



THE PIONEER

SADCAS NEWSLETTER **JULY 2022 EDITION ISSUE 42**

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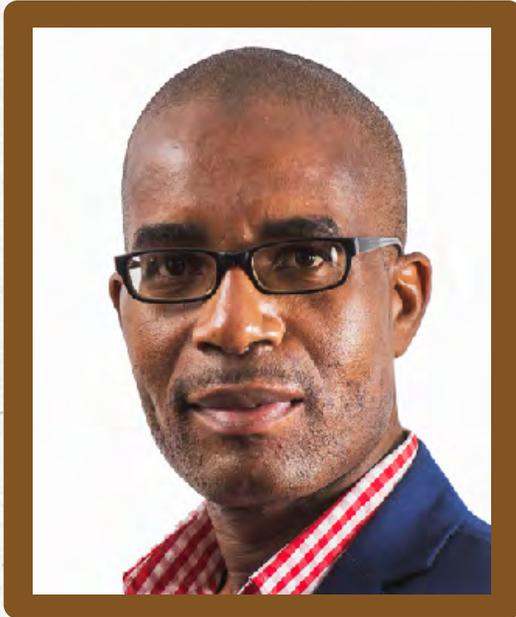
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Mr Xavier Mugari



Mrs Lauren Gudo

We are pleased to present Issue 42 of the SADCAS Newsletter (July 2022 Edition) to keep our stakeholders updated on accreditation activities undertaken by SADCAS and developments in the field of accreditation.

Much to our relief, the global efforts against the COVID-19 pandemic are slowly reaping rewards. Nations are cautiously opening their borders and adjusting travel restrictions. This has allowed some assessments to be conducted onsite.

This era of change sees the departure of our inaugural Chief Executive Officer, Mrs. Maureen Primrose Mutasa, who led this organization from its establishment in 2008. After thorough consideration, the SADCAS Board of Directors has placed this crucial role into the expert hands of Ms Eve Christine Gadzikwa. She will provide visionary leadership and drive SADCAS to achieve its strategic objectives.

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

Accreditation: Sustainability in Economic Growth & the Environment is the theme for 2022 WAD.

WAD Celebrations in the region ranged from circulation and publication of press releases in the various national media, circulation and posting of WAD video on social media, television interview to virtual and physical workshops/seminars.

SADCAS COMMUNIQUE - SADCAS CEO MAUREEN MUTASA RETIRES

SADC ACCREDITATION CHIEF BOWS OUT AFTER STORIED CAREER



AFTER 14 years at the helm of the Southern African Development Community Accreditation Service (SADCAS) and a career spanning over 40 years in standardization, quality assurance and accreditation, Mrs. Maureen Mutasa will retire as Chief Executive Officer of the SADCAS at the end of June 2022.

SADCAS assures the technical competence of providers offering calibration, testing, medical laboratory and inspection and certification services in 14 countries across Southern Africa.

Through this role, the organization is also a key enabler of trade and the protection of health, safety and the environment within the SADC bloc.

Mrs. Mutasa was appointed SADCAS' founding Chief Executive Officer in June 2008 and with an initial grant from the Norwegian Government, she has been at the forefront of establishing the accreditation body as a globally recognized institution.

At its inception, SADCAS was the first multi-economy accreditation body in the world, a model that has since been replicated in the Gulf, French-speaking West Africa and the Caribbean.

"It all started with the vision of a few of us in the SADC standards, quality assurance, accreditation and metrology structure believing that we can create this multi-economy accreditation body to service a number of the countries within the region, most of which did not and still do not have the capacity to do so alone," Mrs. Mutasa says.

"Being the first is never easy. The first leg can often determine the destiny of an organization, and we experienced the ups and downs that all start-ups do, but I believe we have proved that the SADCAS model is a viable, cost effective and sustainable way of providing accreditation services to a number of countries."

During her pioneering tenure, SADCAS has received international recognition for six (6) of the eight (8) accreditation schemes it offers. It has issued 259 certificates to 209 accredited facilities in 13 of the 14 SADC Member States it services and two (2) non-SADC countries Ghana and Cote D'Ivoire. Dependency on Government funding reduced from 100% as at 31 March 2009 to 14% as at 31 March 2022 having prevailed through the height of the COVID-19 pandemic by swiftly adapting and migrating to remote assessments and online training. Over the years, Mrs. Mutasa has contributed immensely to the development of accreditation infrastructure not only in the SADC region but also in Africa as a whole.

Mrs. Mutasa retired as one of the Continent's foremost authorities on accreditation, standardization and quality assurance. Her diverse experience extends across the food industry, agricultural research and management.

She has been a member of the International Accreditation Forum (IAF) Executive Committee and the Joint International Laboratory Accreditation Cooperation (ILAC)/IAF Executive Committee.

Mrs. Mutasa has also served as Chair of the ISO Policy Committee of Developing Countries (ISO DEVCO), Vice Chair of the African Accreditation Cooperation (AFRAC) and Chair of the SADC Accreditation Cooperation (SADCA) and Chair of SADC Cooperation in Standardization. She is currently the Chair of the AFRAC Mutual Recognition Arrangement a position which she will carry to the end of her term in September 2023.

She is an experienced peer evaluator for the African Accreditation Cooperation (AFRAC) and Asia Pacific Accreditation Cooperation (APAC) and has undertaken various peer evaluations of accreditation bodies in Africa (Kenya, Egypt, Mauritius) and in the Asia Pacific Region (Japan, India, Thailand).

Prior to joining SADCAS, Mrs. Mutasa spent 20 years with the Standards Association of Zimbabwe (SAZ), where she managed the National Food Laboratories, set up the Standards Development and Training units and rose through the ranks to the position of Director General – a position she held for 8 years until her departure to join SADCAS.

Her management experience includes directorships on various company boards including the South African National Accreditation System; Zimbabwe Food Standards Advisory Board; Dairibord Holdings; and Standard Chartered Bank Zimbabwe among others.

On what comes next, Mrs. Mutasa intends to continue to contribute to the development of quality infrastructure

across Africa with a focus on the accreditation pillar.

A distinguished scholar who holds a first class degree from University of Wolverhampton (UK) and a Masters Degree in Food Science with Distinction from the University of Zimbabwe, a Beit Scholar, Eisenhower Fellow and Standard Chartered Bank Singapore International Foundation Scholar, Mrs. Mutasa is passionate about imparting the knowledge she has acquired throughout her career. She has lectured on Food and Animal Microbiology and Biochemistry at graduate and post-graduate level at the University of Zimbabwe, and she hopes to inspire the next generation of female leaders.

"It has been a long, but very fulfilling journey," Mrs. Mutasa says. "I am delighted to say I leave SADCAS with so many happy memories and I am grateful for the many people that have contributed to my journey. As the Yoruba Proverb goes, **"If we stand tall it is because we stand on the shoulders of those who came before us."**

SADCA HOLDS 2022 WORLD ACCREDITATION DAY WORKSHOP

The inaugural Southern African Development Community Cooperation in Accreditation (SADCA) Regional World Accreditation Day (WAD) was successfully celebrated virtually on the 9th June 2022 under the theme: **Accreditation: Sustainability in Economic Growth and the Environment.**

The SADCA Regional WAD workshop was attended by more than 190 participants from various backgrounds including the public and private sectors, SADCA members, conformity assessment bodies, and several associations within the Southern African Development Community (SADC) region.

In his capacity as SADCA Marketing and Communications Committee (MCC) Chair and the Master of Ceremonies for the event, Mr Edward Mmatli, introduced the presenters while SADCA Chair, Mr. Chankar Beekhun gave the welcome remarks.

The following presentations were given during the workshop:

- Benefits and Importance of the SADCA MRA by Mr Xavier Mugari, SADCA MCC Vice Chair;
- Accreditation and Environmental sustainability by Mr. Shadrack Phophi, SANAS Accreditation Manager;

Testing Laboratories & GLP/GCP;

- Accreditation: A Route to Protect the Environment by ensuring compliance with standards by Ms. Pinkie Malebe, SADCAS Technical Manager;
- How Accreditation has Ensured Sustainable Economic Growth and environment in Mauritius over the Years by Mr. Robin Gopee, MAURITAS Director and Ms. Cheeshta Matadeen-Domum, MAURITAS Assistant Accreditation Manager; and
- Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA) by Mr John Ndalamo, SANAS Accreditation Manager.

Presentations were followed by a screening of a video produced by ILAC and IAF entitled, "Accreditation: Sustainability in Economic Growth and Environment". The audience posted comments and questions which were

promptly addressed by the organisers and presenters, making for an interactive and engaging webinar experience. Ms. Tshenolo Molamu, SADCA MCC Vice Chair, gave the closing remarks.

SADCA is a cooperation of accreditation bodies in the Southern African Development Community (SADC) region. SADCA is a Technical Barriers to Trade (TBT) Cooperation Structure established under the TBT Annex to the SADC Protocol on Trade. SADCA currently comprises of a total of 21 Members covering 15 out of the 16 SADC Member States:

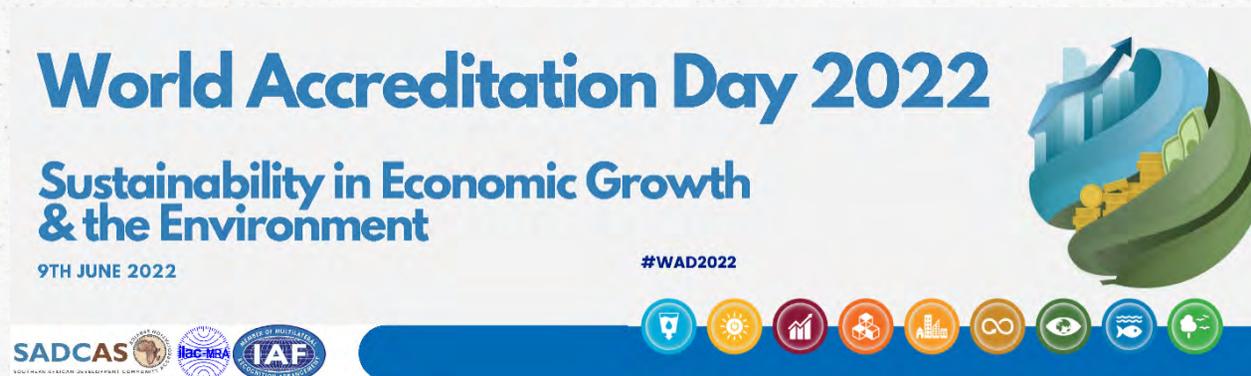
- 3 Arrangement Members namely: MAURITAS (Mauritius); SANAS (South Africa); and SADCAS (a

multi economy accreditation body servicing the accreditation needs of 14 SADCA Member States);

- 13 Ordinary Members; and
- 5 Stakeholder Members.

SADCA's mission is to manage and expand accreditation recognition arrangements that support SADC industrialisation, facilitate trade and regional integration through credible, reliable and sustainable conformity assessment services that will contribute to the SADC region's sustainable development.

SADCAS CELEBRATES WAD 2022



June 9th, marks World Accreditation Day (WAD) as a global initiative jointly established by the International Accreditation Forum (IAF) and the International Laboratory Accreditation Cooperation (ILAC) to raise awareness of the importance of accreditation-related activities. The inaugural WAD was celebrated 14 years ago in 2008.

Whether through environmental protection performance, helping manage climate change, developing the circular economy or providing tools to measure performance, accreditation and conformity assessment are constantly reviewed and evolving to ensure that the right tools are available to support the SDGs both now and moving forward. This year's activities to celebrate 2022 WAD were rather limited as nations cautiously adjusted to restrictions brought

on by the subsiding COVID-19 pandemic. Celebrations in the region ranged from circulation and publication of press releases in the various national media, circulation and posting of WAD video on social media, television interviews to virtual and physical workshops/seminars. In preparation of the celebrations SADCAS provided all National Accreditation Focal Points (NAFPs) with a press release.

In Botswana, the highlights of their 2022 WAD celebrations included:

- (a) A radio speech by the Minister of Trade and Industry on the 9th of June 2022, Honourable Mmusi Kgafela; (b) A workshop with an exhibition held on the 17th June and (c) Other media engagements activities.

The National Accreditation Focal Point Botswana was also involved in organizing the inaugural SADCA Regional 2022 World Accreditation Day Commemoration that was held as a workshop/conference on a virtual platform namely ZOOM (WEBINAR) on the 9th June 2022.

