the costs thereof.

The SADCAS Chief Executive Officer then gave a brief overview of SADCAS and the achievements made so far in particular the great strides made in working towards signatory status in international accreditation arrangements with SADCAS having successfully undergone a pre peer evaluation and set to undergo the peer evaluation in May/June 2015. With this development and noting that SWSC had been accredited by SANAS the SADCAS Chief Executive Officer then outlined the changeover process which has been agreed with SANAS and encouraged SWSC to changeover to SADCAS as they fall within the boundaries of SADCAS mandate. The SWSC Quality Manager committed to changeover at the next reassessment and will advise accordingly as per the outlined procedure for changeover of accreditation from SANAS to SADCAS. On PT/ILC issues the SADCAS CEO informed the SWSC about the links provided on

the SADCAS website to PT service providers. She also encouraged the development of ILC programs amongst laboratories in Swaziland a matter which the Laboratory association can explore.

*Continued to p 21*

*Continued from p 20*

### Meeting with BP Scales

After the visit to SWSC the SADCAS delegation proceeded to visit BP Scales another SANAS accredited facility in Swaziland where they met with Mr E Langwenya the Nominated Representative of the Company. BP Scales operates a workshop where they repair weighing instruments and offer calibration services to the manufacturing sector especially sugar industry, sweet manufacturing industry, canned fruits industry amongst other manufacturing industries in Swaziland. BP Scales is the only accredited calibration service provider in Swaziland. BP Scales was accredited by SANAS in February 2013 in the scope Mass metrology and the certificate expires in February 2018. The SADCAS delegation met with Mr Langwenya who welcomed them and gave a brief background of his Company highlighting the reasons why he had gone for accreditation, a result of pressure from his clients. He also shared with SADCAS the benefits the Company had realized from accreditation in particular the growth in business and plans to expand scope of calibration services. He also shared the challenges the Company was facing of meeting increased demand for services and the need to extend scope of calibration services.



From left to right: Mr Langwenya, Mrs Maureen P Mutasa, Mrs SS Dlamini and Ms PP Dlamini

The SADCAS Chief Executive Officer then gave a brief overview of SADCAS and the achievements made so far in particular the great strides made in working towards signatory status in international accreditation arrangements with SADCAS having successfully undergone a pre peer evaluation and set to undergo the peer evaluation in May/June 2015. With this development and noting that BP Scales had been accredited by SANAS the SADCAS Chief Executive Officer then outlined the changeover process which has been agreed with SANAS and encouraged BP Scales to changeover to SADCAS as they fall within the boundaries of SADCAS mandate. Mr Langwenya committed to changeover at the next reassessment but requested SADCAS to visit some of his major clients to market SADCAS and to advise them of the progress that SADCAS has made towards signatory status in international arrangements.

### Meeting with Coca Cola Swaziland

More conformity assessment bodies in Swaziland were visited from 25 to 26 March 2015 starting with the meeting with the Coca Cola Swaziland on 26 March 2015. The meeting which was held at the Company's premises in Matsapha Industrial Site was attended by Mr Muza, Quality Manager, Mr Bulelo Vilakati, Laboratory Manager and 10 other Laboratory staff.

Coca-Cola Swaziland is a food manufacturing group which produces soft drink concentrate and supplies it to sixty bottling companies across 20 countries in Africa. The Company also produces soft drinks and mineral water for the domestic market and export. The Laboratory which is manned by 8 staff is responsible for undertaking microbiological, chemical and sensory tests on raw materials, in process control with support from other accredited laboratories in and around Swaziland. Nine of the tests methods (chemical and microbiology) performed by the Laboratory are accredited by SANAS and the laboratory intends to extend its scope of testing to other tests methods. The laboratory was initially accredited in 2007 and reaccredited in 2012. The certificate which is valid for 5 years expires in January 2017.

*Continued to p 22*

*Continued from p 21*

The Laboratory Manager welcomed SADCAS CEO and the NAFF – Swaziland to the Company and outlined the purpose of the meeting and gave a brief background of the laboratory, the tests that it performs, the laboratory organization and the accreditation status of the Laboratory. He also shared with SADCAS team the challenges that the laboratory was facing in particular microbiological methods validation and the high turnover of technical signatories.

The SADCAS Chief Executive Officer then gave a brief overview of SADCAS and the achievements made so far in particular the great strides made in working towards signatory status in international accreditation arrangements with SADCAS having successfully undergone a pre peer evaluation and set to undergo the peer evaluation in May/June 2015. With this development and noting that Laboratory had been accredited by SANAS the SADCAS Chief Executive Officer then outlined the changeover process which has been agreed with SANAS and encouraged the Laboratory to changeover to SADCAS as they fall within the operational boundaries of SADCAS mandate. The meeting was very interactive with many questions especially from the Quality Manager being asked to clarify the changeover process, the reasons and benefits thereof which were all responded to by the SADCAS CEO. In conclusion the Laboratory Manager thanked SADCAS for the visit and advised that a decision on whether or not to changeover will be made once the Laboratory receives notification from SANAS and subject to SADCAS achieving signatory status in the International Laboratory Accreditation Cooperation Mutual Recognition Arrangement.

### **Meeting with Central Medical Laboratory**

Following the meeting with Coca Cola Swaziland, the SADCAS delegation proceeded to meet with the Central Medical Laboratory in Mbabane. The meeting which was attended by 18 laboratory staff and management and representative of the US Centre for Disease Control (US CDC) Dr Samson Haumba was opened by Ms Sindi Dlamini the Laboratory Manager and Chief Laboratory Technologists who gave the welcome remarks and background on the Laboratory and the programme underway in Swaziland for the strengthening and improvement of medical laboratory systems through the SLMTA/SLIPTA process. She informed the meeting that one (out of the 19 health facilities laboratories and 3 reference laboratories) had achieved 3 stars under the SLMTA/SLIPTA process whilst 3 laboratories had achieved 2 star and one at one star level. One of the National Reference laboratory intends to apply for accreditation by SADCAS by June 2015.



Meeting with Central Medical Laboratory staff

The NAFF – Swaziland Ms SS Dlamini then gave a brief overview of SADCAS. This was followed by a presentation on the SADCAS Medical Laboratories Accreditation Programme (MLAP), the scope of accreditation under the Programme, the accreditation process from application to reassessment and the status of accreditations under the MLAP. She also informed the meeting about the trends that SADCAS had observed from initial assessment of medical laboratories undertaken by 30 November 2014 the basis of a paper she had presented at the SLIPTA/SLMTA Workshop held in Cape Town

*Continued to p 23*

*Continued from p 22*

in November 2014. She also informed the meeting about training programmes on offer of relevance to medical laboratories. The meeting was very interactive with laboratory staff asking many questions especially on the accreditation process and the accreditation costs. After the meeting the SADCAS delegation was lead on a tour of the Cytology and Histology Laboratories.



From Left to right: Ms Dumile Sibandze, Deputy Laboratory Manager, Mr Mataka Cytology laboratory Supervisor and Ms Sindi Dlamini

At work in the National TB Reference laboratory

**Visit to Kobati Basin Water Authority**

The visit to Kobati Basin Water Authority (KOBWA) was made on 26 March 2015 in the afternoon. Kobati Basin Water Authority is a binational water authority servicing mainly the sugar plantations in South Africa and Swaziland. The dam is located 50kms North of Mbabane, The dam was constructed following the drought experienced in 1981. Although initially the idea was to also service 3 countries, Mozambique due to the war that was taking place gave the go ahead to South Africa and Swaziland. The treaty establishing the authority was signed in 1992. The Authority which is non - profit recovers costs from the 2 governments that it services but is now under pressure to explore other income streams. The Authority has an integrated management system which is being extended to cover laboratories. Thus according to the Authority's strategic plan they intend to have the laboratory accredited by 2016/17.



Meeting with Dr S V Nkabule CEO KOBWA second from right

The Laboratory is responsible for the monitoring of the quality of water in dams and rivers around the area and undertakes chemical as well as microbiological tests. The Laboratory has already developed a quality policy and quality manual and procedures. The draft quality manual is awaiting approval. The Laboratory participates in PT Schemes offered by the National Laboratory Association (NLA) of South Africa. The Laboratory has one technician who also does the sampling.

The SADCAS delegation was warmly welcomed by Dr Siphon V Nkambule the CEO of the Authority who attended the meeting together with 2 other staff one of whom is the Laboratory Technician. The NAFSP – Swaziland outlined the purpose of the visit which was to introduce SADCAS to the Authority and to inform them about the services that SADCAS

*Continued to p 24*

Continued from p 23



In the laboratory

offers. The CEO gave a background on the establishment of the Authority, the sectors serviced and the plans to have the Laboratory accredited as part of the Authority' assurance of the services provided to stakeholders in the 2 countries it services. The Laboratory staff then explained how the Laboratory is structured, the tests it undertakes and the status of the Laboratory Competence. She also shared with the SADCAS delegation the challenges that the Laboratory was facing. The CEO also advised of plans underway to equip and extend the Laboratory space as well as to provide additional support staff so as to avoid conflict in sampling and testing. Sampling is a major activity.

This was followed by a presentation on the SADCAS Testing Laboratories Accreditation Programme (TLAP) which was established in 2009, the scope of accreditation under the Programme, the accreditation process from application to reassessment and the status of accreditations under the TLAP. She also informed the meeting about training programmes

on offer of relevance to Testing laboratories such as the Authority's. Noting that the Authority also uses other conformity assessment service providers she advised the Authority to use accredited service providers whose names, contact details and schedules of accreditation are available in accreditation bodies' directory of accredited facilities available on the respective accreditation bodies' websites. She then advised the Laboratory to seek its accreditation from SADCAS as Swaziland falls in the operational boundary of SADCAS. She also informed the meeting about the great strides that SADCAS had made towards signatory for which SADCAS aims to achieve by end of 2015. After the meeting the SADCAS delegation went on a brief tour of the Laboratory with the CEO further elaborating on their plans for the future.

