THE PIONEER

Quality Awareness—Accreditation Seminars

Quality Awareness: Accreditation seminars were held in 6 SADC countries namely Swaziland on 5 August 2010, Mozambique on 18 August 2010, Zimbabwe on 18 August 2010, Mauritius on 19 August 2010, DRC on 25 August 2010 and Tanzania on 30 August 2010. The one day seminars were sponsored by the SADC SQAM/EU project and organized by the respective member states' National Accreditation Focal Points. The awareness seminars were designed to provide exposure to the accreditation trained trainers while at the same time create awareness on accreditation issues and to update stakeholders on the developments in SADCAS.

Through the SADC SQAM/EU project, 16 experts from SADC member states were qualified as trainers, who will undertake training on behalf of SAD-CAS on the various key accreditation standards. The pool of trainers covers the language diversity in the region (English, French and Portuguese). The train the trainer program was in 3 phases. The first phase covered an in depth training on all clauses of the requirements of the standards. The second phase of the training focused on presentation skills during which participants prepared and made presentations on various aspects of the key accreditation standards. Phase 3 of the training program was when the trained trainers conducted the one day awareness seminars in their respective countries.

Participants attending the workshop

Continued from p 1

The awareness seminars were very well attended with attendance at each seminar ranging from 47 to 120 participants and in some countries e.g. in DRC the seminar was attended by senior Government officials Honourable Christian Mwando, the Provincial Minister of Industry and SMEs who made remarks at the opening ceremony.

Key note addresses for all the seminars except the ones held in Mauritius and Mozambique were given by the SADCAS CEO, Mrs Maureen Mutasa followed by a presentation on the role and responsibilities of an NAFP given by the respective member states' NAFP and a presentation by the SADC SQAM expert Ms Kuena Molapo on Trade and TBT issues. Thereafter the trained trainers took over the show and made presentations on the key accreditation standards ISO/IEC 17025 for testing and calibration laboratories, ISO/IEC 17020 for inspection bodies, ISO/IEC 17021 for management systems certification bodies and ISO 15189 for medical laboratories. Throughout all the seminars there were lively interactions with participants wanting to know more about accreditation and SADCAS. Judged by the feedback from participants, the seminars were very successful and met the objective of providing exposure to the trainers, creating awareness on accreditation and the existence of SADCAS, as well as updating stakeholders on developments in SADCAS. The seminars were also a good opportunity to market SADCAS services especially training services.

The seminars received very good publicity through the local press (radios, TV and newspapers) as press interviews were held in Swaziland, DRC and Tanzania.

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SADCAS Trademark Registered in Six other Countries

The SADCAS trademark which forms the core of the SADCAS accreditation mark has now been registered in Lesotho, Malawi, Namibia, Swaziland, Tanzania and Zimbabwe through the African Regional Intellectual Property Organization (ARIPO). The mark has been registered in 5 classes 35, 41 42, 44 and 45 following a rigorous process which took almost 2 years.

The SADCAS trademark has already been registered in Botswana, Mauritius, Mozambique, Zambia and Angola with the latter country having issued interim registration certificates. The process is still underway in DRC and Seychelles.

Lesotho   Namibia   Tanzania

Malawi   Swaziland   Zimbabwe

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NOTICE

SADCAS offices will be closed from Monday, 20 December 2010 and will reopen on Monday, 10 January 2011

HAVE A MERRY XMAS AND A PROSPEROUS NEW YEAR!!

Continued from p 2

Additional Promotional Materials Published

In an effort to increase awareness on its services and as part of its marketing and promotional strategy, SADCAS has published two pamphlets in addition to the array of promotional materials already available.

The "Training Services" pamphlet is intended to raise awareness among stakeholders on the training courses offered by SADCAS, who conducts the training, types of course, who should attend and contact details if interested in any of the training courses.
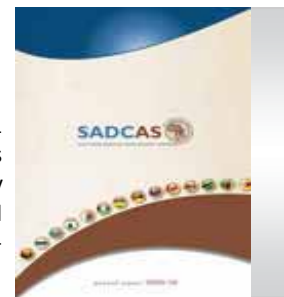
The other pamphlet on "Accreditation or ISO 9001 Certification of a Laboratory?" is intended to answer the question that is asked by many stakeholders. It defines accreditation and certification, explains the difference between the two and articulates why laboratories should be accredited rather than be certified to ISO 9001. The pamphlet ends by highlighting the benefits of accreditation to all stakeholders.

To get the brochures please contact the SADCAS headquarters or the National Accreditation Focal Point in the respective SADC countries. The brochures can also be accessed on the SADCAS website by following the link http://www.sadcas.org/promotionalMaterial.php.

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Second Annual Report Published

SADCAS has published its second annual report. The report covers the financial period beginning 1 April 2009 up to 31 March 2010. With a fresh design and colorful outlook the annual report covers the SADCAS profile, the SADCAS Board of Directors, Organizational structure, NAFPs, a statement by the chairman of the Board, a review of the 2009/10 financial year by the Chief Executive Officer and annual financial statements or the period. The 2nd SADCAS annual report is now available on the SADCAS website on www.sadcas.org.

SADCAS/SANAS TWINNING PARTNERSHIP ARRANGEMENT

The Southern African Development Community Accreditation Service (SADCAS) offers accreditation programmes for:

- Calibration/Testing laboratories in accordance with ISO/IEC 17025;
- Medical laboratories in accordance with ISO 15189;
- Management system certification bodies in accordance with ISO/IEC 17021;
- Product certification bodies in accordance with ISO/IEC Guide 65;
- Personnel certification bodies in accordance with ISO/IEC 17024; and
- Inspection bodies in accordance with ISO /IEC 17020.

SADCAS will broaden its scope of accreditation as needs arise.

Accreditation services are being provided in partnership with the South African National Accreditation System (SANAS) following the signing of the SADCAS/SANAS Twinning Partnership Arrangement (TPA) on 3 December 2009. The goal of the TPA is to kick start SADCAS accreditation services with the ultimate goal of ensuring that SADCAS becomes signatory to the International Laboratory Accreditation Cooperation (ILAC) Mutual Recognition Arrangement (MRA) and the International Accreditation Forum (IAF) Multilateral Arrangement (MLA). SANAS has been in existence for over 25 years and is signatory to the ILAC MRA and the IAF MLA. Therefore through the SADCAS/SANAS TPA, accreditation services provided will be internationally recognized.

Accreditation application forms as well as information on accreditation can be downloaded from the SADCAS website www.sadcas.org

Should you have any queries, please do not hesitate to contact SADCAS or your country's National Accreditation Focal Point whose contact details are also available on SADCAS website www.sadcas.org

AFRAC Launch and General Assembly

The African Cooperation in Accreditation (AFRAC) was launched on 29 September 2010 at the Grand Hyatt Hotel, Cairo, Egypt. The launch was followed by the inaugural General Assembly meeting held on 29 to 30 September 2010 at the same venue. The launch occasion was graced by over 50 dignitaries from African countries, regional trading blocs, diplomats from various countries including the United Kingdom, Sweden and Germany, representatives from Physikalisch – Technische Bundesanstalt (PTB) Germany and the International Laboratory Accreditation Cooperation (ILAC), the European Accreditation (EA), Inter-American Accreditation Cooperation (IAAC), Asia Pacific Laboratory Accreditation Cooperation (APLAC), the US Centre for Disease Control (CDC), African Cooperation in Metrology (AFRIMETS) and the African Organization for Standardization (ARSO).The Chief Executive Officer of NEPAD's Planning and Coordinating Agency (NPCA), Dr Ibrahim Assane Mayaki who was represented by Professor Mohammed Elarbi Auoani and the Egyptian Minister of Trade and Industry His Excellency Rachid Mohammed Rachid who was represented by His Excellency Dr Ahmed Darwish, Minister of Administrative Development were the guests of honour.

