

## News on SADC World Accreditation Day Commemorations

World Accreditation Day (WAD) is a global initiative which was jointly established by the International Accreditation Forum (IAF) and the International Laboratory Accreditation Cooperation (ILAC) to raise awareness on the importance and benefits of accreditation. World Accreditation Day is commemorated on 9 June each year. The inaugural WAD was celebrated in 2008. The theme for WAD 2012 is "Accreditation: Supporting Food and Clean Drinking Water". The theme which is focused on how accreditation supports the availability of safe food and clean drinking water tallies with SADC Governments' priority areas hence was adopted by the Southern African Development Community Accreditation Service (SADCAS).

Within the SADC region various promotional activities took place to commemorate WAD. SADCAS a multi economy accreditation body established to meet the accreditation needs of SADC countries especially those without own accreditation bodies spearheaded the promotional activities by issuing a press release which was circulated to the National Accreditation Focal Points (NAFPs) for circulation to accreditation stakeholders in their respective countries. An advertorial was posted on the SADCAS website and a template for WAD conference including the key note address was provided to NAFPs for adoption in their WAD commemoration activities.



**Supporting Safe food and  
clean drinking water**

**9 June 2012**

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**In Botswana**, WAD celebrations started with a radio interview on RB2 Radio Station on 8 June 2012 during which the SADCAS Chief Executive Officer, Mrs Maureen P Mutasa articulated the benefits and importance of accreditation, gave a background of WAD, presented the theme for 2012 WAD and outlined the role of SADCAS. On 9 June 2012 a half day conference was organized jointly by the NAFFP – Botswana and the Botswana ISO/IEC 17025 Forum. WAD banners produced by the NAFFP-Botswana were flighted at the entrance of the conference venue. The conference was officially opened by the guest speaker Ms Ruth Seipone, the Deputy Permanent Secretary, Ministry of Trade and Industry. The conference was attended by over 70 stakeholders during which speakers from SADCAS, the Botswana Bureau of Standards, accredited facilities and organizations working towards accreditation presented papers on various aspects within the context of WAD theme “Accreditation: Supporting safe food and clean drinking water”. The conference was closed by Mrs M.G Nthomiwa, the Acting Director, Industrial Affairs the department where the NAFFP- Botswana is housed.



Participants attending the WAD Conference in Botswana



Participants attending the WAD Conference in DRC

**In the Democratic Republic of Congo (DRC)**, WAD commemorations were hosted by the Congolese Control Office (OCC) where the NAFFP – DRC is housed. A WAD conference was held at Memling Hotel in Kinshasa with 136 participants from the public sector including the Ministry responsible for trade, national and international organizations, associations, university and producers attending the event. The conference was officially opened by the Minister of Economic Development and Trade who in his address challenged conformity assessment bodies to demonstrate their competence through accreditation so as to reduce barriers to trade. Representatives from the Food and Agricultural Organization (FAO) and the World Health Organization (WHO), conformity assessment bodies and producers presented various papers within the context of 2012 WAD theme with Mr Viki Mbuya Kanama, the NAFFP- DRC presenting on the role of SADCAS in supporting safe food and clean

drinking water. The conference was closed by Mr Albert Kasongo Mukonzo, the Director General of OCC.

**In Mozambique** an article on WAD was published in a local magazine on 11 June 2012.

**In Namibia**, T-shirts with 2012 WAD theme printed on them were distributed to conformity assessment bodies based in Windhoek in order to promote accreditation. The press release was circulated electronically to various stakeholders in the country.

**In Swaziland**, a press statement was issued by the NAFFP-Swaziland in the print media and distributed widely to stakeholders. The NAFFP was interviewed on a local radio program.

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**In Zambia,** a press statement was issued by the Permanent Secretary, Ministry of Commerce, Trade and Industry where the NAFP–Zambia is now located. The press statement highlighted SADCAS activities, the existence of NAFP-Zambia at the Ministry and its role as the administrative link between SADCAS and clients and potential clients in Zambia and the importance of accreditation. The press statement also encouraged conformity assessment service providers operating in Zambia to demonstrate their competence through accreditation by SADCAS and to contact the NAFP for any information on SADCAS services.

**In Zimbabwe,** a press release on WAD was published in various local newspapers to coincide with WAD on 9 June 2012. A half day conference was subsequently held at the Rainbow Hotel in Bulawayo on 11 July 2012 to commemorate WAD. The conference which was held in conjunction with the Zimbabwe National Quality Assurance Program's Annual Scientific Conference (ZASCO) was attended by over 200 local and international delegates. The WAD conference was opened by Mr Murombedzi, Deputy Director Consumer Affairs, Ministry of Industry and Commerce followed by Mrs Maureen Mutasa the SADCAS Chief Executive Officer who gave the key note address on the role of accreditation in supporting safe food and clean drinking water. Various presenters from accredited public and private conformity assessment service providers and those working towards accreditation shared their experiences in their journeys towards global acceptance of technical competence. The NAFP – Zimbabwe represented by Mrs Mildred Machiri outlined the role of the NAFP as the administrative link between SADCAS and clients and potential clients in Zimbabwe. In her closing remarks Mrs Sibongile Zimuto the Executive Director, Zimbabwe National Quality Assurance Programme (ZINQAP) the organizers of ZASCO 2012 emphasized the importance of accreditation and encouraged conformity assessment service providers to assure their competence through accreditation which is now recognized worldwide as the most transparent, non discriminatory means of assuring technical competence.



Participants attending the WAD in Zimbabwe



SADCAS CEO—Mrs Maureen P Mutasa presenting a paper at WAD Conference held in Bulawayo, Zimbabwe

World Accreditation Day has been celebrated within the region since 2009. Over the past 3 years activities held to celebrate WAD have increased whilst at the same time the numbers of participants attending such events have also increased tremendously. World Accreditation Day has helped to reach out to the various stakeholders thus achieve its objective of creating awareness on the need and importance of accreditation. As a result, the region has witnessed growing awareness on the need and importance of accreditation with more and more conformity assessment bodies working towards accreditation. However more still needs to be done in order to get all stakeholders in the region especially policy makers to appreciate the role of accreditation in trade facilitation, economic development and social development ultimately contributing towards poverty reduction thus enhancing the quality of the lives of our people.