### Meeting with Royal Swaziland Sugar Corporation

On 27 March 2015 the SADCAS delegation visited the Royal Swaziland Sugar Corporation Limited (RSSC) which is located 120 kms in the north-eastern Lowveld in Simunye Swaziland. The SADCAS delegation was welcomed by Mr Phila Motsa the Integrated Management System (IMS) Manager. The meeting was attended by the Company management and staff from the production as well as the laboratory including the Factory Manager Mr Mthandazo Mango and the Laboratory Manager, Mr Sifiso Dlamini.

The Company is one of the largest companies in Swaziland and employs over 3 500 people and produces two-thirds of the country's sugar and a significant quantity of ethanol. The Company which is listed on the Swaziland Stock Exchange, is owned by several hundred shareholders, the majority shareholder being Tibiyo Taka Ngwane, followed by TSB Sugar International (Proprietary) Limited. Other shareholders include the Swaziland Government, the Nigerian Government, Coca-Cola Export Corporation Limited and Booker Tate Limited. The RSSC manages 15 607 hectares of irrigated sugar cane on two estates leased from the Swazi Nation and manages a further 5 018 hectares on behalf of third parties, which collectively deliver approximately 2.3 million tons of cane per season to the Group's two sugar mills. The RSSC also operates a sugar refinery and an ethanol plant which is situated adjacent to the Simunye mill. The Company is structured into 7 Departments namely: Agriculture Production; Agriculture Services; Out Growers Resources; IMS Management; Water Resources; Agricultural Development and Project; and Technical Services.



Meeting with RSSC Management and Staff left and wearing a hard hat Mr M Mango and Standing second from left Mr P Motsa IMS Manager

Continued to p 25

*Continued from p 24*

The NAFP – Swaziland outlined the purpose of the visit which was to introduce SADCAS to the Company and to inform them about the services that SADCAS offers. The Factory Manager Mr Mthandazo Mango gave a background on the Company followed by the Laboratory Manager who gave brief presentation on the Laboratory and the scope of testing services and the efforts underway towards accreditation. The laboratory undertakes tests (chemical and physical) on soil, water and sugar cane samples. Pesticides tests are subcontracted to accredited laboratories in South Africa whilst some of the water tests are subcontracted to an accredited locally based laboratory. Although the laboratory undertakes tests on ethanol internally, for legal purposes the tests are undertaken by a subcontracted laboratory. The laboratory participates in PT schemes. Calibration of equipment is done internally and also subcontracted to a locally based accredited calibration service provider. The Company realizes the importance of accreditation in assuring the accuracy of results and as much as possible utilizes accredited services and is therefore working towards accreditation of its own laboratory.

This was followed by a presentation on the SADCAS Testing Laboratories Accreditation Programme (TLAP) which was established in 2009, the scope of accreditation under the Programme, the accreditation process from application to reassessment and the status of accreditations under the TLAP. She also informed the meeting about training programmes on offer and of relevance to Testing laboratories such as the Company's. Noting that the Company also uses other conformity assessment service providers Mrs Mutasa emphasized the need to use accredited service providers whose names, contact details and schedules of accreditation are available in accreditation bodies' directory of accredited facilities available on the respective accreditation bodies' websites. She then advised the Laboratory to seek its accreditation from SADCAS as Swaziland falls in the operational boundary of SADCAS. She also informed the meeting about the great strides that SADCAS had made towards signatory for which SADCAS aims to achieve by end of 2015.

### **Meeting with Mondelez Swaziland**

After the visit to RSSC the SADCAS delegation proceeded to visit Mondelez Swaziland in Matsapha where they met with Mr Sandile Simalane, the Managing Director and Mr Bheki Tsabedze, the Laboratory Manager. Mondelez Swaziland is a subsidiary company of Mondelez International formerly known as Kraft Foods. Mondelez International, the global snacks company whose name means "delicious world", has developed a huge appetite for the Southern and Central East African markets and already has a presence in 14 countries in the Southern and Central East African including Swaziland and intends building on this base. Mondelez Swaziland is a confectionery and sweets producing company which exports its products amongst of which are "Éclair" and "Halls" sweets to Mozambique, Kenya, Uganda, Tanzania and Rwanda. Falling under the food sector the Company observes strict production as well as final product standards whose compliance is assured by an in house testing laboratory as well as subcontracted Mondelez accredited laboratories.

Here again Mrs Mutasa informed the Company about the services it offers both accreditation and training in accreditation related matters of relevance to the Company. She also informed the Company about the directories of accredited facilities and encouraged the Company to utilize the directories as it selects conformity assessment service providers of which some are based in Swaziland. She noted that internationally recognized accreditation is a key criteria for accreditation under the Mondelez International Scheme. Thus Mrs Mutasa informed the Company about the great strides SADCAS had made towards international recognition of its accreditation programmes with SADCAS aiming to achieve the said status by December 2015.

The targeted marketing visits to the seven conformity assessment bodies in Swaziland were worthwhile with both SWSC and BP Scales committing to changeover from SANAS to SADCAS accreditation at next reassessment, Coca Cola Swaziland to decide once the Laboratory receives notification from SANAS and subject to SADCAS achieving signatory status in the ILAC MRA, Central Medical Laboratory and KOBWA expressing their intention to apply for accreditation from SADCAS and the rest to utilize SADCAS services as relevant and necessary.



From left to right: Ms SS Dlamini NAFP Swaziland, Mrs Maureen P Mutasa SADCAS CEO, Mr S Simalane and Mr Bheki Tsabedze Manager

## ILAC/IAF/ISO/IIOC Launch New Website

The International Laboratory Accreditation Cooperation (ILAC) and International Accreditation Forum (IAF) in close partnership with the International Electro technical Commission (IEC), the International Standards organization (ISO) and the Independent International Organization for Certification (IIOC) launched a new website [www.publicsectorassurance.org](http://www.publicsectorassurance.org)

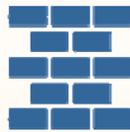
Public Sector Assurance

About

Contact

As a public sector organisation, this site will help you learn about the benefits of using accredited conformity assessment.

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



Construction



Crime & Security



Economic development



Efficient delivery of  
Public services



Energy



Environmental  
Protection



Food Safety &  
Agriculture



Health & Safety



Healthcare



Products & Services



Trade

The site aims to reference the many instances around the world where the public sector has adopted accredited conformity assessment as a means of delivering public policy objectives. The site illustrates this with a range of case studies that were submitted by members of ILAC and the IAF. The case studies demonstrate that:

- Government can improve its own performance through the use of accredited conformity assessment by its own departments.
- Government can help improve the performance of business by encouraging the use of accredited conformity assessment.
- Accredited conformity assessment can help government deliver its policies.
- Accredited conformity assessment helps regulators regulate.

A link to the website has been provided on the SADCAS website under "Links". SADCAS submitted one case study thanks to the Botswana Vaccine Institute whose case can be accessed under the "Food Safety and Agriculture". The website provides an opportunity to showcase the policy areas where conformity assessment is used, such as economic development, healthcare and environmental protection, in your dialogue with your central government, local government and regulatory contacts.

We encourage you to send case study material. You will see from the site that you only need to provide a short paragraph and the specific links to the relevant policy area. Please send your case studies to [info@sadcas.org](mailto:info@sadcas.org)

## World Accreditation Day 2015



## World Accreditation Day 2015

June 9, marks World Accreditation Day (WAD) as a global initiative jointly established by the International Accreditation Forum (IAF) and International Laboratory Accreditation Cooperation (ILAC) to raise awareness of the importance of accreditation-related activities. The inaugural WAD was celebrated in 2008.

The theme for 2015 World Accreditation Day is **“Accreditation: Supporting the Delivery of Health and Social Care”** and focuses on how accreditation can support the delivery of Health and Social Care.

As in previous years, the day will be celebrated across the world with the hosting of major national events, seminars, and press and media coverage, being undertaken in order to raise awareness on the importance of accreditation and to communicate the value of accreditation to Government, Regulators and the leaders of the business community.

The SADC region has been commemorating World Accreditation Day since 2009. Commemoration activities in the region have ranged from seminars/conferences to press releases, television to radio interviews and street marches to targeted marketing visits. World Accreditation Day provides an excellent opportunity for the accreditation community to extend its influence and demonstrate how accreditation can be applied to a wide variety of assessment, approval or evaluation tasks that can be used to address a wide range of sectors. We are operating in a region where raising awareness on the benefits and importance of accreditation is still key.

SADCAS therefore encourages all SADC Member States it services to commemorate 2015 WAD on 9 June 2015. To find out what is happening locally, please contact your **National Accreditation Focal Point** for further details.

### SADCAS offers accreditation programmes for:

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

## 2015 Mid-Term ILAC Technical Committee Meetings

The International Laboratory Accreditation Cooperation (ILAC) 2015 mid-term Technical Committees (TC) meetings were held from 9 to 16 April 2015 at Le Méridien Parkhotel in Frankfurt, Germany. SADCAS was represented at the meetings by Ms Jeanne Françoise Ranorovelo the Technical Manager. Ms Ranorovelo attended the 21<sup>st</sup> ILAC Accreditation Committee (AIC) meetings held on 09 and 10 April 2015; 17<sup>th</sup> ILAC Proficiency Testing Working Group (PTWG) meeting held on 11 April 2015 and 7<sup>th</sup> ILAC Inspection Committee (IC) meeting held on 12 April 2015.

The ILAC AIC meeting was chaired by Ms Regina Robertson from National Association of Testing Authorities in Australia (NATA) and attended by about 60 delegates from different economies and four observers from the ILAC Secretariat, NATA and ILAC Laboratory Committee. The main issues discussed were sampling, measurement uncertainties, proficiency testing and how traceability should be reported; compliance statements; compliance with specification in preparation of the review of ILAC G 8:03/2009: *Guidelines on the Reporting of Compliance with Specification* and inputs for the revision of ISO/IEC 17025: *General requirements for the competence of testing and calibration laboratories*; inputs to the revision of ISO Guide 34: 2009: *General Requirements for the Competence of Reference Materials Producers and systematic review of ISO/IEC 17043: Conformity assessment – General requirements for Proficiency Testing*; participation in the upcoming BIPM International Flow Measurements conference to be held from 1 to 2 July 2015 and establishment of JCGM Mirror group-support for ILAC liaisons in revision of the Guide on Uncertainty of Measurements (GUM) and the International Vocabulary in Metrology (VIM).