AFRAC is one of the four pillars of the Pan African quality infrastructure established by the NEPAD Planning and Coordinating Agency to support inter /intra African trade, improve the competitiveness of African goods and services and to facilitate health and safety of the public and the environment. AFRAC whose establishment was partially funded by PTB Germany is to cooperate in building capacity in accreditation across the continent with the goal of sustaining an internationally acceptable mutual recognition arrangement. Accreditation which is the process of providing recognition of competence of conformity assessment bodies such as testing and or calibration laboratories, certification bodies (management system/ product /personnel) and inspection bodies contributes to the development of African economies by providing confidence and trust.

In his speech on behalf of the Minister of Trade and Industry, His Excellency Dr Ahmed Darwish noted the key role accreditation plays in socio economic development and welcomed the establishment of AFRAC as a platform upon which Africa can build and develop its accreditation infrastructure. The Minister noted that some African countries' accreditation infrastructure was well developed and encouraged advanced countries to enter into twinning partnership arrangements as a means of enhancing skills transfer and development of accreditation infrastructure.

In his speech on behalf of NEPAD Planning and Coordinating Agency Chief Executive Officer, Professor Mohammed Elarbi Aouani congratulated the interim AFRAC Committee for having successfully pushed AFRAC to its launch and operational stage. He noted that AFRAC will compliment the other already existing Pan African quality pillars in the areas of standardization [ARSO and the African Electrotechnical Standardization Commission (AFSEC) and metrology (AFRIMETS)]. Quality infrastructure has become a mandatory requirement for sustainable trade and economic growth and the business community is pushing for larger markets for purposes of economy of scale, investment friendly environment with spill overs in job creation, regional integration, common markets, peace and security, he said. He concluded his speech by encouraging AFRAC together with the other quality pillars to operate in such a manner as to gain international recognition and trust and to cooperate with other regions of the world.

Unveiling of the AFRAC plaque from left to right—Mr Hassan Shaarawi (EGAC), Professor Mohammed Elarbi Aouani and His Excellency Dr Ahmed Darwish

As part of the launch the AFRAC plaque was revealed amongst pomp and cheers from the delegates in attendance, marking a milestone in AFRAC's history.

AFRAC Launch and General Assembly

The launch was followed by the inaugural AFRAC General Assembly meeting during which a total of 21 resolutions were adopted. The General Assembly meeting was chaired by Mr Riundja Ali Kaakunga (Othy) up until the election of office bearers. The AFRAC By Laws were reviewed and approved and the AFRAC trademark (name and logo) was also approved. Mr Hassan Shaarawi (Egyptian Accreditation Council, EGAC) was elected the fist chairman of AFRAC whilst Mr Mensan Lawson- Hechelli (Economic Community of West African States, ECOWAS) was elected to the position of Treasurer. The South African National Accreditation System (SANAS) which had been the interim Secretariat was elected Secretariat. In his acceptance speech Mr Shaarawi thanked the General Assembly for the confidence shown through his unanimous election and committed to take AFRAC forward in line with its vision and mission.

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Highlights of 2010 IAF/ILAC Annual Meetings held in China

The 2010 joint annual meetings of the International Laboratory Accreditation Cooperation (ILAC) and the International Accreditation Forum (IAF) were held at the Hyatt on the Bund Hotel – Shanghai, China from 20 to 29 October 2010. Shanghai is China's emerging global business and financial hub, a vivid city with a good taste of life and culture. The ILAC/IAF annual meetings were held during a period when the 2010 Shanghai Expo was taking place hence presented a wonderful opportunity for global networking in all aspects. Approximately 400 delegates attended the meeting compared to over 304 delegates who attended the 2009 joint ILAC/IAF annual meetings held in Vancouver, Canada. The following economies from the Africa

IAF/ILAC Executive Committee Members

region attended the meetings: SADC countries represented by SADCA and SADCAS, Egypt, Morocco, South Africa and Tunisia. Various ILAC/IAF working groups and committee meetings were held in parallel followed by the ILAC and IAF General Assemblies and the Joint ILAC/IAF General Assembly. An international workshop on Implementation of ISO 9001 Quality Management Systems in Asian developing countries: Survey covering system development, certification, accreditation and economic benefits was also held in conjunction with the meetings.

The 2010 ILAC/IAF annual meetings were hosted by the Chinese National Accreditation System (CNAS). CNAS an active player in both ILAC and IAF, is the national accreditation body for China and is signatory to both the IAF Multilateral Arrangement (MLA) and the ILAC Mutual Recognition Arrangement (MRA). It offers accreditation programmes for calibration and testing laboratories, certification and inspection bodies etc.

Membership - Six new members were admitted by the IAF into the various categories of membership since the 2009 annual meeting, 5 Accreditation Body members and one Association member. On the other hand ILAC admitted 3 Associate members and 3 Affiliate members including the GCC Accreditation centre a new multi economy accreditation body in the Gulf member states based in the Kingdom of Saudi Arabia and the National Laboratories Association of Zimbabwe (NLAZ). The membership of one affiliate ILAC organization was terminated for nonpayment of fees.

New IAF Multilateral Arrangement (MLA) and ILAC Mutual Recognition Arrangement Signatories - Since 2009 Annual meetings, the IAF welcomed 6 new signatories whilst ILAC welcomed 10 new signatories. The representatives of the new signatories signed their respective MLAs at a ceremony held during the signing ceremony and gala dinner held at the Hyatt on the Bund on Thursday 28 October 2010.

MLA for Accreditation of ISMS - The peer evaluation for the MLA will commence when the development activity within the MLA Committee is completed. There are no additional requirements to the endorsed normative documents associated with this extension. However the extension cannot proceed until the work of Task Force 2 has been completed and an evaluation methodology developed. The sub-scope will be a part of the management systems main scope in accordance with ISO/IEC 17021. The sub-scope will be based on ISO 27001 and ISO 27006 in addition to ISO 17021.

MLA for Accreditation of FSMS - The peer evaluation for the MLA will commence when the development activity within the Technical and the MLA committee is completed. The IAF FSMS working group is working on competencies for assessors which will be included in IAF/ILAC A5, a mandatory document for the scoping of certification bodies. The working group is also working on providing guidance to the IAF MLA Management Committee on the nature of a peer evaluation associated with the extension, e.g. is witnessing required. The sub-scope for FSMS will be based on ISO 22000 and ISO/TS 22003 in addition to ISO/IEC 17021.

MLA for Certification of Persons - The peer evaluation for the MLA will commence when the development activity within the Technical and MLA committees is completed. The ISO/IEC 17024 Task Force is working on a number of different aspects associated with the MLA; developing additional criteria to supplement IAF PL3 for the endorsement of certification schemes for the certification of persons and developing additional criteria for peer evaluators.

Committee meeting in session during IAF/ILAC meetings

MLMRA for Inspection Bodies - The IAF General Assembly in Shanghai resolved that the responsibility for the scope of inspection should be transferred from IAF/ILAC to ILAC ownership on the understanding that the Joint Inspection Group will also be transferred to ILAC with the participation of both IAF and ILAC members. The ILAC General Assembly agreed to this. A potential additional cost related to becoming a member of ILAC so as to be signatory to the MRA is foreseen here therefore ILAC was requested to provide this information. In formulating the additional cost ILAC should take into account the needs of developing countries.

ISO Standards – New and Revisions - Various key accreditation and related standards are under revision or being developed by ISO. The status of these documents is outlined on page --- of this edition of the Pioneer.