## The Role of Accreditation in Supporting Safe Food and Clean Drinking Water

Safe food and clean drinking water are a basic and crucial human rights issue. We all need access to sufficient food to live, which as a minimum, must be affordable, nutritionally adequate and safe. Without safe food people are forced to rely on unsafe sources which increase the risk of preventable and communicable diseases such as cholera, diarrhoea, typhoid etc. Furthermore in the global village where human mobility has increased once again food safety is key. Consumers particularly in the developed world are taking an interest in the origin of the food they eat. They may also have concerns about the environmental impact or the trading ethics of the product they eat.

The production of food involves complex supply chains and processes. In simple terms, there is the production of crops and the rearing of animals, followed by the practices involved with sourcing, harvest and slaughter, then, there is the storage, treatment and processing and in turn packaging and distribution.



There are many factors which contribute to potential hazards in foods such as improper agricultural practices, poor hygiene at all stages of food supply chain, lack of preventive controls in the food processing and preparation operations, misuse of chemicals, contaminated raw materials, ingredients and water and improper storage.

### So How can we be Confident that our Food is Safe?

When dealing with mass production of food, there are therefore a series of complex issues and a range of areas where there has to be tight control in order to ensure that the food is safe. Consideration also needs to be given to the retail environment in terms of storage and display.

Food safety is the action of monitoring food to ensure that it will not cause harm to the consumer when prepared and or eaten according to their intended use. Food safety is about minimizing risk. Over the years there have been many food safety incidents reported worldwide and the SADC region is no exception. Regrettably some of these incidents resulted in deaths.

Compliance with standards is verified through conformity assessment procedures such as testing, inspection and certification which offer assurance that samples, products, services, management systems or personnel fulfill the requirements specified in standards and regulations. Conformity assessment procedures check that food and water are fit and safe for human consumption. Conformity assessment therefore provides a means for preventing unsafe, unhealthy or environmentally harmful products from entering the market place. Regulators set the overall policy requirements or detailed technical requirements and rely on testing laboratories, inspection bodies or certification bodies to check for compliance. Reassurance in the tests, inspections and certification performed by conformity assessment bodies is essential.

Accreditation which is defined as the process by which an authoritative body gives formal recognition that an organization or person is competent to carry out specific tasks involves the creation of confidence in the work carried out by conformity assessment bodies such as testing laboratories, inspection bodies and certification bodies. It is the basis of trust. Accreditation involves the assessment of competence in accordance with the relevant accreditation standard, ISO/IEC 17025 for calibration and testing laboratories, ISO/IEC 17021 for management system certification bodies, ISO/IEC 17065 for product certification bodies, ISO/IEC 17020 for inspection bodies, ISO/IEC 17024 for personnel certification bodies.

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### Why Accreditation?

Increasingly there is an international aspect to food production as ingredients, products or parts of products may come from several countries around the world. SADC countries are predominantly agricultural based and food dominates agricultural trade. Prospects for intra and inter regional trade lie in the trade of agricultural products especially food for which each SADC country has unexploited advantage on a wide range of products. Agro processing is identified in the SADC Industrial Policy, as one of the priority sectors for development.

Accreditation is key in supporting safe food and it is also key in supporting the freedom of world trade as it removes the need for suppliers to have their products/services re-evaluated in each country they enter on a commercial basis. International recognition thus global acceptance of accreditation certificates is achieved by being signatory to the International Laboratory Accreditation Cooperation (ILAC) and the International Accreditation Forum (IAF) mutual recognition arrangements.

The need for accreditation cannot be over emphasized. The food industry is one of the most regulated area and is highly competitive and dynamic. The use of accreditation in developed countries is expanding both in terms of reliance by regulators and business. In many developed economies now accreditation has been embraced by governments as a mandatory activity in many regulated areas because of the benefits that accreditation brings to help governments meet their responsibilities and safeguard the public. In Europe a legal framework for the provision of accreditation services across Europe is written into regulation which recognizes the benefits of accreditation by legislating that it be used as a means to show compliance with mandatory requirements. The regulation came into effect in January 2010. In the USA, the Food and Drug Administration have made accreditation a core element of their policy making strategy. The EU is a major export market for the region.

In 1999 fish exports from Lake Victoria to the EU were banned. Over 150,000 people in the fish industry lost their jobs and export earnings of over US\$ 100 million per year were lost. The main reason for the ban was unreliable fish safety assurance system (metrological, testing, inspection and quality infrastructure). An integrated system was then put in place which included the accreditation of the fish testing laboratories. Spice exports in Tanzania at some stage could not reach optimum capacity due to lack of credibility in the testing of aflatoxins in the spices. There are many cases where benefits and importance of accreditation can be demonstrated.

### What are the Benefits of Accreditation?

**For National Authorities and Regulators.** Regulators can set policy requirements or detailed technical requirements and rely on accredited laboratories, inspection bodies or certification bodies to check for compliance. Regulators can therefore reduce their in-house inspectorates and specialist assessment personnel to minimize cost, or target their inspections more effectively. The use of accredited services can also moderate the need for additional legislation, as well as reducing the risk of unintended consequences. International accreditation arrangements provide regulators with a robust and credible framework to accept accredited test results, inspection and certifications from overseas, with an equivalent level of confidence as if they were carried out in the local economy. Accreditation therefore provides a reliable monitoring tool to support the work of food safety.

**For Businesses Operating in the Food and Water Industry.** Supermarket chains and food retailers are increasingly demanding that their suppliers demonstrate that their products meet food and water safety standards by requiring accredited test reports, inspection reports and certifications. Compliance to food and water standards demonstrates that suppliers are meeting appropriate levels of safety, environmental performance, and animal welfare. Accreditation and the use of accredited conformity assessment bodies can also support business in the supply chain against potential liability claims. International accreditation arrangements provide an infrastructure that allows accredited certificates to be accepted around the world. This reduces the risk of products being rejected by international trading partners, and for the need to have products re-evaluated on entry into each country.

