

THE PIONEER

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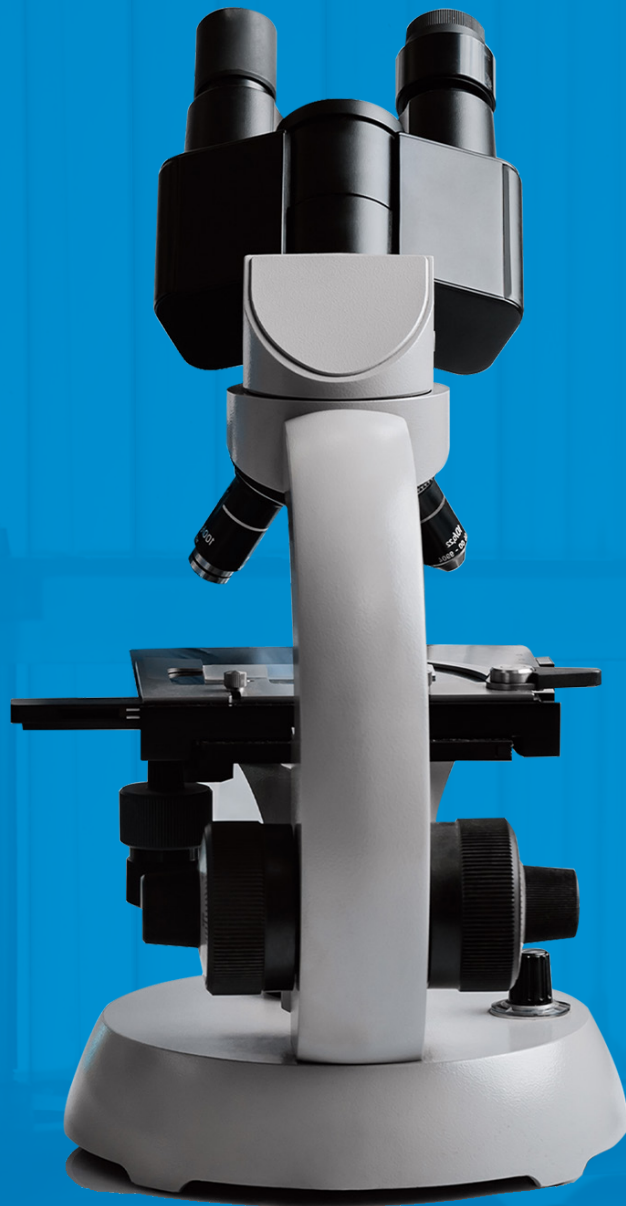
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Mr Xavier Mugari



Mr Boniface Badubi

We are pleased to present Issue 53 of the SADCAS Pioneer Newsletter (March 2026 Edition), which continues to keep our readers informed about accreditation activities across the region and beyond. This issue highlights key developments within SADCAS and the broader accreditation landscape.

Stakeholder engagement remained a top priority during the quarter. SADCAS actively participated in several regional and international forums, including the 41st SADC TBT Cooperation Structure Meetings and the 21st SADCAS Annual General Meeting, underscoring the importance of evolving partnerships and collaboration between SADCAS and its various stakeholders.

As we conclude the 2024/25 financial cycle, the 2024/25 Annual Report was published. This comprehensive report provides detailed insights into SADCAS' financial and non-financial performance, as well as key developments and activities for the year ended 31 March 2025.

A major highlight of the quarter was the 2026 NAFP Recognition Awards, which were presented to NAFP Botswana and NAFP Mozambique. These awards aim to encourage National Accreditation Focal Points to further promote the benefits of accreditation within their respective countries.

SADCAS continues to demonstrate significant growth, as reflected by the increasing number of accreditations across the region and beyond. Notably, the Tanzania Bureau of Standards Inspection Body and Pangolim Angola celebrated the granting of their accreditation, marking important milestones in their operations.

Happy Reading!!!

TBS Inspection ISO/IEC 17020 Accreditation: A Landmark Achievement for Tanzania's Quality Infrastructure

Tanzania has marked another decisive milestone in its quality journey with the accreditation of the Tanzania Bureau of Standards Inspection Body (TBS-IB) to ISO/IEC 17020 by the Southern African Development Community Accreditation Service (SADCAS). This achievement is more than a certificate—it is a profound statement of national capability, institutional maturity, and commitment to protecting consumers, facilitating trade, and strengthening confidence in Tanzania's conformity assessment system.



Dr. Ashura A. Katunzi, Director General of the Tanzania Bureau of Standards (TBS), Ms. Eve Christine Gadzikwa, SADCAS Chief Executive Officer and Hon. Judith Salvio Kapinga.

Why ISO/IEC 17020 Inspection Accreditation Matters for Tanzania

The accreditation of TBS-IB as a Type A Inspection Body to ISO/IEC 17020:2012, covering food products and chemical-related products, positions Tanzania firmly within the community of countries whose inspection results are internationally recognized and trusted.

For Tanzania, this accreditation is significant in several ways:

- Protection of public health and safety through reliable inspection outcomes
- Facilitation of trade by reducing technical barriers and duplication
- Regulatory confidence through impartial and competent inspection decisions
- Investor assurance and international credibility

Building on a Strong Legacy of SADCAS Accreditations

This ISO/IEC 17020 accreditation is part of a broader accreditation journey. Over the years, the Tanzania Bureau of Standards has earned SADCAS accreditations across testing, certification, and inspection services. This integrated accreditation landscape ensures consistency, competence, and confidence across the conformity assessment value chain.

SADCAS' Contribution to Tanzania's Quality Infrastructure

SADCAS has played a pivotal role in enhancing Tanzania's quality infrastructure through internationally recognized accreditation of testing, calibration, inspection, and certification services. These accreditations support trade facilitation, consumer protection, regulatory trust, and regional economic integration within SADC, TFTA, and AfCFTA frameworks.

Key Messages from National Leadership

During the accreditation handover ceremony, the Honourable Minister Hon. Judith Salvia Kapinga, Minister for Industry and Trade of the United Republic of Tanzania emphasized that accreditation is a strategic enabler of Tanzania's industrialization and trade agenda.

"Accreditation is a strategic enabler of Tanzania's industrialisation and trade agenda. By strengthening standards, inspections, and quality assurance systems, we are protecting consumers, building confidence in locally produced goods, facilitating regional and global trade, and positioning Tanzania as a competitive and trusted trading nation."

— **Hon. Judith Salvia Kapinga**, Minister for Industry and Trade

The Director General of TBS reaffirmed the institution's commitment to excellence, continual improvement, and stakeholder confidence through internationally benchmarked service delivery.



Ms Eve Christine Gadzikwa flanked by Hon. Judith Salvia Kapinga and TBS leadership team.

A Testament to Commitment, Competence, and Credibility

SADCAS proudly acknowledges the milestones achieved by TBS over the years, a testament to the institution's commitment to upholding the highest standards of quality in service delivery that can be trusted nationally, regionally, and globally.

As TBS continues to strengthen and expand its accredited services, SADCAS remains a committed partner in supporting institutional excellence, trade facilitation, and public health and safety. We wish the Tanzania Bureau of Standards continued success in the years to come.

SADCAS Accredits Pangolim, Lda–Calibration Laboratory in Angola



SADCAS CEO, Ms Eve Christine Gadzikwa commending Pangolim, Lda on their accreditation status.

On 16 February 2026, SADCAS officially handed over an accreditation certificate to Pangolim Lda, the first calibration laboratory in Angola to achieve this milestone. Pangolim Lda provides calibration services for pressure, electrical, volume, and mass equipment, serving primarily the petroleum sector.

This achievement marks the culmination of a rigorous one-year process, reflecting the dedication and hardwork of the Pangolim's team. The ceremony was attended by a SADCAS delegation led by SADCAS Chief Executive Officer (CEO), Ms. Eve Christine Gadzikwa and Assessor Portuguese- Mr. Sergio Machava. The event was attended by representatives of the Ministry of

During the visit, the SADCAS delegation visited the National Institute for Health Research of Angola and the General Pedro Maria Tonha "Pedalé" Hospital Complex, open in September 2025 in Luanda. The facility is a tertiary level and high complexity health unit, focused on the treatment of chronic illnesses.

With 144 beds and state-of-the-art technology, it functions as a teaching hospital and a reference in Angola's public health system.



Industry and Commerce of Angola, through INIQ, National Institute for Health Research (INIS) and private sector representatives.

Ms Gadzikwa highlighted that accreditation was important in facilitating global trade and enhancing the quality of services provided by facilities. She emphasised that SADCAS evaluates processes, protocols, risk management, indicators and the institution's ability to maintain high quality standards over time.

In celebration of their accreditation status, a representative from Pangolim, highlighted that Pangolim Lda, is a totally Angolan company, which provides services in the oil sector and beyond. And being the first calibration laboratory in Angola to be accredited in the calibration area, demonstrated the hardwork and dedication of the entire team in achieving excellence.



Pangolin Representative celebrating their accreditation certificate during the ceremony.