The 17<sup>th</sup> meeting of ILAC AIC PTWG was chaired by Ms Linda Crawford from Canada and attended by 50 delegates from different economies. The following issues were discussed: Progress on the revision of ISO 13528: *Statistical methods for use of PT in inter laboratory comparison*, interpretation of ILAC P 9:06/2014: *Policy for Participation in PT activities* and revision of ISO/IEC 17025 clause 5.9.1 (b) which requires satisfactory participation in PT activities where available; proposed review of ISO/IEC 17043; EA 4-19 draft document on "*Presentation of scopes of accreditation for PT providers*" which will be published once approved and Multilateral Recognition Arrangement (MRA) for PT Providers. It was noted that one of the purposes of the PTWG is to facilitate the accreditation of PT providers using ISO/IEC 17043 in support of an MRA. ILAC requires that the regional co-operations establish MRAs prior to the establishment of an ILAC MRA. During the meeting PT activities undertaken in the regions were reported respectively by APLAC, ARAC, AFRAC, SADCA, EEE-PT, IAAC and EPTIS representatives.

The ILAC Inspection Committee was held on 12 April 2015 and chaired by Mr Arne Lund from Sweden Accreditation (SWEDAC). The meeting was attended by 50 delegates from different economies in the world. During the meeting the ILAC Secretary provided feedback from matters related to inspection. It was reported that "*Supplement 1 to ILAC R3:12/2014: Activity plan & progress tracking*" was published and ILAC deals with 111 economies now; the ILAC Strategic plan was published in December 2014 and will be managed by the ILAC Executive Committee but all committees are involved. The Inspection Committee was requested to pay attention to the clauses of the Strategic plan where inspection may be involved because the committee need to contribute on the fulfilment of objectives and to report on progress. Then a brief overview of the ILAC & IAF MCC was presented. Thereafter the following issues were presented: sampling; reports from the regions namely AFRAC, APLAC, ARAC, EA, IAAC and SADCA; guidance on "*Expressing inspection scopes in accreditation*" which guidance was established by the WG 3 and the draft document will be circulated for 60-days comment to the members; guidance on "*Examinations performed as part of an inspection process*" developed by the WG 4 and the third draft document which defines elements of the inspection activity and the process of determining the criteria for the performance of inspection activities will be circulated for 60-days comment to the members; progress on a guidance on clause 8.1.3 of ILAC P 15: *Application of ISO/IEC 17020:2012 for the accreditation of inspection bodies* for which members read and interpret in different ways the clause 8.1.3 of ILAC P 15 and it was agreed to refer the matter to the ILAC Executive Committee; and review of proposals for new work items for which it was proposed to set up an IC WG with the mandate to develop a guidance document on "*Witnessing activities for the accreditation of Inspection bodies*" and this proposal will be put on the agenda of the ILAC/IC meeting to be held in Milan, Italy on 20 October 2015.

## SADC TBT Cooperation Structures Holds Workshop in DRC

The SADC TBT Structures Cooperation held a workshop in conjunction with its 30<sup>th</sup> annual meetings. The workshop whose theme was “The use of conformity assessment tools with a focus on accreditation to achieve better technical regulations” was held on 16 March 2015 at the Grand Hotel in Kinshasa Gombe, Democratic Republic of Congo. The workshop was attended by over 120 participants from DRC public and private sector as well as delegates to the annual TBT meetings. The workshop was organized by the SADC Secretariat together with the host, the Congolese Control Office (OCC) where the National Accreditation Focal Point for DRC is housed.



Delegates at the workshop

The workshop started with a welcome remarks by Dr Elsie Meintjies the Senior Program Officer TBT and Chairman of the workshop, who outlined the theme, objective and the program of the workshop. This was followed by a presentation by Mr Ron Josias, the Chairman of the African Cooperation in Accreditation (AFRAC) and Chief Executive Officer of the South African National Accreditation System (SANAS) on “Building a Quality Infrastructure in Africa”. He highlighted the importance of value addition of products produced by African countries and the role that standardization, quality assurance, accreditation and metrology (SQAM) play. In particular he highlighted the vital link that accreditation provides in the unbroken chain of trust from the manufacturer to the end user. He then provided an overview of accreditation bodies set up in Africa to manage the accreditation tool and the cooperation AFRAC a body set up to coordinate accreditation bodies activities on the continent. He also informed delegates about the Pan African Quality Institutes (PAQI) the body established to facilitate and coordinate SQAM activities on the continent of which AFRAC is one and the developments that have taken place since its establishment highlighting PAQI objectives, the recognition of PAQI by the African Union Commission and the fact that PAQI has developed a draft project plan incorporating all the quality infrastructure institutions plans to support the AUC developmental plans. In conclusion Mr Josias noted that the African Quality Infrastructure has come a long way in a relatively short period of time. “This places Africa’s Quality Infrastructure on par with most other regions in the world”, he said. Although more work remains to be done, Africa is ready to provide the required trust in its goods and serves and to play its role in the protection of health, safety and the environment. He then called upon regulators, industry, manufactures to use these infrastructures so as to grow the continent and create a better life for all.

In her presentation entitled “The Role of accreditation in supporting governments and regulators”, Mrs Maureen Mutasa, the Chief Executive Officer of SADCAS, defined what a regulator is, explained what accreditation is and what it involves. She also outlined the benefits of accreditation especially to governments and regulators. She then shared with delegates how accreditation has been used in the regulatory domain globally and narrowed it down to the region highlighting the

*Continued from p 29*

role that SADCAS has played in those SADC Member States that are serviced by SADCAS. She noted that the use of accreditation by regulators and businesses in the world is expanding. Whilst a number of regulators in the region are now using accreditation effectively to support their regulatory and policy objectives many more are not aware of accreditation and are therefore at risk of creating duplicate or costly in house systems. She further noted that there are no requirements in regulations for the use of accredited conformity assessment services and furthermore there are regulators that do not possess sufficient information which can lead to incorrect application or specification of accreditation requirements. "The wider adoption of accreditation by regulators in the SADC region is still an issue requiring attention" she said. She ended her presentation by calling for governments and regulators to embrace accreditation and make it work for your countries.

In the presentation entitled "DRC Government's Experience in the use of accreditation", Mr Viki Mbuya Kanama, the NAFP - DRC, reminisced on the history and developments of accreditation in the DRC from 2002 when DRC first heard of accreditation up to now with the NAFP established in 2004 and trained, one facility a metrology laboratory accredited and 5 applications under process, 4 assessors qualified and registered, a number of experts being trained as assessors and a laboratory association established with over 50 ordinary members, conformity assessment bodies trained and implementing respective accreditation standards. In conclusion Mr Kanama highlighted the need for the training of conformity assessment bodies in DRC in order to prepare them for accreditation.

In the final presentation of the workshop Dr Franck Otete from Nestle Congo gave the industry perspective of the benefits of accreditation particularly in reducing production costs, enhancing competitiveness and market access and in protecting the public and environment and improving the quality of lives. He gave a concrete example of the use of accredited conformity assessment services in regulating the fortification of food emphasizing the importance of third party accreditation by an independent authority in order to assure the levels of fortification thus meet regulatory requirements.

The presentations which were in English and French were simultaneously translated in all the 3 official languages of the region resulting in active interactions throughout the workshop. The workshop was aptly chaired by Dr Meintjies and was a very good opportunity to reach out to stakeholders not only from the DRC public and private sector, regulators etc. but to all the delegates to the 30<sup>th</sup> Annual TBT Cooperation Structures amongst whom were regulators, conformity assessment bodies, calibration laboratories etc.

## SADCA Executive Committee Meets

The SADC Cooperation in Accreditation (SADCA) Executive Committee (EXCO) held its meeting at SANAS offices in Pretoria, South Africa from 17 to 18 February 2015. The purpose of the meeting was to review progress on implementation of the 2014/15 workplans, to plan for the 2015 programme and to prepare for the upcoming SADCA General Assembly meeting to be held on 21 March 2015 in Kinshasa, DRC. All the SADCA Executive Committee members attended the meeting except two members who could not attend due to other business commitments.

The SADCA EXCO considered the various logo designs proposed by the contracted designer taking into account the general principles developed by the EXCO at the February 2014 meeting and settled on 2 preferred logos which will be circulated to members for choice and approval at the 19<sup>th</sup> SADCA General Assembly meeting to be held on 19 March 2015.

The EXCO reviewed implementation of the 2014/15 EXCO, MRA Committee and Technical Committee work plans and developed the 2015/16 EXCO work plan and considered the proposed MRA Committee and Technical Committee work plans. Progress was noted in the implementation of the 2014/15 MRA work plan with SADCAS having successfully undergone a joint ILAC/AFRAC pre peer evaluation in June 2014 and SANAS having undergone a Joint AFRAC/SADCA peer evaluation in December 2014. SADCAS is now set to go a joint ILAC/AFRAC peer evaluation in May/June 2015 whilst MAURITAS is to undergo a joint ILAC/AFRAC/SADCA pre peer evaluation in 2015. On peer evaluators, Mr Neville Taylor is set to be qualified as a Lead Evaluator for SADCA. One of the SADCA trained evaluator Mr Chankar Bheekun from MAURITAS participated in an ILAC evaluation as a trainee evaluator. More opportunities will be identified for the mentoring

*Continued to p 31*

*Continued from p 30*

of trainee evaluators. It was noted that the pool of evaluators is still limited and that going forward it would be inevitable for SADCA to train more evaluators and to utilize the pool of evaluators from AFRAC which includes 3 qualified evaluators from the SADC region. In identifying experts to train as evaluators, the 3 SADC accreditation bodies were requested to submit lists of potential trainees prioritizing those that are directly involved in accreditation.