The following WAD 2022 publicity activities were carried out:

- Media Invitations - were sent to Private and Government Media Houses on the 15th June 2022.
- A Poster of the Guest Speaker, Date, Time and Venue for WAD was uploaded on MTI Facebook page on the 16th June 2022.
- A speech by Minister of Trade and Industry was aired on Radio Botswana I (RB 1) on Thursday 9th June 2022.
- The poster inviting the public to tune in and listen to Minister's Speech was uploaded on Ministry of Trade and Industry (MTI) Facebook page on the 8th June 2022. The poster was also sent to all MTI Staff.
- Press Release was uploaded on MTI Facebook page on the 6th June 2022 and sent to Media Houses.
- The MTI Public Relations Unit (PRU) Coverage-Article was written and photos were taken and uploaded on MTI Facebook page on the 17th June 2022.
- Radio Interviews - Tatediso ya Dikgang (a newsreader radio program in vernacular) interview was done and aired on the 16th June 2022.
- Radio Botswana 1 Live Reporting by Alfred Ntshwene.

The workshop and exhibition was held at the Lobatse Civic Hall and was attended by 120 participants from various conformity assessment bodies (inspection bodies/regulators, calibration laboratories, medical laboratories and testing laboratories) from both the public and private sectors, manufacturing, petroleum industry and food processing sectors and policy makers from both the Ministry of Trade and Industry and Lobatse. The workshop was also attended by Lobatse Town Deputy Mayor Hon. Phemelo Masisi, Acting Permanent Secretary Ministry of Trade and Industry Mr. Gideon Mmolawa, Acting Deputy Permanent Secretary Ms. Lesedi Kgotlele, Acting Deputy District Commissioner-Lobatse Mr Ronald Masole, Southern African Development Community Accreditation Service (SADCAS) Technical Manager Ms. Pinkie Malebe and Lobatse Town Deputy Town Clerk (Technical Services) Mr Lentswe NT Lesenyegile among others.

In the Kingdom of Eswatini, World Accreditation Day was celebrated by attending the inaugural SADCA Regional World Accreditation Day Webinar which was celebrated on the 9th June 2022. Forty six (46) participants from Eswatini attended WAD.

On the 10th of June, Eswatini pulled out all the stops to commemorate the 2022 World Accreditation Day nationally to the best of their abilities. The NAFP organized campaigns with the following media houses:

- 01 The Times of Eswatini: A local newspaper which was tasked with running an article on the theme: "Accreditation: Sustainability in Economic Growth and the Environment". The theme touches on how accreditation supports the United Nations Sustainable Development Goals (SDGs 6, 7, 8, 9, 11, 12, 13, 14, and 15).
- 02 The Eswatini Observer: Another local newspaper which was also tasked to run an article on the theme: "Sustainability in Economic Growth and the Environment".
- 03 Eswatini Broadcasting Information Services: The 2nd NAFP (also wearing the hat of Head of the Department) was interviewed on why WAD was celebrated, its relevance, and the impact of accreditation on the economy. The interview was aired by this local TV station.
- 04 Channel S: A local TV station whose audience is mostly people in villages. The 2nd NAFP was interviewed on how Accreditation can sustain the economy and the environment.
- 05 Eswatini TV: The 2nd NAFP was interviewed on the importance of accreditation in sustaining the economic growth and the environment. This interview appeared on the Eswatini news of 10th June 2022.

In Madagascar, the SADCA Regional World Accreditation Day Workshop invitation as well as the SADCAS Press Release was shared to all stakeholders.

In Malawi, a media briefing was set up and a press release on the value of accreditation, its benefits, and this year's theme.

In Mozambique, the link for the SADCA Regional World Accreditation Day virtual Workshop was circulated to the CABs. Additionally, NAFF - Mozambique participated in the seminar organized by the Mozambican Labor Association, in which it contextualized the theme of World Accreditation Day and presented SADCAS as an entity established to respond to the accreditation needs of CABs operating in the SADC region that were without a national accreditation body.

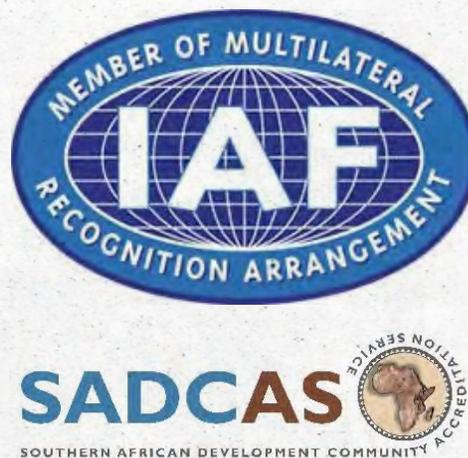
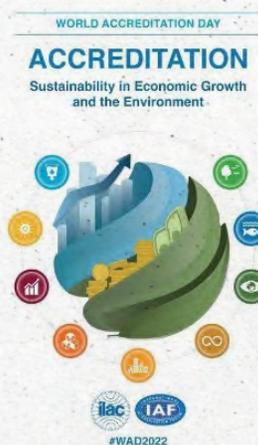
The NAFF recorded a video on the matters related to the celebration of the date, together with the Office of Communication and Image of INNOQ, that was published through professional social networks and other means. He also wrote a press release and distributed it via email to all contacts in the CABs database and other interested parties.

In Seychelles, a half day workshop was organized which features the following presentations which were made by NAFF and Technical Signatories from different accredited laboratories.

- Accreditation: Benefits, Role of SADCAS, Accreditation Process and Fee Structure.
- Fish and Water Testing Accreditation and Benefits to Fish Industry.
- DQCL: Journey to Accreditation and Benefits.

A downloaded video on 'Accreditation: Sustainability in Economic Growth and the Environment' was also displayed. The event were covered by the national TV station, Seychelles Broadcasting Corporation, and was published by the newspapers 'Nation' and 'Today'.

ACCREDITATION: SUSTAINABILITY IN ECONOMIC GROWTH AND THE ENVIRONMENT



Accreditation: Sustainability in Economic Growth and the Environment is the theme for 2022 World Accreditation Day which was celebrated worldwide on the 9th of June 2022. The theme highlights how accreditation supports 9 of the 17 United Nations Sustainable Development Goals (SDGs) through the provision of a trusted platform for defining, developing and verifying requirements for products and services while helping to ensure and demonstrate that products and services meet specified requirements. Whether through environmental protection performance, helping manage climate change, developing the circular economy or providing tools to measure performance, accreditation and conformity assessment are constantly reviewing and evolving to ensure that the right tools are available to support the SDGs both now and moving forward.

Accreditation is an attestation of the competence and impartiality of conformity assessment bodies (CABs) to carry out specific conformity assessment tasks. These bodies include but are not limited to calibration laboratories, testing laboratories, inspection bodies, providers of proficiency testing, producers of reference materials, and bodies that certify management systems, products and persons, or undertake verification and validation. Accreditation benefits both a country's domestic economy and its international trade. It helps governments and organizations to meet regulatory and legislative responsibilities and reduce uncertainties in decisions affecting the protection of human health and the environment.

The prioritization of sustainability in economic growth and the environment is echoed in the SADC Vision 2050, which was approved during the 40th SADC Summit held in August 2021. Amongst other objectives it strives for an industrialized regional economy that sustainably exploits its natural resources. Industrialization is one of the main drivers of economic growth and sustainable development. Manufacturers need to ensure products are of consistent high quality, comply with regulators and standards, and meet specification. Accreditation enables consumers, suppliers, purchasers and regulators to have confidence that products placed on the market are safe and meet the manufacturers claims made about them.

Rapid economic growth may exhaust resources and create environmental problems for future generations, including the depletion of natural resources, and global warming. To support sustainable economic growth, countries worldwide are shifting from a linear to a circular economy. A circular economy disconnects economic activity from the consumption of finite resources by focusing on repair, reuse, remanufacturing and recycling, thus reducing the production of waste and the use of resources.

Accreditation bolsters regulations that implement principles of circular economy by assessing and verifying the claims of conforming companies and organizations.

A sustainable environment for communities in the future needs cleaner energy, reduced pollution, and more effective chemical and waste management solutions to benefit from increased industrialization while safeguarding people and the environment. Accredited testing, certification, and inspection provides assurance that waste management and recycling are being managed effectively.

World Accreditation Day 2022 enables the International Accreditation Forum (www.iaf.nu), the International Laboratory Accreditation Cooperation (www.ilac.org) and their members to highlight how accreditation is delivering sustainability in economic development and the environment. From some of the earliest testing laboratory accreditation activities supporting environmental standards and regulations, to the accreditation of certification bodies for ISO 14001, a sector specific standard focused on environmental performance, and the introduction of standards for validation and verification, IAF and ILAC are seeking to help organizations measure, manage and/or report sustainable economic growth and environmental performance.

The Southern African Development Community Accreditation Service (SADCAS) is a multi-economy accreditation body established in terms of Article 15 B of the Technical Barriers to Trade (TBT) Annex to the SADC Protocol on Trade with the primary purpose of ensuring that conformity assessment service providers operating in those SADC Member States which do not have national accreditation bodies are subject to an oversight by an authoritative body.

SADCAS services the accreditation needs of 14 SADC Member States namely: Angola; Botswana; Comoros; Democratic Republic of Congo (DRC); Eswatini; Lesotho; Madagascar;

Malawi; Mozambique; Namibia; Seychelles; Tanzania; Zambia; and Zimbabwe. SADCAS provides accreditation services to organizations that perform calibration, testing including medical testing, inspection, certification (personnel, product and management systems) and those that provide legal metrology services against international standards.

SADCAS is signatory to the African Accreditation Cooperation (AFRAC) and the International Laboratory Accreditation (ILAC) Mutual Recognition Arrangements (MRA) for the testing and calibration laboratories accreditation schemes in accordance with ISO/IEC 17025 achieved in November 2015, and medical testing in accordance with ISO 15189 and inspection in accordance with ISO/IEC 17020 achieved in October 2017. SADCAS is also signatory to the AFRAC MRA and the International Accreditation Forum's Multi-Lateral Arrangement (IAF MLA) under the Main scope Management Systems Sub-scopes:

- ISO/IEC 17021-3 QMS in accordance with ISO 9001 achieved on 9 November 2019.
- ISO/IEC 17021-2 EMS in accordance with ISO 14001 achieved on 19 June 2020.
- ISO/IEC TS 17021-10 OHSMS in accordance with ISO 45001 achieved on 19 June 2020.
- ISO/TS 22003 FSMS in accordance with ISO 45001 achieved on 14 October 2021.

Hence the accreditation certificates issued by SADCAS for all the above accreditation schemes are internationally recognized.

SADCAS is now in its 14th year of operation and accreditations continue to grow in terms of field and scope of accreditation, sectorial coverage and also in terms of geographical diversity. As at 31 April 2022, SADCAS has issued 257 accreditation certificates to 207 accredited facilities in 13 SADC Member States and two (2) non-SADC countries (Ghana and Cote d'Ivoire). At the same time, SADCAS had 74 accreditation applications from 12 SADC Member States at the various stages of processing. SADCAS has cumulatively conducted 225 training courses in most SADC Member States as part of its efforts to develop capacity of conformity assessment bodies for accreditation. SADCAS services are focused on the priority sectors for sustainable development in selected value chains as identified in the SADC Industrial Policy.

For more information, please visit the SADCAS website www.sadcas.org

OR

Contact The National Accreditation Focal Point in your country.

TANZANIA BUREAU OF STANDARDS -CERTIFICATE SERVICES GRANTED ACCREDITATION

SADCAS is proud to announce the accreditation of the Tanzania Bureau of Standards - Management Systems Certification Services (TBS-MSCS) to ISO/IEC 17021-1:2015. This makes TBS-MSCS, situated at the Junction of Morogoro/Sam Nujoma Roads, Ubungo, Dar Es Salaam, the first certification body to be accredited by SADCAS in Tanzania. Through this accreditation, the TBS-MSCS has been granted accreditation to the following scopes:

- Quality Management Systems to ISO/IEC 17021-1:2015 and ISO/IEC 17021-3:2017 (Certification to ISO 9001:2015), IAF Codes 3 and 12; accreditation number **QMS-CERT 004**;
- Food Safety Management Systems to ISO/IEC 17021-1:2015 and ISO/TS 22003:2013 (Certification to ISO 22000:2018), Category C, Subcategory CI; accreditation number **FSMS-CERT 003**; and
- Hazard Analysis and Critical Control Point Systems to ISO/IEC 17021-1:2015 (Certification to TZS 1770:2016), Category C, Sub-category CII; accreditation number **HACCP-CERT 003**. This scope is not part of the IAF MLA.

The accreditation certificates were issued for each sub-scope on 28th March 2022 and will expire after 5 years on 27th March 2027.