Guests during the accreditation certificate handover ceremony.

Um marco histórico de acreditação para Pangolim e um momento decisivo para Angola

A 26 de fevereiro de 2026, Angola ultrapassou discretamente, mas de forma decisiva, um limiar importante na sua jornada de infraestruturas de qualidade. A cerimónia de entrega de certificado de acreditação para a Pangolim Prestação de Serviços Lda, realizada em paralelo com um workshop nacional com partes interessadas, marcou mais do que o reconhecimento da competência técnica de um único laboratório; simbolizava a crescente prontidão de Angola para competir, negociar e inovar com base em padrões reconhecidos internacionalmente.

A conquista da Pangolim é histórica, pois é uma empresa 100% angolana que se tornou o primeiro laboratório do país a obter acreditação internacional para serviços de calibração abrangendo medições de volume, temperatura, massa, pressão e elétricas. Este marco coloca Pangolim na vanguarda da capacidade nacional de metrologia e estabelece um novo padrão de excelência técnica no panorama industrial e de serviços de Angola.



A CEO da SADCAS, Sra. Eve Christine Gadzikwa, proferiu o seu discurso de felicitações durante a acreditação do marco de Pangolim.

Especificamente, Pangolim obteve a acreditação ISO/IEC 17025 para laboratórios de calibração, abrangendo calibrações de Volume, Temperatura, Massa, Pressão e Elétricas. Esta norma é o parâmetro globalmente reconhecido para a competência, imparcialidade e operação consistente dos laboratórios de ensaio e calibração, e o seu sucesso confirma que os resultados de calibração da Pangolim são tecnicamente válidos e internacionalmente aceites. Esta acreditação coloca os serviços da Pangolim ao nível dos laboratórios internacionalmente reconhecidos e permite que os seus certificados de calibração sejam aceites além-fronteiras ao abrigo de acordos internacionais de acreditação.

Igualmente significativo é o papel desempenhado pelo Serviço de Acreditação da Comunidade de Desenvolvimento da África Austral (SADCAS). Através da sua capacidade de prestar serviços de acreditação em português, a SADCAS eliminou uma grande barreira de acesso para as instituições angolanas. Esta capacidade já deu frutos, com outras instituições em Angola acreditadas com sucesso e um crescente fluxo de manifestações de interesse em serviços de teste, calibração e inspeção.

Esta procura crescente reflete uma mudança mais ampla no pensamento nacional. A acreditação é cada vez mais reconhecida como um facilitador estratégico da credibilidade, prontidão para exportações e competitividade. Em resposta, a SADCAS está a expandir o seu grupo de avaliadores e a investir no desenvolvimento de capacidades humanas, incluindo a formação de vários avaliadores técnicos para reforçar a sua capacidade de responder às necessidades de acreditação em evolução em Angola, e em setores económicos chave.

O workshop das partes interessadas, realizado juntamente com a cerimónia de entrega de certificado de acreditação foi, portanto, um componente crítico deste marco. Proporcionou uma plataforma para desmistificar a acreditação, explicar a abordagem passo a passo para a alcançar e demonstrar a sua relevância para o acesso ao mercado, conformidade regulatória e redução de riscos. Ao reunir laboratórios, reguladores, decisores políticos e representantes da indústria, o workshop ajudou a construir uma compreensão partilhada da infraestrutura de qualidade como motor do desenvolvimento sustentável.

A mensagem transmitida pelo Diretor Executivo da SADCAS foi particularmente significativa. Enfatizando que a acreditação é, fundamentalmente, construir confiança, destacando a responsabilidade coletiva das instituições, reguladores e organismos de acreditação em manteres padrões internacionalmente aceites. Ela também destacou a transformação digital como um imperativo estratégico, salientando que sistemas modernos, seguros e eficientes são essenciais para manter a credibilidade, melhorar a prestação de serviços e apoiar as economias sob crescentes pressões globais e regionais.



A Diretora Executiva da SADCAS, Sra. Eve Christine Gadzikwa, entregou o certificado de acreditação à equipa da Pangolim Prestação de Serviços Lda.

Para Angola, esta mensagem tem um peso especial. Um ecossistema de acreditação digitalmente habilitado e globalmente conectado apoia a transparência, eficiência e inclusão, ao mesmo tempo que posiciona as instituições angolanas para participarem de forma mais eficaz nos quadros comerciais regionais e continentais. Reforça a ambição do país não só de cumprir os padrões internacionais, mas de o fazer nos seus próprios termos, com capacidade interna e propriedade nacional.



BENEFÍCIOS DA ACREDITAÇÃO ISO/IEC 17025 DE PANGOLIM PARA ANGOLA

Reforço da Infraestrutura Nacional de Qualidade

A acreditação de Pangólím fortalece significativamente a infraestrutura nacional de qualidade de Angola ao ancorar uma competência técnica internacionalmente reconhecida no país. Os serviços de calibração acreditados garantem medições precisas, rastreáveis e fiáveis, fundamentais para a segurança, qualidade e supervisão regulatória em toda a economia.

Redução da Dependência dos Serviços Estrangeiros

Com serviços de calibração acreditados agora disponíveis localmente, as indústrias angolanas já não precisam de depender fortemente de laboratórios fora do país. Isto reduz custos, tempos de resposta e saídas de divisas, ao mesmo tempo que melhora a eficiência operacional em setores-chave como petróleo e gás, mineração, manufatura, construção e serviços de saúde. A SADCAS está totalmente empenhada em continuar a apoiar Angola em termos das suas necessidades de acreditação e extensão do âmbito.

Comércio Melhorado e Acesso ao Mercado

A acreditação ISO/IEC 17025 permite que os resultados e certificados de calibração da Pangolim sejam aceites internacionalmente ao abrigo de acordos globais de acreditação. Isto apoia diretamente os exportadores angolanos, garantindo que os dados de teste e calibração que apoiam produtos e serviços são reconhecidos nos mercados regionais e internacionais, reduzindo as barreiras técnicas ao comércio.

Melhoria da Confiança Regulatória e Proteção do Consumidor

Os laboratórios acreditados conferem aos governos e reguladores a confiança de que as medições usadas para decisões de conformidade, fiscalização e segurança são fiáveis e imparciais. Isto reforça a proteção do consumidor, reduz o risco de produtos ou serviços não conformes e apoia uma regulação eficaz em setores que afetam a saúde pública, segurança e ambiente.

Desenvolvimento de Competências e Capacidade Técnica

O processo de acreditação promove uma cultura de competência, melhoria contínua e disciplina técnica. Combinado com a formação contínua de avaliadores técnicos da SADCAS e a expansão do seu grupo de avaliadores, contribui para o desenvolvimento de expertise nacional em metrologia, testes, inspeção e avaliação da conformidade — competências críticas para uma economia moderna.

Alinhamento com a Integração Regional e Continental

A acreditação alinha Angola com os objetivos da SADC, da Área Tripartida de Livre Comércio e da Área Franca Continental Africana, apoiando padrões harmonizados, reconhecimento mútuo e comércio transfronteiriço sem falhas. Posiciona Angola como um participante ativo nos sistemas regionais de qualidade, em vez de um consumidor periférico dos mesmos.

Representante do Pangolim a celebrar o seu certificado de acreditação durante a cerimónia.

Obter a acreditação ISO/IEC 17025 é um testemunho poderoso da sua excelência técnica, rastreabilidade metrológica e fiabilidade dos seus resultados de medição — pilares para indústrias que dependem de dados fiáveis.



Convidados durante a cerimónia de entrega do certificado de acreditação.

SADCAS Raises Awareness at the Ministry of Trade and Entrepreneurship on the Establishment of SADCAS Charter

The Chief Executive Officer of the Southern African Development Community Accreditation Services (SADCAS) Ms. Eve Christine Gadzikwa paid a courtesy call to the Acting Minister of Trade and Entrepreneurship, Hon. Baratiwa Mathoothe on 12th March 2026 to brief him on a critical regional development namely the motivation for the establishment of SADCAS through a Charter and to seek the continued support from Government.



Acting Minister of Trade and Entrepreneurship, Hon. Hon. Baratiwa Mathoothe, and SADCAS Chief Executive Officer, Ms Eve Christine Gadzikwa

Ms Gadzikwa cited that 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. The primary purpose is to ensure that conformity assessment service providers (calibration/testing/medical laboratories, certification and inspection bodies) operating in those SADC Member States which do not have national accreditation bodies are subject to an oversight by an authoritative body.

Despite this central role, SADCAS has for the past 17 years operated under Botswana's Companies Act as a company limited by guarantee—an arrangement always intended to be transitional. Over time, this structure has created governance, perception and operational challenges, including limited diplomatic recognition, and difficulties in securing predictable Member State support for

what is fundamentally a regional public good. The courtesy call was therefore critical in sensitising the Government of Botswana, as host country, to these challenges and in highlighting the urgency of establishing SADCAS through a Charter, consistent with other SADC subsidiarity institutions.