Progress was also noted in the implementation of the 2014/15 Technical Committee work plan with the finalization of the SADCA conformity assessment bodies toolkit which is set to be launched at the 19<sup>th</sup> SADCA General Assembly. The toolkit is designed to assist conformity assessment bodies in their journey towards accreditation by introducing them to accreditation, explaining some of the terminology that are used, outlining the process that they go through as well as providing tips on how to prepare a Quality Manual also known as the Management System. The tool kit also includes interviews with accreditation experts providing the tips. A summary of the results on the questionnaire designed to establish status of accreditation in the region and the constraints faced was presented to the EXCO. The Technical Committee still needs to analyse the data and present its recommendation to the EXCO. The information will be useful in the current development of the SADC region accreditation strategy going forward.

Some time was spent on reviewing the SADCA documents including the SADCA By Laws, policies and procedures in order to ensure consistency amongst the documents as well as to ensure compliance with the ILAC MRA and IAF Multilateral Arrangement (MLA) documents. The documents will be circulated for comment then approval the respective authorities taking into account the approval systems for the various hierarchy of documents. Two procedures P005-01: Procedure for SADCA Secretariat and P012-01: SADCA Records Management Procedure were approved during the EXCO meeting.

On participation in ILAC and the IAF an update on the revisions of ISO/IEC 17025 and ISO/IEC 17011 was provided and accreditation body members were encouraged to participate in their development so as to keep up with the revisions. On the upcoming mid-term ILAC/IAF meetings to be held in April 2015 in Frankfurt, Germany, The EXCO identified accreditation body members who would represent SADCA in the various scheduled meetings.

In preparing for the 19<sup>th</sup> SADCA General Assembly, the meeting reviewed the minutes of the 18<sup>th</sup> SADCA General Assembly held on March in Gaborone, Botswana, prepared the agenda for the meeting which will include amongst others items reports from the 3 accreditation bodies, National Accreditation Focal Points, MRA Committee and Technical Committee, SADC Regional Coordinator, other regional accreditation co-operations and the ILAC and IAF and the launch of the conformity assessment bodies toolkit and approval of the new SADCA logo.

In an update from the SADC Secretariat the meeting was advised that the TBT Annexe to the SADC Protocol on Trade was approved in July 2014 and uploaded on the SADC website [www.sadc.int](http://www.sadc.int). Implementation of all the SADC Protocols have been reviewed and a report of the review of the SADC Protocol on Trade has been compiled and is currently under review internally in the SADC Secretariat. The meeting was also informed about the lifting of Madagascar's suspension following which Madagascar advised of its contact points for the SADC TBT Co-operation structures. An update was also provided on the developments on the SADC Protocol on Trade in Services.



Seated from left to right: Dr E Steyn, Mr R Gopee and VM Kanama  
Standing from left to right: Ms N Halimana, Mrs MP Mutasa, Mr R Josias, Ms AM Lotter, Dr E Meintjies and Ms F Skosana

*Continued to p 32*

*Continued from p 31*

A total of 7 resolutions were adopted at the meeting.

The SADCA EXCO comprises of 9 members as follows:

Name	Position	Organization	Country
Mr Robin N Gopee	Chair	MAURITAS	Mauritius
Mr Viki Mbuya Kanama	Vice Chair	Congolese Control Office	DRC
Mr Ron Josias	Mutual recognition Arrangement (MRA) Chair and Member	SANAS	South Africa
Mr Pilot Masunga	Technical Committee Chair	BOBS	Botswana
Dr Elsie Meintjies	Member	SADC Secretariat	Botswana
Mrs Maureen P Mutasa	Member	SADCAS	Botswana
Mrs Masego B Marobela	Member and Immediate past Chairman SADCA	BOBS	Botswana
Ms Anna Marie Lotter	Member	Department of Trade and Industry	South Africa
Dr Elsabe Steyn	Regional Coordinator	SANAS	South Africa
Ms Nonhlanhla Hali- mana	SADCA Secretariat	SANAS	South Africa
Ms Fikile Skosana	SADCA Secretariat	SANAS	South Africa

A calendar of events from February 2015 was developed and the following SADCA meetings are planned:

Meeting	Date	Venue
SADCA Executive Committee	March 2015	Kinshasa, DRC
Technical Committee	17 March 2015	Kinshasa, DRC
MRA Committee	18 March 2015	Kinshasa, DRC
19 <sup>th</sup> SADCA General Assembly	19 March 2015	Kinshasa, DRC
Mid - term SADCA Business Plan Strategic Review	12 to 16 October 2015	TBA

### Pamphlets for Accreditation Programs published in French and Portuguese

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

To download visit: [www.sadcas.org/promotionalMaterial.php](http://www.sadcas.org/promotionalMaterial.php)

## SADCA Holds its Nineteenth Annual Meeting

The Southern African Development Community Cooperation in Accreditation (SADCA) held its 19<sup>th</sup> Annual Meeting on 20 March 2015 at the Grand Hotel in Kinshasa Gombe, Democratic Republic of Congo (DRC). The meeting which was held in conjunction with the 30<sup>th</sup> meeting of SADC TBT Cooperation Structures was officially opened by the DRC Minister of Commerce Honorable Madame **Néfertiti Ngudianza Bayokisa Kisula** at a ceremony held on 17 March 2015 and attended by over 100 delegates from SADC countries, diplomats, international development partners and stakeholders from DRC. During the opening ceremony awards were presented to regional experts who had contributed immensely towards the development of SQAM in the region amongst whom were Mr Riundja Ali Kaakunga and Mrs Masego Marobela both of whom are members of SADC Cooperation in Accreditation and served as members of the SADCAS Board of Directors.

Prior to the SADCA Annual meeting, the SADCA Technical Committee (TC) and the Mutual Recognition Arrangement (MRA) Committee met on the 17 and 18 March 2015 respectively during which the Committees reviewed implementation of their respective 2014/15 work plans and developed the 2015/16 work plans in support of the SADCA five year (2012 to 2017) strategic plan. The Committees also reviewed draft documents some of which were approved at the Annual Meeting which was subsequently held on 20 March 2015. The 17<sup>th</sup> SADCA Annual Meeting was attended by over 34 delegates from 13 SADC Member States excluding Madagascar and Seychelles.

Mr Robin Gopee, the Chair of the SADCA welcomed delegates to the 19<sup>th</sup> SADCA Annual meeting which was being held under the theme "Accreditation: Supporting the delivery of health and social care". In his report to the Annual Meeting, Mr Gopee reviewed the progress made in the 3<sup>rd</sup> year of implementing the SADCA 5 year Strategic Plan whose thrust is to operationalize the SADCA MRA. He reported that one of the peer evaluators trained in 2009/10 had been qualified. A pre peer evaluation of SADCAS was undertaken jointly by ILAC and AFRAC in June 2014 with SADCAS set to undergo a peer evaluation in May/June 2015. A peer evaluation of the South African National Accreditation System (SANAS) was undertaken jointly by the African Accreditation Cooperation (AFRAC) and the Arab Accreditation Cooperation (ARAC) in December 2015. The Mauritius Accreditation System (MAURITAS) is set to undergo a pre peer evaluation by AFRAC/ILAC/SADCA in the 2<sup>nd</sup> quarter of 2015. Mr Gopee also reported on the progress with the AFRAC MRA with SANAS, EGAC and TUNAC having signed the MRA for testing, calibration, medical and inspection in September 2014.

In her report to the annual meeting Dr Elsabe Steyn, the SADCA Regional Coordinator advised members that the Technical Committee had been established and that efforts were underway to establish the Marketing and Communications Committee. She also reported on progress with the redesign of the SADCA logo in order to align it to the SADC TBT Cooperation Structures. The redesigned logo which was subsequently approved during the 19<sup>th</sup> annual meeting was sponsored by PTB Germany. The SADCA website which was revamped in 2013/14 was maintained and the visitation statistics show an increasing interest in the website. She further advised members that the SADCA Executive Committee met 2 times during the period under review and considered some documents which have since been approved and some of which will be approved at the annual meeting. Progress was also noted in the development of the SADCA toolkit which was subsequently launched during the meeting and copies handed over by Mr Albert Kasongo, Director General Congolese Control Office (OCC), to all the ordinary members of SADCA who were in attendance at the meeting. The toolkit is designed to assist conformity assessment bodies in implementing the respective key accreditation standard and through the accreditation process. She also reported of efforts underway to better coordinate SADCA participation in regional (AFRAC) and international accreditation fora (ILAC and IAF).



Honorable Madame Néfertiti Ngudianza Bayokisa Kisula -with award winners including Mr Kaakunga and Mr Dithake Dommy Tau who received the award on behalf of Mrs Marobela

*Continued from p 33*

On membership, Dr Steyn reminded members that SADCA has 4 categories of membership namely: Arrangement; Ordinary; Stakeholder; and Associate. She noted that some members had not yet formalized their membership and requested Angola, Zambia, Lesotho, Madagascar, Seychelles to formalize their membership in the category "Ordinary Member" and Lesotho, South Africa, Zambia and Zimbabwe in the category "Stakeholder Member". Invitation will also be sent to the other SADC TBT Cooperation Structures, SADC MEL, SADC MET, SADC STAN SADCTLR and SADC TBTSC to appoint representatives in the category "Stakeholder Member".



Delegates in attendance at the 19th SADCA Annual meeting

In the feedback from ordinary members, accreditation bodies and National Accreditation Focal Points, on the activities undertaken during the period under review, the challenges faced, lessons learnt and presented their plans for the 2015/16 year. The SADCAS Chief Executive Officer, Mrs Maureen Mutasa reviewed the progress made by SADCAS during the period under review, the challenges faced and interventions thereof and the lessons learnt. From these reports it was noted that whilst awareness on accreditation has increased in the region, there is still a lot of work to be done to increase awareness of the benefits and importance of accreditation especially amongst regulators. It was also noted that many conformity assessment service providers still need to be coached in order to prepare them for accreditation and Member States were urged to utilize the toolkit developed by SADCA and to prepare bilateral technical assistance programs to support conformity assessment service providers for which a framework was presented at the 17<sup>th</sup> annual meeting for use by Member States.