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**For Conformity Assessment Bodies** accreditation is a means of demonstrating competence to clients both internal and external. It is a guarantee for reliable test/inspection results and increases reliability of products. Accreditation reduces the costs associated with repetitive testing/inspection/certification and is now a global market requirement.

**For Consumers.** Consumers' confidence can be gained from goods or services that are accompanied by an accredited certificate of conformity. International accreditation agreements ensure that such goods and services placed on the market from whichever country meet standards of quality and safety.

**To the Nation** as a whole accreditation facilitates trade, and ensures the health and safety of the public and the environment in which we live.

The challenges faced by governments and society in ensuring safe food call for the need for technical competence of conformity assessment bodies (testing laboratories/certification bodies/inspection bodies) involved throughout the food supply chain. Accreditation is now increasingly accepted as the most transparent, non-discriminatory mechanism to assure competency of conformity assessment service providers thus ensure the safety of food and drinking water.

Whilst the use of accreditation is expanding worldwide, the wider adoption of accreditation by regulators involved in the food sector in our region is still an issue requiring attention. SADCAS encourage governments, regulators and businesses involved with the food and drinking water sectors to embrace accreditation as a tool for ensuring that the food we eat and the water we drink is safe. SADCAS a multi economy accreditation body established to meet the accreditation needs of SADC Member States especially those without own accreditation bodies is now operational thus ready to meet the region's accreditation needs.

## Advisory Committee for Inspection Bodies in Zimbabwe Meets



Advisory Committee meeting in progress

The SADCAS Advisory Committee (AC) for Inspection in Zimbabwe held its second meeting on 21 June 2012 at the National Social Security Authority (NSSA) House in Harare, Zimbabwe. The meeting which was attended by 20 members from inspection bodies, regulator, manufacturers, industry, the Confederation of Zimbabwe Industries, SADCAS and SANAS was chaired by Mrs Mutasa, the SADCAS Chief Executive Officer.

This 2<sup>nd</sup> AC meeting followed the first AC meeting held on 27 October 2011 when a Working Group (WG) composed of 7 members was tasked to develop the national criteria for inspection bodies in Zimbabwe for pressure vessels and boilers. The draft document containing the general requirements for the accreditation of independent inspection authorities in Zimbabwe and the personnel requirements was submitted for review by the Chief Inspector of Factories following which the document was submitted to SADCAS in March 2012 for consideration. The feedback on

the review by SADCAS was received and considered by the WG after which the final WG output was submitted to SADCAS. Based on the final WG output, SADCAS drafted the document SADCAS TR 05: Criteria for the accreditation of inspection bodies performing inspection in terms of the pressure vessels/boilers regulations in Zimbabwe which was reviewed by the AC during its 2<sup>nd</sup> meeting. Having thoroughly reviewed the document, it was approved with further elaboration of the personnel qualifications and experience requirements.

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The 2<sup>nd</sup> AC meeting also provided an opportunity for members especially inspection bodies and NSSA to familiarize with the accreditation process for inspection bodies operating in the regulatory domain following the publication of SADCAS AP 12 : Part 2 Accreditation of Inspection Bodies Operating in the Regulatory/Voluntary Area. This document outlines the process and the assessment techniques used in the accreditation of inspection bodies in accordance with ISO/IEC 17020, SADCAS requirements, relevant regulations as well as the International Laboratory Accreditation cooperation (ILAC).

The second AC meeting was successful in that the meeting’s objectives were achieved. SADCAS would like to thank the active participation of the AC members during the discussion. Thanks to NSSA for hosting the meeting. The two documents SADCAS TR-05 and SADCAS AP 12: Part 2 are available and can be downloaded from SADCAS website [www.sadcas.org](http://www.sadcas.org) under “Accreditation Documents”.



## SADCAS Meets with the Ministry of Labour Zimbabwe

SADCAS met with the Ministry of Labour at its offices at Compensation House in Harare, Zimbabwe on 21 June 2012. The purpose of the meeting was to present and discuss the draft Memorandum of Understanding (MOU) between SADCAS and the National Social Security Authority of Zimbabwe (NSSA). The meeting which was attended by 4 senior officials of the Ministry, 3 NSSA representatives, a senior official from the Ministry of Industry and Commerce, the National Accreditation Focal Point (NAFP) Zimbabwe, the SADCAS Chief Executive Officer and Technical Manager was chaired by Mr Dzviti, the Acting Permanent Secretary of the Ministry.

In order to have confidence in the data generated by inspection bodies in Zimbabwe, NSSA under which the Factories and Works Inspectorate falls, requires all inspection bodies to be accredited in accordance with ISO/IEC 17020 in order to be registered as an independent inspection authority. Throughout the world many countries now rely on accreditation as a means of independently evaluating the competence of inspection bodies. Following this requirement by NSSA, SADCAS has received 9 accreditation applications from inspection bodies in Zimbabwe. Eight of the 9 applications have already gone through the documentation review stage and are due to undergo pre-assessments in August and September 2012. One application is still at approval of quotation stage. The SADCAS Inspection Bodies Accreditation Program was launched in June 2010.



Meeting with Ministry of Labour (Zimbabwe) officials

A series of meetings were held with NSSA, an Advisory Committee for inspection has also been established in Zimbabwe to discuss the modalities of the accreditations (prioritization of scopes, development of the accreditation criteria and defining the accreditation process to be followed). In addition a Memorandum of Understanding (MOU) was drafted and presented to NSSA for consideration.