IAF/ILAC Documents - Various IAF/ILAC documents were revised and published since the last Annual meetings and some of these documents are listed on page __ of this edition of the Pioneer. ILAC withdrew ILAC P3:07/2007 ILAC Mutual Recognition Arrangement (Arrangement): procedures for the evaluation of unaffiliated bodies for the purpose of recognition because the requirements are covered in ILAC A2:07/2010 IAF/ILAC MRAs: Evaluation of a single accreditation body. ILAC also withdrew ILAC G 10:1996: Harmonized procedures for surveillance and reassessment of accredited laboratories.

Election of Directors - Mr R Dougherty (USA) and Mr X Jianhua (China) will complete their first terms as IAF Chairman and Vice Chairman respectively at the 2012 General Assembly. Dr T Facklam (Germany) will complete his first term as Director representing Accreditation Body members located in a high income economy at the 2012 General Assembly. Mr G Beer completed his second term as Director representing industry and User association members at 2011 General Assembly. Mr R Bennett (IIOC) completed his first term as Director representing Conformity Assessment Bodies Association, members at the 2011 General Assembly. Mr ET Romyanon (Thailand) was elected as Director representing Accreditation Body members located in low and medium income economies.

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The ILAC General Assembly endorsed the election of Mr P Unger (USA) as the Chairman of ILAC, Ms M Malmqvist Nilsson (Sweden) as Vice chair of ILAC, Ms Ileana Martinez (USA) Chair of the Arrangement Committee, Ms Regina Robertson (Australia) Chair of the Accreditation Committee, Mr G Talbot (UK) Chair of the Joint Marketing and Communications Committee, Ms D Zangar (Tunisia) Chair of the Joint Development Support Committee and also unaffiliated representative, Mr A Steinhorst as the Arrangement Management Committee, Ms L Crawford chair for the Proficiency Testing Consultative Group and last but not least, Mr S Sidney as the chair of the laboratory committee.

IAF/ILAC Joint Development Support Committee Meeting

The agenda of the JDSC meeting held in Shanghai consisted of presentations from the Joint Committee on coordination of assistance to Developing Countries in metrology, accreditation and standardization (JCDCMAS), UNIDO, ISO CASCO, SWEDAC and a presentation on the survey on the implementation of ISO 9001 in Asian developing countries. The meeting agenda was flexibland rather informal so as to allow for exchange of experiences. Notable presence of representatives from developed ABs attended the meeting and all regional accreditation co-operations were also present. The IAF/ILAC budget for support to developing countries for the year 2011 has been increased to US $ 45 000.The IAF support is not only for participation at meetings but also for peer evaluations and training. Procedure for accessing IAF funds is available on the IAF website. Since the last meeting in Vancouver, a food seminar sponsored under the JDSC was held in Libya in June 2010 and 15 participants attended the workshop whose resource person was from CODEX. Another workshop was held in India to receive the results of the survey on implementation of ISO 9001 in Asian countries.

ILAC/IAF Marketing and Communications

World Accreditation Day (WAD) commemorations are growing from strength to strength as noted from the number of activities undertaken worldwide. The theme for 2011 WAD will be "Supporting the needs of regulators". The ILAC newsletter will from next year be electronic and a new website will be launched in December 2010. The IAF has published its first IAF MLA Annual Report in an effort to promote the MLA. ILAC brochures have been presented in a new design and translated into various languages.

ILAC/IAF JOINT GENERAL ASSEMBLIES

The Joint ILAC/IAF General Assemblies were held on 2010-10-28 during which 5 resolutions were passed. Various reports were presented by International Organizations ISO, IEC, OIML, United Nations Framework Convention on Climate Change (UNFCCC), UNIDO and ITU during which they updated members on developments in their respective organizations. A tripartite Memorandum of Understanding between IEC, ILAC and IAF was signed to replace the MOU between ILAC and IEC and that between IAF and IEC. Reports from regional groupings APLAC, EA, IAAC, PAC and SADCA were also presented. The Joint General Assembly accepted the invitation by KAS and KOLAS, Korea to host the 2013 ILAC/IAF Annual meetings in Seoul, South Korea.

The 2010 ILAC/IAF meetings were once again a good opportunity for networking, sharing experiences and keeping up to date with accreditation developments worldwide. Funds permitting the SADC region's presence at these meetings should be increased.

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SADCAS Congratulates Mr Sidney

The SADCAS Board, management and staff congratulates Mr Steven Bruce Sidney on his appointment as the Chairman of the International Laboratory Accreditation Cooperation's Laboratory Committee at the ILAC General Assembly meeting held on 27 and 29 October 2010 in Shanghai, China. The appointment is for a term of two years. The ILAC Laboratory Committee provides a means of interaction and exchange of ideas between ILAC and the laboratory community. Mr Sidney is the Director of the National Laboratory Association of South Africa and has been participating in ILAC since 2000.

Mr Sidney serves on the SADCAS Board of Directors and also on its Finance, Risk and Audit Committee. SADCAS is proud to be associated with Steve, as he is affectionately known, and wishes him all the success as he steers the ILAC Laboratory Committee to greater heights in meeting its objectives.

SADCAS CEO Attends International Workshop—Survey on Implementation of ISO 9001 in Asian Countries

Mrs Maureen Mutasa. the SADCAS CEO attended an international workshop held on 25 October 2010 in conjunction with the ILAC/IAF annual meetings in Shanghai, China. The objective of the workshop was to receive the results of the survey on the implementation of ISO 9001 in Asian developing countries. The survey was undertaken following some concerns on the credibility of ISO 9001 certifications. According to the latest certification statistics, a million ISO 9001 certificates and 223 000 ISO 14001 certificates have been issued. The growth rates of the other schemes e.g. Information Security Management Systems (ISMS) and Food Safety Management Systems (FSMS) etc are over 50 % presenting an opportunity for accreditation, to accreditation bodies. The survey was coordinated by UNIDO and funded by NORAD. ISO and IAF provided technical support, whilst statistical analyses were done by a reputable institution in India. The survey was undertaken in 12 Asian countries. Of the countries involved India has the highest number of ISO 9001 certifications at 38 000.The survey was not just about completing survey forms but involved face to face interviews with purchasers, certifiers and certified organizations. The visits to certified organization were however not a form of re-audit. Results were obtained from 604 certifiers in the region with 561 visits being undertaken.

Survey of Purchasers - A total of 429 institutional purchasers with varying annual budgets participated in the survey. Based on the survey and of relevance to the accreditation body family, the results show that people cannot differentiate between an accredited and an unaccredited certificate. There is therefore a need to promote accreditation and accredited certificates. There is a need to make the complaints handling systems working at all levels and to create awareness on their existence.

Survey of Certified Organizations - Majority of ISO 9001 certifications are between 4 and 10 years. The main reason for certification were for internal improvement (48%) and 18% were corporate or top management objective and customer pressure (18%). Majority of respondents (48%) said that it took them 6 to 17 months to achieve certification and a few said that it took them less than 3 months. 81 % said that they used a consultant but the role of consultant varied from establishing system, training, documenting system to selecting the CB. 98% considered that going for ISO 9001 certification was a good investment. 159 respondents had both ISO 9001 and ISO 14001 certifications and 91% of these were happy with the compatibility between these standards. 69% of the respondents said that they were certified by a local branch of international CB. Knowledge on accreditation was poor i.e. 72% could name their local AB. Similarly knowledge on IAF is lacking. 7% said that CB provided internal auditing function whilst a similar number also provided in house training. This can be a conflict of interest if not managed well. 69% said that they have surveillance audits done once a year. Overall satisfaction with certification was strong.