The Senior SADC TBT Officer, Dr Elsie Meintjies reported on the SADC Quality awards with only 3 participating countries compared to 6 countries which participated in the 2014 award and encouraged Member States to champion the awards going forward. The awards which have been organized by the SADC Secretariat will in future be taken over by the TBT SC. On EU EDF 10 REIS program underway she reported that 22 experts who had successfully been trained in July/August 2014 were due to undergo mentoring towards end of March 2015. More assessors will be trained under the 4 year program. The NAFFP training on marketing and communications was held from 25 to 27 February 2015 during which they developed a template for use in promotion and marketing accreditation. She also reported that the SADC Secretariat was developing a regional strategy for the accreditation of conformity assessment bodies and highlighted that the Secretariat will work in collaboration with the SADCA Technical Committee. She reminded members about the PTB Germany agreement with SADC and that funding was available from this source for projects in the accreditation area. With this funding the Secretariat is developing a directory of TBT organizations in the region and Member States will be requested to complete a template. The input from the TBT structures, to the Industrialization policy had been received from all the structures including SADCA and will be used to develop the roadmap and strategy of the SADC Industrialization policy. She also updated members on the Tripartite Agreement which was not signed as scheduled in June 2014 and is now set to be signed in Egypt in June 2015. On upcoming programs, Dr Meintjies advised members the Trade Related Facility (TRF) amounting to Euro 32 million was signed in July 2014 for SADC Member States to access. She highlighted 2 windows of the Facility. The Facility will run for a period of 5 years. She also informed members about EU EDF 11 program which started in January 2015. The program whose funding amounts to Euro 47m is on regional integration of which 18m is for industrialization.

*Continued to p 35*

*Continued from p 34*

In a presentation on 2015 World Accreditation Day (WAD), Mrs Maureen Mutasa a member of the SADCA Executive Committee gave a background on WAD and the commemoration events that had been held in the region since 2009. She then highlighted the theme for this year's WAD and its relevance to the region. The meeting then discussed events that could be held in the region to commemorate the day. In organizing the event members were reminded to remember the goal of the activity which is to raise awareness on accreditation issues, the target group/audience and the message. As much as possible the message should be simple and understood and the event should be interactive. She also encouraged members to organize the events in collaboration with the theme key stakeholders. Above all, the activities should be thoroughly planned ahead of the event.

A total of 38 resolutions were adopted by the meetings including the approval of procedures (A014-01 SADCA Secretariat Procedures and P 012-01 SADCA Records Management) and 2015/16 work plans of the SADCA MRA Committee, Executive Committee and Technical Committee. The General Assembly also approved the 2014/15 annual report subject to amendments and incorporation of the Zimbabwe report. The Marketing and Communications Committee was tasked to develop a Communiqué on the relationship between SADCA and AFRAC in collaboration with the SADCA Executive Committee. The General Assembly also requested the MRA Chair to explore the establishment of a pool of African peer evaluators between SADCA, AFRAC and ARAC. Noting the revision of ISO/IEC 17011 and ISO/IEC 17025, SADCA encouraged National Standards Bodies in the region to establish national CASCO mirror committees and requested members to participate in the revision of ISO/IEC 17011, ISO/IEC 17025 and any other key accreditation standards to be revised in the future.

Mr Viki Mbuya Kanama NAFF - DRC was unanimously elected as Chairman of SADCA to replace Mr Robin Gopee who retired at the 19<sup>th</sup> Annual meeting having served one 2 year term as Chairman of SADCA. Mrs Sybil Sithembiso Dlamini, NAFF – Swaziland was elected Chair of the Marketing and Communications Committee. Elections will be held in due course for the position of Vice Chairman of SADCA.

## SADCA Launches Accreditation Toolkit for Conformity Assessment Bodies

The Southern African Development Community Cooperation in Accreditation (SADCA) launched an accreditation toolkit for conformity assessment bodies. The toolkit which has been developed over the last year was launched during the 19<sup>th</sup> SADCA Annual Meeting held on 20 March 2015 at the Grand Hotel in Kinshasa Gombe, Democratic Republic of Congo (DRC) in conjunction with the 30<sup>th</sup> meeting of SADC TBT Cooperation Structures.

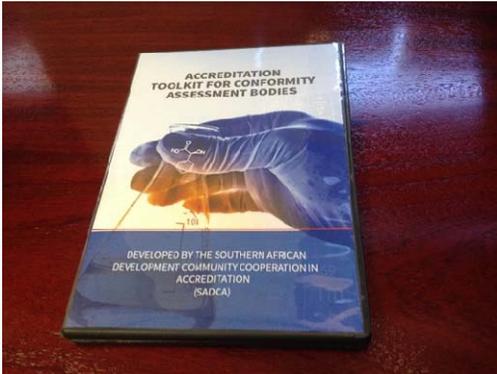
When testing, calibration and medical laboratories/ certification bodies/ inspection bodies collectively known as conformity assessment bodies (CAB's) apply for accreditation or they are in the process of acquiring accreditation they often find it difficult to understand what is required for accreditation from an accreditation body. The toolkit is designed to serve as a general source of information on accreditation thus assist applicant CABs. The toolkit explains what accreditation is, who provides accreditation services in the SADC region and their operational boundaries and what the benefits of accreditation are. The toolkit further explains what accreditation is not and what the key accreditation and operational requirements are. The toolkit also walks CABs right through all the phases of the accreditation process and provides tips on how to prepare for accreditation wherein 2 approaches are recommended.



Ron Josias SANAS CEO speaking during the launch of the toolkit

*Continued to p 36*

Continued from p 35



The toolkit is intended only to serve as a guideline and does not guarantee automatic qualification for accreditation thus SADCA accepts no liability for the content of the toolkit or for consequences of any action(s) taken on the basis of the content of the toolkit.

The toolkit is written as a web based platform and can be viewed on all internet browsers. You do not need to be connected to internet in order to view the toolkit information and is available as a CD. For PC users all you need to do is to place the CD in your machine after which the disc will start automatically. For MAC users simply insert the disc into your machine and if it does not start up automatically then select the Index HTML File in the root of the programme files.

The link to the Toolkit is <http://www.sadca.org/CABT/library/051.html> . The link can also be found on the SADCA website [www.sadca.org](http://www.sadca.org) under Technical Publication page and the Publication subpage and also on the SADCAS website under "Links" <http://www.sadcas.org/links.php>

Copies of the toolkits were handed over by Mr Albert Kasongo, Director General Congolese Control Office, to all the ordinary members of SADCA who were in attendance at the meeting.

SADCA one of the seven Technical Barriers to Trade (TBT) Cooperation Structure established under the TBT Annex to the SADC Protocol on Trade, is a Cooperation of accreditation bodies in the Southern African Development Community (SADC) region. Accreditation bodies that participate in the Cooperation are SADCAS, the South African National Accreditation System (SANAS) and the Mauritius Accreditation System (MAURITAS).

## SADCAS Conducts Another ISO/IEC 17025 Course in Namibia

SADCAS conducted another five-day open training course on ISO/IEC 17025 requirements, implementation and internal auditing in Namibia. The training course was held from 2 to 6 March 2015 in Swakopmund, Namibia. A total of ten (10) participants from 2 organizations attended the course.

The 5 days' course covered an overview of accreditation, ISO/IEC 17025 requirements, implementation and internal audit principles, process and competence requirements for auditors, with the objective of enabling participants to implement ISO/IEC 17025 in their facilities and eventually apply for accreditation.

Judging from the feedback from participants, the course was a success and was able to meet its objectives. The internal auditing section was especially enjoyed by all and there were numerous practical exercises done to ensure that all participants would be able to conduct an audit on their own current or future management systems. This SADCAS course continues to deliver a content-heavy, practically relevant and well-organized course.

### ADCAS Value Proposition

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

## First ISO/IEC 17020 Requirements and Internal Auditing Course in held Swaziland

**S**ADCAS conducted the first ISO/IEC 17020 Requirements and Internal Auditing Course in Swaziland organized by the NAFP-Swaziland and sponsored by the Ministry of Commerce, Trade and Industry – Swaziland. The training was held at the Royal Swazi Spar Hotel – Ezulwini, Swaziland from 9 to 13 March 2015. A total of 25 participants mainly inspectors from different government departments, municipalities and the private sector attended the course.

In her opening remarks Ms. Phindile Dlamini - Chief Quality Systems Administrator in the Department of Commerce noted that this was the first ISO/IEC 17020 course to be held in Swaziland. She highlighted the fact that all inspection bodies needed to ensure that they have the personnel, facilities, technical expertise and management systems in place in order to conduct inspections professionally and competently. She alluded to the fact that ISO/IEC 17020 specified the general criteria for the competence of impartial inspection bodies irrespective of the sector involved. Ms. Dlamini encouraged participants to take the course seriously as this was an important course for Swaziland. She thereafter introduced the Trainer and wished all participants a fruitful five days of training.

A comprehensive elaboration on each of the 8 clauses of the ISO/IEC 17020:2012 was covered by Trainer. Course participants were given the opportunity to ask questions for clarifications with examples given in reference to their respective work places. Participants were made to understand the importance of competence evaluation of personnel, facilities, traceability of measurements, environment conditions, inspection methods and procedures as vital tools towards accreditation. The Trainer also appraised participants on the importance by all staff performing specific tasks within an organization to be involved in documenting procedures and Quality Manual and why procedures should be available at all locations of their work places.

The Trainer also covered the importance of carrying out internal audits, the audit process and the competence requirements for auditors. Participants were given exercises to review an inspection policy and procedures detailing all the activities performed at their respective work places and to check whether they are in compliance with the ISO/IEC 17020 standard.

There was a lot of discussion and debate during exercises and group work with participants eager to understand the standard. From these exercises, participants were practically exposed to all the clauses of the ISO/IEC 17020 standard. Participants were continuously evaluated during the course of the training and an examination was written on the last day of the course.

The participants were enthusiastic to learn and the daily attendance of the participants was good. Judged by the feedback from participants, the course was well organized and met most of the participants' expectations.



Participants pose for a photo during training

## Masego Laetsang Registered as SADCAS Assessor



SADCAS has registered another Technical Assessor bringing the total number of registered assessors to 38 Technical Assessors and 22 Lead Assessors. Mrs Masego Laetsang was trained as an assessor in 2009 under the auspices of SADC EU EDF 9 project and mentored under a project funded by PTB – Germany in 2013/14 and again in January 2015. The first registered assessor from Botswana, Mrs Laetsang's scope of registration is "Water Chemistry".