The MOU spells out the operational relationship between SADCAS as the accreditation body and NSSA the delegated authority for occupational health and safety issues in Zimbabwe with the Ministry of Labour as the responsible authority. The main objective of the MOU is to provide for a structured cooperation between SADCAS and NSSA and outlines the Parties obligations. SADCAS main obligation is to provide NSSA with an accreditation system based on verifying competence whilst NSSA’s main obligation is to grant approval to inspection bodies based on their accreditation status. The MOU will be valid for 5 years from date of signing. The meeting provided for the signing of the MoU between SADCAS and NSSA with the concurrence of the Ministry of Labour, the responsible authority for occupational health and safety issues in Zimbabwe.



### 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.

## SADCAS CEO and Technical Manager Visit CABs in Zimbabwe

In June 2012, Mrs Maureen Mutasa the SADCAS Chief Executive Officer and Ms Jeanne Ranorovelo the SADCAS Technical Manager visited four conformity assessment bodies in Harare, Zimbabwe. The targeted marketing visits are part of the SADCAS promotional and marketing strategy to reach out to clients and potential clients so as to better understand their needs and challenges.

On 20 June 2012, Mrs Mutasa and Ms Ranorovelo visited **AGLABS** a private testing laboratory which offers microbiological and chemical analyses of feeds and soils. The laboratory services mainly the agricultural sector in Zimbabwe and to an extent Zambia. The SADCAS team was received by the Laboratory Manager and three management staff. On 21 June 2012 Mrs Mutasa and Ms Ranorovelo visited the **Biomedical Research and Training Institute (BRTI)** an organization through which African scientists contribute to regional medical research needs. The BRTI has two laboratories which offer serological and microbiological analyses. The SADCAS team was received by nine BRTI staff members. On 22 June 2012 Mrs Mutasa and Ms Ranorovelo visited **Environmental Management Agency (EMA)** where they met with the Director EMA and the Laboratory Manager. The Environmental Management Agency has a testing laboratory which carries out tests on environmental samples. On the same day a meeting was held with the **Standards Association of Zimbabwe's Director Testing** and the **Quality Assurance Manager**.

In all the visits, the SADCAS team met with the conformity assessment bodies' management, key laboratory staff during which an overview of SADCAS was given and the accreditation process was outlined. Discussions were also held in order to know more about the conformity assessment bodies and to get at first hand the challenges they are facing as they work towards accreditation. The meetings were then followed by tours of the laboratory except the Standards Association of Zimbabwe which had been toured in a previous visit.



Meeting with BRTI officials



From left to right: Ms Jeanne Ranorovelo (SADCAS), Mrs Sylvia Yomisi [EMA] and Mrs Maureen Mutasa (SADCAS) pose for photo during EMA visit



## PTB Germany Representatives Meet with SADCAS

PTB Germany representatives Ms Kathrin Wunderlich, Mr Martin Kaiser and Dr Oswald Chinyamakobvu visited and met with Mrs Mutasa the SADCAS Chief Executive Officer and Mrs Laureen Gudo the SADCAS Financial Administrator at SADCAS Offices in Gaborone, Botswana on 13 July 2012. The meeting was also attended by Dr Elsie Meintjies the SADC SQAM Senior Program Officer. The meeting was part of PTB Germany's schedule of meetings with partners within the region.

The meeting was updated on developments in SADCAS which as at the time of the meeting had issued 9 accreditation certificates to 6 facilities in 4 SADC Member States namely Botswana (1), Zimbabwe (2), Tanzania (1), Seychelles (2), 7 of which fall under the Calibration Laboratories Accreditation Program (CLAP) covering the scopes of dimension, volume, mass and temperature. At the same time SADCAS had 40 accreditation applications on hand 3 of which fall under the CLAP, 17 under the Testing laboratories accreditation Program (TLAP), 9 under the Medical Laboratories Accreditation Program (MLAP), 9 under the Inspection Bodies Accreditation Program (IBAP) and 2 under the certification Bodies Accreditation Program (CBAP). The meeting was also updated on financial sustainability of SADCAS going forward. The meeting also provided an opportunity to review progress with the assessor refresher training/mentoring project which is currently underway. Discussions were held on other accreditation supporting activities where funding is required and could be considered for funding under the Euro 1.5 million PTB Germany fund to SADC SQAM.

Dr Meintjies informed the meeting that the European Union Member States had approved the Regional Economic Integration Support (REIS) project. The agreement is expected to be signed by end of 2012 with funding starting in April 2013. It was noted that SADCAS stands to benefit from this project through assessor training, training of trainers and training of NAFPs. Regarding the Trade Related facility (TrF) Dr Meintjies advised that this project was still some way to be finalized.

## Accreditation Experts Meet

Accreditation experts from the SADC, EAC and COMESA regions met at the Protea Hotel, Centurion Waterfront in Pretoria, South Africa from 16 to 17 May 2012 to deliberate on cooperation in accreditation within the Tripartite Arrangement, identify key components for the Tripartite accreditation infrastructure and to come up with a draft Tripartite accreditation strategic framework. The meeting which was attended by delegates from the Common Market for Eastern and Southern Africa (COMESA), the East African Community (EAC), Kenya Accreditation Service (KENAS), Mauritius Accreditation Service (MAURITAS), South African National Accreditation System (SANAS), the Southern African Development Community (SADC), SADC Cooperation in Accreditation (SADCA) and SADCAS, was a follow up to another meeting held in October 2011 and was facilitated by Trademark Southern Africa (TMSA). Mrs Maureen Mutasa, the SADCAS Chief Executive Officer represented SADCAS at the meeting.

The Accreditation experts developed the Tripartite Accreditation Strategic Framework and Roadmap which is premised on 5 key principles as follows:

- ✓ To work towards an internationally recognized African regional accreditation cooperation;
- ✓ To avoid duplication of structures in order to optimize limited resources;
- ✓ To use of existing cooperation structures i.e. African Accreditation Cooperation (AFRAC)/SADCA/ Eastern African Accreditation Board (EAAB);
- ✓ Mutual recognition to be obtained through AFRAC and SADCA by the International Laboratory Accreditation Cooperation (ILAC) and the International Accreditation Forum (IAF); and
- ✓ To use the EAAB, SADCA and COMESA for cooperation at Regional Economic Communities (REC) level

(Five resolutions were passed at the meeting recommending that accreditation experts be included in national negotiating teams; encouraging Member States to build on existing accreditation infrastructure and as far as possible to avoid creating new structures and to develop programs to prepare conformity assessment bodies for accreditation. The fifth resolution recommended that a Tripartite Working group on Conformity assessment be established as a matter of urgency.