The Chief Executive Officer took this opportunity to underscore the critical role being played by the Botswana National Accreditation Point which is housed at the Ministry of Trade and Entrepreneurship. She emphasised that, being housed within the Ministry is of strategic importance as it ensures that accreditation activities in Botswana have:

- Strategic alignment with trade and industrial policy
- Stronger international and regional engagement
- Better coordination of national quality infrastructure
- Greater impact on competitiveness, exports and SMEs

Ultimately, it affirms that accreditation is a pillars of economic development and trade facilitation, not a peripheral technical function.



From Left to Right: Acting Minister of Trade and Entrepreneurship, Hon. Baratiwa Mathoothe, SADCAS CEO, Ms. Eve Christine Gadzikwa, SADCAS Finance & Administrative Manager, Ms. Amantle Ramokutsomo and Executive Assistant, Mrs. Pearl Kengwenyane.

SADCAS hosts 21st Annual General Meeting in Johannesburg, South Africa



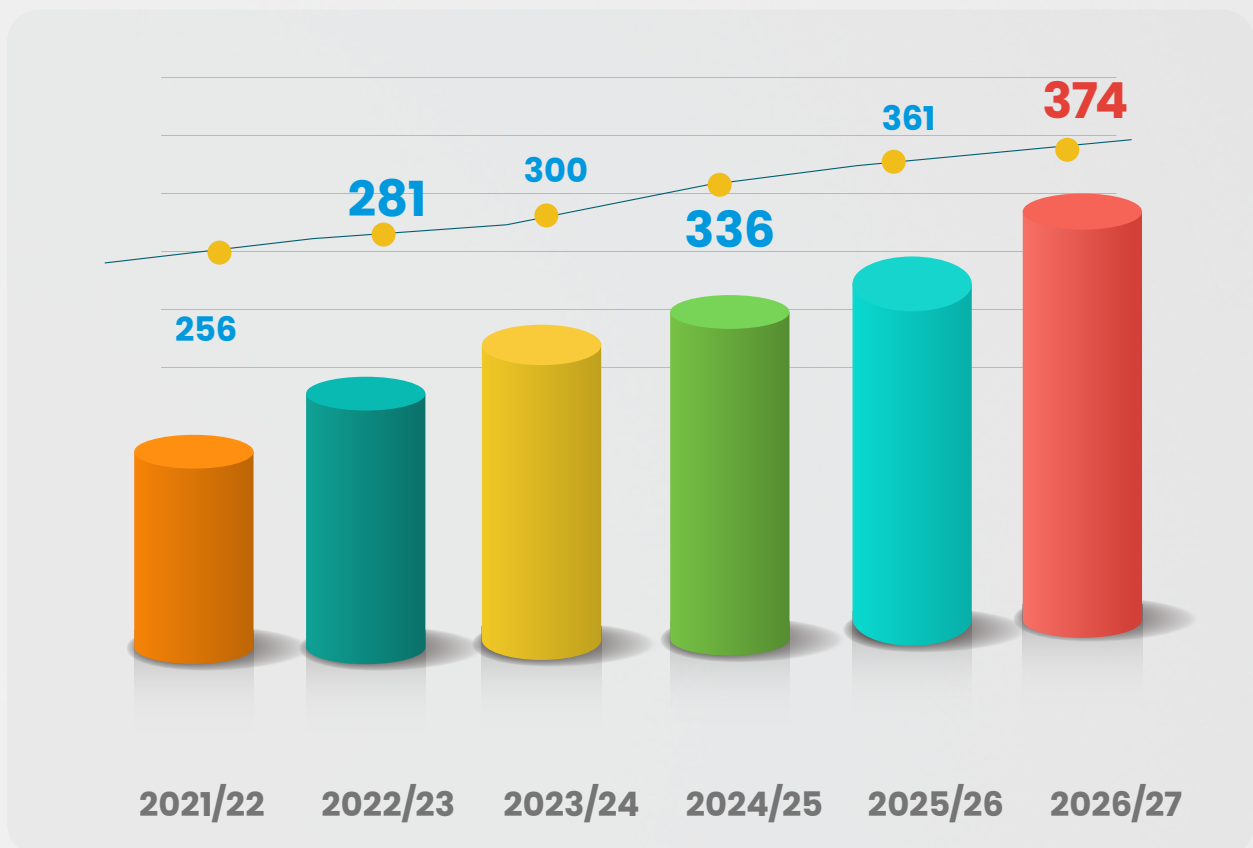
The AGM considered the 2024/25 Annual Report and the audited financial statements for the year ended 31 March 2025.

SADC Accreditation Service (SADCAS) hosted its 21st Annual General Meeting (AGM) on the 25th March 2025 at the Protea Hotel O.R. Tambo in Johannesburg, South Africa. The meeting was attended by the General Assembly members comprising the SADCAS Board and Management, National Accreditation Focal Points (NAFPs) and stakeholders.

Highlights from the AGM included celebrating 17 years of SADCAS operation and milestones for the 2024/25 period:

Highlights from the 21st SADCAS AGM

Number Of Accreditations



Graph illustrating a trend in cumulative number of accreditations over a period 7 years

- PTAS launched (ISO/IEC 17043:2023)
- Digital Transformation – assessment planning, client onboarding, training
- 335 assessments; ~33% virtual; 346 accredited facilities (+15.9%)
- Assessor development: 80 trained; pool 54 TL / 181 TA / 25 Experts.
- New applications invoiced: 60; applications in pipeline: 70
- Medical labs transitioning to ISO 15189:2022 achieved 100% by 31 Dec 2025
- Training scale and satisfaction: 308 of courses; very good to excellent ratings

SADCAS ERP Project Launch: A Milestone for Today, a Foundation for Tomorrow

On 19 March, SADCAS reached a significant milestone with the successful launch of our Enterprise Resource Planning (ERP) system. This achievement represents an important step in strengthening our operational capability and advancing our journey toward greater efficiency, transparency, and longterm sustainability.

A Successful and Purposeful Launch

The ERP go-live marked the culmination of months of careful planning, collaboration, and execution involving teams across the organization and our implementation partners. By bringing core business processes onto a single, integrated platform, the launch supports more consistent ways of working and provides a stronger foundation for informed decisionmaking.

The transition was completed successfully and in line with planned expectations. This outcome reflects the depth of preparation undertaken ahead of go-live, including process design, system testing, data validation, and user training. It also demonstrates the collective commitment and professionalism shown by teams during a period of significant change.

Strategic Value for the Organization and Its Stakeholders

The ERP system is a strategic investment that benefits both internal and external stakeholders. Internally, it enhances operational efficiency, strengthens controls, and improves access to timely and reliable information. Externally, it supports improved governance, reporting accuracy, and transparency, reinforcing confidence in how the organization manages its operations and resources.

By providing a single source of truth across key functions, the platform enables clearer insight into performance, better coordination across departments, and greater agility in responding to business and stakeholder needs. It also establishes a scalable and future-ready foundation that supports growth and evolving regulatory, operational, and market requirements.

Recognizing the Effort Behind the Achievement

This milestone would not have been possible without the dedication of the management, staff and technical partners who worked tirelessly to deliver the solution. Their collaboration ensured that both business requirements and system integrity were addressed throughout the project lifecycle. Equally important has been the engagement of employees across the organization who embraced the ERP and participated actively in testing and working towards contributing to a smooth transition.

What Comes Next

While the launch on 19 March represents a major achievement, it also marks the beginning of the next phase. The true value of the ERP will be realized through its continued use and ongoing refinement. The immediate focus will be on stabilization and user support, ensuring that day-to-day operations continue smoothly. Over time, feedback and real-world experience will inform process improvements, enhanced reporting, and further optimization. This phased approach ensures that the system evolves in line with business needs while maintaining stability and control.

A Shared Responsibility Moving Forward

The success of the ERP system is now a shared responsibility. Consistent use of standardized processes, strong data discipline, and open communication will be essential to realizing its full potential. Through continued collaboration and learning, the ERP will serve as a powerful enabler of operational excellence.

Looking Ahead with Confidence

The successful ERP launch is a proud moment for the organization and a clear demonstration of our commitment to modernization and continuous improvement. It reflects a shared vision for building a resilient, efficient, and well-governed organization that is equipped for the future. As we move forward, we do so with confidence, knowing that this platform provides a strong foundation to support our strategic objectives and deliver value to all stakeholders.



SADCAS Spreads Its Wings as Global Accreditation Cooperation Deepens

The evolving global trading environment presents both an opportunity and a responsibility for Africa's quality infrastructure institutions to think beyond borders. Against the backdrop of the African Continental Free Trade Area (AfCFTA), deeper cooperation among accreditation bodies at the global level is no longer optional—it is essential.

In this spirit, the Southern African Development Community Accreditation Service (SADCAS) is strategically positioning itself to engage, learn, and benchmark with the very best in the international accreditation community. The opening up of continental trade under AfCFTA has sharpened the focus on harmonised standards, mutual recognition, and trusted conformity assessment systems, all of which depend on strong, credible accreditation services.