With over 25 years' of experience as an Analytical Chemist Mrs Laetsang who is the Chief Chemist in the Department of Geological Survey holds a National diploma in Science from Loughborough College (UK), BSC (Hons) in Applied and Analytical Chemistry from Staffordshire University (UK), an MSc in Analytical Chemistry from Salford University (UK) and an MBA from the University of Botswana.

## Update on Training of Assessors SADC EU EDF 10 REIS Programme

Following the training of experts from the SADC region undertaken by Quality Africa Network (Pty) Ltd and sponsored under the auspices of the SADC EU EDF 10 REIS Program from 28 July to 1<sup>st</sup> August 2014 in Gaborone, Botswana during which 23 out of the 25 candidates were qualified, a follow up training courses was held from 25 to 27 March 2015 in Pretoria, South Africa. The objective of the follow up training was to review the vertical assessment assignments and to train the qualified experts in the development and implementation of corrective actions for compliance with the ISO/IEC 17025 requirements. The candidates had been given an assignment to complete a vertical assessment in their own laboratories which was evaluated by the Trainer prior to the 2<sup>nd</sup> stage training course.

The 2<sup>nd</sup> stage training course began with a review of the assessment process from pre-opening meeting to the opening meeting and the actual assessment emphasizing the role of the vertical assessment in determining the competency of the laboratory. The assessment checklists were discussed in detail before covering the assessor meeting and assessment closing meeting. The training went further to cover the evaluation and clearance of non conformities and the need to ensure clarity in wording of nonconformities so that they are understood. In groups the trainees evaluated the results of the vertical assessments using the SADCAS AP 14: Accreditation Decision Making Process.

Based on the training report a number of candidates were identified that stood out as being of use to SADCAS as assessors. These candidates will proceed to the mentoring stage before qualification and registration as SADCAS assessors.

## Xavier Mugari on Attachment Training at SANAS

Continuing Professional Development (CPD) is the means by which people maintain their knowledge and skills related to their professional practice. It is a structured approach to help ensure competence to practice, taking in knowledge, skills and practical experience. As part of the SADCAS CPD Program, Mr Xavier Mugari who took up position as a full time in SADCAS in November 2014, was on attachment at SANAS in Pretoria, South Africa from 16 March to 20 March 2015. The training was coordinated by the SANAS Field Manager for Medical Laboratories, Ms Barbra Mokgethwa.

The objectives of the training were to:

- ❑ Familiarize with medical accreditation program documents and understand the accreditation processes;



*Continued to p 39*

*Continued from p 38*

- ❑ Understand assessment planning;
- ❑ Understand administration of pre- assessment activities (review of application forms, setting up assessment teams, preparation of assessment packs for initial assessments, surveillance assessments and reassessments);
- ❑ Understand the theoretical aspects of conducting management system assessment based on ISO 15189:2012;
- ❑ Observe an assessment as Lead Assessor;
- ❑ Understand administration of post-assessment activities (management of corrective actions, preparation of assessment packs for Accreditation Approval Committee (AAC));
- ❑ Understand AAC activities and how accreditation decisions are made during AAC meetings;
- ❑ Recap on Proficiency Testing, assessment processes, method validation, measurement uncertainty and highlights of ISO 15189:2012 changes during one day Medical Assessor workshop.

The overall goal of the training workshop was "recalibration" of medical assessors to ensure uniform interpretation of ISO 15189:2012 clauses and standardize the conduct of assessments. Additionally the workshop gave an insight into SANAS operational policies and procedures which are related to assessors. The workshop was held at Burgers Park Hotel in Pretoria on the 20th of March 2015 from 09:00 hrs to 16:00hrs. It was attended by 3 full time Lead Assessors from SANAS, more than 50 Lead and Technical assessors from Gauteng province and SADCAS Lead Assessor. The facilitator was the SANAS Field Manager for Medical Laboratories. The training included the following topics: assessment processes; Proficiency Testing; method validation; measurement uncertainty; non-conformities and peer review; and highlights of changes in the latest version of ISO 15189 published in 2012.

To a large extent the objectives of the attachment and expectations of the SADCAS Lead Assessor were met. He acquired knowledge on principles and techniques of assessing management systems in medical laboratories and will be able to apply the acquired knowledge in the conduct of assessments. During the attachment, Mr Mugari was also equipped with skills and knowledge on planning and organizing pre and post assessment administrative activities to ensure efficient service provision through eliminating bottlenecks for process improvements. The Medical Assessor workshop was very relevant to his work. The wide range of experiences, skills and knowledge shared made the workshop interactive and very beneficial to all assessors who attended.

Mr Mugari expresses his gratitude to the SANAS Field Manager, Ms Mokgethwa and her team for sharing their knowledge with him and for taking time out of their busy schedules to accommodate him for the whole week.

## ISO Guide 34 Being Revised

ISO Guide 34: General requirements for the competence of reference materials producers is being revised. A joint working group of the ISO Committee on Conformity Assessment (ISO CASCO JWG 43) has been formed with the task of transferring the existing ISO Guide 34 to an international standard, ISO 17034.

The JWG held its first meeting in December 2014 and the International Laboratory Accreditation Cooperation (ILAC) was represented by two liaisons namely Ms Lorraine Turner and Mr He Ping. The discussion at the two day meeting focussed on the comments that had been submitted through ISO Committee on Reference Materials (ISO REMCO) on the areas of the current Guide 34 that were considered to require revision. Some themes for the revision were identified and broadly agreed on as follows:

- ❑ The need to differentiate between the requirements that apply for the production of certified reference materials (CRMs) and other reference materials;
- ❑ The need to include a reference to ISO 15189 to ensure that it is seen as a suitable alternative to assure the competence of medical laboratory tests that support reference materials production rather than only referring to ISO/IEC 17025;
- ❑ The need to acknowledge "Collaborators" as a special type of subcontractor to take into account where formal arrangements do not exist e.g. laboratories that test as part of collaborative trials;

*Continued to p 40*

Continued from p 39

- ❑ The need to update the section on “Characterisation”, to include a clause for non CRMs and to ensure that ISO Guide 35; General statistical principles for certification, is appropriately referenced as Guidance to the new ISO 17034.

The overlap with the current ISO/IEC 17025 was also discussed at the meeting, and there were a few suggestions that clauses that were repeated from ISO/IEC 17025 could be deleted.

At the meeting, the ISO CASCO JWG 43 was also given information from ISO CASCO regarding the structure of the CASCO standards and therefore the need for the current ISO Guide 34 to be re-structured. This restructuring has now taken place and a committee Draft (CD) has been produced. The CD was circulated amongst CASCO members and liaisons on 28 January 2015 for a period of 3 months expiring on 28 April 2015.

## Upcoming Training Courses

COURSE	DATE(S)	VENUE COUNTRY/CITY	FEES (BWP)	FEES (USD)
ISO/IEC 17025 Internal Auditing	29 June to 1 July	Tanzania (Dar es Salaam)		550
ISO/IEC 17025 Requirements & Internal Auditing	6 to 10 July	Botswana (Gaborone)	7,800	
ISO/IEC 17020 Requirements & Internal Auditing (in-house)	6 to 10 July	Swaziland (Mbabane)	-	-
ISO 15189 Requirements & Internal Auditing	13 to 17 July	Botswana (Gaborone)	8,500	-
ISO/IEC 17025 Requirements & Internal Auditing	13 to 17 July	Namibia (Walvis Bay)	7,800	-
ISO/IEC 17020 Requirements & Internal Auditing	27 to 31 July	Namibia (Windhoek)	8,000	
ISO/IEC 17025 Requirements & Internal Auditing (in-house)	27 to 31 July	Swaziland (Mbabane)	-	-
ISO/IEC 17025 Awareness (Mining Sector)	10 August	Botswana (TBA)	-	-
ISO/IEC 17025 Awareness (Mining Sector)	14 August	Mozambique (TBA)	-	-
ISO/IEC 17025 Requirements & Internal Auditing	17 to 21 August	Tanzania (Dar es Salaam)	-	900
ISO 15189 Requirements & Internal Auditing	17 to 21 August	Lesotho (Maseru)		900
ISO/IEC 17025 Awareness (Mining Sector)	24 August	Zambia (TBA)	-	-
ISO/IEC 17020 Requirements & Internal Auditing	24 to 28 August	Botswana (Gaborone)	7,800	-
ISO/IEC 17025 Requirements & Internal Auditing	27 to 31 August	Swaziland (Mbabane)	-	850
ISO/IEC 17025 Awareness (Mining Sector)	28 August	Namibia (TBA)	-	-

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

## SADCAS/SANAS Joint Communiqué - SADCAS Accreditation Services

The Southern African Development Community Accreditation Services (SADCAS) is a multi-economy accreditation body established in terms of Article 17 (3) (b) of the Technical Barriers to Trade (TBT) Annex to the SADC Protocol on Trade with the primary purpose of ensuring that conformity assessment service providers operating in those SADC Member States which do not have their own national accreditation bodies are subject to an oversight by an authoritative body. Within the Southern African Development Community (SADC) region, only South Africa and Mauritius have their own national accreditation body. The remaining 13 countries namely: Angola; Botswana; Democratic Republic of Congo (DRC); Lesotho; Madagascar; Malawi; Mozambique; Namibia; Seychelles; Swaziland; Tanzania; Zambia; and Zimbabwe do not have national accreditation bodies hence serviced by SADCAS. SADCAS is recognized by the SADC Council of Ministers as a subsidiarity organization of SADC. The relationship between SADCAS and SADC is formalized through a Memorandum of Understanding (MOU) on general cooperation which also serves as the basis for the recognition of SADCAS, by SADC Member States as a multi economy accreditation body.

SADCAS is now in its sixth year of operation as a multi economy accreditation body. Having been incorporated in December 2005, the SADCAS office was set up by October 2008, launched in April 2009 and started to offer accreditation services in October 2009. Up to date SADCAS has issued 35 accreditation certificates to 26 accredited facilities in 6 SADC Member States. SADCAS accreditation services were kick started through a Twinning Partnership Arrangement with the South African National Accreditation System (SANAS). The Twinning Partnership Arrangement is meant to ensure the credibility of SADCAS accreditation services whilst at the same time benefiting from skills transfer from SANAS as SADCAS works towards signatory status in international accreditation arrangements.