Survey of Accreditation Bodies - The survey brought out variations in the interpretation of clause 8.3 of ISO/IEC 17021 by certification and accreditation bodies. Some certification bodies are very proactive and transparent as far as information availability is concerned whilst others were very uncooperative, 31 Certification bodies refused to provide the information. This is a violation of ISO/IEC 17021 with certification now being a highly commercial business, wide variation in transparence was evident. There is an urgent need for interpretation of clause 8.3 of ISO/IEC 17021. There was a 49% clear evidence of conformity. Weak areas detected were preventive action, corrective action, process approach and the Plan-Do-Check-Act Cycle. According to the survey, awareness on accreditation is very poor therefore need for increased awareness on accreditation issues and to raise the profile of accredited certifications. The development of a single international directory on certified organizations is under consideration in the IAF.

 Summary of Results and recommendations - It was felt by the participants at the Shanghai workshop that for the results to be representative there is a need to undertake the survey in all the regions. The survey is however a good start in getting accurate information on acceptance of ISO 9001 rather than base on perception. There were varying reactions on whether ISO 9001 had reduced the frequency of 2nd party audits. There are clear benefits from ISO 9001 implementation. There however is a need for greater harmonization between certification and accreditation and for promotion of the benefits of accredited certifications. Future studies could focus on specific sectors.

National workshops are scheduled to be held in all the countries as well as an international workshop that will be held in Paris.

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Highlights from the ILAC PTCG Meeting in Shanghai

The ILAC Proficiency Testing Consultative Group (PTCG) meeting was held on 23 October 2010 at the Hyatt on the Bund in Shanghai, China. Mrs Mutasa the SADCAS CEO attended the meeting. The following are the meeting highlights:

- Ms Linda Crawford was elected Chair of the ILAC PTCG following the expiry of the term of office of Mr Rick Wilson.

- The revision of ILAC P 9: 2005: Policy for participation in national and international PT activities was completed and the document will be published as soon as it has been tidied up by the ILAC Secretariat.

- ISO/IEC 17043 ILAC G 13 Crosswalk was circulated for 60 days comment on 26 August 2010 with a deadline of 26 October 2010.

- Application of ISO/IEC 17011 for the Accreditation of Proficiency Testing (PT) Providers, the final draft which was circulated to members for a 30 days' vote on 26 August 2010 went through with a 96% positive vote. The document will now be used to extend the ILAC Mutual Recognition Arrangement (MRA) to include PT testing providers.

- A new Task Group PTCG 2 was established to input into the revision of ISO 13528: 2005: Statistical methods for use in Proficiency Testing by Inter-laboratory Comparisons.

- The European Cooperation in Accreditation (EA) has undertaken significant work in the food, environment and mechanical fields on comparability of PT data. Work is underway in other fields such as forensic. The Asia Pacific Laboratory Accreditation Cooperation's (APLAC) concern current is to ensure availability of PT schemes. This concern is shared by other developing regions such as SADC Cooperation in Accreditation (SADCA) and the Inter American Accreditation Cooperation (IAAC). ILAC's efforts should therefore address the needs of the regions especially developing regions. The IAAC is now running a PT for minerals in powdered milk and a scheme for wheat flower will begin in 2011. The PT scheme is offered to other regions who wish to participate. The EA has produced a brochure on how proficiency test results help a laboratory in addition to a brochure on how to document ISO/IEC 17043.

- Based on a number of web surveys carried out to reaffirm PT needs, the PTCG 5 Working Group proposed to establish a website where information on PT issues particularly capacity development programs would be posted. The website would have links to other relevant websites. The proposal was shared and agreed upon by the IAF/ILAC Joint Development Support Committee in a subsequent meeting to the PTCG meeting.

The next meeting of the ILAC PTCG will be held in Montreux, Switzerland in April 2011. A half to one day workshop focusing on implementation of ISO/IEC 17043 will be held in conjunction with the meeting.

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To be at the cutting edge of accreditation service delivery

NAFP-Botswana Attends BOBS ISO/IEC 17025 Forum in Francistown

The Botswana Bureau of Standards (BOBS) Francistown office hosted the Northern Region BOBS ISO/IEC 17025 Forum in Francistown on 23 September 2010. The Forum was held at Tati River Lodge and attracted twenty five (25) participants from both government and private testing laboratories. The NAFP-Botswana Mr Seitshiro Goitseone attended the Forum and made a presentation on the SADCAS/SANAS Twinning Partnership Arrangement so that stakeholders have a better understanding of the TPA. In his presentation Mr Seitshiro also gave a brief background on SADCAS updating participants on the progress made thus far. The presentation raised a lot of interest and resulted in very interactive discussions with participants wanting to know more about the TPA and SADCAS operations. The participants very much appreciated the information shared but emphasized that they still require clarity on other issues therefore would invite SADCAS to the next forum in the Northern region.

In a follow up 8th meeting of the Forum held on 2 December 2010 at Tati Nickel Club House in Francistown Botswana Mrs Maureen Mutasa clarified operational aspects of the SADCAS/SANAS TPA and discussed the implication of the TPA on SANAS accredited facilities in Botswana. Mrs Mutasa was accompanied to the meeting by Mr Seisthiro Goitseone the NAFP for Botswana and Mr Edward Mmatli, the recently appointed second NAFP officer for Botswana. The 8th meeting of the Forum was attended by 30 participants from laboratories in and around Francistown and as far as Maun.

The SADCAS/SANAS TPA was signed on 3 December 2009 to kick start SADCAS accreditation services with the ultimate goal of ensuring that SADCAS becomes signatory to the international arrangements of the ILAC and IAF which are the basis for international recognition of accredited certificates. Conscious of the requirements of the ILAC/IAF Cross Frontier Policy, all applications for accreditation from SADC member states excluding South Africa and Mauritius who have their own national accreditation bodies are handled by SADCAS through the SADCAS/SANAS TPA. According to a joint communiqué issued by SADCAS and SANAS following the signing of the TPA, all SANAS accredited facilities in SADC Member states excluding South Africa and Mauritius are therefore encouraged to changeover from SANAS to SADCAS accreditation.

Various other presentations were made on the theme of the meeting which was on validation of test methods and measurement uncertainty. The next meeting of the northern region's BOBS ISO/IEC 17025 Forum will be held in March 2011.

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Appointment of New NAFPs

Ms Jaanda Edla Maharero has been appointed NAFP for Namibia on 30 August 2010. Ms Maharero a Principal Economist Officer in the Namibia Ministry of Trade and Industry holds a Bachelor of Science – Finance and replaces Mr Nicky Sindano Iitula who served as Namibia- NAFP since March 2006.

In an effort to improve the realization of NAFP activities in Botswana, Mr Edward Mmatli has been appointed as the second NAFP- Botswana on 4 November 2010. Mr Mmatli graduated with a BSc Degree in Chemistry is employed as an Assistant Engineer in the Department of Industrial Affairs. Mr Mmatli will support Mr Seitshiro Goitseone in undertaking NAFP activities.

NAFPs are responsible for the coordination, administration, promotion and marketing of accreditation and SADCAS in their respective countries. NAFPs serve as an administrative link between SADCAS and clients in SADC member states. SADCAS welcomes the two newly appointed NAFPs and look forward to working well with them.

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SBS Laboratories Make Strides Towards Accreditation

The Republic of Seychelles is a Small Island Developing State (SIDS) comprising of 115 islands occupying a land area of 445 km^2. It is in the western Indian Ocean and its geographical zone extends between 4 and 10 degrees south of the equator. The island has a population of 82,500 inhabitants, most of whom reside on the largest island, Mahe.

The Seychelles Bureau of Standards (SBS) was established in 1987 by legislation (the SBS Act no.8 of 1987). The core activities of SBS are: Standardization, Quality Assurance, Metrology and Testing.