SADCAS CEO, Eve Christine Gadzikwa with Richard Collin, Executive Director External Affairs (UKAS) Rob Bettington, International Director at United Kingdom Accreditation Service (UKAS).

SADCAS is taking full advantage of this moment to spread its wings. With a clear vision to continuously improve and align with international best practice, the institution has proactively identified and engaged a number of leading regional and global accreditation bodies. These targeted engagements are not symbolic; they are deliberate, practical, and anchored in long-term cooperation.

A recent study tour and stakeholder engagement visit to the United Kingdom Accreditation Service (UKAS) exemplifies this approach. The visit provided SADCAS with valuable exposure to mature accreditation systems, including first-hand observation of assessment practices and in-depth discussions with senior UKAS leadership. Such experiences offer far more than technical insights, they strengthen relationships, build trust, and open doors for sustained collaboration.

The benefits of these global engagements to SADCAS are significant and far-reaching. Internationally, they enhance the organisation's visibility and credibility, positioning SADCAS as a serious and forward-looking player in the global accreditation landscape. Through continuous information exchange, SADCAS gains access to emerging trends, innovative practices, and lessons learned from established accreditation bodies.

Equally important are the joint learning platforms that emerged from such cooperation. Accreditation bodies across the world face common challenges—from evolving technologies and regulatory complexity to growing demands for competence and impartiality. Structured collaboration makes it possible to share solutions, compare approaches, and collectively strengthen the integrity of accreditation systems.

Perhaps most valuable is the opportunity to obtain diverse perspectives on accreditation matters. Exposure to different regulatory environments and operational models enriches institutional thinking and supports more informed decision-making at home. This, in turn, translates into better services for conformity assessment bodies and increased confidence for regulators, businesses, and consumers across the SADC region.

As AfCFTA gathers momentum, SADCAS's proactive global engagement sends a clear message: regional institutions can be globally connected, competitive, and relevant. By deepening cooperation with peer accreditation bodies worldwide, SADCAS is not only benchmarking with the best—it is helping to shape a more integrated, trusted, and resilient accreditation ecosystem for Africa and beyond. SADCAS greatly appreciates the invitation and looks forward to deepening the collaboration.

UK Study Visit Insights: Strengthening Stakeholder Engagement for Safe Products in Africa



Eve Christine Gadzikwa, SADCAS Chief Executive Officer with fellow speakers on conformity assessment panel at OPSS 2026.

The recent study visit to the United Kingdom, held alongside the OPSS International Conference on Regulation for Growth: Product Regulation in a Digital Age, provided a valuable and timely opportunity for reflection, learning, and dialogue for the SADC Accreditation Service (SADCAS). At a time when African markets are becoming increasingly connected through digital trade and the African Continental Free Trade Area (AfCFTA), the focus on effective product regulation could not have been more relevant.

The study visit programme, coordinated by the Office for Product Safety and Standards (OPSS), offered first-hand exposure to how strong regulatory delivery, supported by accreditation and conformity assessment, contributes to consumer confidence, public safety, and business growth. Engagements with regulators, accreditation bodies, and industry leaders demonstrated the importance of a coordinated quality infrastructure ecosystem in ensuring that products placed on the market are safe, compliant, and fit for purpose.

Strategic Significance for SADCAS

For SADCAS, the study visit reaffirmed the central role of accreditation in promoting trust in products and services. Observing the UK approach illustrated how accreditation functions as a strategic tool for regulators, providing confidence in conformity Assessment results and supporting effective market surveillance.

**OPSS Conference presented several stakeholder networking opportunities**

The visit also highlighted how regulatory systems are evolving to address digitalisation, cross-border trade, and complex supply chains. These insights are particularly relevant for Africa, where e-commerce and digitally enabled trade are growing rapidly and where regulatory cooperation will be essential to protect consumers while enabling innovation.

Strengthening Stakeholder Engagement Across Africa

A key lesson from the study visit was the importance of structured and sustained stakeholder engagement for market development. Effective product safety outcomes are achieved when regulators, accreditation bodies, conformity assessment bodies, industry, and consumers share a common understanding of their roles and responsibilities.

SADCAS will apply these lessons by strengthening proactive collaboration with regulators, engaging industry on the value of accredited conformity assessment, and supporting policymakers with evidence-based insights on the contribution of accreditation to public safety, trade facilitation, and economic growth. These efforts will support the successful implementation of the AfCFTA by fostering mutual trust in conformity assessment results across African markets.

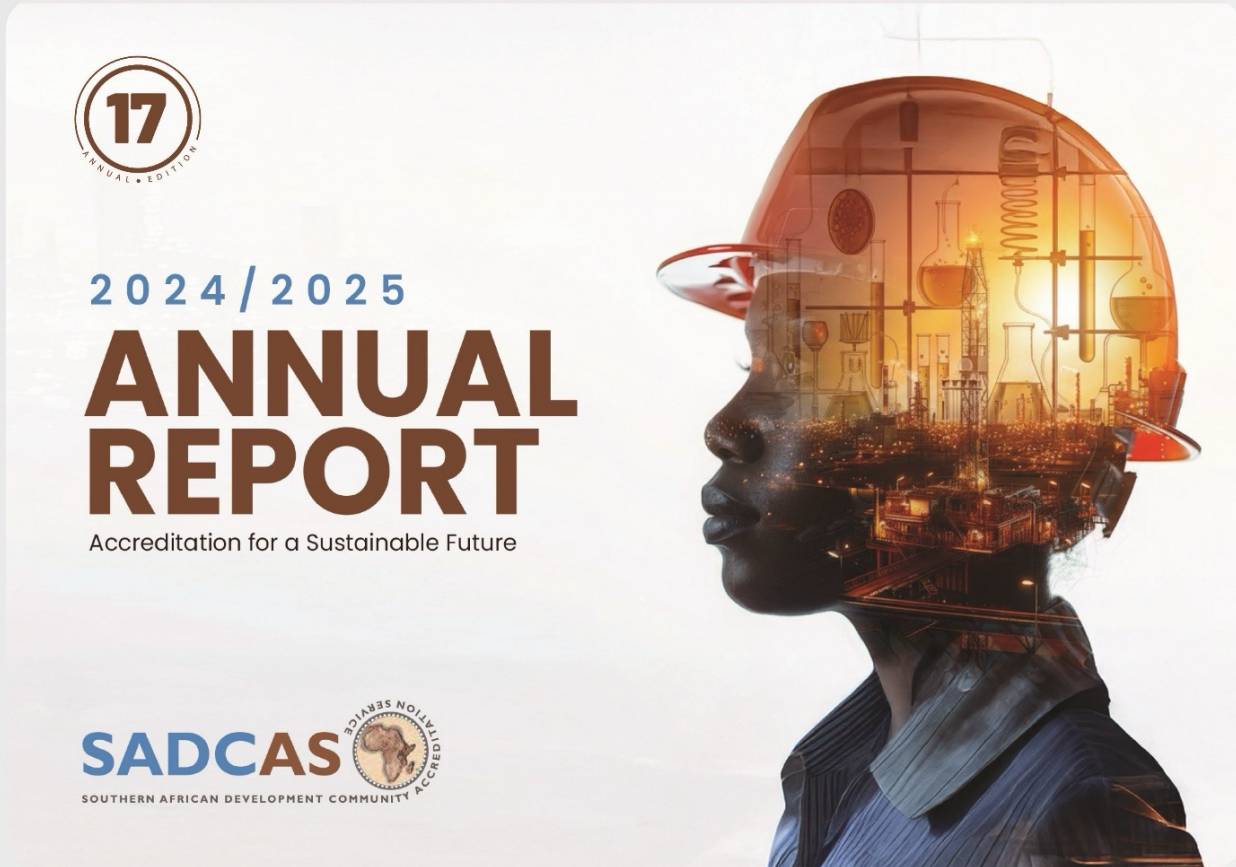
Promoting Safe Products Through Trust and Competence

The study visit reinforced a fundamental principle: safe products are underpinned by competent systems and trusted institutions. Accreditation provides independent assurance of competence, impartiality, and consistency, thereby protecting consumers and enabling fair and transparent trade.

Conclusion

SADCAS will continue to draw on international best practice while advancing African-led solutions that respond to regional needs. By strengthening stakeholder engagement and promoting the use of accredited systems, SADCAS remains committed to supporting safe products, consumer confidence, and sustainable development in SADC and across Africa within the context of AfCFTA.

SADCAS publishes 17th Annual Report



We are pleased to announce the publication of the SADCAS 17th Annual Report (2024/25).

This comprehensive report provides detailed insights into SADCAS' s financial and non-financial performance, developments, and activities for the year ended 31 March 2025. It reflects the organization's continued commitment to transparency, accountability, and excellence in delivering accreditation services across the SADC region.

The Annual Report serves as an important record of achievements and challenges, while also outlining strategic priorities that will take SADCAS to greater heights.