The accreditation certificate handover ceremony was held on 12th May 2022 at Public Service Social Security Fund (PSSSF) House, 5th Floor, Dodoma, Republic of Tanzania. The ceremony was officiated by the Deputy Minister of Investment, Industry

and Trade - Hon. Exaud Kigahe (MP) and attended by TBS Board Chairman - Prof. Othman C. Othman; TBS Director General - Dr. Athuman Yusufu Ngenya; TBS Director of Quality Management Mr. Lazaro Henry Msasalaga; other TBS Directors; Managers and Certification Staff; representatives of certified entities; other stakeholders and members of the press.

In his opening remarks, Dr. Ngenya, TBS Director General, welcomed all and introduced the guest of honour Deputy Minister of Investment, Industry and Trade, TBS Board Chairman - Mr Victor Rodreck Mundembe, SADCAS Certification Scheme Coordinator –who was to deliver the Accreditation certificates on behalf of the SADCAS CEO Mrs Maureen Mutasa. Dr Ngenya allowed self-introduction to all present.

Mr. Lazaro Henry Msasalaga presented a short History of the *TBS Management Systems Certification Body*.



Mr Mundembe handing over the Accreditation Certificate

In his certificate delivery speech, Mr Mundembe started by thanking Dr. Ngenya for the invitation, indicating that SADCAS is very humbled by the honour.

Mr Mundembe announced that Tanzania Bureau of Standards – Management Systems Certification Services was the fourth Certification Body among the 14 SADC Member States serviced by SADCAS to be accredited by SADCAS under the sub-scope of Quality Management Systems Certification and the 3rd to be accredited under the sub-scope of Food Safety Management Systems (FSMS) and Hazard Analysis and Critical Control Point (HACCP).

Mr Mundembe further stated that TBS had the largest accredited Metrology scope and was the only organisation that is accredited by SADCAS in the scope of Time and Frequency Metrology, to which there was a huge applause from the audience.

In conclusion Mr Mundembe stated that TBS's vision of **"Sustainable standardization for high quality livelihood society"** is now underpinned by internationally recognized accreditation provided by SADCAS, this is a guarantee for reliable certification of management systems implemented by TBS clients which serves as assurance of the quality of products from Tanzania.

Keynote address was given by the guest of honour, Deputy Minister of Investment, Industry and Trade - Hon. Exaud Kigahe (MP). Hon Kigahe thanked TBS Management for inviting him to be the guest of honour at the ceremony and expressed pleasure for TBS on achieving accreditation. With those remarks, the Honourable Deputy Minister was ready to receive the accreditation certificate from the SADCAS representative. Mr Mundembe proceeded to hand over the 3 accreditation certificates and the accompanying Schedules of Accreditation.

The session was closed off with ululations, photo shoots and a filling Tanzanian luncheon.

SADCAS HANDS OVER ZAMBIA COMPULSORY STANDARDS AGENCY (ZCSA) ACCREDITATION CERTIFICATE

The Zambia Compulsory Standards Agency (ZCSA) is an independent government entity under the Ministry of Commerce, Trade and Industry enacted by the Compulsory Standards Act No. 3 of 2017 with a mandate to maintain and ensure compliance with compulsory standards in Zambia. ZCSA is responsible for the enforcement of implementation of compulsory standards for locally produced and imported products. ZCSA located at Sefalana House, Stand Number 5032, Great North Road, Lusaka, Zambia got accredited by SADCAS on 14 April 2022 as a Type A, a third-party independent inspection authority.

Through this accreditation Zambia Compulsory Standards Agency has been granted the unique accreditation number INSP- 1 003 indicating that Zambia Compulsory Standards Agency is now an internationally recognized inspection body accredited to international standard ISO/IEC 17020 for inspection of Food products (Bottled Water and Maize Meal) imported and manufactured in Zambia. The certificate of accreditation which was issued on 14 April 2022 is valid for 5 years until 13 April 2027.

SADCAS attended a Certificate Hand-Over ceremony that was held on 03 June 2022 at Radisson Blu Hotel, Lusaka Zambia. The Ceremony was officiated by the acting Permanent Secretary, Ministry of Commerce, Trade and Industry Ms Nalituba Mwale on behalf of the Minister of Commerce, Trade and Industry Honourable Chipoka Mulenga. The occasion was graced by Senior Government officials and Heads of various stakeholder institutions and the acting Executive Director of ZCSA Mr Gerald Chizinga. Mrs Pinkie Malebe was invited on behalf of the SADCAS CEO to perform the official handing over of the accreditation certificate.

In his opening remarks, the acting Executive Director Mr Chizinga recognized all dignitaries present and the SADCAS representative Mrs Pinkie Malebe. He jubilantly stated that the day marked the culmination of the hard work put in by all team members as they sought accreditation and was happy to host the ceremony to show how elated they were to have been accredited. Along with his management team, Mr Chizinga committed to ensuring that ZCSA continues to comply with the requirements of the international standard ISO/IEC 17020:2012, regulatory requirements and the accreditation body requirements.



On presenting the accreditation certificate to the acting Permanent Secretary, Mrs Malebe gave a brief background on SADCAS as a multi-economy accreditation body mandated to offer accreditation to 14 SADC members states, including Zambia, that do not have a national accreditation body. She stated that SADCAS had by then accredited 207 facilities in 13 countries within the SADC region, 17 of which are from Zambia. Mrs Malebe reported that ZCSA is the 1st Inspection body in Zambia to be accredited by SADCAS, the 9th in the 14 SADC Member States the serviced by SADCAS and the 2nd inspection body to be accredited for import inspection.

In her acceptance speech, the acting Permanent Secretary Ms Mwale thanked SADCAS and congratulated team ZCSA for a job well done and the grand milestone that will serve as a basis of confidence in the services offered by the agency, for the benefit of the country Zambia. The ceremony was closed by the president of the Millers Association of Zambia.



Ms Nalituba Mwale, Acting PS in the Ministry of Commerce, Trade and Industry receiving the accreditation certificate on behalf of the Minister



ZCSA Acting Executive Director
Mr Gerald Chizinga receiving the
certificate of accreditation



ZCSA Management and stakeholders

PRIVATE CALIBRATION LABORATORY - SPECTRUM LABORATORIES AND CONSULTANCY NAMIBIA ACCREDITED

SADCAS is proud to announce the accreditation of the Spectrum Laboratories & Consultancy Namibia CC in the scope of Mass Metrology to ISO/IEC 17025:2017. This makes Spectrum Laboratories & Consultancy Namibia CC, situated at Unit 9, Northern Industrial, Windhoek, Namibia, the first privately operated calibration laboratory to be accredited by SADCAS in Namibia. Within the geographical area of the SADC members states serviced by SADCAS, Spectrum Laboratories & Consultancy Namibia CC is the third private calibration laboratory to be accredited. Through this accreditation, Spectrum Laboratories & Consultancy Namibia CC has been granted the unique accreditation number CAL-8 012 (Mass Metrology), indicating that Spectrum Laboratories & Consultancy Namibia CC is now a SADCAS accredited Calibration laboratory. The certificate which was issued on 1 June 2022 expires on 31 May 2027.

“The first privately operated calibration laboratory to be accredited by SADCAS in Namibia.”



Private Calibration Laboratory

Upon receiving the notification that the SADCAS Accreditation Approvals Committee (AAC) had reached the decision to grant accreditation, the Director of Spectrum Laboratories & Consultancy Namibia CC, Mr Leevi Sakeus indicated that this news was met with hysterical excitement at the laboratory. He stated that “the date on which the accreditation was granted marks exactly one year since Spectrum Laboratories & Consultancy Namibia CC was operationalised”. Operationalising and getting the laboratory accredited within one year is unprecedented for all conformity assessment bodies accredited by SADCAS, making it a truly remarkable achievement by Spectrum Laboratories & Consultancy Namibia CC.

The SADCAS Calibration Laboratories Accreditation Scheme (CLAS) was established in October 2009 and is operated in accordance with ISO/IEC 17011 the standard that specifies requirements for accreditation bodies accrediting conformity assessment bodies. Accreditation certificates issued by SADCAS for calibration laboratories are internationally recognised following the achievement of signatory status in the International Laboratory Accreditation Cooperation Mutual Recognition Arrangement (ILAC MRA) for calibration in accordance with ISO/IEC 17025 in November 2015. ISO/IEC

17025 specifies accreditation requirements for calibration laboratories. It is the international standard against which calibration laboratories are accredited.

Metrology which is defined as the science and practice of measurements is the cornerstone of any credible accreditation process. When we test or inspect, we measure. The accuracy and traceability of these measurements is paramount and is influenced by the reliability of calibration laboratories. Calibration laboratories provide the essential link between national measuring standards and the working standards, test and measurement equipment.

Accreditation of a calibration laboratory in accordance with ISO/IEC 17025 provides a number of benefits:

- It assures accuracy, reliability, comparability and traceability of measurements;
- Is a means of demonstrating competence to clients;
- It increases confidence in calibration certificates;
- It limits product failure and down time;
- It helps control manufacturing costs;
- It facilitates trade and economic growth;
- Is a credible and effective marketing tool.

APPOINTMENT OF NEW SADCAS CHIEF EXECUTIVE OFFICER

The Board of Directors of the Southern African Development Community Accreditation Services (SADCAS) is pleased to announce the appointment of Ms Eve Christine Gadzikwa as the Chief Executive Officer with effect from 1 August 2022. This appointment followed an extensive selection process that considered both internal and external candidates.

Gadzikwa's career spans over 28 years in the public and private sector. Gadzikwa is 13th Past President of African Union standards body, the African Organisation for Standardisation (ARSO). She is the Past Board Chairperson of the Zimbabwe Stock Exchange and Past Chairperson of The Institute of Directors (IoD) Zimbabwe.

Prior to joining SADCAS, Gadzikwa spent a 13-year tenure at the helm of Standards Association of Zimbabwe (SAZ) as Director General, where she led a diverse team of experienced professionals and provided strategic leadership and direction in all the key areas of the business, including Standards Development, Information and Training, Technical Services, Certification Services, Finance & Administration, Marketing, Business Development, Human Resources and Procurement Divisions.



Ms Eve Christine Gadzikwa

During her tenure at SAZ, Gadzikwa represented the organization with distinction on national, regional and international platforms and has established broad contacts with government, private sector and civil society. Her clear vision was to promote Standardization with the aim to promote trade, support industries, improve the quality of exported and imported goods, enhance consumer and environmental protection by promoting awareness and use of standards, quality, and health and safety issues.

Gadzikwa's qualifications include a Masters of Business Administration from Nottingham Trent University (UK), a Specialist Post Graduate Diploma in Medical Laboratory Technology- Microbiology from the University of Zimbabwe (UZ) and a Graduate Diploma in Marketing Management from Institute of Marketing Management –IMM (SA).

Gadzikwa has notable hands-on experience in various Management Systems including Quality Management Systems ISO 9001, Environmental Management System ISO 14001, Occupational Health & Safety ISO 45001, Food

Safety ISO 22000, Risk Management ISO 31000, HACCP, and Proficiency Testing & Inter-Laboratory Comparison Requirements ISO/IEC 17025 and Guide 43-1 1997 (Revised 17043:2010). Gadzikwa's employment history has endowed her with considerable knowledge of and experience with Proficiency Testing and Accreditation processes for Testing Laboratories, Calibration Laboratories, Inspection Bodies and Certification Bodies.

Equipped with expertise and wealth of experience in corporate governance, quality systems and business systems, Gadzikwa will provide visionary leadership and drive SADCAS to achieve its strategic objectives as outlined in SADCAS 2022-2027 Strategic Plan.

For and on behalf of SADCAS Board of Directors



Steve Sidney (Mr)

SADCAS Board of Directors Chairman

SADCAS BIDS FAREWELL TO DR MKHONTA - GAMA

SADCAS bid farewell to Dr Lomkhosi Mkhonta - Gama who had served on the SADCAS Board of Directors since May 2017. Dr Mkhonta-Gama was the Senior Programme Officer TBT/SPS under the Directorate of Industrial Development and Trade (IDT) at the SADC Secretariat and was appointed to the SADCAS Board in May 2017 to represent the SADC Secretariat. In March 2018, she was elected to serve her first term of 3 years and subsequently re-elected to serve on the reconstituted SADCAS Board of Directors in March 2021 for a term of 5 years in line with the Constitution of the SADCAS Ltd. Following her retirement from the SADC Secretariat in June 2017, Dr Mkhonta-Gama consequently retired from the SADCAS Board.

In a farewell speech during a brief ceremony held at the SADC House in Gaborone, Mrs Maureen Mutasa, the then SADCAS Chief Executive Officer, thanked Dr Mkhonta - Gama for her for her valuable contribution as a member of the SADCAS Board of Directors from May 2017 to June 2022. She then wished her all the best in her future endeavours.

In her response Dr Mkhonta-Gama thanked SADCAS for the generous gift and wished SADCAS continued success.