The strategic framework has been designed to facilitate the tripartite initiatives for accreditation to inform and enhance the harmonization of accreditation at continental level.

## Accreditation Status in Swaziland



Mrs Sthembiso Sybil  
Dlamini

Ms Phindile Dlamini

The National Accreditation Focal Point (NAFP) for Swaziland which is housed within the Standards and Quality Assurance Section of the Ministry of Enterprises and Employment is manned by 2 officers Mrs Sthembiso Sybil Dlamini and Ms Phindile Dlamini. The NAFP-Swaziland serves as the administrative link between SADCAS and clients and potential clients in Swaziland. In that role the NAFP is also responsible for promoting the benefits and importance of accreditation and marketing SADCAS. Since its establishment in 2005, the NAFP has been playing a major role in creating awareness on the benefits and importance of accreditation and marketing SADCAS and a lot has been achieved.

Swaziland joined the rest of the world in commemorating 2012 World Accreditation Day. In an effort to raise awareness on accreditation amongst stakeholders, the NAFP issued a press statement in the print media, distributed information on accreditation to stakeholders and with the help of the information officer in the Ministry, conducted a radio interview on accreditation activities.

Targeted marketing visits to conformity assessment bodies are continuing and in May 2012, a visit was undertaken to a medical laboratory in Mbabane. The laboratory is working towards accreditation and is participating in the WHO AFRO Stepwise Laboratory Improvement Process Towards Accreditation (SLIPTA) program which is being funded by the American Government.

Between the 21<sup>st</sup> May and 15<sup>th</sup> June 2012 the NAFP conducted a survey of all conformity assessment bodies operating in Swaziland. The aim of the survey was to determine the number of conformity assessment bodies operating within the country, their accreditation status and accreditation needs. Face to face interviews and telephonic interviews were conducted in order to get a high response rate. During the survey and communication with various laboratories on the importance of accreditation was emphasized. The survey was also a good opportunity to market SADCAS training and accreditation services. The NAFP has also developed a comprehensive database of conformity assessment bodies operating in Swaziland.

Although efforts continue to be made to promote accreditation and to market SADCAS the fiscal position of the country presents a major setback. Whilst conformity assessment bodies realize the importance and need for accreditation most of the conformity assessment bodies are not ready for accreditation and require technical assistance to prepare them for accreditation.

## Assessor Mentoring Project Underway

The assessor mentoring project which is funded by PTB Germany is now underway. The mentoring program which involves on site assessments is as much as possible being undertaken in the countries where the assessors are based.

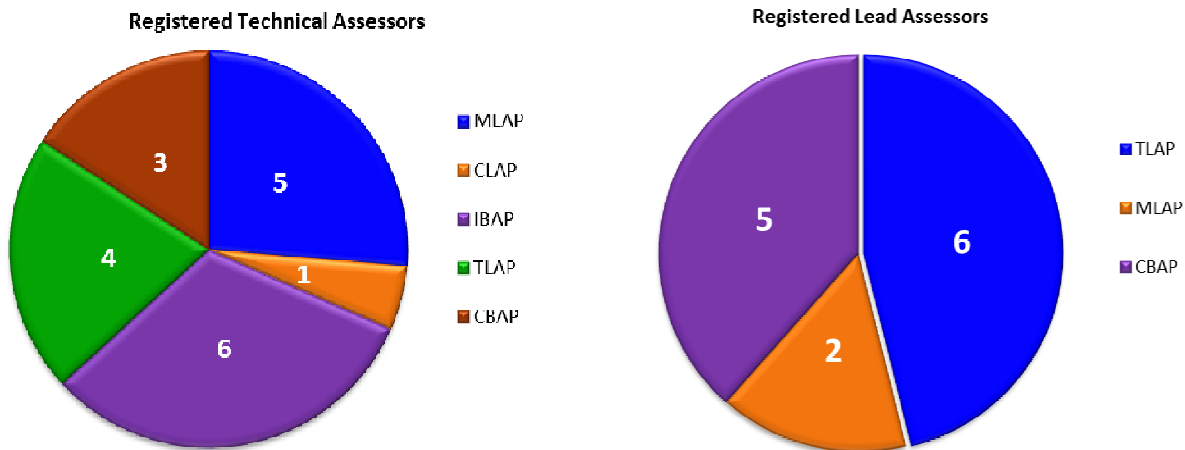
Through the project 47 assessors who were trained in 2005 and in 2009/10 with the former training having been funded by PTB Germany whilst the later was sponsored under the auspices of the SADC EU SQAM project are being mentored, monitored and if successful qualified as assessors. Mentoring assessments for 6 trainee assessors were held in the DRC in August 2012. Seven trainees will undergo a refresher assessor training course in October and proceed onto mentoring in November 2012 in Botswana. The training/mentoring of assessors is being undertaken by the South African National Accreditation System (SANAS) and more mentoring assessments will be scheduled accordingly.

The assessor mentoring program which is due for completion by 31 March 2013 is being funded under the Euro 1.5 million PTB Germany fund to SADC Program for Standardization, Quality Assurance, Accreditation and Metrology (SQAM).

## SADCAS Registers more Assessors

SADCAS has registered another 3 Lead Assessors and 5 Technical Assessors bringing the total number of registered assessors to 10 Lead Assessors and 16 Technical Assessors as at 31 July 2012. Some of the assessors are registered under more than one scope. The assessors will undertake assessments on behalf of SADCAS in their qualified scopes and will make recommendations for accreditation decision by the SADCAS Accreditation Approvals Committee. Assessments are assigned as and when opportunities arise.