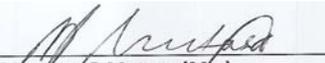
In working towards signatory status in the International Laboratory Accreditation Cooperation (ILAC) as well as the African Accreditation Cooperation (AFRAC) Mutual Recognition Arrangements (MRA) for the accreditation of testing and calibration laboratories, the SADCAS application for peer evaluation was reviewed and accepted by the ILAC Arrangement Management Committee (AMC) and AFRAC MRA Committee. SADCAS subsequently underwent a joint ILAC/AFRAC pre peer evaluation from 23 to 27 June 2014. The purpose of the joint pre peer evaluation was to:

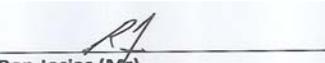
- Provide SADCAS an opportunity to submit its accreditation system for an evaluation process that applies the same requirements and competences used in a peer evaluation for the AFRAC MRA and ILAC MRA; and
- Provide SADCAS an opportunity to identify findings in its accreditation system through an independent peer evaluation process.

Whilst the evaluation team confirmed that the overall system of SADCAS is in accordance with the requirements of AFRAC M002-01 and ILAC-P5:10/2013, that SADCAS operates its testing laboratory and calibration laboratory accreditation programmes substantially in accordance with the requirements of ISO/IEC 17011:2004 and IAF/ILAC-A5:11/2013 and that laboratories accredited by SADCAS have been assessed against and found to comply with the requirements of ISO/IEC 17025: 2005, a finding was raised on the Joint Communiqué on SADCAS Readiness to Offer Accreditation Services signed by SADCAS and SANAS and issued on 12 April 2010. The Communiqué includes the following statement: "3. Through the SADCAS/SANAS Twinning Partnership Arrangement, the accredited facility will be able to maintain international recognition". The facilities accredited under the SADCAS/SANAS TPA are currently only listed in SADCAS directory of accredited facilities available on the SADCAS website and not in SANAS directory of accredited facilities. This, as the pre peer evaluation team noted, **may** mislead the International recognition of SADCAS.

To address this finding, all facilities accredited under the SADCAS/SANAS TPA will now be issued with separate SADCAS and SANAS accreditation certificates and will be listed on both the SADCAS and the SANAS directories of accredited facilities available on the respective accreditation body's website. All certificates issued under the SADCAS/SANAS TPA will contain a note to that effect.

SADCAS is well on its way to signatory status in the ILAC MRA for the testing and calibration laboratories accreditation programs and aims to achieve the said status in the 2015/16 financial year after which only SADCAS certificate will be issued. SADCAS is also working towards signatory status for its medical laboratories, inspection bodies and management systems certification bodies' accreditation programmes.

  
Maureen P Mutasa (Mrs)  
SADCAS Chief Executive Officer

  
Ron Josias (Mr)  
SANAS Chief Executive Officer

Date of Issue: 2014-09-12

## Customer Satisfaction Survey- Accreditation Services – 2014/15 Results

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

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

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

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

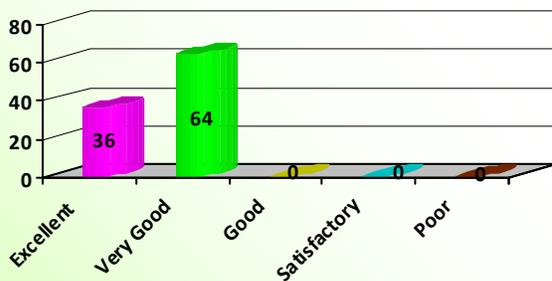


Figure 2 - Accuracy & Completeness of Technical Information 2014/15 Financial Year

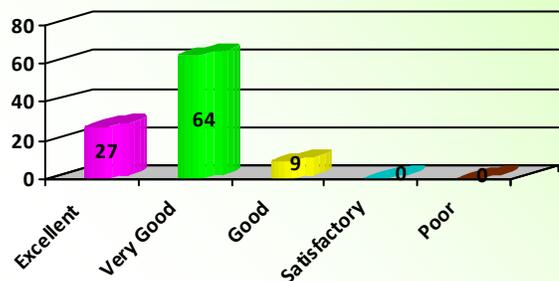


Figure 3 - Accreditation Process Timelines - 2014/15 Financial Year

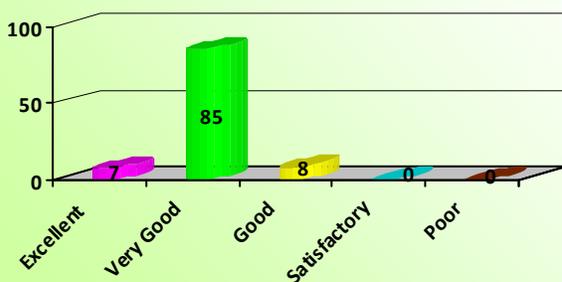
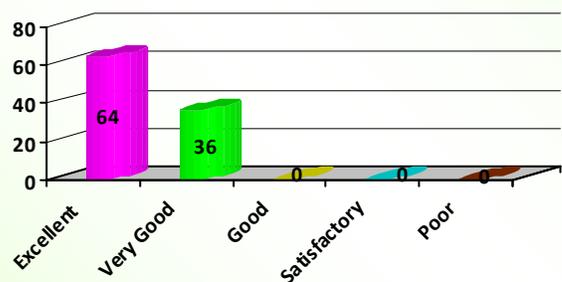
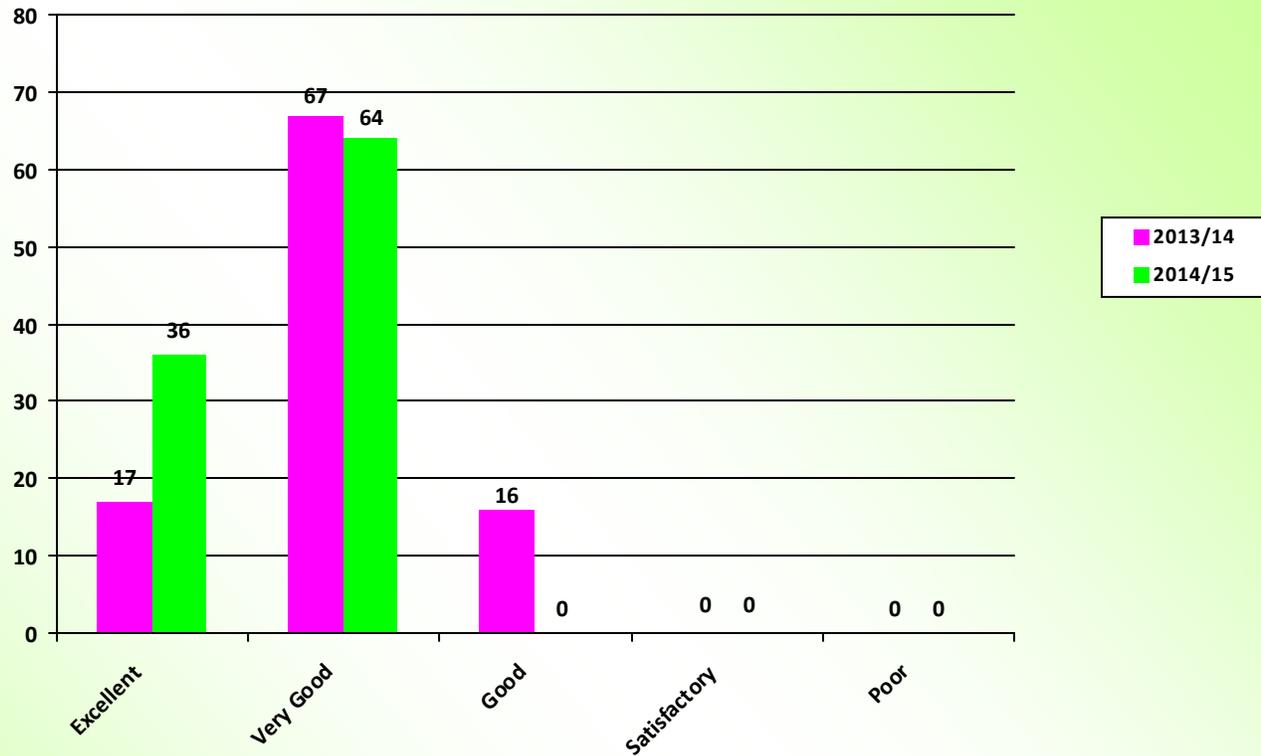


Figure 4 - Professionalism of Assessment Team - 2014/15 Financial Year



Continued from p 42

Figure 5 - Overall Satisfaction on Service - 2013/14 Compared to 2014/15 Financial Year



The SADCAS is a multi-economy accreditation body established as part of the SADC infrastructure for standardization, quality assurance accreditation and metrology (SQAM) in order to meet the accreditation needs of SADC Member States without own national accreditation bodies. Within the SADC region only South Africa and Mauritius have their own national accreditation bodies. The remaining 13 countries do not have their own national accreditation bodies hence serviced by SADCAS. SADCAS is now in its 7<sup>th</sup> year of operation having been launched in April 2009 and started offering services in October 2009. By 31 March 2015 SADCAS had issued 48 accreditation certificates to 36 accredited facilities in 8 SADC Member States. At the same time SADCAS had 43 accreditation applications from 10 countries at the various stages of processing.