Dr Mkhonta- Gama receiving a token of appreciation from SADCAS CEO Mrs Maureen P Mutasa

HIGHLIGHTS OF IAF MID-TERM MEETINGS OF 2022

The IAF mid-term meetings were held virtually from 1 March to 25 April 2022. SADCAS was represented at these meetings by Mrs Maureen Primrose Mutasa, the Chief Executive Officer, Mrs Pinkie Malebe, the SADCAS Technical Manager, Mr Xavier Mugari, the SADCAS Quality Manager and Mr Victor Mundembe, SADCAS Scheme Coordinator for CBAS. This was the fourth time that the IAF meetings were held remotely due to the COVID-19 pandemic. Over 300 delegates attended the mid-term meetings.

The IAF annual meetings that were attended by SADCAS representatives are:

1. JWGC – Accreditation Body Communication Professionals, 1-2 March 2022
2. IAF MLA MC/ILAC AMC (JMC), 16 March 2022
3. IAF TC Food Working Group, 16 March 2022
4. IAF TC Management System Certification Working Group, 21 March 2022
5. ILAC/IAF JEC Joint Executive Committee Meeting, 5 April 2022
6. ILAC ARC, 12 April 2022
7. ILAC AIC, 19 April 2022
8. JDSC, 25 April 2022
9. IAF TC, 14 April 2022

The resolutions of the IAF mid-term meetings with and highlights of related Technical Committee and Working Group meetings are as follows:

Status of the Establishment of a Single International Organization for Accreditation

- Following two rounds of voting and additional guidance from the steering committee, it was concluded that stakeholder shall have voting rights.

JC WG on Sustainability

- Purpose of WG is to:
 - Ensure IAF retains a competent and up-to-date focal point for strategic consultation and dialogue on sustainability issues with key partners, starting, but not only with ILAC and ISO.

- Identify strategic priorities for IAF Executive and IAF members to consider within its decision process.
- Explore the need to establish liaison with external partners and with interested parties that are new to IAF.
- Share experiences and commission research on the current and future market and explore the solutions including discussing standards and schemes that exist and are emerging in this area.

JEC Task Force on ISO/IEC 17029

- It was proposed that a small Joint Task Force be established to develop a communicate which shall include:
 - A description of the overlap that may occur between the three standards (ISO/IEC 17029, ISO/IEC 17065 and ISO/IEC 17020).
 - The cooperation mechanisms between the two organisations for ensuring that the most appropriate inputs into scheme acceptance processes.

2022 Annual Meetings

- The meeting is schedule for 27 October to 6 November 2022 in Montreal, Canada
- Annual meetings will be attended in person
- SCC will explore remote participation for some of the meetings.
- Registration by members will better inform the way forward.

2023 Mid-Year Meetings

- Proposal from IAF Chair is that mid-term meetings be held remotely whilst annual meetings are held in person.

2023 Annual Meeting

- Future annual meeting will include a virtual component.

IAF TC

Membership and Support Working Groups (WGs)

- A call has been made for more participation in the Working Groups for Medical Devices, Verification, Validation, audit and certification of educational management systems, and sustainability
- WG on sustainability – Strategic WG where IAF proposes to work with other partners who may not necessarily be members of the IAF

Merger WG ISMS 27001 and ITSM ISO 20000

- Proposal to merge is based on the fact that the work of the WGs is very similar and by merging there will be more participation due to wider representation
- TORs for the merged WG will be developed

Discussion papers

- Applicability of IAF MD 5 Clause 4.4 to Surveillance and recertification
- Clause 4.4 of MD 5 requires that the CAB shall “provide audit time determination and the justification to the client organization as part of the contract and make it available to its Accreditation Body.”
- The requirement intends to ensure transparency of the quotation process. This requirement is only listed under Chapter 4 “Initial Management System Audits (Stage 1 plus Stage 2) and is not repeated (or rephrased) under Chapters 5 “Surveillance” or 6 “Recertification”.
- This requirement is applicable at surveillance, recertification and transfer of certification.

New ISO documents Regarding Remote Activities

- It was concluded that:
 - IAF members to consider objecting when voting on the NWIP through their national standards body mirror committees taking into account all the concerns expressed
 - IAF as a Liaison to propose to revise ISO 19011: 2018 to enhance guidance in the use of remote techniques for auditing management systems.

Use of IAF Forums

- Training on the forums done for WG and TF Convenors

WG/TF Information Reports

- WG on Accreditation
 - Working on MD 15 -Indicators. Carried out and circulated within WG
 - Comments to be collated and drafted for circulation to all members
 - AAPG TORs being drafted

- WG ITMS
 - Support merger and thanked TC for supporting it

IAF WG FOOD

- **IAF MD 25:2022 Criteria for Evaluation of Conformity Assessment Schemes**

Presented by Emmanouil (Manolis) Geneiatakis, IAF UAC Chair.

Issue 1 was published on 07 January 2022 with an application date of 07 January 2024.

This document contains minimum requirements for conformity assessment schemes (CAS) to be applied by IAF member ABs when evaluating national, regional or international CAS to ensure they meet requirements specified in ISO/IEC 17011, Clause 4.6.3.

Does not apply to the following CAS:

- Those that are included or invoked by legislation/regulation, and/or;
- Developed by national, regional or international standardisation bodies

Clause 3: Requirements for the Scheme Owner

Clause 4: Requirements for the CAS Document(s)

Clause 5: Evaluation Process

- **Amendment of IAF MD16 to reflect ISO 17011:2017.**

The 30-day comment period for this document is complete. However, since the revised ISO 22003-1 will be published on 7 June 2022, it was discussed and in advance agreed with the TC chair that the WG Food will re-establish a group of volunteers to engage in bringing the current (MD16) draft, the comments received in 2021 plus the possibly new content of ISO 22003 in line.

Next step: convenor WG Food (Hartmann) to prepare a further working draft and discuss the same with volunteering members of the WG.

Status: In-Progress.

- **IAF Food Task Force feedback on Race to the Top (RTTT) Feature 3**

Meetings were completed for the TF GFSI RTTT Feature 3 on December 16, 2021, January 11, and January 21, to discuss final comments and finalization of KPIs. It was confirmed the TF supporting Feature 3 would be closed based on this task.

Status: Completed.

The meeting for the TF GFSI RTTT Feature 3 for how performance measures could be consistently adopted by CBs, ABs and CPOs was held on March 2, 2022. Follow-up meeting on March 11, 2022 with co-convenors and Kevin Belson, IAF TC Chair proposed a New Work Item Proposal (NWIP), to request either a new IAF ID document, or consider

requirements in the revision of IAF MD 15 – Collection of Data to Provide Indicators of Management System Certification Bodies' Performance. For the project proposal, a new workplan with deliverables and timelines will be defined with a request to form a new task force.

Status: In-Progress.

- **GFSI feedback on progress from Race to the Top (RTTT)**

The GFSI RTTT project progress was presented by Marie-Claude Quentin. RTTT feature 4 is related to a database on GFSI-certificates (no link to IAF CertSearch anymore) - in development and going live in summer 2022.

Status: In-Progress.

- **ISO 22000 updates**

ISO 22000 expected Outcomes document.

This document was requested for a final review with a small group which included representatives from ISO TC/34, CASCO and IAF. The review was signed off as successful on February 7, 2022. The brochure is now with the ISO communications team who are preparing this for publication.

Status: In-Progress.

ISO 22000 Auditing Practices Group (APG).

Co-convener Colin Christmas and Joana dos Guimarães presented to ISO TC 34 / SC 17 at their plenary meeting, November 25 to harmonise audit approaches for ISO 22000 similar to both ISO 9001 APG, ISO 14001 APG and the soon to be established ISO 45001 APG. Draft Resolution 217 was approved on February 14, 2022. 4-5 papers are planned to be published by end of 2022.

Status: Completed.

- **Codex Updates, liaison role and new EWGs**

IAF Food WG participation in the following Electronic Work Groups (EWGs) and discussion paper for Codex Committee on Food Import and Export Inspection and Certification Systems (CCFICS)

- Guidance on the Prevention and Control of Food Fraud. Status: **In-Progress.**
- Use of remote audit and verification in regulatory frameworks. Status: **In-Progress.**
- Discussion Paper on Developing Guidance on Traceability/Product Tracing. Status: **In-Progress.**
- **Report from JWG36 on the revision of ISO/TS 22003**

A webinar was recorded for ISO 22003 as a high-level overview by Kylie Sheehan, Albert Chambers and Mark Overland and shared with the Food WG on March 11, 2022. During the WG Food Meeting, members raised questions in relation to the final target in relation to the (now) two-fold standard and its purpose. The need for **an official transition document** was discussed (further project proposal according to IAF rules necessary).

Link to webinar: <https://vimeo.com/688901563/5b79b50155>

Status: Completed.

SADCAS UNDERTAKES TARGETED MARKETING VISIT IN COMOROS

Comoros became a new member of SADC in 2018 and was recently added to the member states that are serviced by SADCAS. In its bid to understand the Comoros market and create awareness on accreditation and SADCAS services, SADCAS conducted a 3-day targeted marketed visit to Moroni, Comoros Island from 23 – 25 May 2022. SADCAS has been undertaking targeted marketing visits to all its missions and the visit to Comoros had been planned for March 2020 but could not materialize due to the COVID-19 pandemic.

The purpose of the visit was to:

- Introduce SADCAS to Comoros, specifically the policy makers and conformity assessment bodies;
- To pre-sensitize the government of Comoros on contributions towards SADCAS sustainability for the strategic period 2022 – 2027;
- To create awareness on the importance of accreditation as well as to appeal to the Comoros government to support the office of the National Accreditation Focal Point (NAFP).

The SADCAS delegation consisted of Mrs Maureen Mutasa - the SADCAS CEO, Mrs Pinkie Malebe - SADCAS Technical Manager and Ms Varsha Gungoa - the Scheme Coordinator for Testing Laboratories who mainly served as a French translator for SADCAS as Comoros is a French-speaking country.

On the first day, the delegation met with Mr. Mohamed Boinali, NAFP-Comoros, and gave him an introduction of SADCAS as well as an update on developments in SADCAS. The delegates then outlined the roles and responsibilities of the NAFP to the NAFP Supervisor – who was also in attendance.



SADCAS Team and the Comoros NAFP office. L to R; Mr NAFP supervisor and Director of Industry Mr Chaher Ali Ahamada and the NAFP Comoros Mr Mohamed Boinali.

SADCAS CEO, Mrs Maureen Mutasa, gave the presentation about SADCAS, its legal identity, its mandate, affiliation, achievements and organizational structure. The presentation focused on what accreditation is and the need for and importance of accreditation. The NAFP and the supervisor reported that the Comoros would need the assistance of SADCAS with regards to setting up the Quality Infrastructure and creating awareness of accreditation in Comoros as well as training CABs on accreditation related standards.

The SADCAS delegation later convened with the NAFP unit to the office Mr Ahmed Ali Bazi, the Minister of Economy, Investments and Economic Integration and Acting Permanent Secretary, Mr Mouingi Saandi, to discuss governance issues and pre-sensitization on the contribution by member states towards SADCAS sustainability.

During this meeting, the CEO expounded on the SADCAS funding model and the expectation for member states to make their contributions which are based on the country's market size. The CEO took the opportunity to appeal to the office of the Minister to support the office of the NAFP by providing a budget to carry out national action plans as well resourcing with unit with an office space and equipment.

The main challenges of the mission were the language barrier and a lack of developed quality infrastructure within the Comoros. On the language barrier, the CEO reported that SADCAS offers services in the 3 official languages namely English, French and Portuguese and that SADCAS is working to include recruitment of French speaking personnel to assist with French applications as well to translate of documents to French. The CEO pledged to assist by providing guidance to the NAFP office to seek assistance and submit proposals for funding from the SADC secretariat.

Regarding the Member state funding towards SADCAS' sustainability, the CEO reported that the contribution is based on the number of CABs in the country as per the information provided by the NAFP- Comoros. She sited that Comoros' contribution is US\$ 12,980 to be paid by 31 March 2025 in 3 instalments as follows:

- US\$ 4,327 by 31 March 2023
- US\$ 4,327 by 31 March 2024
- US\$ 4,327 by 31 March 2025

She reported that funding for SADCAS is on the agenda for the TNF meeting being held from 23 to 25 May 2022 and subsequent meetings of the SADC Senior Officials and the SADC Committee of Ministers of Trade. The Minister ensured the delegate that Comoros will pay its dues as required.