The SADCAS pool of assessors comprises of 6 Technical Assessors under the Inspection Bodies Accreditation Program (IBAP), 5 Technical Assessors and 2 Lead Assessors under the Medical Laboratories Accreditation Program (MLAP), 4 Technical Assessors and 6 Lead Assessors under the Testing Laboratories Accreditation Program (TLAP), 3 Technical Assessors and 5 Lead Assessors under the Certification Bodies Accreditation Program (CBAP) and one Technical Assessor under the Calibration Laboratories Accreditation Program (CLAP).



## ISO/IEC 17020 Revised and Transition Agreed Upon

ISO/IEC 17020:2012: Conformity assessment – Requirements for the operation of various types of inspection bodies performing inspection was published on 1 March 2012. This standard replaces ISO/IEC 17020:1998: General criteria for the operation of various types of bodies performing inspection.

Following the publication of ISO/IEC 17020:2012 the International Laboratory Accreditation Cooperation's (ILAC) Inspection Committee after reviewing the changes made to the new standard, recommended to the ILAC Executive a transition period of 3 years for implementation of the standard from the date of publication of the standard. A resolution to that effect was agreed upon following a ballot by ILAC members which closed on Friday 13 July 2012. ILAC voting members unanimously agreed to a transition period of 3 years from the date of publication of the English language version of the standard. Therefore the transition will conclude on 1 March 2015.



## NSI Undergoes ISO/IEC 17020 Training

Fifteen delegates from the Fishery Inspectorate Unit of the Namibia Standards Institution participated in a 5 days' training course on ISO/IEC 17020. The course which was organized by SADCAS was held at the Protea Hotel, Long Beach in Walvis Bay, Namibia from 2 to 6 July 2012. Mr Abed Shiyukifeni the Manager Inspectorate Unit opened the course, welcomed participants, introduced the Trainer and expressed his expectations of a fruitful training program. The objective of the course was to strengthen NSI Fishery Inspectorate Unit so as to meet accreditation requirements in accordance with new edition of ISO/IEC 17020 which was published in 2012 and to impart internal auditing knowledge and skills so as to monitor compliance with the new edition of the international standard.

Fish and fish products account for a significant proportion of Namibia's foreign exchange earnings. Commercial fishing and fish processing is the fastest-growing sector of the Namibian economy in terms of employment, export earnings, and contribution to GDP. The European Union is the main export destination for Namibia fish exports. The EU Regulation (EC) No. 765/2008 which came into effect from 1 January 2010 recognizes the benefits of accreditation and sets out requirements for accreditation and market surveillance relating to marketing of products. These requirements apply to fish and fish products which fall under the regulatory area. Thus exporting country's designated Competent Authority which monitors compliance with the EU food quality and safety requirements have to be competent to undertake the inspection/testing/certification of these products. Competence is demonstrated through accreditation.

The NSI Fishery Inspectorate Unit is already accredited by SANAS in accordance with ISO/IEC 17020:1998. However following the publication of ISO/IEC 17020:2012, the Inspectorate Unit intends to transition to the 2012 edition of the standard hence the need for training on the latest edition of the international standard for inspection bodies.

## SADCAS Holds ISO/IEC 17025 Training in Botswana



Participants pose for a photo during the training

SADCAS conducted a five days' ISO/IEC 17025 training course at Oasis Motel in Gaborone, Botswana. The course which held from 23 to 27 July 2012 was attended by 11 participants from 5 different laboratories and from the National Accreditation Focal Point – Botswana. The laboratories are at different stages of implementing laboratory management system with one of the laboratories having already been assessed and are in the process of clearing non conformities, one laboratory is pending assessment, one applied for accreditation whilst the other 2 are various levels of developing and implementing their laboratory management systems.

The course was opened by Mrs Mutasa, the SADCAS Chief Executive Officer who in her remarks outlined the objectives of the course, informed participants of developments in SADCAS and encouraged participants to actively participate in the training for their benefit. The objective of the course was to promote a thorough understanding of the requirements of ISO/IEC 17025 and to impart internal auditing skills to the delegates. Group work and practical exercises were interspaced throughout the course. The varying participants' background and the different levels of accreditation system development in their organizations made the training very lively.

Judged on the feedback received the participants enjoyed the training and committed to go back and make a difference at their workplaces.

### SADCAS Value Proposition

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

## SADC Director TIFI Co-opted onto the SADCAS Board of Directors

SADCAS is pleased to announce the cooption of Ms Boitumelo Gofhamodimo the SADC Director Trade Industry, Finance and Investment (TIFI) onto the SADCAS Board of Directors with effect from 10 August 2012. Ms Gofhamodimo represents the SADC Secretariat on the SADCAS Board. Ms Gofhamodimo who has a BSc Economics brings with her many years of experience in national and regional public policy and economics.



SADCAS, a subsidiarity organization of SADC is an important institution in the implementation of the SADC agenda. It is therefore important that the SADC Secretariat takes membership on the Board of Directors of SADCAS so as to guide and ensure that SADCAS work remains aligned to the mandate given as well as to ensure that the region's goals and objectives are met. This also provides an opportunity for the SADC Secretariat to appreciate the challenges that SADCAS is facing and assist in recommending appropriate actions to be taken.

With Ms Gofhamodimo's co-option, the SADCAS Board of Directors now comprises of 9 non executive members and one executive member.

## Accreditation Administrator at SANAS Attachment Training



Ms Linda Dirorimwe the SADCAS Accreditation Administrator underwent attachment training at SANAS in Pretoria, South Africa from 25 to 26 April 2012. The attachment training which is part of the 2012 SADCAS continuous professional development program was designed to cover emerging areas of responsibilities as SADCAS is getting more and more involved in the joint accreditation process under the Twinning Partnership Arrangement with SANAS. The attachment was a follow up on the initial attachment held in 2009 and its objective was to enhance the Accreditation Administrator's knowledge and skills in the preparation of assessment packs for initial and surveillance assessments, coordinating the clearance of non conformities, the preparation of documentation for the Accreditation Approvals Committee and filing of facilities accreditation documents.