The main industrial activities of the islands are fisheries and tourism. Fisheries account for over 80% of the Seychelles foreign exchange earnings. The main export destination is European Union (EU). In order to provide evidence of compliance to the requirements of the EU Regulations, the exporters have to obtain approval for their product from an agency in the exporting country designated as a Competent Authority (CA). The Competent Authority is there to ensure that the quality and food safety requirements demanded by the European Union are met through regular surveillance inspections of all entities associated with the assurance of the quality of the product and compliance to SPS measures. In order to provide evidence of compliance to the technical specifications demanded or under the regulations, the CA needs to have the products tested in an accredited testing laboratory.

The Biochemical Testing Services (BTS) division at the SBS is responsible for testing of fish and fish products (including the water and ice used for processing fish) for export to the European Union and other markets. The Bureau's Quality Management System is certified to ISO 9001: 2000. But the EU inspectors have requested that the testing services be accredited to the ISO/IEC 17025 in order to demonstrate competence in testing and for the test certificates to be recognized at international level.

The National Metrology Laboratory (NML) at the SBS is responsible for calibration in Seychelles. The testing laboratory uses the calibration services of the NML to calibrate the measuring equipment it uses. In order to provide traceability in measurement, the calibration laboratory has to be accredited for the calibration services it offers.

The SBS laboratories put a lot of effort to prepare the laboratories for assessment. SBS management and staff undertook various accreditation training programmes. The SBS Quality Manual and associated documents as per the requirement of the standard were prepared and submitted to SADCAS for document review. Internal audit and management review were carried out.

The pre-assessment of the calibration laboratory was carried out on 3 May 2010 followed by an initial assessment on 13 to 14 July 2010 whilst the pre-assessment of the BTS laboratory was done on the 12 October 2010 and an initial assessment has been scheduled to be undertaken before end of the year.
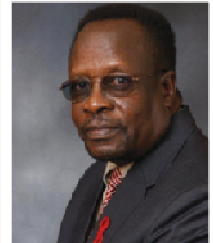
SBS has faced a number of challenges in its journey towards accreditation of its laboratories. The challenges are more of isolation with laboratories in a small island state where due to remoteness, all resources have to be imported. Still the need to accredit the testing services offered to fish establishments and the strong commitment from management and staff made it possible to reach our present target. Awareness created by the NAFP at the political level has also played an important role in obtaining the necessary support for accreditation from Government. SBS plans to expand the scope of accreditation in the coming years to ensure that the output of the testing and calibration services offered by SBS is internationally recognised.

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National Accreditation Focal Points Meet in Johannesburg

The National Accreditation Focal Points (NAFPs) met from 23 to 24 November 2010 at St George Hotel, Johannesburg, South Africa. This was the fourth annual meeting of NAFPs to be held having held the first meeting in February 2006 following the establishment and nomination of officers by the respective member states governments. The second NAFP annual meeting was held in November 2008. In 2009 an NAFP training workshop was held instead.

The fourth NAFP annual meeting which was attended by 15 NAFP officers from 12 SADC countries, SADCAS management and staff and invited guests was opened by Mr Riundja Ali Kaakunga (Othy) the Chairman of the SADCAS Board of Directors. In his opening remarks, Mr Kaakunga highlighted the important role of NAFPs as the administrative link between SADCAS and clients/potential clients in member states. He noted the significant developments that have taken place in SADCAS and the evolving role of NAFPs in supporting SADCAS in its service delivery efforts. Mr Kaakunga noted and thanked the NAFPs for all their efforts so far which have contributed to increased awareness on accreditation matters throughout the SADC region and called upon NAFPs to remain steadfast in their efforts towards SADC accreditation goal realization.

Mr R A Kaakunga

During the 2 days' meeting, NAFPs were updated on SADCAS activities, the outcome of the SADC EU SQAM project of which accreditation was one of the key result areas. The NAFPs were also informed about the SADCAS/SANAS Twinning Partnership Arrangement (PA) which was signed on 3 December 2009 in order to kick start SADCAS accreditation services. Some time was spent reviewing the NAFP job description. Presentations were made by Mrs Maureen Mutasa the SADCAS CEO, Mr Mike Mc Nerney, the SADC EU SQAM project team member who was responsible for the accreditation component of the project and Mr Ron Josias, the CEO of SANAS. SADCAS' staff also made presentations on the various aspects of SADCAS services. Te second day of the meeting was devoted to experience sharing amongst NAFPs during which each NAFP made a presentation of their activities, achievements and challenges faced.

In the closing session of the meeting, various activities were identified to enable NAFPs to effectively support SADCAS in its service delivery. The fourth annual meeting which was highly interactive was an excellent opportunity not only to reflect on the NAFP roles and to recommit to the achievement of SADC regional accreditation goals, but provided a good platform for experience sharing and networking amongst NAFPs.

Participants at the NAFP Annual Meeting

Heads of National Standards Bodies (NSBs) from West Africa Visit Botswana

On 20 October 2010, the Botswana Bureau of Standards (BOBS) hosted 8 Heads of National Standards Bodies of West African Countries namely Cape Verde, Ghana, Guinea, Liberia, Mauritania, Nigeria, Sierra Leone and the Gambia. These countries participate in the West Africa Quality Program (WAQP) a programme of the Commission of Economic Community of West African States (ECOWAS). The program is funded by the European Union Commission (EUC) and implemented by the United Nations Industrial Development Organization (UNIDO) thus the delegation included a representative of UNIDO. The WAQP is intended to strengthen competitiveness and facilitate harmonization of TBT and SPS measures in the West African region. It also seeks to strengthen institutional infrastructure in the area of SQAM at both regional and national levels

The study tour focused on the management of a young National Standards Body (NSB) and its relationships with the other SQAM institutions (accreditation and metrology), and the coordination of TBT and SPS matters in the country. As part of the study tour program, a workshop was held at BOBS Headquarters in Gaborone during which various presentations were made by BOBS on its activities, Botswana Ministry of Agriculture on the SPS contact point activities, Botswana Ministry of Health on the CODEX contact point, Department of International Trade on WTO notification point, SADC and SADCAS. In the presentation on SADCAS Ms Jeanne Ranorovelo, the SADCAS Technical Manager, gave an overview of SADCAS, the progress made thus far and proposed some areas of cooperation with the West African countries.

After the workshop the delegates toured BOBS' laboratories and a Gaborone based company whose products are certified by BOBS.

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Vision

SADCAS vision is to be a leading, regionally accepted and internationally recognized regional accreditation body aimed at supporting and enhancing industry and government's efforts and to be at the cutting edge of accreditation.

Mission

SADCAS mission is to provide internationally recognized cost effective, regional accreditation services for SADC member states aimed at supporting regional and international trade, enhance the protection of consumers and improve the competitiveness of SADC products and services in both the voluntary and regulatory areas.

Values

- Impartiality
- Transparency
- Non-discriminatory
- Integrity

SADCAS/NAFP-Tanzania Host ISO 15189 Training Course

A 5 day's ISO 15189 requirements and internal auditing courses for medical laboratories was jointly organized by SADCAS and NAFP –Tanzania. The course was held at the Tanzania Bureau of Standards (TBS) Headquarters in Dar Es Salaam from 20 to 24 September 2010. The course was attended by 12 delegates from various public hospitals/clinics in Tanzania.