Meeting at the Minister's office; L to R – Director of Industry Mr C A Ahamada, Acting Permanent Secretary Mr Mouingi Saandi, Scheme Coordinator Ms Varsha Gungoa, Minister Mr Ahmed Ali Bazi, SADCAS CEO Mrs Maureen Mutasa, Secretary to the Minister and Mrs Pinkie Malebe SADCAS, Technical Manager.

On the second day, SADCAS conducted an awareness workshop for CABS based in Moroni, Comoros. The aim of the workshop was to create awareness of accreditation, to determine the level of implementation of accreditable standards within Comoros and to give an overview of the SADCAS Accreditation Process and Training Services.



The half-day workshop was attended by 25 participants from various private and public institutions that included Testing, Medical, Research and University Laboratory and Exporter agency. Mr Ali Ahmada Chaher, the Director of Industry, did the opening remarks while the SADCAS CEO, Mrs Maureen Mutasa, gave an overview of SADCAS and Developments in SADCAS. Mrs Pinkie Malebe gave a presentation on Accreditation Services and Training Services



SADCAS staff and participants of the half-day workshop for CABS.

On the 3rd day, SADCAS visited 3 testing laboratories to establish the level of awareness on accreditation, applicable standards and their implementation. The general observation was the need for training on the applicable standards, training on implementation of the standards and unavailability of Proficiency Testing programmes and calibration services.

The 3 laboratories visited were;

1. INRAPE (National Research Institute for Agriculture, Fishing and Environment) where the SADCAS team met with the Quality Manager of the laboratory Mr Moukhtar Maecha. The laboratory conducts chemical testing of water and food products and conducts quality testing for Vanilla which is a main export product in the country. Inrape picture below;



2. Public Infrastructure Laboratory, a meeting with Mr Abdallah Ali, the Laboratory Manager conducts Civil Engineering testing of material used in the public works.



3. El Maarouf Hospital Laboratories, (Referral hospital) a Medical laboratory (ISO 15189), the meeting with Dr Abdou Moindze.



SADCAS QUALITY MANAGER PRESENTS A PAPER AT THE BOTSWANA INTERNATIONAL HEALTH EXPO 2022



The Annual Botswana International Health Expo 2022 was held from 16 – 17 June 2022 in Gaborone. The aim of the expo was to unlock the value chain in the health care services and improve the standard of care. The event attracted business leaders, consumers, investors and stakeholders within the healthcare delivery industry. On the first day of the expo, the Southern African Development Community Accreditation Services (SADCAS) Quality Manager, Mr. Xavier Mugari, had the honor of presenting a paper.

The theme of the expo was Delivering Innovative & Quality Health Care Services & Products; a Key Step to a Healthy Nation. Well aligned with the event's theme, Mr. Mugari's paper – entitled *"Accreditation: Ensuring Delivery of Quality Healthcare and Innovation"* outlined the imperative that necessitates the appropriate alignment of accreditation, quality improvement and regulation in health care services to achieve the continuous, incremental and sustainable impact on quality of patient care.

The instrumental presentation began with a definition of accreditation and its connection to innovation, before delving into the relevance of and the need for accreditation in healthcare organization. In his paper, Mr. Mugari argued that through accreditation, healthcare organisations can demonstrate their ability to deliver quality healthcare, manage innovation activities to achieve intended patient outcomes and enhance patient satisfaction. He also presented a conceptual framework for innovation in healthcare.

For over a decade, Mr. Xavier Mugari has been a significant contributor to the field of Quality Management in the region. As the Quality Manager with the SADCAS, he is chiefly

responsible for managing the SADCAS Quality Management System (QMS) to ensure that it complies with the requirements of ISO/IEC 17011, African Accreditation Cooperation (AFRAC), SADC Cooperation in Accreditation (SADCA), International Laboratory Accreditation Cooperation (ILAC) and International Accreditation Forum (IAF) requirements.

SADCAS EXHIBITS AT THE BOTSWANA INTERNATIONAL HEALTH EXPO 2022



On the 16th and 17th of June, SADCAS participated in the International Health Expo 2022 held in Gaborone, Botswana. The inaugural event was attended by professionals and investors from the fields of medicine, pharmaceuticals, calibrations, chemical production and more.

Following the official opening and a presentation by BOMRA CEO Dr Stephen Ghanie, SADCAS was awarded the opportunity to share a presentation under the event's theme: **Delivering Innovative & Quality Health Care Services & Products: A Key Step to a Healthy Nation.**

SADCAS Quality Manager Xavier Mugari gave the presentation, entitled **Accreditation: Ensuring Delivery of Quality Health Care & Innovation**, which spoke to the necessity of accreditation in the health sector and called regulators and decision makers to action regarding policies around it. In attendance of this presentation were various investors and media press. Viewing that this was the second presentation of the expo, this presentation offered SADCAS optimal visibility.

Following the presentations, time was given for investors to visit the stalls. SADCAS Technical Manager Pinkie Malebe, MLAS Scheme Coordinator Eva Muronda, Finance and Administration Assistant Intern Mmamotse Gaotilwe and Marketing & Communications Intern Nicole Sekgoma received stall visitors.

The expo served as a platform for a number of other presentations and breakaway sessions, including **Cow's Milk Protein Allergy & Identification and Dietary Treatment** by Dr Chris Masikara of the Allergy Centre and **Nutritional Support during Disease Related Malnutrition** by Mr Moseja Dibotelo of Mint Condition Health Consultancy to name a few.

Visitors to the SADCAS stall included professionals in the sectors of calibration, medical imaging, chemical production, pharmaceutical graduates and general enquirers.

The success of this event was possible because of the collaborative effort of the task force and SADCAS staff.

NAFP - LESOTHO AT THE FRONTLINE OF PROMOTING ACCREDITATION IN LESOTHO

Accreditation continues to be the epitome of acceptance for test data in trade and other disciplines. In Lesotho, the health sector seems to be realizing the significance of accreditation for diagnostics.

It is also worth noting that the COVID-19 pandemic diminished the enthusiasm and envisaged progress by potential clients on establishing requisite accreditation systems.

As the pandemic subsided, face to face marketing visits by NAFP Lesotho were recommenced and it is beginning to bear fruit.

NAFP Lesotho, hand in hand with the Lesotho Federation of Laboratories has been active in promoting accreditation. Presently, there are two laboratories in the medical sector which are due for SADCAS assessment.

Additionally, NAFP Lesotho has planned a virtual training on ISO 15189 that is due in August 2022. It is hoped that following through this training more medical laboratories are going to earnestly work on their systems and work towards gaining accreditation.

Interest in accreditation is not only from the health sector, but also the Lesotho Electricity and Water Authority water testing laboratory. Laboratories Federation of Lesotho (LFL) will soon conduct an internal audit. There is also a renewed drive from our Forensic laboratory to further improve her system for assessment.

Furthermore, the National University laboratory and the Agricultural Research laboratory - which tests Genetically Modified Organisms, have completed their quality system documentation and will submit their applications as soon as funding is available.

It is worth mentioning that whilst we realise that training encourages accreditation, we are facing challenges of diminishing budget and therefore are not able to give the requisite support as we wish.

This year we were able to rope-in the inspection bodies through the SADC/SADCAS support. We are indeed grateful, and we are following up on them.

Despite these challenges, the Department of Standards Metrology laboratory has made commendable strides to establishing their quality system. NAFP Lesotho continues to put her foot on the pedal to catch up with rest of the region.



UNDER THE EYE OF THE ASSESSOR - TESTING LABORATORIES ACCREDITATION SCHEME

Mr Paki Israel Dikobe is a South Africa based Scientist. He is currently affiliated with the following organisations: South African Council for Natural Scientific Professions (SACNASP); Water Institute of Southern Africa (WISA) and South African Chemical Institute (SACI). He has worked in the water industry and forensic laboratories for 17 years - 16 of which were spent working in an accredited laboratory. Due to his vast experience, he was recruited, trained and registered with SANAS as a Technical Assessor and later as a Team Leader.

He was recently registered by SADCAS as a Technical Assessor. He is passionate about conducting assessments and has attended various courses/training i.e ISO/IEC 17025; Internal Auditing, Technical Assessor, Documenting the system etc. He is currently registered with UNISA for his

PhD: Environmental Science studies and possesses M-Tech: Water Care (Cum Laude), B-Tech: Laboratory Management (Cum Laude) and B-Tech: Chemistry. He is a married man and a father of two kids.



UNDER THE EYE OF THE ASSESSOR - MEDICAL LABORATORIES ACCREDITATION SCHEME

Lisema Phafane hails from the mountain Kingdom of Lesotho. He completed his Diploma in Biomedical Sciences in 2003 the National Health Training College (Lesotho) and then furthered his studies at Central University of Technology (RSA) where he obtained Bachelor of Technology in Biomedical Technology. He also holds an Advanced Health Management Certificate in Health Management. He is currently pursuing his Master's degree in Health Sciences with Central University of Technology (RSA).

He has work experience spanning over 2 decades from various Clinical Laboratories in Lesotho where his main focus was in clinical Pathology and his area of expertise is in Hematology.

Lisema completed ISO 15189 Lead and Technical Assessor training in 2016 and was registered as a technical assessor in 2020. Thereafter, he got approval to participate in an assessment under observation in October 2021.

In the early days of 2022, he took the opportunity to conduct an online assessment by himself. He found the experience

exciting despite internet connectivity challenges. In contrast, Mr Phafane found that onsite assessment where different from virtual assessments in that they brought a lot of pressure to complete the assessment on time since the completion in time was dependent on the instant availability of evidence when required. Above all the challenges, it was thrilling to construct a meaningful observation (NC) onsite, while in the middle of the assessment that needed to be completed within a stated time frame.



UNDER THE EYE OF AN ASSESSOR - CERTIFICATION BODIES ACCREDITATION SCHEME

Mr. Melchiol Ambunda is a Namibian citizen with vast experience in standardization and conformity assessment. He has been registered as a Technical Assessor with SADCAS since April 2018 under the Certification Bodies Accreditation Scheme for the sub-scopes QMS and FSMS and his background is Food Science and Technology. He has conducted both on-site and remote assessments of certification bodies.

Combined, these new dynamics in the market has made our responsibilities as assessors (to collect sufficient objective evidence) more complex. Therefore, Ambunda recommends that continual training of assessors is essential to ensure that they remain updated with new and emerging industry assessment best practices.

He noted that the outbreak of COVID-19 which halted on-site assessments, made remote assessment the most viable option available. Even though remote assessments have more challenges than on-site assessments, availability of reliable information and communication technologies made it possible for SADCAS to conduct effective remote assessments. Additionally, the use of IAF MD 4 document in the planning and execution of an assessment became valuable to the assessment teams.

The disruption of the global supply chain - brought on by the COVID-19 lock-down, drove many economies to find alternative suppliers thus increasing the requirement for local/regional suppliers to demonstrate the safety, security and reliability of their products and services.

The most globally accepted way of demonstrating conformity is through the use of accredited certification service; as goes the IAF/ILAC motto "Accredited once, accepted everywhere".



UNDER THE EYE OF AN ASSESSOR - MOOKHO MORIENYANE

Mookho Morienyane has been an Assessment Specialist for the SANAS Certification Program since 2017 for the standards ISO/IEC 17021-1, ISO/IEC 17065, ISO/IEC 17024 and ISO/IEC 17029 and is also a technical assessor in the food and chemical sectors

From 2018, she began conducting assessments as a registered SADCAS assessor. She is passionate about the assessment process and being able to play an important role in assisting conformity assessment bodies improve their management systems and thus achieve and maintain their accreditation status. SADCAS is committed to ensuring that assessors achieve this through assessor training sessions and workshops as well as frequent interactions with every team member involved with delivering accreditation.

For Mookho, being an assessor involves a lot of travel, internalizing and applying high volumes of technical information and working alongside people with different backgrounds. Over and above having to understand the requirements of the Accreditation Standards and the facilities' management systems, assessors must understand the requirements of additional normative and reference documents such as competency standards for several management system schemes, IAF mandatory requirements or any specific scheme requirements in the case of product certification.

Mookho found that transitioning from onsite assessments to remote assessments during the COVID pandemic has added a new dimension to assessment process. Even though the format of the remote assessment is not dissimilar to a face-to-face assessment, it has also been a challenging mode of work in terms of internet connections and sharing of information especially during activities such as witnessing which require file sharing and risk being time consuming.

"I have been looking forward to resuming onsite assessments and engaging with the facilities face to face, however, from the remote assessments many positive lessons have been learnt."



INVITATION TO REGISTER TECHNICAL EXPERTS - PRIORITIZED SCOPES

SADCAS invites experts with specific technical expertise in the newly introduced Medical Imaging Accreditation Scheme (MIAS) and any of the accreditation schemes currently offered by SADCAS to be registered as Technical Experts. A Technical Expert is a person assigned by SADCAS to an assessment team to provide specific knowledge or expertise within the scope of assessment. A Technical Expert works under the supervision of an experienced Team Leader or Technical Assessor.