Read the annual report on the below link:

www.sadcas.org/annual_reports

Chairman's Statement

OVERVIEW AND PERFORMANCE HIGHLIGHTS

It is with great honour that I present the Chairman's Statement for the financial year ended 31 March 2025. This year has been transformative for the Southern African Development Community Accreditation Service (SADCAS), marked by resilience, innovation, and strategic growth.

Despite global and regional challenges, SADCAS delivered a strong financial performance, recording a revenue increase to P42.5 million and a net surplus of P276,841, affirming our stability as a going concern.



Chairman's Statement
Mr Steven Bruce Sidney

Performance At A Glance

Financial Highlights

<p>Total income P 42.5M <small>(P35.5 Million in 2024) (29.9 Million in 2023) ↑</small></p>	<p>Government & Other Grant funding P 6.2M <small>(P4.2 Million in 2024) (P4.7 Million in 2023) ↑</small></p>	<p>Other income P 0.1M <small>(P1.7 Million in 2024) (P3.3 Million in 2023) ↓</small></p>	<p>Normal P 0M <small>(P(0.1) Million in 2024) (P(0.9) Million in 2023) ↓</small></p>
<p>Operating income P 36.4M <small>(P31.3 Million in 2024) (25.2 Million in 2023) ↑</small></p>	<p>Cost of Sales P(15.7) <small>(P(14.2) Million in 2024) (P(11.3) Million in 2023) ↑</small></p>	<p>Operating expenses P(26.9) <small>(P(22.9) Million in 2024) (P(18.9) Million in 2023) ↑</small></p>	<p>Profit/(loss) for the year P 0.3M <small>(P(0.2) Million in 2024) (P 4.1 Million in 2023) ↑</small></p>
<p>Accreditation P 32.7M <small>(P28.0 Million in 2024) (23.2 Million in 2023) ↑</small></p>	<p>Accreditation Costs P (14.2)M <small>(P(12.8) Million in 2024) (P(10.6) Million in 2023) ↑</small></p>	<p>Profit/(loss) before tax P 0M <small>(P 0.1 Million in 2024) (P 3.0 Million in 2023) ↓</small></p>	<p>Government Dependency 15% <small>(12% in 2024) (14% in 2023) ↑</small></p>
<p>Training P 3.7M <small>(P35.5 Million in 2024) (29.9 Million in 2023) ↑</small></p>	<p>Training Costs P (1.5)M <small>((1.4) Million in 2024) ((0.7) Million in 2023) ↑</small></p>	<p>Tax P 0.3M <small>(P(0.4) Million in 2024) (1.1 Million in 2023) ↑</small></p>	



Strategic Milestones and Innovations

Among the key achievements was the successful launch of the Proficiency Testing (PT) Scheme, a strategic initiative that enhances the credibility and robustness of our accreditation services. We also deployed several digital innovations that have significantly improved operational efficiency, stakeholder engagement, and service delivery across our 14 Member States. These advancements reflect our commitment to embracing technology and adapting to the evolving business landscape.



Regional and International Collaboration

SADCAS continues to benefit from strong international partnerships, notably with PTB Germany, and regional cooperation under SADCA and AFRAC. These collaborations have enriched our technical capacity, broadened our reach, and reinforced our role as a trusted accreditation body within the global quality infrastructure.



Outlook

Looking ahead, we remain optimistic about future growth prospects. SADCAS is well-positioned to leverage emerging opportunities, driven by digital transformation, regional integration, and stakeholder engagement. We continue to work closely with regulators, ministries, industry, and other accreditation bodies to deliver value through accreditation.



Appreciation to the Team

I wish to formally acknowledge and extend my deepest gratitude to the dedicated Board Members, Management, and Staff of SADCAS. Their unwavering commitment, professionalism, and excellence in service delivery have been pivotal in maintaining the trust and confidence of our clients and stakeholders. Their collective efforts continue to uphold the integrity and reputation of SADCAS.



Governance and Leadership

The Board of Directors has provided exemplary governance oversight, ensuring strategic alignment, risk management, and accountability. Their visionary leadership has been instrumental in guiding SADCAS through a dynamic operating environment and positioning the organization for sustainable growth.

NET SURPLUS OF

P276,841,

(2025)



Mr Steven Bruce Sidney
Chairman SADCAS Board of Directors

Business Highlights

Total income ↑ **P 42.5M** (P35.5 Million in 2024) Increased by 19.7%

Net profit ↑ **P0.3 profit** in 2025. Improved slightly from (0.2) loss in 2024 to

Accreditation ↑ **(62%)** have increased by 83 over the past three years, an average of 20 % per annum.

Social Media platforms were launched on 28th February 2024

f 377 **in 1,530**

Followers to enhance user experience and information dissemination.)

SADCAS can now process applications in 3 SADC Official languages: **ENGLISH, FRENCH AND PORTUGUESE,** and internal human resource (Assessor French and Portuguese) to address with the language barrier.

Strategic Premium Highlights as at 31 March 2025

Accreditation Applications **60** new accreditation applications invoiced

Assessments Undertaken
A total of 336 assessments undertaken as follows:

45	36	241	13
<small>Initial Assessments</small>	<small>Re-assessment</small>	<small>Periodic Assessments</small>	<small>Other Assessments</small>

Accreditations

46	36	32	13	7
<small>New Facilities Accredited</small>	<small>Renewals of Accreditation</small>	<small>Cope Extension Within Same Scope</small>	<small>New Scope Extensions</small>	<small>Accreditations Withdrawn</small>

By 31 March 2025 SADCAS had issued 349 accreditation certificates to 336 accredited facilities in 13 SADC Member States serviced by SADCAS, Mauritius and 3 non-SADC countries Burundi and Uganda

Training

308	5000
<small>Training Courses Held</small>	<small>Categories Trained</small>

SADCAS training courses registered with Botswana Qualification Authority

Assessors/Technical Experts

80	52	39	6
<small>Assessors Monitored</small>	<small>Assessors Monitored</small>	<small>Assessors Registered</small>	<small>Technical Experts Registered</small>

Accreditation Approvals Committee (AAC) Members

3	3
<small>AAC members Monitored</small>	<small>AAC Members Positioned</small>

Staff Recruited

1	1
<small>Position</small>	<small>ICT Officer</small>

Website

270000	<small>users/visitors</small>
46,342	<small>sessions/visits</small>
173,440	<small>pages viewed</small>

Customer Satisfaction

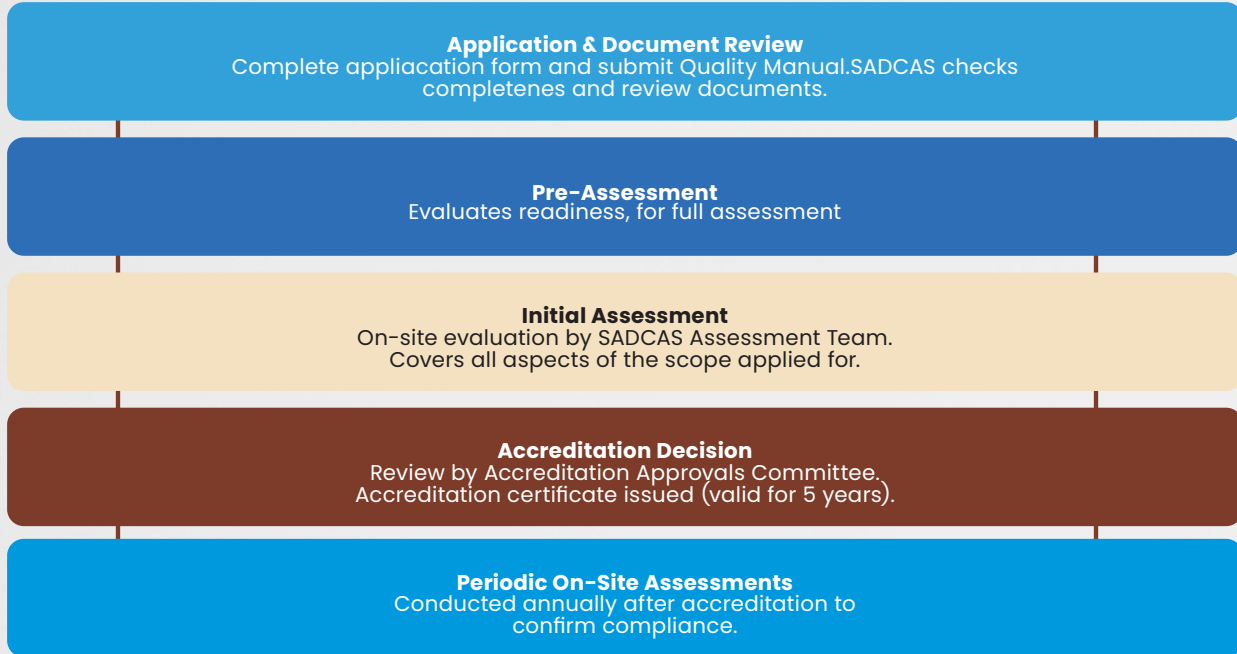
100% rated SADCAS overall accreditation services from good to excellent with

87% rating from very good to excellent

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Steps to SADCAS Accreditation



Accreditation is granted to conformity assessment service providers who have demonstrated that they fully meet the requirements of the relevant international standards.