The course was opened by Mr Leandry Kinabo Acting Director of TBS who in his speech highlighted the need of accreditation amongst medical laboratories in Tanzania. In an ensuing presentation Mrs Stella Mrosso the NAFP Tanzania outlined the role of an NAFP in the activities of SADCAS and explained the importance of a medical laboratory in providing reliable results in the health delivery system.
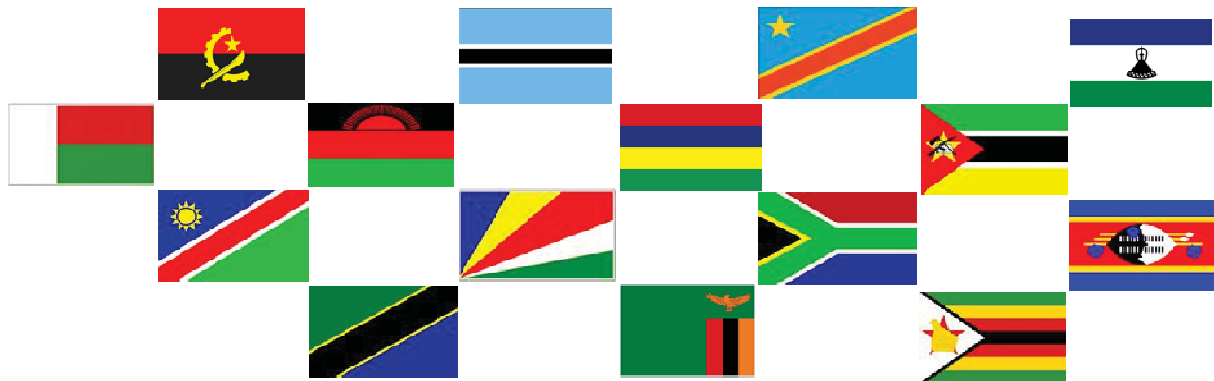
The training course ended up with a vote of thanks by participants who left the course highly motivated to apply the knowledge gained in the implementation of ISO 15189 in their respective organizations.

Participants pose for a group photo during ISO 15189 training

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SADCAS
SOUTHERN AFRICAN DEVELOPMENT COMMUNITY

A Multi-economy Accreditation Body!!

SADCAS Facilitates Training of SSM Staff

The Société de Surveillance Minière (SSM)'s Laboratory is located in Likasi, 120 km from Lubumbashi in the southern mining province of Katanga. As a mining province, Katanga must have laboratories which meet international standards in order to enable them to deliver technically accurate test results to their clients who are mainly mining companies. The SSM laboratory has been in operation for five years and offers analytical services to clients in Katanga and all over the Democratic Republic of Congo (DRC). To support its services, SSM operates a mobile laboratory. Analytical services include chemical analyses of minerals, detection and quantification of all other associated with mineral substances, food analyses, waste water analyses and all other analyses related to mining research, exploration and environmental.

The SSM laboratory utilizes qualified and experienced staff who have undergone numerous training programs both in the country and out-

Participants pose for a group photo during ISO/IEC 17025 Training

side the country and is modestly equipped. The laboratory is working towards accreditation in accordance with ISO/IEC 17025. As part of its efforts towards accreditation, 18 SSM management and staff attended a 5-days' ISO/IEC 17025 requirements and internal auditing course conducted in French in Likasi by SADCAS. In his closing remarks at the end of the course Mr Ngoie Makonga thanked SADCAS and the Trainer for the training programme and expressed confidence in achieving accreditation that SSM staff now had a better appreciation of the requirements of the standard and how to monitor compliance with the standard

In December 2009 the SADCAS website went live on the worldwide web. With a modern and fresh look the SADCAS website www.sadcas.org has eleven (11) windows , the " Home" page and windows on "What is SADCAS", " Accreditation", 'Training Services", "Accredited Organizations", "Publications", "Latest News", "Events Calendar", Contact Us", "Extranet" and "Links".

| Home | What is Accreditation? | Accreditation | Training Services | Accredited Organizations | Publications | Latest News | Events Calendar | Contact us | Extranet | Links |

Visitation statistics since launch are showing an increasing interest in the SADCAS website.

DO NOT BE LEFT OUT VISIT THE SADCAS WEBSITE NOW!

SADCAS Services Statistics

SADCAS started offering accreditation and training services in October 2009 following its launch in April 2009.

Training services

Since October 2009 up to 31 October 2010, SADCAS has successfully held 9 accreditation training courses two of which were attachment training programs. The 7 accreditation training courses were held in 5 SADC countries namely DRC, Botswana, Seychelles, Tanzania and Zimbabwe. Five of the courses were in-house courses whilst the other 2 were open courses. Five of the courses were on ISO/IEC 17025 for calibration and testing laboratories, one on ISO/IEC 17021 for management system certification bodies and one on ISO 15189 for medical laboratories. The total number of participants to the 7 training courses was 110, an average of 16 participants per course.

Figure 1—Training Courses Breakdown

- **Botswana (1)**
- **DRC (1)**
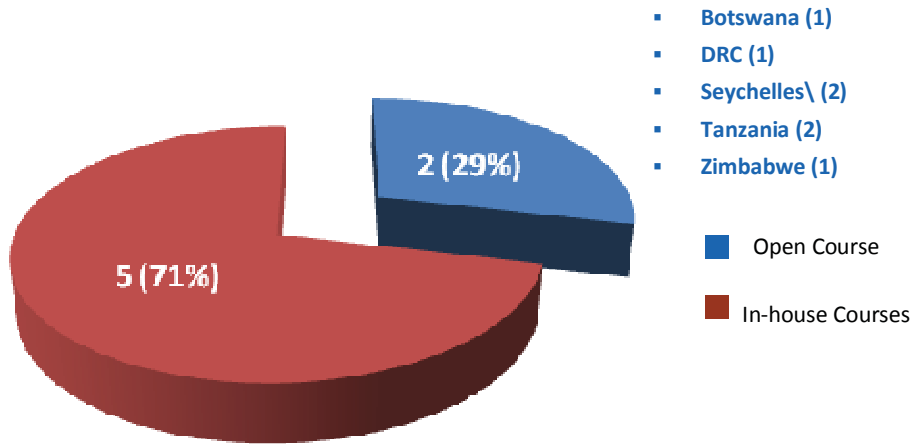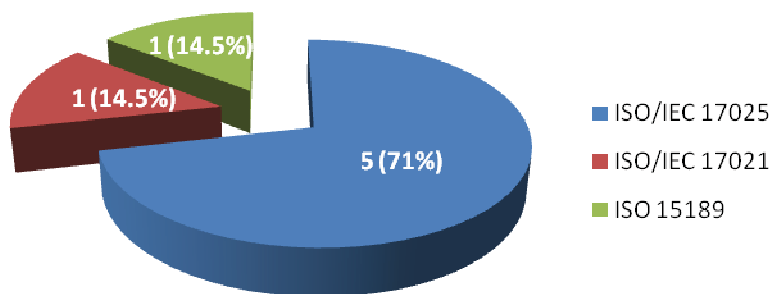- **Seychelles\ (2)**
- **Tanzania (2)**
- **Zimbabwe (1)**

2 (29%)

5 (71%)

■ Open Course

■ In-house Courses

Figure 2—Training Courses Breakdown by Standard

1 (14.5%)

1 (14.5%)

5 (71%)

■ ISO/IEC 17025

■ ISO/IEC 17021

■ ISO 15189

Continued from p 16

Accreditation services

As at 31 October 2010 SADCAS had 16 applications from 7 countries and these are at the various stages of processing. SADCAS has also received a further 8 expressed interests in accreditation.