Technical Experts with experience in the following;

- General Radiography
- Computerised Tomography (CT)
- Magnetic Resonance Imaging (MRI)
- Ultrasound (US)
- Interventional Radiography (IR)
- Nuclear Medicine and Molecular Imaging (NM)
- Mammography



Testing Laboratory Accreditation Scheme (TLAS)

Forensic analysis
DNA Testing
Civil Engineering
Mechanical Engineering
Electrical Engineering
Radiation Dosimetry
Non-destructive Testing
Textile Testing



Medical Laboratories accreditation Scheme (MLAS)

Histopathology
Cytology
Parasitology
Endocrinology
Immunophenotyping
Blood Banking



Veterinary Laboratory Accreditation Scheme (VLAS)

Mycology
Parasitology
Helminthology
Protozoology
Histology
Cytology
Toxicology
Pathology



Pharmaceutical Laboratory Accreditation Scheme (Under TLAS)

Microbiology
Chemical
Toxicity
Medical Devices Testing



Calibration Laboratory Accreditation Scheme (CLAS)

Viscosity
Electrical – DC low frequency
Electrical RF
Fibre Optics
Force/ Hardness/ Torque
Flow
Humidity
Radio Activity
Photometry
Radio frequency
Time and frequency
Wind speed
Acoustics and Vibration
Radiation Dosimetry Metrology



Legal Metrology Accreditation Scheme (LMAS)

Verification
Repair and Maintenance
Inspection of Products for Sale
Quantity Control
Type Testing
OIML Certification Scheme
Certification of Verifiers
Certification of Repairers

Technical experts from private and public sectors as well as from technical institutions are invited to apply by completing SADCAS F 26: SADCAS Assessor/Technical Expert Information Record which can be downloaded from the SADCAS website link [http://Microsoft Word - SADCAS F 26 - SADCAS Assessors-Technical Experts Information Record \[Issue 5\] SADCAS](http://Microsoft Word - SADCAS F 26 - SADCAS Assessors-Technical Experts Information Record [Issue 5] SADCAS) will review and evaluate all applications received to ensure that the experts have the requisite qualifications, technical knowledge and experience required by SADCAS.

Applications shall be addressed to:
Mrs Pinkie Malebe SADCAS - Technical Manager
Email: pmalebe@sadcas.org

MR. VICTOR MUNDEMBE QUALIFIED AS PEER EVALUATOR - CALIBRATION

Mr Victor Mundembe, the SADCAS Scheme Coordinator for the Calibration Laboratories Accreditation Scheme (CLAS) was qualified as a Peer Evaluator under the Calibration Scheme on 31 May 2022.

In 2014, Mr Mundembe was registered as a SADCAS Technical Assessor -CLAS, following which he was enrolled, through his SADCAS affiliation to participate as a Trainee Peer Evaluator under the African Accreditation Cooperation (AFRAC). This enabled Mr Mundembe to attend and participate in the AFRAC Peer Evaluator Training Course that was held from 1 to 3 October 2015 in Tunis, Tunisia. The training was based on ISO/IEC 17011 and AFRAC/APLAC/ILAC MRA Requirements. Mr Mundembe successfully completed the training with an 86% pass mark and was designated as Trainee Peer Evaluator.

As opportunities arise, Trainee Peer Evaluators are required to attend refresher training courses and participate in Internal Audits at their Accreditation Bodies or other Accreditation Bodies. The qualification of a Trainee Peer Evaluator to become a Peer Evaluator is undertaken after successful participation as a Trainee Peer Evaluator, under the supervision of a qualified and experienced Peer Evaluator.

As a Peer Evaluator, Mr Mundembe looks forward to undertaking Peer Evaluations for AFRAC, SADCA and APAC. As Mr Mundembe acquires more experience in evaluations, he may be assigned by AFRAC or SADCA to participate as ILAC representative during evaluation of Accreditation

Bodies and Regions that are internationally recognised through the ILAC Mutual recognition Arrangement.

Mr Mundembe expressed his gratitude to SADCAS and AFRAC for the opportunity to be trained and qualified as a Peer Evaluator. Special thanks were given to the now retired former CEO Mrs Maureen Primrose Mutasa and Technical Manager Ms Jeanne-Francoise Ranorovelo for their excellent leadership and mentorship during his journey to qualification as a Peer Evaluator.



Victor Mudembe

SADCAS STAFF TRAINING ON CUSTOMER CARE



In an effort to ensure that SADCAS service provision upholds the core value of 'Excellence', Service Excellence training was arranged for Management and Staff. The training was held from the 8th – 10th June 2022 at World's View Conference Centre in Mokolodi Nature Reserve, and was facilitated by MaST Botswana.

The major aims of the training were to help those dealing with customers to:

- Match or exceed the service level of which customers require;
- Develop the skills to deal with customers in a professional and understanding manner;
- Be aware of email & telephone etiquette;
- Building customer confidence;
- Handle customer complaints; and
- Develop the SADCAS customer Service Charter.

One of the key outcomes of the training was the development of the SADCAS Customer Service Charter which was created through brainstorming, peer discussions and cohesive team work. The Service Charter outlines SADCAS' commitment to customers and stakeholders and provides insights into what can be expected in terms of the SADCAS service standards, service delivery timelines and the complaints procedure.

The training was indeed a success as feedback indicated that the training made all those who attended aware of areas that required improvement and all were eager and ready to implement the positive changes in their respective units.

MR VICTOR MUNDEMBE UNDERGOES ATTACHMENT AT SANAS

Mr Victor Mundembe, the SADCAS Scheme Coordinator for the Certification Bodies Accreditation Scheme (CBAS) was attached at South African National Accreditation System (SANAS) Certification Department from 13 to 17 June 2022. The attachment was undertaken onsite following the lifting of travel restrictions in South Africa.

The training attachment covered the following topics:

- Electronic filing of Conformity Assessment Bodies (CAB) records
- Assessor/technical experts records
- Receipt of applications
- Completeness check and resource review
- Costing, quotations and invoicing
- Planning assessments
- Management of product and Food Safety Management Systems (FSMS) schemes; and
- Review of SANAS findings from the 2021 peer evaluation of the Product certification and FSMS schemes.

The attachment was undertaken within the context of the SADCAS/SANAS Twinning Partnership agreement to facilitate a thorough understanding by Mr Victor Mundembe of the management, operations and processes at the SANAS Certification Department. Travel and subsistence costs were funded through the AFREXIM Bank project with an objective of capacity building for the SADCAS Scheme Coordinator – Certification that will see him qualified as an assessor under the product certification scheme.

Mr Mundembe expressed his gratitude to SANAS for the opportunity with special thanks to SANAS mentors Mr John Ndalamo, Ms Nonceba Sawa and Ms Irene Kali who hosted Mr Mundembe during the week-long attachment and to AFREXIM Bank for the funding.



SADCAS STAFF UNDERGO MICROSOFT WORD AND EXCEL TRAINING

Following various indicators of the need to keep up with technological upgrades and in support of SADCAS' objective of converting to a 'paperless' administration system, SADCAS organized Advanced Microsoft Excel and Word Training for its technical staff.

Training in Microsoft Word and Excel stood to improve multiple organization working structures in the SADCAS office through optimization of communication, data management and data processing.

The 3-day, all-day training workshop was held from the 4th – 7th of April 2022 in the SADCAS Board Room and was conducted by Mr Mango of Valmerk Training. Attendees of this training included members of the SADCAS Technical Unit.

The workshop was kicked off with an in-depth analysis of staff's technical needs, followed by Excel Training. Concepts and procedures covered during Excel Training ranged from

data capture and manipulation through filters, data analysis through various functions including SUMIF/S and VLOOKUP and data management through the use of pivot charts and tables.

This was followed on the final day by advanced Microsoft Word training which covered crucial concepts centered around formatting whole documents, document tracking, and the mass mailing process.

Of the Training, Administrative Assistant Intern – Ms Mmamotse Gaotilwe commented, **"I found the training to be packed with a variety of relevant skills applicable to my job description deliverables. I am confident that through practice all that I learnt will assist me to work smarter and more efficiently. Thank you to SADCAS HR for the insightful training!"**

MS. VARSAH GUNGOA MENTORED AS INSPECTION BODIES ASSESSOR

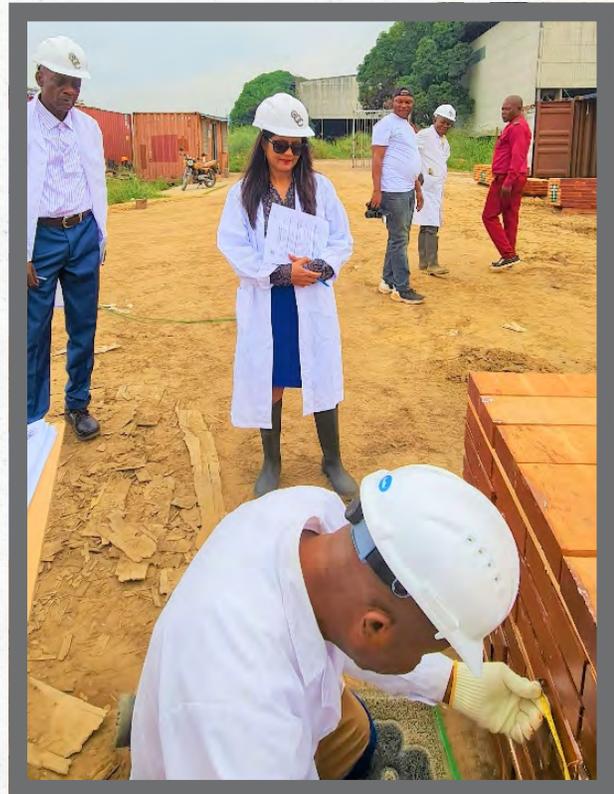
Ms Varsha GUNGOA, the SADCAS Scheme Coordinator for Testing, Veterinary and Proficiency Testing Accreditation Schemes attended the training course on *ISO/IEC 17020: 2012 REQUIREMENTS AND INTERNAL AUDITING*. The online training course was undertaken from 07 to 11 March 2022. The training was led by Mr Danmore Mabambe, a trainer and Assessor in Inspection. The course was attended by 57 other participants from Malawi, Namibia, Zambia, Zimbabwe, Mauritius, Seychelles and Lesotho and training was conducted under the SADC EU EDF 11 Project.

The objective of the training was to understand the requirements and concepts of the ISO/IEC 17020:2012 standard - Conformity Assessment – requirements for the operation of various types of bodies performing inspection. It was also meant to equip Ms Gungoa with the skills that she will need to handle assessments of French facilities under the Inspection Scheme.

The program involved self-study, exercises and a quiz that enabled meaningful participation in the discussions and aided the understanding of the requirements and concepts of the standard.

The training was a success and it enabled Ms Gungoa to understand the concepts and requirements of the ISO/IEC 17020:2012 standard. Through interaction with the participants in the training, she gained insight on how remote training courses are provided. Electronic training certificates were provided by SADCAS upon completion of the course and examination.

Ms Varsha Gungoa was also given the opportunity to participate as an observer for a French inspection assessment in Democratic Republic of Congo under the SADCAS/TUNAC Twinning Partnership. The objective was to allow Ms Varsha Gungoa to have a better understanding of on-site assessments and to get prepared for assisting Mr Victor Mundembe in handling French assessments under IBAS.



SADCAS STAFF BID CEO MRS MAUREEN P MUTASA FAREWELL

SADCAS bid farewell to Mrs Maureen P Mutasa who had served as a CEO for SADCAS since its establishment in 2008. Mrs. Mutasa was appointed SADCAS' founding Chief Executive Officer in June 2008 and with an initial grant from the Norwegian Government, she has been at the forefront of establishing the accreditation body as a globally recognized institution. She is currently the Chair of the AFRAC Mutual Recognition Arrangement a position which she will carry to the end of her term in September 2023.

To express their gratitude for her outstanding and dedicated leadership, the SADCAS staff organized a farewell lunch for Mrs Mutasa. It was held at Mo's Open Table on Saturday, 16th July 2022. Along with a parting gift, various members of the SADCAS team made speeches thanking the former CEO for her guidance and commitment to the goal of making SADCAS stand out in the global arena of accreditation bodies.

During Mrs. Mutasa's farewell speech, expressed her heartfelt gratitude to the SADCAS staff for arranging the event and an incredible pride to have been given opportunity to have been founding SADCAS CEO.