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



## SADCAS Training Courses

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

### SADCAS Trainers

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

### Training Programmes

SADCAS currently offers the following accreditation training courses:

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

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

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

#### Three-Day ISO/IEC 17025 International Auditing

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

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

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

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

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

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

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

**For more details please contact SADCAS**  
Email: [info@sadcas.org](mailto:info@sadcas.org)

## Status of Key Accreditation Standards and IAF/ILAC Documents

STANDARD	STATUS
<b>ISO/IEC 17000:2004</b> Conformity assessment – Vocabulary and general principles	International Standard confirmed
<b>ISO/IEC 17011:2004</b> Conformity assessment – General requirements for accreditation bodies accrediting conformity assessment bodies	International standard to be revised
<b>ISO/IEC NP 17011:2004</b> Conformity assessment – General requirements for accreditation bodies accrediting conformity assessment bodies	New project approved
<b>ISO/IEC FDIS 17021-1</b> Conformity Assessment – Requirements for bodies providing audit and certification of management systems -- - Part 1: Requirements	FDIS registered for formal approval. Proof sent to Secretariat. FDIS ballot initiated.
<b>ISO/IEC TS 17021-6:2014</b> Conformity assessment – Requirements for bodies providing audit and certification of management systems – Part 6: Competence requirements for auditing and certification of business continuity management systems	International standard published As at 2014-11-27
<b>ISO/IEC NP 17025:2005</b> General requirements for the competence of testing and calibration laboratories	New project approved and ISO CASCO WG established to revise the Standard. Revision underway
<b>ISO/IEC TR 17026: 2015</b> Conformity assessment – Guidance on a third party certification system for products	International standard published As at 2015-01-28
<b>ISO/IEC 17030: 2003</b> Conformity assessment – General requirements for third-party marks of conformity	International standard confirmed
<b>ISO/CD 17034</b> General requirements for the competence of reference materials producers	Joint working group of the ISO Committee on Conformity Assessment (ISO CASCO JWG 43 has been established and revision underway
<b>ISO/IEC 17040: 2005</b> Conformity assessment – General requirements for peer assessment of conformity assessment bodies and accreditation bodies	International standard confirmed
<b>ISO/IEC 17043: 2010</b> Conformity assessment – General requirements for proficiency testing	International standard under periodical review
<b>ISO/IEC 17050-1:2004</b> Conformity assessment – Supplier’s declaration of conformity – Part 1: General requirements	International standard confirmed

Continued to p 46

Continued from p 45

STANDARD	STATUS
<b>ISO/IEC 17050-2:2004</b> Conformity assessment – Supplier’s declaration of conformity – Part 2: Supporting documentation	International standard confirmed
<b>ISO 13528:2005</b> Statistical methods for proficiency testing by inter laboratory comparisons	International standard to be revised
<b>ISO/IEC 27006:2011</b> Information Technology – Security Techniques – Requirements for bodies providing audit and certification of information security management systems	International standard to be revised
<b>ISO Guide 27:1983</b> Guidelines for corrective action to be taken by a certification body in the event of misuse of its mark of conformity	International Guide confirmed
<b>ISO/IEC Guide 28:2004</b> Guidance on a third-party certification system of products	International Guide withdrawn
<b>ISO/IEC Guide 53:2005</b> Conformity assessment – Guidance on the use of an organization’s quality management system in product certification	International Guide withdrawn
<b>ILAC R 3: 12/2014</b> ILAC Strategic Plan 2015 - 2020	This document presents the ILAC Strategic Plan for the period 2015-2020 inclusive.
<b>Supplement 1 to ILAC R 3:12/2014</b>	The top level actions to implement the Strategic Objectives are set out in this document (Supplement 1 – Activity Plan and Progress Tracking). Supplement 1 is intended to be a working document for the ILAC Executive and provides a means against which progress can be reported. The Activity Plan will be managed by the Executive on behalf of the General Assembly.
<b>IAF/ILAC A6:02/2015</b> Approval Process for IAF/ILAC A Series – Series Documents	This document describes the procedures to be followed in the development, approval and maintenance of IAF/ILAC A-Series documents
<b>IAF PL 7:2015</b> IAF Quality Manual	Issue 2, Version 2, Issued on 6 February 2015, Application from 9 July 2014. This document describes the management system established to ensure the effective implementation of the mission, policy and objectives of the International Accreditation Forum.
<b>IAF ID 9:2015</b> Transition Planning Guidance for ISO 9001:2015	Issue 1, Issued on 12 January 2015, Application from 12 January 2015. This document provides guidance for the transition from ISO 9001:2008 to ISO 9001:2015

Continued to p 47

Continued from p 46

STANDARD	STATUS
<p><b>IAF ID 10:2015</b> Transition Planning Guidance for ISO 14001:2015</p>	<p>Issue 1, Issued on 27 February 2015, Application from 27 February 2015. This document provides guidance for the transition from ISO 9001:2008 to ISO 14001:2015</p>
<p><b>IAF ID 11:2015</b> Information on the Transition of Management System Accreditation to ISO 17021-1:2015 from ISO/IEC 17021:2011</p>	<p>Issue 1, Issued on 06 March 2015, Application from 06 March 2015. This document provides information for the transition of management systems accreditation from ISO/IEC 17021:2011 to ISO 17021-1:2015</p>
<p><b>IAF MD 8:2015</b> Application of ISO/IEC 17011:2004 in the field of medical device Quality Management Systems (ISO 13485)</p>	<p>Issue 2, Issued on 08 January 2015, Application from 08 January 2016. This document specifies normative criteria for accreditation bodies assessing and accrediting conformity assessment bodies which provides audit and certification to ISO 13485, in addition to the requirements contained with ISO/IEC 17011:2004. It is also appropriate as a requirements document for the peer evaluation process for the IAF Multilateral Recognition Arrangement (MLA) among Accreditation Bodies</p>
<p><b>IAF MD 9:2015</b> Application of ISO/IEC 17011:2004 in the field of medical device Quality Management Systems (ISO 13485)</p>	<p>Issue 2, Issued on 08 January 2015, Application from 08 January 2016. This document specifies normative criteria for accreditation bodies assessing and accrediting conformity assessment bodies which provides audit and certification to ISO 13485, in addition to the requirements contained with ISO/IEC 17021. It is also appropriate as a requirements document for the peer evaluation process for the IAF Multilateral Recognition Arrangement (MLA) among Accreditation Bodies.</p>
<p><b>IAF MD 17:2015</b> Witnessing Activities for the accreditation of Management Systems Certification Bodies</p>	<p>Issue 1, Version 2, Issued on 09 January 2015, Application from 07 January 2018. This document is mandatory for the consistent application of the relevant clauses of ISO/IEC 17011:2004. It applies to the accreditation of Management Systems Certification Bodies except for those provisions that conflict with what is established in applicable standards, other IAF documents, specifications and legislation. Sections 4 &amp; 5 are specific to the accreditation of QMS &amp; EMS Certification Bodies.</p>
<p><b>IAF MD 18:2015</b> Application of ISO/IEC 17021:2011 in the Service Management Sector (ISO/IEC 20000-1)</p>	<p>Issue 1, Issued on 08 January 2015, Application from 08 January 2015. This document specifies requirements and provides guidance for bodies providing audit and certification of an information technology service management (ITSMS, ISO/IEC 20000-1), in addition to the requirements contained within ISO/IEC 17021. It is primarily intended to support the accreditation of bodies providing ITSTMS certification.</p>

## Diary of Upcoming Events

DATES	MEETINGS	VENUE
9 - 16 April 2015	ILAC/IAF Mid-term TC Meetings	Frankfurt, Germany
15 – 24 April 2014	BIPM Meetings	Paris, France
17 April 2015	SADCAS FRAC	Gaborone, Botswana
17 April 2015	OECD 2 <sup>nd</sup> International Organizations Meetings on International Regulatory Cooperation	Paris, France
22 - 24 April 2015	ILAC MCC and IAF CMC Meeting	Washington DC, USA
2 - 4 May 2015	AFRAC Mid-term Meetings	Pretoria, South Africa
5 May 2015	ISO/CASCO TIG Meeting	Madrid, Spain
6 May 2015	ISO/CASCO STAR Meeting	Madrid, Spain
7 May 2015	ISO/CASCO CPC Meeting	Madrid, Spain
7 May 2015	SADCAS HRRC Meeting	Pretoria, South Africa
7 May 2015	SADCAS FRAC Meeting	Pretoria, South Africa
7 May 2015	SADCAS Board Meeting	Pretoria, South Africa
11 - 13 May 2015	ISO/CASCO WG 42 Meeting on the Revision of ISO/IEC 17011	Geneva, Switzerland
13 May 2015	SADCAS/SANAS TPA Meeting	Pretoria, South Africa
25 – 31 May 2015	SADCAS Peer Evaluation	Gaborone, Botswana; Lusaka, Zambia; Francistown, Botswana
26 - 28 May 2015	EA General Assembly and Executive Committee Meeting	Athens, Greece
2 - 4 June 2015	ISO/CASCO WG 44 Meeting on the Revision of ISO/IEC 17025	Geneva, Switzerland
4 - 5 June 2015	EEE PT WG 39 <sup>th</sup> Meeting	Geel, Belgium
4 - 5 June 2015	IEEE International Workshop on Metrology for Aerospace	Benevento, Italy
8 - 11 June 2015	JCGM WG 2 (VIM) Meeting	Paris, France
9 June 2015	World Accreditation Day	
9 - 12 June 2015	ISO – REMCO Meetings	Pretoria, South Africa
13 - 20 June 2015	Joint APLAC/PAC Technical Meeting and 21 <sup>st</sup> APLAC General Assembly	Colombo, Sri Lanka

Continued to p 49

*Continued from p 48*

DATES	MEETINGS	VENUE
TBC	PAC Plenary	Colombo, Sri Lanka
15 - 16 June 2015	BIPM Workshop on Measurement Uncertainty	Paris, France
17 - 19 June 2015	JCGM WG 1 (GUM) Meeting	Paris, France
18-20 June 2015	Vienna Energy Forum	Vienna, Austria
24 June 2015	JCTLM Symposium	Paris, France
25 - 26 June 2015	JCTLM Executive Committee Meeting	Paris, France
TBC	ARAC Annual meetings	Tunisia
30 June – 1 July 2015	BIPM Workshop on Global to Urban Scale Carbon Measurements	Sevres, France

## 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](mailto:jfranorovelo@sadcas.org); [info@sadcas.org](mailto:info@sadcas.org)

---

**PUBLISHED BY:**

**SADCAS**

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

**Editors:**

Maureen P Mutasa  
Jeanne Françoise Ranorovelo

**Layout & Design**

Linda Dirorimwe

---