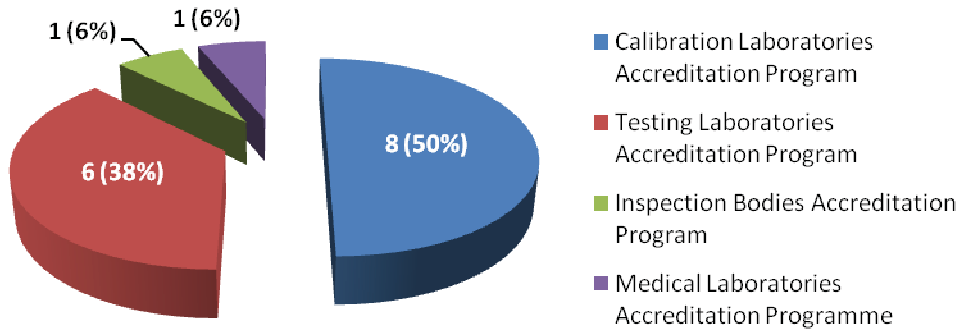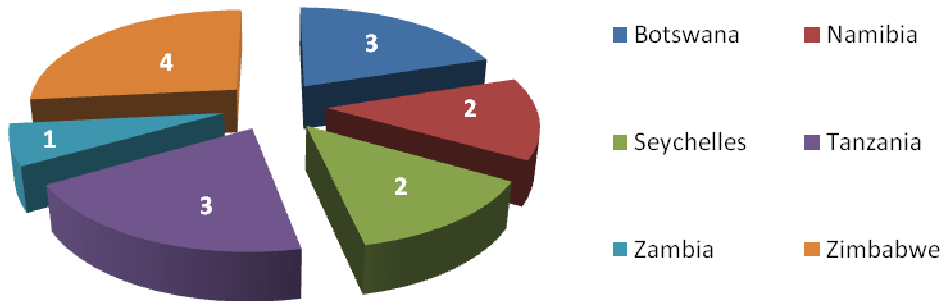**Figures 3 Accreditation Applications Breakdown by Program**

- Calibration Laboratories Accreditation Program
- Testing Laboratories Accreditation Program
- Inspection Bodies Accreditation Program
- Medical Laboratories Accreditation Programme

Figure 4—Accreditation Applications Breakdown by Country

- Botswana
- Namibia
- Seychelles
- Tanzania
- Zambia
- Zimbabwe

Staff Training

From 9 to 13 August 2010, Mr Jeanne F Ranorovelo the Technical Manager and Ms Linda Dirorimwe the Accreditation Administrator attended the final phase of EDNA (IT software package for the coordination and management of the elaborate accreditation) training) held in Gaborone, Botswana. The course was a continuation of the training held in Norway from 28 June to 5 July 2010. The training was facilitated by facilitated Norwegian Accreditation (NA).

Mr Martin Goedeke—IT Specialist (SANAS) who has been assisting SADCAS with IT expertise since the installation of EDNA also attended the training. During the training, a new version of EDNA was installed and Ms Ranorovelo and Ms Dirorimwe had an opportunity to input accreditation data in the system. NA also carried out a gap analysis of SADCAS management system during the their visit

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SADCAS Website Provides Link to EPTIS and Proficiency Testing Australia

The SADCAS website provides links to EPTIS and to Proficiency Testing Australia ({PTA).

EPTIS is a proficiency testing (PT) search engine which helps you to find a suitable PT scheme for your laboratory. EPTIS is a co-operation of 38 partner organizations comprising of metrology institutes, testing institutes and accreditation bodies from the Americas, Australia and Europe. The link to EPTIS is www.eptis.bam.de/en/index.htm

Proficiency Testing Australia (PTA) is a subsidiary of the National Association of Testing Authorities (NATA) Australia which offers PT schemes for testing and calibration laboratories. The website contains a list of PT schemes on offer and the cost of participation. The link to PTA is www.pta.asn.au

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SADCAS Training Services

SADCAS provides training for conformity assessment bodies' management and staff. Conformity Assessment Bodies (CABs) include calibration/testing laboratories, medical laboratories and certification and inspection bodies.

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

Courses on Offer – Currently SADCAS offers the following training courses:
ISO/15189 Requirements and Internal Auditing
ISO/IEC 17020 Requirements and Internal Auditing
ISO/IEC 17021 Requirements and Internal Auditing
ISO/IEC 17025 Requirements and internal Auditing

Course Structure - Each of the above courses is 5 days' long. The courses can be conducted in-house or as open courses. SADCAS courses are made relevant and practical as they include case studies and exercises that reflect professional disciplines. In order to objectively assess participants, an examination is written at the end of the course.

In order to objectively assess participants, an examination is written at the end of the course.

If interested please contact:

SADC Accreditation Service (SADCAS)
Plot 50676, First Floor Block B, BIFM/Fairgrounds office Park
Private Bag 00320, Gaborone, Botswana
Tel: +267 3132909/ 3132910
Fax: +267 3132922
Email: info@sadcas.org

Status of Key Accreditation Standards/Guides under Development

STANDARD	STATUS
ISO/IEC 17020:1998: General criteria for the operation of various types of bodies performing inspection	A total of 793 comments were received on the Committee Draft (CD). The comments were processed with critical issues for the 3 types of inspection bodies being identified. The DIS was published at the end of October 2010 for comment for a period of 5 months. The standard is scheduled for publication in December 2012.
ISO/IEC DIS 17021-2006: Conformity assessment – Requirements for bodies providing audit and certification of management systems and requirements for third-party certification auditing of management systems	The document was approved for Final Draft International Standard (FDIS) in ISO and is under consideration in CENELEC. The revised standard is scheduled for publication in December 2010 assuming a positive vote. ISO/IEC 17021 is going to be published as single standard. The scope of Part 2 of the standard has now been incorporated into the new standard. The review of ISO/IEC 17021 has now been set to be undertaken 12 months after the publication of the revised standard
ISO/IEC WD 17024: Conformity assessment – General requirements for bodies operating certification of persons	Project is at Working Draft stage. A meeting will be held in June 2010 when it is hoped that the draft will progress to Committee Draft stage.
ISO/IEC 17025:2005: General requirements for the competence of testing and calibration laboratories	The document is currently under systematic review for a period of 5 months. The result of the systematic review will be known on 2010-09-15.
ISO/IEC 17065: Conformity assessment – Requirements for certification certifying products, processes and services	1,053 comments were received on the CD and reviewed at the April 2010 meeting. A second CD was released. Main issues from comments were that the new standard must make reference to ISO/IEC 17021 and ISO/IEC 17025, include a requirement for a directory of certified products, annual review of impartiality committee, etc. The Draft International Standard (DIS) is expected to be published shortly and circulated for 5 months for comment whilst the publication of the standard is scheduled for 2012
ISO/IEC 17067: Conformity assessment – Fundamentals of product certification	ISO/CASCO WG 32 is working on a working draft document
ISO 15189: 2007 Medical Laboratories – Particular requirements for quality and competence	The standard is under revision. The review period is closed and the standard will be revised