Route to Accreditation

SADCAS accreditation is achieved through five stages:

Application and Document Review

- Completion of application form
- All applications accompanied by Quality Manual
- SADCAS undertakes completeness check of application documents
- SADCAS undertakes applicant's documents review.

Pre-assessment

Optional stage designed to assess organization's readiness for a full assessment

Initial Assessment

Conducted on site by a SADCAS Assessment Team

- Covers all aspects of organization's scope of application
- Accreditation decisions made by the SADCAS Accreditation Approvals Committee
- Accreditation certificate valid for 5 years

Periodic On-site Assessment

- Undertaken after organization has obtained accreditation
- Accreditation confirmed on an annual basis by periodic on-site assessment visits

Re-assessment

- Re-assessment conducted at least 6 months prior to the end of the accreditation cycle of 5 years

Processo de Acreditação SADCAS



A acreditação é concedida a prestadores de serviços de avaliação da conformidade que tenham demonstrado cumprir plenamente os requisitos das normas internacionais relevantes.

Caminho para a Acreditação

A acreditação SADCAS é obtida através de cinco fases:

Candidatura e Revisão de Documentos

- Preenchimento do formulário de candidatura
- Todas as candidaturas acompanhadas pelo Manual de Qualidade
- A SADCAS realiza uma verificação de completude dos documentos de candidatura
- A SADCAS realiza a revisão dos documentos do candidato

Pré-avaliação

Etapa opcional concebida para avaliar a prontidão da organização para uma avaliação completa

Initial Assessment

- Realizado no local por uma Equipa de Avaliação SADCAS
- Abrange todos os aspetos do âmbito de aplicação da organização
- Decisões de acreditação tomadas pelo Comité de Aprovação de Acreditação SADCAS
- Certificado de acreditação válido por 5 anos

Periodic On-site Assessment

- Realizado após a organização ter obtido a acreditação
- Acreditação confirmada anualmente por visitas periódicas de avaliação no local

Re-assessment

- Reavaliação realizada pelo menos 6 meses antes do fim do ciclo de acreditação de 5 anos

NAFPs Botswana and Mozambique win the 2026 NAFP Recognition Awards

The National Accreditation Focal Points (NAFPs) for Botswana and Mozambique scooped the 2026 NAFP Recognition Awards. The Award Ceremony was held Protea Hotel O.R. Tambo in Johannesburg, South Africa during the 21st SADCAS Annual General Meeting on 25 March 2026. The meeting was attended by the General Assembly members comprising of SADCAS Board and Management, National Accreditation Focal Points (NAFPs) and stakeholders.

NAFPs who are appointed by their respective governments are mainly responsible for the promotion of accreditation and marketing of SADCAS services within their respective countries. NAFP are at the frontline of accreditation communication and marketing SADCAS service offering.

2026 Most Effective Award: NAFP Botswana



Ms. Olorato Seleka



Pictured Board of Director- Mr. Emmanuel Jinda awarding NAFP Botswana- Ms. Olorato Seleka a gift and certificate of appreciation alongside SADCAS CEO, Ms. Eve Christine Gadzikwa (far right).



NAFP Botswana, Mr Edward Mmatli (left) receiving gift and certificate for Most Effective NAFP 2026 from SADCAS CEO, Ms Eve Christine Gadzikwa (right).

2026 Most Improved Award: NAFP Mozambique



Ms. Guilhermina Nhampulo



Pictured Board of Director- Mr. Alfredo Siteo (centre) receiving the gifts and certificates of appreciation on behalf of NAFP Mozambique for their Most Improved Award from the SADCAS CEO, Ms Eve Christine Gadzikwa (far right) and the Board of Director, Mr. Emmanuel Jinda.

2026/27 TRAINING CALENDAR

Register Now for our upcoming 2026/27 Training Courses

SADCAS Conducts ISO 15189:2022 Technical Assessor Training in Namibia

Accreditation is an essential process that confirms medical laboratories' conformance with ISO 15189 Standard. In Africa, accredited medical laboratories gain numerous advantages, including improved accuracy and speed of diagnostic services, more efficient treatment, and fewer errors throughout laboratory workflows. Overall, this process enhances laboratory quality across the region, enabling stronger support for disease management, prevention, control, and epidemic response.

Through the Assessor Capacity Development Programme, the Southern African Development Community Accreditation Service (SADCAS) conducted an Assessor training course for 18 Experts from government and private Medical Laboratories in Namibia. The training was funded by the SADCAS through the assessor training, mentoring and monitoring budget.

The SADCAS Assessor Development Programme implemented across member countries effectively reduces travel-related accreditation costs by:

- Training local assessors.
- Minimizing cross-border travel.
- Building national capacity and expertise.
- Increasing accessibility and affordability of accreditation.
- Supporting regional industrialization and trade goals. By developing assessors where the clients are located, SADCAS creates a cost-efficient, sustainable, and regionally harmonized accreditation service.



SADCAS Technical Assessor/Team Leader and Scheme Coordinator for Medical Laboratory Accreditation Scheme, Mrs Eva Muronda facilitating the Technical Assessor Training.

The training was conducted from 27–31 October 2025 at Protea Hotel Windhoek Fürstenhof Namibia by Mrs Eva Muronda, a registered SADCAS Technical Assessor/Team Leader and Scheme Coordinator for Medical Laboratory Accreditation Scheme and Ms Mponeng Poo, a registered SADCAS Trainer and Team Leader for Medical Laboratories.

The training was in 2 phases. The first phase was training on ISO 15189:2022 Requirements and Risk management. The second phase focused on assessment techniques and understanding the SADCAS accreditation process.

Training sessions were interwoven with group activities, such as performing assessments using different checklists (including Witnessing and Vertical), writing nonconformities, and taking part in meetings like opening and closing sessions.

For the assessor component of the course, the approach combined group-based practical work with exercises reflecting real scenarios encountered during assessments. Participants received assessment packets to review collaboratively and completed the appropriate checklists. They were also taught how to evaluate the adequacy of a facility's documentation and then given a hands-on exercise with feedback to assess their comprehension.



Participants pictured after successfully completing the training.

All participants passed the written examination and are ready for the next stage of mentoring and monitoring scheduled in 2026. Thereafter, the experts will be registered as SADCAS Technical Assessors upon successful completion of the training.

SADCAS Successfully Delivers Virtual Training on ISO/IEC 17025:2017 and Internal Auditing

The Southern African Development Community Accreditation Service (SADCAS) recently conducted a comprehensive virtual training on ISO/IEC 17025:2017 Requirements and Internal Auditing, facilitated by Dr. W. Makaya. The training brought together fourteen participants representing a diverse range of institutions, including five testing laboratories, two medical laboratories, and a pharmaceutical distribution company.

Participants were drawn from both private and public sector laboratories across Botswana, Seychelles, and Zambia, reflecting strong regional engagement and collaboration in advancing quality infrastructure. The training was hosted virtually via the Microsoft Teams platform, ensuring accessibility and effective participation across multiple jurisdictions.

A key highlight of the programme was the practical internal auditing sessions, which were structured into three groups to enhance hands-on learning. One group, comprising participants from a single organisation in Seychelles, conducted their practical session physically. The remaining two groups, made up of participants from laboratories in Botswana, Seychelles, and Zambia, engaged in virtual practical sessions, demonstrating the flexibility and adaptability of the training approach.

The cohort represented laboratories at varying stages of accreditation. Two of the participating testing laboratories were already accredited; one laboratory had undergone assessment by SADCAS and was in the process of addressing initial non-conformities, while another laboratory had not yet entered the accreditation process. This mix created a dynamic learning environment, allowing for the exchange of practical insights and experiences across different levels of maturity in quality management systems. Overall, the training was a resounding success. Participants expressed high levels of satisfaction with both the content and delivery, particularly appreciating the practical orientation of the internal auditing component. Importantly, all attendees committed to implementing the knowledge and skills acquired during the training within their respective organisations, with the aim of strengthening compliance, improving laboratory performance, and contributing to the broader quality assurance landscape in the region.

This initiative underscores SADCAS' continued commitment to capacity building and the promotion of internationally recognised standards across Southern Africa and beyond.



ISO/IEC 17025:2017 Requirements & Internal Auditing



TRAINING OUTCOME

The objective of this standard is to promote the welfare of patients and satisfaction of laboratory users through confidence in the quality and competence of medical laboratories.

Register Now!



13-18,
April 2026

V E N U E

VITRUAL

Contact our training department
mgoleanye@sadcas.org to secure your spot.

www.sadcas.org

SADCAS Delivers Virtual ISO/IEC 17020:2012 Training for SGS Moçambique

The Southern African Development Community Accreditation Service (SADCAS) successfully delivered a virtual training course on ISO/IEC 17020:2012 – Requirements for Inspection Bodies and Internal Auditing from 18 to 24 February 2026. The training was facilitated by experienced trainer Domingos Zunguze and specifically tailored for SGS Moçambique.