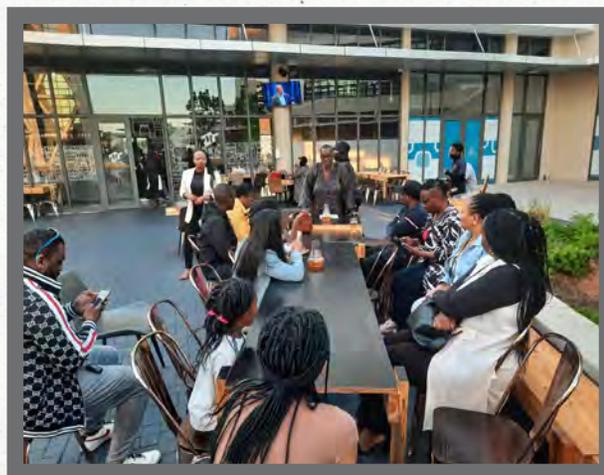
She thanked the SADCAS team for having supported her over the 14 years of her term and for their diligence and perseverance towards the achievement of various milestones, including:

- Prevailing through the height of the COVID-19 pandemic.
- Contributing immensely to development of accreditation infrastructure not only in SADC but Africa as a whole.
- Representing SADCAS well in SADCA, AFRAC, ILAC and IAF having served on all these organizations' Executive levels.

- Increasing awareness on accreditation significantly over the period and so has uptake of accreditation etc.
- Creating the big brand in SADCAS internationally.

"These goals would not have been possible without your input, direction and support. Yes, we have all worked very hard and I just thank the almighty God for being given the opportunity to conceive, give birth and help the child grow to a stage when they are running, talking and even courting as we are now helping other accreditation bodies to achieve the same.

You are SADCAS I am truly grateful to your efforts, industry and dedication for us to succeed. Do not slacken. I have no doubt all of you will ensure that this organization grows into the next phase to realize its full potential and play significant role towards the socio-economic growth of the SADC Member States in line with SADC vision 2050. Management and staff, I handover the baton in the full confidence that you are capable and able to maintain SADCAS trajectory. I believe in you and trust that you will support the incoming CEO Ms Eve Gadzikwa."



SADCAS Staff during the farewell dinner

SADCAS HANDS OVER SCOTTISH LIVINGSTONE HOSPITAL LABORATORY ACCREDITATION CERTIFICATE

On 16 May 2022, the then SADCAS Chief Executive Officer Mrs Maureen Mutasa and the SADCAS Technical Manager Mrs Pinkie Malebe joined multitudes of guests that congregated at the Scottish Livingstone Hospital Laboratory in the village of Molepolole in Botswana to witness the accreditation certificate handing over ceremony.

The **Scottish Livingstone Hospital Laboratory**, situated at Goo Ntloedibe Ward in Molepolole, is the 11th medical laboratory to be accredited by SADCAS in Botswana and the 91st in the 14 SADC Member States serviced by SADCAS. **Scottish Livingstone Hospital Laboratory** was granted accreditation to the international standard ISO 15189:2012 on 16 March 2002 for seven (7) scopes namely **Clinical Chemistry, Haematology, Immunology, Blood Banking, Molecular Biology, Mycobacteriology** and **Serology** and has been granted the unique accreditation number MED 096 indicating that **Scottish Livingstone Hospital Laboratory** is now an internationally recognized medical laboratory.

When handing over the certificate, Mrs Maureen Mutasa congratulated the Scottish Hospital Laboratory and Laboratory staff for their noble achievement. She advised the gathering that the accreditation certificate is valid up to 15 March 2027, a 5-year cycle within which SADCAS will be conducting periodic assessments to verify continued compliance with the requirements of ISO/IEC 15189 and accreditation requirements.

In accepting the certificate, the Minister of Health Dr Edwin G Dikoloti congratulated the Scottish Livingstone Laboratory and the hospital management for the grand achievement. He pledged his continued support and encouraged staff to continue to work hard to ensure maintenance of the hard-earned accreditation.

The occasion was graced among others by the Paramount Chief of Bakwena Kgosi Kgari Sechele III, member of Parliament for Molepolole South and Minister of State Presidency Honourable Mr Kabo NS Morwaeng; Member

of Parliament for Molepolole North Mr Regoeng, Director of Clinical Services Mr Mbulawa Mphaphi; the Deputy Ambassador, American Embassy; Director Botswana University of Maryland School of Medicine Health Initiative (BUMMHI) Dr Ndwapi, Senior Officials from the Ministry of Health and Wellness; Scottish Livingstone staff and members of the press.

The jubilant occasion was filled with songs, dance and poems!

Congratulation Team SLH!!



Scottish Livingstone Certificate Handover to Hon Minister of Health

SADCAS HOLDS ISO 15189:2012 REQUIREMENTS AND INTERNAL AUDIT TRAINING COURSE

From 27 June to 01 July 2022, SADCAS held a virtual training course on ISO 15189:2012 Requirements & Internal Auditing. This course was conducted by Dr. Farojdeo Hemraj - a long servicing registered SADCAS trainer and attended by nineteen (19) participants from 5 organizations; Biomedical Research and Training Institute – BRTI (7), University of Zimbabwe (1), CIMAS Health Group (6), Diagnofirm Medical Laboratories (3), and Mwaiwathu Private Hospital (2).

The event began with welcome remarks by Mr Mogae Molaoa, SADCAS Training Administrator, who highlighted the importance of the training and gave a brief introduction of the SADCAS - whose headquarters are located in Botswana in addition to National Accreditation Focal Points which are based in 14 SADC countries.

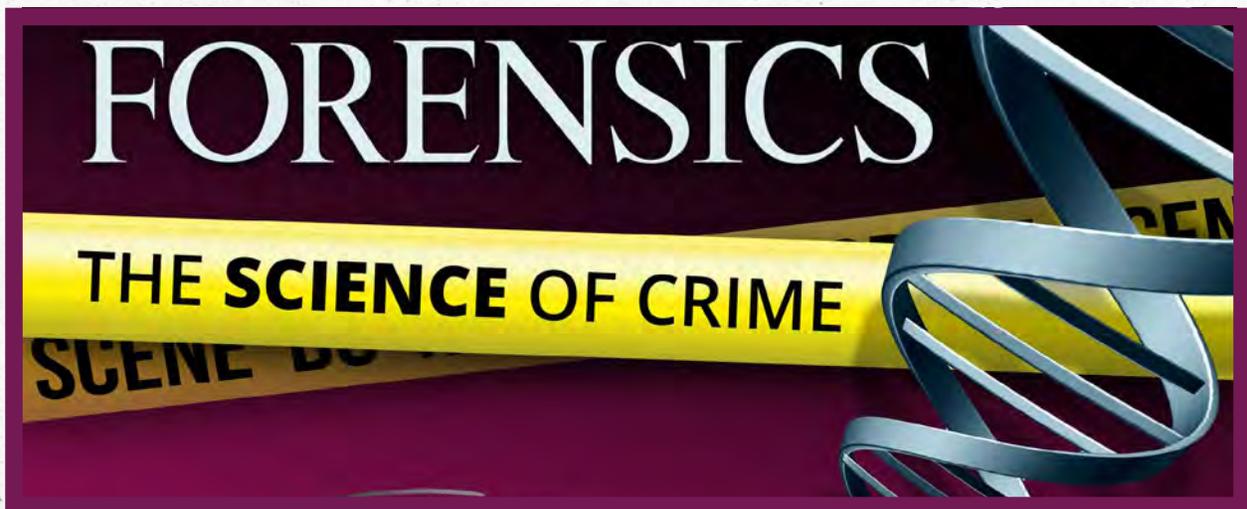
Dr Hemraj started the course by giving an overview of what laboratory accreditation is, the benefits of accreditation and an explanation of the difference between certification and accreditation. He elaborated on important terms related to accreditation after giving the scope of the new ISO 15189:2012.

A practical session was organized in which each participant was given to opportunity to carry out an internal auditing based on their selected clauses from the checklist and to document the nonconformities identified. After each participant presentation, the class commented and discussed on the exercise.

Other issues that were covered by the training course included intra Quality Control, External quality assessment, measurement uncertainty. The topic of method validation and verification was further discussed and the concept of measurement uncertainty was introduced. The importance of internal auditing was highlighted.

During the closing session held on the last day of the course after the examination, the trainer thanked the participants for their keen interest and focus throughout the course which made the training course successful particularly through the regular interaction and fruitful discussions on pertinent topics. One of the participants, Ms Elaine, on behalf of the class gave a vote of thanks to SADCAS and the facilitator for providing this important training workshop.

BOTSWANA POLICE – FORENSIC DEPARTMENT TRAINED ON ISO 15189



The ISO 15189:2012 Requirements and Internal Audit Course was conducted from 04 – 08 July 2022 at Fairgrounds Holdings – Ditshupo Hall in Gaborone, Botswana. The training was organized by SADCAS and was attended by 10 participants from Botswana Police Service – Forensic Laboratory. The participants comprised of Anatomical Pathologists, Medical Laboratory Scientists and Laboratory Technicians.

The objective of the 5-day training was to train staff on the requirements, implementation and auditing in accordance with ISO 15189:2012.

The training started with registration of all the participants followed by the welcome remarks given by Mr Mogae Molaoa, SADCAS training Administrator, who highlighted the

importance of the training. This was followed by remarks given by Mr Edward Mmatli – NAFF for Botswana who gave a brief introduction of SADCAS. He then proceeded to introduce the SADCAS Trainer Mr Xavier Mugari, who is also a Technical Assessor, Team Leader and the SADCAS Quality Manager.

The training course was interspaced with exercises. The wide collection of experiences by the participants. A practical session was organized in which each participant was given an opportunity to carry out an internal audit based on selected clauses from the checklist and to document the nonconformities identified. In addition to being continuously evaluated during the training course, participants undertook an examination at the end of the training.

PERFORMANCE LABORATORIES CHANGES OVER TO SADCAS

Performance Laboratories, located in Ruwa, Zimbabwe, was established in 2011. Shortly after its establishment, the laboratory earned accreditation from SANAS for the Gold Fire Assay. Since 2011, the laboratory has expanded its testing base to include multi-acid digestion techniques to service a wider and growing need in the country.

As times moved on and ownership of the laboratory changed hands, its association with a South African based laboratory came to an end, thus accreditation by SANAS was no longer an option for Performance Laboratories. With the healthy mining industry in Zimbabwe still demanding world class service and accreditation by an international body, Performance Laboratories applied to SADCAS for accreditation. The application included the Fire Assay for Gold and PGM's, and multi-acid digestion of 7 base metals, namely Cobalt, Copper, Lithium, Manganese, Nickel, Lead

and Zinc.

COVID-19 presented some unusual challenges with limited travel. This posed a seemingly insurmountable challenge to the accreditation process. It was refreshing to see that SADCAS had taken to the times by using technologies available; allowing the team to work through the assessment process remotely, sending through the required documentation via email, performing verifications through online videos and streaming live processes and meetings. This initiative by SADCAS made the process seamless and it worked very effectively.

Performance Laboratories is now officially accredited by SADCAS and we hope this is the beginning of a long and mutually beneficial relationship between the two organizations.





MUNICIPAL COUNCIL OF MANZINI ACCREDITED

The Municipal Council of Manzini's laboratory is the latest addition to the exclusive club of internationally recognized testing laboratories from the Kingdom of Eswatini to be accredited by SADCAS. The jubilant occasion started off with the cutting of the ribbon, a tour of the newly accredited laboratory and the hoisting of the SADCAS flag at the Municipal Council of Manzini.



Assembled to hoist the SADCAS Flag

When handing over the certificate of accreditation, the SACAS Technical Manager Mrs Pinkie Malebe congratulated the **Municipal Council of Manzini** and announced that **Municipal Council of Manzini** is the 11th Conformity Assessment Body in Eswatini to be accredited by SADCAS, the 208th in the 14 SADC Member States the serviced by SADCAS. The **Municipal Council of Manzini** situated at Ngwane/Nkoseluhlaza Street, Manzini, Eswatini has been accredited for Microbiological Testing of Drinking and Raw Water in accordance with the International standard ISO/IEC 17025:2017.

Through this accreditation Municipal Council of Manzini has been granted the unique accreditation number TEST-1 0024 indicating that Municipal Council of Manzini is now an internationally recognized laboratory for testing of Total Coliforms and E.coli in both drinking and raw water. The certificate of accreditation which was issued on 21 May 2022 is valid for 5 years until 20 May 2027.



In his acceptance speech and on behalf of the honourable Minister of Housing & Urban Development, the Principal Secretary Ambassador Clifford Mamba, commended the Municipality for working hard towards accreditation of its laboratory. He said that the accreditation will boost investor confidence on the services offered by the Kingdom.