Status of Key Accreditation Standards/Guides under Development

STANDARD	STATUS
ISO 13528: 2005: Statistical methods for proficiency testing by inter laboratory comparisons	The revision of the standard was approved and the CD is registered.
ISO 19011: 2002: Guidelines for Quality and/or Environmental Management Systems Auditing	The DIS was circulated with a closing date of 1 November 2010 for comment. The principle of the standard is the same as for ISO/IEC 17021 but the revised document is a guidance applicable to first party i.e. internal audits and second party audits except certification audits which are now covered in ISO/IEC 17021 revision
ISO 26000: 2010: Guidance on Social Responsibility	The document was published on 1 November 2010 after 6 years of development. The IAF General Assembly acting on the recommendations of the IAF Technical Committee decided that there will not be any accredited certification to ISO 26000. ISO 26000 explicitly states that the standard is a guidance document that is not intended or appropriate for certification and any certification would be a misuse of the standard. IAF therefore strongly urged certification bodies not to promote certification to ISO 26000. Accreditation Bodies (ABs) and Certification Bodies (CBs) were requested to report any misuse or need for certification to the ISO Secretariat
ISO/TC 207 Environmental Management Systems ▪ **ISO 14066** Greenhouse Gas Management ▪ **ISO 14067** Carbon Foot Printing	 The document is now moving to FDIS. The standard compliments implementation of ISO 14065 is scheduled for publication in 2011 A Committee Draft was circulated in September 2010 for comment. The DIS is scheduled for publication in March 2011
ISO/TC 176 Quality Management Systems ▪ **ISO 9000: 2008** ▪ **ISO/TS 10004: 2010** ▪ **ISO 19011: 2002**	 An user survey is opened on the web from October 2010 to January 2011. The survey is not only for certified companies but all stakeholders. All stakeholders are encouraged to participate Monitoring and measuring customer satisfaction is to be upgraded to a standard and scheduled for publication in 2012 The revision of the standard is targeted for publication by mid 2011

Status of Key Accreditation Standards/Guides under Development

STANDARD	STATUS

Documents Published

- **IAF PL1: 2009 (Issue 2)** : Code of Conduct for members of the IAF
- **IAF PL4: 2009 (Issue 4)** : Rules for IAF Membership Fees
- **IAF ID1: 2010 (Issue 1)** : QMS Scopes of Accreditation
- **IAF MD7: 2010 (Issue 1)** : Harmonization of Sanctions to be applied to Conformity Assessment Bodies
- **IAF PR 4: 2010 (Issue 5)** : Structure of the IAF MLA and endorsed Normative Documents
- **IAF/ILAC A1:07/2010** IAF/ILAC Multi Lateral Mutual Recognition Arrangements – Requirements for Evaluation of a Regional Group
- **IAF/ILAC A2:07/2010** IAF/ILAC Multi Lateral Mutual Recognition Arrangements – Requirements for Evaluation of a Single Accreditation Body
- **ILAC P 9:11/2010** ILAC Policy for participation in Proficiency Testing activities, effective from November 2010
- **ILAC P14:12/2010** ILAC Policy for Uncertainty of Measurements, implementation period of 12 months from November 2010 to November 2011

Documents under Revision or Development

- **ILAC/IAF A3:05/2007 Key Performance Indicators:** The first draft or revision was presented and discussed at the Rio de Janeiro in March 2010. Comments on the draft were reviewed at the Shanghai meeting in October 2010. Once agreed within the joint working group, the revision will be provided to the relevant committees for a short term round of comments

- **IAF/ILAC A5: 04/2009 Application of ISO/IEC 17011:2004** IAF/ILAC Multilateral Mutual Recognition Arrangements – Application of ISO/IEC 17011: 2004 regarding key activities for management system certification body accreditation. The revised draft was circulated for 60 day comment to IAF and ILAC members with a closing date of 14 April 2010 for comment. Comments received were reviewed by the Task Group in Shanghai

SADCAS Contact Details for Communicating with Clients

1. **APPLICATION FOR ACCREDITATION**

   Clients submit application forms and quality documents (Manual policy, procedures, forms, other support documents) to SADCAS.

   Ms Jeanne Françoise Ranorovelo
   Technical Manager
   Tel: +267 3132909/3132910 – Ext 112
   Mobile: +267 72495508
   Email: jfranorovelo@sadcas.org

2. **QUOTATIONS**

   Any queries on accreditation quotations

   Ms Jeanne Françoise Ranorovelo
   Technical Manager
   Tel: +267 3132909/3132910 – Ext 112
   Mobile: +267 72495508
   Email: jfranorovelo@sadcas.org

3. **INVOICES**

   Any queries on accreditation invoices

   Mrs Laureen Gudo
   Financial Administrator
   Tel: +267 3132909/3132910 – Ext 108
   Mobile: +267 71470424
   Email: lrgudo@sadcas.org

4. **TRANSPORT AND ACCOMMODATION**

   All arrangements for assessors

   Ms Linda Dirorimwe
   Accreditation Administrator
   Tel: +267 3132909/3132910 – Ext 108
   Mobile: +267 75051525
   Email: ldirorimwe@sadcas.org

5. **DOCUMENTATION REVIEW**

   Any queries on accreditation documentation review

   Ms Jeanne Françoise Ranorovelo
   Technical Manager
   Tel: +267 3132909/3132910 – Ext 112
   Mobile: +267 72495508
   Email: jfranorovelo@sadcas.org

6. **ASSESSMENT**

   To be done by the assessment team (Lead assessor and Technical assessors)

   Ms Jeanne Françoise Ranorovelo
   Technical Manager
   Tel: +267 3132909/3132910 – Ext 112
   Mobile: +267 72495508
   Email: jfranorovelo@sadcas.org

7. **CLEARANCE OF FINDINGS**

   Submission of corrective actions reports and processing of corrective actions

   Ms Linda Dirorimwe
   Accreditation Administrator
   Tel: +267 3132909/3132910 – Ext 108
   Mobile: +267 75051525
   Email: ldirorimwe@sadcas.org

8. **ACCREDITATION DECISION**

   Any queries on accreditation decision

   Mrs Maureen P Mutasa
   Chief Executive Officer
   Tel: +267 3132909/3132910 – Ext 112
   Mobile: +267 75051426
   Email: jfranorovelo@sadcas.org

9. **ACCREDITATION CERTIFICATE**

   Any queries on accreditation certificates

   Ms Jeanne Françoise Ranorovelo
   Technical Manager
   Tel: +267 3132909/3132910 – Ext 112
   Mobile: +267 72495508
   Email: rampmutasa@sadcas.org

10. **TRAINING**

    Any inquiries on training services

    Ms Linda Dirorimwe
    Accreditation Administrator
    Tel: +267 3132909/3132910 – Ext 108
    Mobile: +267 75051525
    Email: ldirorimwe@sadcas.org

Diary of Upcoming Events

DATES	MEETING	VENUE
29 November to 3 December 2010	ISO/IEC 17020 Requirements and Internal Auditing Course	Harare, Zimbabwe
1 - 3 December 2010	17th ARSO General Assembly	Nairobi, Kenya
13—17 December 2010	ISO 15189 Requirements and Internal Auditing Course	Harare, Zimbabwe
15 December	SADCAS/SANAS Review TPA Meeting	Pretoria, South Africa
10—11 January 2011	CASCO WG 29	Geneva, Switzerland
18—20 January 2011	CASCO WG 30	Geneva, Switzerland
4 February 2011	SADCAS Finance, Risk and Audit Committee	Gaborone, Botswana.
6—7 February 2011	AFRIMETS Metrology School	Nairobi, Kenya
15 February 2011	SADCAS HRRC Meeting	Pretoria, South Africa
16 February 2011	SADCAS Board of Directors Meeting	Pretoria, South Africa
16 February 2011	IAAC EXCO, MLA Committee, MLA Group	Washington D.C., USA
17—18 February 2011	SADCA EXCO Meeting	Pretoria, South Africa
6—13 March 2011	ILAC—IAF TC Meetings	Tunis, Tunisia
21 - 25 March 2011	SADC SQAM Annual Meetings	Gaborone, Botswana
25 June 2010	SADCTRLC	Gaborone, Botswana
22 March 2011	SADCTBTSC	Gaborone, Botswana
22 March 2011	SADCAS General Assembly	Gaborone, Botswana
23 March 2011	SADCMEL	Gaborone, Botswana
24 March 2011	SADCA	Gaborone, Botswana
24 March 2011	SADCMET	Gaborone, Botswana
25 March 2011	SQAMEG	Gaborone, Botswana