The primary objective of the course was to strengthen the technical expertise and internal auditing competencies of staff involved in inspection activities. The programme focused on the requirements of ISO/IEC 17020:2012 – Conformity Assessment: Requirements for the Operation of Various Types of Bodies Performing Inspection, while also equipping participants with practical knowledge and skills in internal auditing.

The training was conducted virtually, allowing for seamless participation, and was attended by 14 participants as recorded in the official attendance register. Through a well-structured approach that combined theoretical sessions with interactive discussions and practical workshops, participants were able to engage deeply with the material and apply key concepts in simulated environments.

By the end of the course, the training objectives were fully achieved. Participants developed a solid understanding of ISO/IEC 17020:2012 requirements and significantly enhanced their internal auditing capabilities. The sessions also reinforced critical principles such as impartiality, technical competence, and the importance of structured and consistent processes within inspection bodies.

Feedback from participants was highly positive, with many highlighting the practical and interactive nature of the training as a key factor in its success. Furthermore, participants expressed strong interest in advancing their knowledge through additional, more specialized training modules.

This initiative reflects SADCAS' ongoing commitment to building capacity and promoting excellence in conformity assessment across the region, ensuring that inspection bodies operate in line with internationally recognized standards.

**SADCAS**

SOUTHERN AFRICAN DEVELOPMENT COMMUNITY ACCREDITED SERVICE

ISO/IEC 17020:2012 Requirements & Internal Auditing

TRAINING OUTCOME

The 5-day ISO/IEC 17025 requirements and internal auditing course is designed to promote a thorough understanding of ISO/IEC 17025 standard requirements and to impart internal auditing knowledge and skills to calibration/testing laboratories staff to monitor compliance with ISO/IEC 17025.

**06-10,
July 2026**

V E N U E

VITRUAL

Register Now!

Contact our training department
mgoleanye@sadcas.org to secure your spot.

www.sadcas.org

SADCAS Delivers ISO 15189:2022 Requirements and Internal Auditing Course

The Southern African Development Community Accreditation Service (SADCAS) successfully conducted a virtual training course on ISO 15189:2022 Requirements and Internal Auditing from 09 to 13 March 2026. The course was facilitated by Mr. Collen Ndamba and brought together participants from across the region's medical laboratory sector.

A total of eleven participants attended the training, including eight representatives from Seychelles Public Health, two from Diamond Laboratory Zimbabwe, and one participant from the Namibia Institute of Pathology. The diverse participation reflected strong regional collaboration in strengthening medical laboratory quality systems.

The primary objective of the course was to equip participants with practical skills to conduct internal audits and to develop and implement effective laboratory quality management systems. In addition, the training provided a comprehensive understanding of the requirements of ISO 15189:2022, the internationally recognized standard for medical laboratories.

A key component of the programme was a detailed comparison between the revised ISO 15189:2022 standard and its predecessor, ISO 15189:2012. This enabled participants to clearly understand the significant changes, new requirements, and areas requiring transition within their respective organizations.

The training was delivered virtually, combining structured presentations with interactive discussions to enhance participant engagement and understanding. Feedback from attendees indicated that the course was well organized, highly informative, and aligned with their expectations.

Overall, the objectives of the training were successfully achieved. Participants gained valuable knowledge and practical auditing skills that will support the effective implementation of ISO 15189:2022 requirements within their laboratories. The course is expected to contribute significantly to improving the quality, competence, and reliability of medical laboratory services across the participating institutions. This initiative highlights SADCAS' continued commitment to capacity building and the advancement of quality assurance in the medical laboratory sector across the region.

SADCAS

SOUTHERN AFRICAN DEVELOPMENT COMMUNITY ACCREDITATION SERVICE



ISO 15189:2022 Requirements & Internal Auditing

TRAINING OUTCOME

The objective of this standard is to promote the welfare of patients and satisfaction of laboratory users through confidence in the quality and competence of medical laboratories.

Register Now!

Contact our training department
mgoleanye@sadcas.org to secure your spot.



08-12,
June 2026

V E N U E

VITRUAL

www.sadcas.org



TRAINING CALENDAR FOR THE PERIOD

01 April 2026 to 30 Sep 2026

NO.	COURSE	DATE(S)	VENUE (COUNTRY/ CITY)	FEES PER PERSON (BWP)	FEES PER PERSON (USD)
1	ISO/IEC 17025:2017 Requirements & Internal Auditing	3-18 April 2026	Virtual	7,800.00	585.00
2	Root Cause Analysis	28-30 April 2026	Virtual	4,700.00	350.00
3	ISO 15189:2022 Requirements & Internal Auditing	04-08 May 2026	Virtual	7,800.00	585.00
4	ISO/IEC 17025:2017 Awareness	19 May 2026	Virtual	2,000.00	150.00
5	ISO 15189:2022 Requirements & Internal Auditing	08-12 June 2026	Virtual	7,800.00	585.00
6	ISO/IEC 17025:2017 Requirements & Internal Auditing	22-26 June 2026	Virtual	7,800.00	585.00
7	ISO/IEC 17020:2012 Requirements & Internal Auditing	06-10 July 2026	Virtual	7,800.00	585.00
8	Root Cause Analysis	15-17 July 2026	Virtual	4,750.00	350.00
9	Method Validation, Verification & Measurement Uncertainty	10-14 August 2026	Virtual	8,000.00	600.00
10	ISO/IEC 17025:2017 Internal Auditing	24-28 August 2026	Virtual	7,800.00	350.00
11	ISO/IEC 17025:2017 Requirements & Internal Auditing (French)	7-11 September 2026	Virtual	4,750.00	585.00
12	ISO/IEC 17025:2017 Requirements & Internal Auditing (Portuguese)	21-25 September 2026	Virtual	7,800.00	585.00

- Discounts available for group bookings
- Face-to-face training available on request (minimum of 10 participants)
- For more information, please contact SADCAS Training Administrator:

SADCAS Training Administrator and Business Development Officer:
mgoleanye@sadcas.org



New Accreditations 01 December 2025 to 31 March 2026

Organization	ACC Decision	ACCR. No	Accredited Areas
Mlandizi Healthcare Lab, Tanzania	05/12/2025	MED 202	Blood Bank
			Mycobacteriology
			Parasitology
			Serology
Igoma Health Care Centre, Tanzania	12/02/2026	MED 203	Parasitology Serology
Makole Health Centre Lab, Tanzania	13/02/2026	MED 204	Mycobacteriology
			Serology
Sumve Designated District Hospital Laboratory, Tz	19/02/2026	MED 205	Blood Bank
			Mycobacteriology
			Parasitology
			Serology
Comprehensive Community Based Rehabilitation in Tanzania	24/02/2026	MED 206	Blood Bank
			Chemistry
			Haematology
			Parasitology
			Serology
Buzuruga Health Centre Laboratory	26/02/2026	MED 207	Blood Bank
			Hematology
			Mycobacteriology
			Parasitology
			Serology
Kaoma District Hospital Laboratory	03/03/2026	MED 208	Molecular Biology
			Mycobacteriology
			Parasitology
			Serology
St Joseph Health Centre Laboratory	15/03/2026	MED 209	Parasitology
			Serology
CIMAS MEDLABS-Harare	19/03/2026	MED 210	Blood Bank
			Chemistry
			Hematology
			Microbiology
			Mycobacteriology
			Parasitology
			Serology
CIMAS MEDLABS-Bulawayo	19/03/2026	MED 211	Chemistry
			Haematology

			Serology
Usevya Health Centre Laboratory	19/03/2026	MED 212	Mycobacteriology
			Parasitology
			Serology
St Francis Regional Referral Hospital Lab	20/03/2026	MED 213	Chemistry , Microbiology, Parasitology Serology
Songwe RRHL	20/03/2026	MED 214	Blood Bank
			Chemistry
			Hematology
			Mycobacteriology
			Parasitology
			Serology



SADCAS Accreditation Administrators Attends Master AI-Driven Project Management Course in Pretoria



Group picture during the training: From Left to right- Pearl Semetsamere, Nicole Sekgoma, Southern African Development Institute trainer- Doris Sithole, Tsitsi Mazibuko and Kaone Phindela.

SADCAS Accreditation Administrators had the privilege of enrolling in a 3-day AI workshop in Pretoria, South Africa. In attendance included Tsitsi Mazibuko, Nicole Sekgoma, Pearl Semetsamere and Kaone Phindela. The workshop was held from 16 – 18 December 2025 and was provided by Southern African Development Institute. Southern African Development Institute is an accredited business information training institution that has been established since 2011.

The purpose of attending this masterclass was for accreditation administrators to get practical knowledge, actionable strategies, and hands-on experience in applying AI and digital tools to everyday administrative work.