The Training was coordinated by the SANAS Administrative Manager. The Accreditation Administrator was assigned to different SANAS Senior Administrators/Team Assistants. The training covered the Testing Laboratories Accreditation Programme, Calibration Laboratories Accreditation Program and the Inspection Bodies Accreditation program.

SADCAS is grateful to SANAS for the attachment opportunity.

### SADCAS Core Values

**Impartiality** – We are organized and operate so as to safeguard objectivity and impartiality of our services.

**Transparency** – We are dedicated to provide complete transparency in our work by communicating effectively with our clients.

**Non-discrimination** – We treat our clients fairly and in an equitable manner.

**Integrity** – We act with honesty and integrity.

**Innovation** – We generate new ideas and utilize creative approaches to problems for continuous improvement.

**Diversity** – We respect the diversity of our clients and ensure balance of interest in representation.

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

STANDARD	STATUS
<b>ISO/IEC DTS 17021-2:</b> Conformity assessment - Requirements for third party certification auditing of environmental management systems: Competence requirements	Close of voting / Comment period
<b>ISO/IEC NP TS 17021-3:</b> Requirements for bodies providing audit and certification of management system: Competence requirements	New project approved
<b>ISO/IEC NP TS 17023:</b> Conformity Assessment – Principles and guidelines for determining audit time in management system certification	New project approved
<b>ISO/IEC 17024:</b> Conformity assessment – General requirements for bodies providing audit and certification of persons	International standard published Document available from 1 <sup>st</sup> July 2012.
<b>ISO/IEC 17065:</b> Conformity assessment – Requirements for certification certifying products, processes and services	International standard published Document available as at 2012-07-20
<b>ISO/IEC DIS 17067:</b> Conformity assessment – Fundamentals of product certification and guidelines for product certification schemes	DIS ballot initiated: 5 months from 2012-07-05
<b>ISO 15189:</b> Medical Laboratories – Particular requirements for quality and competence	The 2007 edition of the international standard to be revised
<b>ISO 13528:</b> Statistical methods for proficiency testing by inter laboratory comparisons	The 2005 edition of the international standard to be revised
<b>ISO/IEC 27006:</b> Information Technology – Security Techniques – Requirements for bodies providing audit and certification of information security management systems	The 2011 edition of the international standard to be revised
<b>ILAC G3:</b> Guidelines for training of assessors used by accreditation bodies	Document published in August 2012
<b>ILAC G26:</b> Guidance for the implementation of a Medical Accreditation System	Document published in July 2012 This is a practical guide for accreditation bodies implementing a medical laboratory accreditation system using ISO 15189. It identifies key aspects of the standard, points out its unique elements, and provides advice for the development and maintenance of an accreditation program that is based on ISO 15189.
<b>IAF/ILAC A5:</b> IAF/ILAC Multi-Lateral Mutual Recognition Arrangement (Arrangements): Application of ISO/IEC 17011:2004	Document published in July 2012 The purpose of this document is to enable accreditation bodies to better harmonize their application of the standards against which they assess conformity assessment bodies.
<b>ILAC R6:</b> Structure of the ILAC Mutual Recognition Arrangement and Procedure of Expansion of the scope of the ILAC Arrangement	Document published in July 2012 This document prescribes the structure of the ILAC Mutual Recognition Arrangement as well as the steps to be used by ILAC to consider and approve new international accreditation program for inclusion in the ILAC Arrangement



## 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 Days' Requirements and Internal Auditing Training Courses on the Various Key Accreditation Standards

- ISO 15189 Requirements and Internal Auditing **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.

#### One Day Awareness Training Courses on the Various Key Accreditation Standards

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

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

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

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

**For more details please contact:**

**SADCAS**  
Email: [info@sadcas.org](mailto:info@sadcas.org)

## Training Calendar 2012/13

No.	Course	Date (s)	Venue (Country/City)
1.	ISO/IEC 17025—Requirements and Internal Auditing	10—14 Sept 2012	Namibia (Windhoek)
2.	ISO/IEC 17025—Requirements and Internal Auditing	24—28 Sept 2012	Lesotho (Lesotho)
3.	ISO/IEC 17020—Requirements and Internal Auditing	1—5 October 2012	Zimbabwe (Harare)
4.	ISO/IEC 17025—Requirements and Internal Auditing (In-house OCC)	1—5 October 2012	DRC (Kasumbalesa)
5.	ISO/IEC 17020—Requirements and Internal Auditing	8—12 October 2012	Tanzania (Dar es Salaam)
6.	ISO/IEC 17025—Requirements and Internal Auditing	8—12 October 2012	Botswana (Gaborone)
7.	ISO/IEC 17020—Requirements and Internal Auditing	15-19 October 2012	Zambia (Lusaka)
8.	ISO/IEC 17020—Requirements and Internal Auditing	22—26 October	Lesotho (Maseru)
9.	ISO/IEC 17025—Requirements and Internal Auditing (In-house CLSI)	22—26 October 2012	Namibia (Windhoek)
10.	ISO/IEC 17025—Requirements and Internal Auditing (In-house OCC)	22—26 October 2012	DRC (Lubumbashi)
11.	ISO/IEC 17025—Requirements and Internal Auditing (In-house OCC)	29 Oct—2 Nov 2012	DRC (Lubumbashi)
12.	ISO/IEC 17025—Requirements and Internal Auditing	29 Oct—2 Nov 2012	Tanzania (Dar es Salaam)
13.	ISO/IEC 17020—Requirements and Internal Auditing	5—9 November 2012	Namibia (Windhoek)
14.	ISO/IEC 17025—Requirements and Internal Auditing (Awareness)	12 November 2012	Zimbabwe (Harare)
15.	ISO/IEC 17025—Requirements and Internal Auditing	12—16 November 2012	Zambia (Lusaka)
16.	ISO/IEC 17021—Requirements and Internal Auditing	19—23 November 2012	Tanzania (Dar es Salaam)
17.	ISO/IEC 17020—Requirements and Internal Auditing	3—7 December 2012	Zimbabwe (Harare)
18.	ISO/IEC 15189—Requirements and Internal Auditing	18—22 February 2013	Zimbabwe (Harare)
19.	ISO/IEC 17025—Requirements and Internal Auditing	25 Feb—1 March 2013	Tanzania (Dar es Salaam)
20.	ISO/IEC 17025—Requirements and Internal Auditing (Awareness)	11 March 2013	Zimbabwe (Harare)
21.	ISO/IEC 17025—Requirements and Internal Auditing	11—13 March 2013	Namibia (Swakopmund)