Minister of Commerce, Industry & Trade, represented by the Registrar of Companies Mr Msebe Malinga, said the accreditation would attract new markets - locally and internationally.



Mrs Pinkie Malebe reported that periodic assessments will be conducted by SADCAS to ensure continued compliance with the requirements of the ISO/IEC 17025:2017 and accreditation body requirements, she further warned the Chief Executive Officer Ms Dlamini that SADCAS would not hesitate to suspend or withdraw the accreditation certificate if requirements are not complied with. The CEO and His Worship the Mayor of Manzini Mr Quinton Els pledged that they will continue to support the Municipal Council of Manzini Laboratory to ensure that accreditation is maintained.

Ms Thembelihle Lukhele (L) the Nominated Representative for Municipal Council of Manzini Laboratory during the tour of the laboratory



Giving an acceptance speech on behalf of the Minister, Principal Secretary Ambassador Clifford Mamba

Municipal Council of Manzini CEO Ms Lungile Dlamini giving vote of thanks

NEW ACCREDITATIONS SUSPENSIONS AND WITHDRAWALS

Organization and Location	Date Accredited	Scheme	Dates	New Accreditations	Scope Extensions	Scope Reduction	Withdrawal of Accreditation
Zambia Compulsory Standards Agency	2022-04-14	Inspection to ISO 15189:2012	INSP-1 003	Food and Water			
Municipal Council of Manzini, Eswatini	2022-05-21	Testing to ISO/IEC 17025:2017	TEST-1 0024	Water Microbiology			
Spectrum Namibia Laboratories & Consultancy	2022-06-01	Calibration to ISO/IEC 17025:2017	CAL-8 012	Mass			
Performance Laboratories, Zimbabwe	2022-06-03	Testing to ISO/IEC 17025:2017	TEST-5 0070	Chemical - Mineral testing			
Gamma Allergy and Immunology	2022-04-01	Medical to ISO 15189:2012	MED 039				Clinical Chemistry Serology
Ndola Teaching Hosp Path Lab	202-06-12	Medical to ISO 15189:2012	MED 055		HIV Viral Load, RPR	Hematology	
ADCH, Zambia	2022-06-24	Medical to ISO 15189:2012	MED 062		Pregnancy Test FBC		
Livingstone Central Hospital Lab	2022-06-27	Medical to ISO 15189:2012	MED 027		HIV Viral Load, Pregnancy Test		

STATUS OF KEY ACCREDITATION STANDARDS AND ILAC/IAF/SADCA/AFRAC DOCUMENTS

STANDARD	STATUS
ISO/IEC TS 17021-13:2021 - Conformity assessment – Competence requirements for auditing and certification of compliance management systems (CMS)	International Standard Published
ISO CD 15189:2012 Medical Laboratories – Requirements for quality and competence	DIS ballot initiated: 12 weeks
ISO/IEC 17021-1:2015 - Conformity assessment — Requirements for bodies providing audit and certification of management systems — Part 1: Requirements	Close of review
ISO/IEC TS 17023:2013 - Conformity assessment — Guidelines for determining the duration of management system certification audits	Close of review
ISO/IEC 17030:2021 Conformity assessment -- General requirements for third-party marks of conformity	2021 version published in September 2021. 2003 version withdrawn.

STANDARD	STATUS
ISO/IEC 17040:2005 Conformity assessment - General requirements for peer assessment of conformity assessment bodies and accreditation bodies	Close of review
ISO/IEC 17050-1:2004 Conformity assessment - Supplier's declaration of conformity -- Part 1: General requirements	International standard confirmed
ISO/IEC 17050-2:2004 Conformity assessment - Supplier's declaration of conformity -- Part 2: Supporting documentation	International standard confirmed
ISO/IEC 17067:2013 Conformity assessment – Fundamentals of products certification and guidelines for product certification schemes	Close of review
ISO/IEC WD 27006-2 – Requirements for bodies providing audit and certification of information security management systems – Part 2: Privacy information management systems.	Working Draft (WD) study initiated
ISO/DTR 14069 Greenhouse gases — Quantification and reporting of greenhouse gas emissions for organizations — Guidance for the application of ISO 14064-1	Close of voting/comment period
ISO/DIS 45002 - Occupational health and safety management systems - General guidelines on implementation of ISO 45001:2018	DIS ballot initiated
A010-03 - SADCA Technical Committee Terms of Reference	Issue No.3 SADCA Technical Committee and approved by the General Assembly. The document defines describe the functions, composition and responsibilities of the SADCA Technical Committee's. Issue and application date: 11 November 2021
A001-06 - AFRAC Bylaws	Issue No.6 This document was prepared by AFRAC Secretariat. The document defines the formal structures and rules/ procedures of AFRAC. Issue and application date: 26 October 2021
A006-03 - AFRAC Strategic Plan (2022 – 2026)	Issue No.3 Issue and application date: 24 September 2021
IAF MD 16 – Application of ISO/IEC 17011 for the Certification of FSMS	30 - day comment period
ILAC P9:06/2014 - ILAC Policy for Participation in Proficiency Testing Activities	Under revision. Circulated to ILAC members for 2 nd 60-day comment in February 2021
ILAC G18:04/2010 - Guideline for the Formulation of Scopes of Accreditation for Laboratories	Under revision. Circulated to ILAC members for 2 nd 60-day comment on 29 June 2021

STANDARD	STATUS
ILAC-G19:08/2014 - Modules in a Forensic Science Process	This document is intended to provide guidance for Forensic Science units involved in examination and testing in the Forensic Science process by providing application of ISO/IEC 17025 and ISO/IEC 17020. The document is under revision, comments stage
ILAC G24:2007 / OIML D10 - Guidelines for the determination of calibration intervals of measuring instruments – under revision with OIML	A final draft was circulated and commented on early November 2020 and it is expected to be ready for ballot in both OIML and ILAC first half of 2021
VIM 4 – International Vocabulary of Metrology	CD comment stage till 19 April 2021
IAF MD 10: 2013 IAF Mandatory Document for Assessment of Certification Body Management of Competence in Accordance with ISO/IEC 17021:2011	Withdrawn, as ISO/IEC 17021: 2011 was revised and superseded by ISO/IEC 17021-1: 2015
IAF MD 11:202X IAF Mandatory Document for the Application of ISO/IEC 17021-1 for Audits of Integrated Management Systems (Draft Issue 2)	60-day comment period closing 10 January 2022
IAF MD16:2015 Application of ISO/IEC 17011 for the Accreditation of Food Safety Management Systems (FSMS) Certification Bodies	IAF TC members for 30-day comment
IAF MD 4:2018 IAF Mandatory Document for the Use of Information and Communication Technology (ICT) for Auditing/Assessment Purposes	Issue 2 Version 2 published 03 August 2021 with updated links to the new IAF website. Issue 2, Version 3 published 01 February 2022 to correct an editorial error in Issue 2, Version 2. The application date remains unchanged from Issue 2, Version 1 (04 Jul 2019) due to the versions 2 and 3 having only editorial changes.
IAF MD 24:2021 Transition Requirements for ISO 50003:2021	Issue 1 published 08 December 2021, with an application date of 08 December 2021
IAF MD 25:2022 Criteria for Evaluation of Conformity Assessment Schemes	Issue 1 published 07 January 2022 with an application date of 07 January 2024.
IAF MD 9:2022 Application of ISO/IEC 17021-1 in the Field of Medical Device Quality Management Systems (ISO 13485)	Issue 4 published on 01 February 2022 with an application date of 01 February 2023.
IAF-Foundation FSSC Agreement – Endorsement of the FSSC 22000 Certification Scheme	A new version of this MLA Agreement has been published to reflect Foundation FSSC's name change from Foundation FSSC 22000 to Foundation FSSC.
IAF MD 21:2022 Requirements for the Migration to ISO 45001:2018 from OHSAS 18001:2007	Issue 1, Version 3 published 01 February 2022 to correct an editorial error in Issue 1, Version 2. The application date remains as specified in Issue 1, Version 1 (March 2018) due to versions 2 and 3 only editorial changes.
IAF ID 14:2022 Guidance on the Determination of Audit Time for Integrated Audit of Multi-Site Management Systems	Issue 1, Version 1 published 25 May 2022, with an application date of 25 May 2022. This informative document provides guidance for achieving a basic level of consistency for determining the audit time according to the application of the relevant requirements of ISO/IEC 17021-1 for audits of different management systems.

STANDARD	STATUS
<p>ISO 22003-1 Food Safety Management Systems – Requirements for bodies providing audit and certification of food safety management systems – Part 1: Requirements for bodies providing audit and certification of food safety management systems</p>	<p>Published 7 June 2022 coinciding with the World Food Safety Day</p>
<p>ISO 22003-2 Food Safety Management Systems – Requirements for bodies providing audit and certification of food safety management systems – Part 2: Requirements for bodies providing evaluation and certification of products, processes and services including an audit of the food safety system.</p>	<p>Published 7 June 2022 coinciding with the World Food Safety Day</p>
<p>ISO/IEC 17060:2022 - Conformity assessment — Code of good practice</p>	<p>Published in April 2022. This document recommends good practices for all elements of conformity assessment, including objects of conformity assessment, specified requirements, activities, bodies, systems, schemes and results</p>
<p>ISO/IEC 17043:2010 - Conformity assessment — General requirements for proficiency testing</p>	<p>International Standard under revision. Draft International Standards (DIS) stage. Ballot open until 20 July 2022.</p>
<p>ISO 9001 Auditing Practices Group paper</p>	<p>The APG paper giving guidelines on auditing "Competence" has been revised on 1 June 2022 to provide an expanded view in relation to competence requirements throughout the entire body of ISO 9001 requirements</p>
<p>ISO/IEC 17020: 2012 - Conformity assessment — Requirements for the operation of various types of bodies performing inspection</p>	<p>Systematic Review of ISO/IEC 17020: 2012. Ballot opened on 15 July 2022 as part of the regular review process taking place every five years for the international standards will close on 2 December 2022.</p>
<p>ISO/IEC 17024:2012 - Conformity assessment — General requirements for bodies operating certification of persons</p>	<p>Systematic Review of ISO/IEC 17024: 2012. Ballot opened on 15 July 2022 as part of the regular review process taking place every five years for the international standards will close on 2 December 2022.</p>
<p>ISO/IEC TS 17027: 2014 - Conformity assessment — Vocabulary related to competence of persons used for certification of persons</p>	<p>Systematic Review of ISO/IEC TS 17027: 2014. Ballot opened on 15 July 2022 as part of the regular review process taking place every five years for the international standards will close on 2 December 2022.</p>
<p>IAF ID 14:2022 - Guidance on the Determination of Audit Time for Integrated Audit of Multi-Site Management Systems</p>	<p>Issue 1 published 25 May 2022 with an application date of 25 May 2022. This informative document provides guidance for achieving a basic level of consistency for determining the audit time according to the application of the relevant requirements of ISO/IEC 17021-1 for audits of different management systems.</p>

THE BUSINESS BENEFITS OF STANDARDS AND ACCREDITATION

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

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

Business Benefits www.business-benefits.org is a website jointly developed by the International Accreditation Forum (IAF), ILAC, International Organization for Standards (ISO), Independent International Organisation for Certification (IIOC), and International Certification Network (IQNet), that showcases these benefits through case studies, research papers, and supporting materials. The examples published on the site cite tangible financial data to evidence the cost savings achieved whether through resource efficiency or meeting regulation at lower cost, the value of accessing new markets, or savings achieved through recognition from organisations such as insurers, regulators or purchasers. The site contains case studies from multinationals such as IBM, Chrysler, and Hitachi to national companies such as Aberdare Cables and Pretoria Portland Cement Company.



The banner features the Business Benefits logo on the left, which consists of a blue globe icon and the text "BUSINESS BENEFITS Evidence. Impact. Value." To the right of the logo is a grid of six images, each with a colored bar at the bottom containing a benefit category:

- ENVIRONMENTAL PERFORMANCE**: A worker in a white protective suit and hard hat holding a sample.
- MARKETING MESSAGE**: A woman in a yellow safety vest pointing at a board of colorful sticky notes.
- COST SAVINGS**: A man in a blue shirt looking at a clipboard in a warehouse.
- MARKET OPPORTUNITIES**: A man in a blue suit talking to another man in a dark suit.
- QUALITY IMPROVEMENT**: Two workers in blue uniforms and hard hats looking at a large gear.
- COMPANY PERFORMANCE**: Two men in suits looking at a laptop screen.

The site was launched in October 2017 at the ILAC and IAF conference in Vancouver. Additional case studies will be added in due course to ensure that the site can be a valuable resource to promote the use of standards and accreditation to the business community. The site aims to mirror the success of **Public Sector Assurance**, a similar site that promotes the value of accreditation to policy makers.



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