In today's fast paced and digitally connected workplace, administrators play a critical role in keeping the organisation running smoothly, yet the workload and the demands on their time continues to grow exponentially. From managing tight schedules, meeting deadlines to handling vast amounts of workload to administrative support. The modern administrator often finds themselves juggling multiple tasks and priorities with limited tools, leading to inefficiencies, stress, workload and missed opportunities for impact.

The AI driven administrator workshop is aimed at addressing this challenge faced by administrators head on.

Over the three days, the following five modules were covered:

Module 1 The Modern Administrative Landscape & AI Opportunities

Module 2 Streamline and Automating Administrative Tasks

Module 3 Data-Driven Decision Making and Insights

Module 4 Enhancing Productivity, Creativity, and Innovation

Module 5 Ethical, Secure and Responsible AI Use

Accreditation administrators completed the masterclass empowered with the skills to:

- Automate repetitive tasks and optimize workflows
- Use AI tools for data driven insights and decision making
- Innovate and apply AI ethically and responsibly
- More than anything, position themselves as digitally empowered contributors within SADCAS.
-

At the end of the workshop, participants were awarded with a certification of completion, as recognition of accomplishments, skills and knowledge gained from the workshop.



Pearl Semetsamere receiving her certificate after successful completion of the Master AI-Driven Project Management Course.



Kaone Phindela receiving her certificate after successful completion of the Master AI-Driven Project Management Course.



Tsitsi Mazibuko receiving her certificate after successful completion of the Master AI-Driven Project Management Course.



Nicole Sekgoma receiving her certificate after successful completion of the Master AI-Driven Project Management Course.

This workshop aligned well with SADCAS's commitment to adopting modern tools in accreditation services. From an administrative perspective, the skills gained are already helping to improve task coordination, document management, and overall workflow efficiency.

Training Administrator & Business Development Officer undertakes attachment at SANAS

Training Administrator & Business Development Officer, Metlha Goleanye recently undertook a strategic benchmarking visit to the South African National Accreditation System on the 23 and 24 March 2026. The visit provided valuable insights into SANAS' approach to business development, stakeholder engagement, and marketing strategies, particularly in expanding accreditation services to unaccredited institutions.

Key learnings from the exercise included training coordination systems and client relationship management practices, which contribute to improved service delivery and customer satisfaction. This engagement forms part of SADCAS' broader strategy to enhance its service offering, improve operational efficiency, and align with international best practices in conformity assessment. By adopting and adapting these insights, SADCAS is better positioned to support industry growth, facilitate trade, and reinforce quality infrastructure across the SADC region. The visit underscores SADCAS' commitment to continuous improvement, collaboration, and excellence in accreditation services.



SADCAS Training & Business Development Officer, Metlha Goleanye is responsible for the training department and business development.

For more information on training services contact mgoleanye@sadcas.org

Invitation To Register Technical Experts – MEDICAL IMAGING and Other 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. The following specific areas will be prioritized;

NEW		MEDICAL IMAGING ACCREDITATION SCHEME (MIAS) – NEW!!	
Technical Experts and Registered Assessors in PROFICIENCY TESTING TECHINAL EXPERTS and Registered Assessors in DIGITAL FORENSICS		Technical Experts with experience in the following: <ul style="list-style-type: none"> • General Radiography • Ultrasound (US) • Computerised Tomography (CT) • Interventional Radiography (IR) • Magnetic Resonance Imaging (MRI) • Nuclear Medicine and Molecular Imaging (NM) • Mammography 	
Testing Laboratory Accreditation Scheme (TLAS)	Medical Laboratories Accreditation Scheme (MLAS)	Veterinary Laboratory Accreditation Scheme (VLAS)	Calibration Laboratory Accreditation Scheme (CLAS)
<ul style="list-style-type: none"> - Forensic analysis - DNA Testing - Civil Engineering - Mechanical Engineering - Electrical Engineering - Radiation Dosimetry - Non-destructive Testing - Textile Testing - Petroleum Products Testing 	<ul style="list-style-type: none"> - Histopathology - Cytology - Parasitology - Endocrinology - Immunophenotyping - Blood Banking 	<ul style="list-style-type: none"> - Mycology - Parasitology - Helminthology - Protozoology - Histology - Cytology - Toxicology - Pathology 	<ul style="list-style-type: none"> - 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
Pharmaceutical Laboratory Accreditation Scheme (under TLAS)	Certification Bodies Accreditation Scheme (CBAS)	Legal Metrology Accreditation Scheme (LMAS)	
<ul style="list-style-type: none"> - Microbiology - Chemical - Toxicity - Medical Devices Testing 	<ul style="list-style-type: none"> - Product Certification - Personnel Certification - Food Safety Management Systems - HACCP - Environmental Management Systems - Quality Management Systems 	<ul style="list-style-type: none"> - Verification - Repair and Maintenance - Inspection of Products for Sale - Quantity Control - Type Testing - OIML Certification Scheme - Certification of Verifiers - Certification of Repairers 	

Information Record which can be downloaded from the SADCAS website link: [http://Microsoft Word – SADCAS F 26 – SADCAS Assessors-Technical Experts Information Record \[Issue 5\]](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; info@sadcas.org

2026/27 TRAINING CALENDAR

Register Now for our upcoming
2026/27 Training Courses



INTERNATIONAL WOMEN'S DAY

Theme: Give to Gain : Rights. Justice. Action . For All Women and Girls



14 SADC MEMBER STATES SERVICED BY SADCAS

ANGOLA



BOTSWANA



COMOROS



DEMOCRATIC
REPUBLIC
OF CONGO



ESWATINI



LESOTHO



MADAGASCAR



MALAWI



MOZAMBIQUE



NAMIBIA



SEYCHELLES



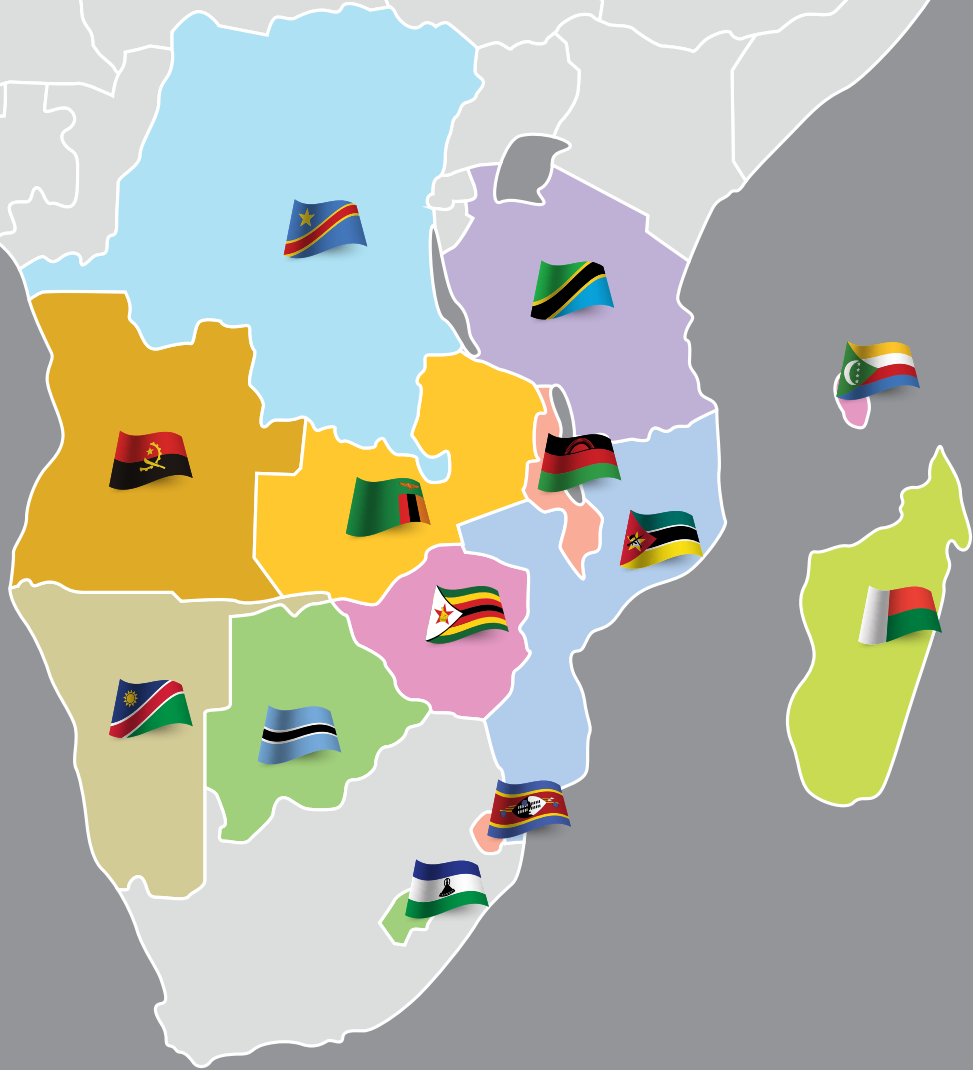
TANZANIA



ZIMBABWE



ZAMBIA



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