**To be at the cutting edge of accreditation  
service delivery**

## Diary of Upcoming Events

DATES	MEETINGS	VENUE
11 to 12 July 2012	ZINQAP Workshop	Bulawayo, Zimbabwe
11 July 2012	World Accreditation Day Conference	Bulawayo, Zimbabwe
23 to 25 July 2012	SADC - SPS Coordinating Committee Meeting	Johannesburg, South Africa
2 August 2012	TIFI/ICP Thematic Group Meeting	Gaborone, Botswana
9 August 2012	SADCAS FRAC Meeting	Gaborone, Botswana
9 August 2012	SADCAS HRRC Meeting	Gaborone, Botswana
10 August 2012	SADCAS Board Meeting	Gaborone, Botswana
13 to 16 August 2012	SADCAS/PTB Germany – Assessor Mentoring/ Monitoring	Kinshasa, Democratic Republic of Congo
20 August 2012	SADC TIFI/ICP Thematic Subgroup Meeting	Gaborone, Botswana
22 to 24 August 2012	ISO/TC 212 Plenary meeting (Clinical Laboratory System and In Vitro Diagnostic Test Systems)	Berlin , Germany
3 to 7 September 2012	SADCAS/PTB Germany – Assessor Mentoring/ Monitoring	Swakopmund, Namibia
6 September 2012	2012 Seoul International Symposium on Conformity Assessment	Seoul, Korea
19 September 2012	SADCAS/SANAS TPA Meeting	Pretoria, South Africa
30 September to 3 October 2012	AFRAC's General Assembly and Meetings	Johannesburg, South Africa
7 October 2012	CASCO - ISO/IEC 17024 Workshop	Bogota, Colombia
10 to 11 October 2012	EURACHEM – Workshop on Key Challenges in Internal Quality Control	Berlin , Germany
17 to 26 October 2012	ILAC/IAF Annual Meetings	Rio de Janeiro, Brazil
29 to 30 October 2012	SADCAS /PTB Germany – Assessor Refresher Training Course	Gaborone, Botswana
31 October to 2 Nov 2012	SADCAS/PTB Germany – Assessor Mentoring/ Monitoring	Gaborone, Botswana
15 November 2012	SADCAS FRAC Meeting	Gaborone, Botswana
15 November 2012	SADCAS HRRC Meeting	Gaborone, Botswana
16 November 2012	SADCAS Board Meeting	Gaborone, Botswana
19 to 20 November 2012	SADCA Executive Committee Meeting	Pretoria, South Africa
21 to 22 November 2012	NAFP Annual meeting	Pretoria, South Africa
26 to 27 November 2012	PTB Germany Project- Mid- term Evaluation	Gaborone, Botswana



## Invitation to Register your Organization with SADCAS

The Southern African Development Community Accreditation Service (SADCAS) is in the process of creating a database of conformity assessment service providers (testing laboratories, certification bodies (management systems/ product/ personnel) and calibration laboratories operating in those countries that are serviced by SADCAS. The database will be used by SADCAS in order to keep you updated on developments in accreditation.

SADCAS invites your organization to **complete the registration form** below and return form to:

**SADC Accreditation Service (SADCAS)**  
Email: [info@sadcas.org](mailto:info@sadcas.org) OR Fax: +267 313 2922

### Registration Form

1. Name of Organization \_\_\_\_\_
2. Contact Details:
  - 2.1 Postal Address: \_\_\_\_\_
  - 2.2 Physical Address: \_\_\_\_\_
  - 2.3 Country: \_\_\_\_\_
  - 2.4 Telephone: \_\_\_\_\_ 2.5 Mobile: \_\_\_\_\_
  - 2.6 Fax: \_\_\_\_\_ 2.7 Email: \_\_\_\_\_
  - 2.8 Name of Contact person: \_\_\_\_\_
  - 2.9 Title: Mr/Mrs/Ms/Dr: \_\_\_\_\_
  - 2.10 Position: \_\_\_\_\_
  - 2.11 Type of Operation *[Please tick (✓) as appropriate]*

Private <input type="checkbox"/>	Semi Government <input type="checkbox"/>
Government <input type="checkbox"/>	Other <i>[specify]</i> _____
  - 2.12 Scope of Conformity Assessment Body *[Please tick (✓) as appropriate]*

Calibration Laboratory <input type="checkbox"/>	Management System Certification Body <input type="checkbox"/>
Testing Laboratory <input type="checkbox"/>	Product Certification Body <input type="checkbox"/>
Medical Laboratory <input type="checkbox"/>	Inspection Body <input type="checkbox"/>
  - 2.13 Nature of business *[Please tick (✓) as appropriate]*

Regulatory <input type="checkbox"/>	Voluntary <input type="checkbox"/>
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  - 2.14 Sector *[Please tick (✓) as appropriate]*

Chemical <input type="checkbox"/>	Food & Fisheries <input type="checkbox"/>	Leather <input type="checkbox"/>	Construction <input type="checkbox"/>
Forestry <input type="checkbox"/>	Mining <input type="checkbox"/>	Electrical <input type="checkbox"/>	Health <input type="checkbox"/>
Textiles <input type="checkbox"/>	Fisheries <input type="checkbox"/>		

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