SADCAS CONTACT DETAILS
FOR COMMUNICATING WITH CLIENTS

Prepared by: Technical Manager
Approved by: Chief Executive Officer
Approval Date: 2020-11-16
Effective Date: 2020-11-16
1. APPLICATION FOR ACCREDITATION

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

**Contact person:** Mrs Pinkie Malebe  
Technical Manager  
Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 112  
+267 3907462 (D)  
Mobile: +267 77833406  
Email: pmalebe@sadcas.org

Mrs Eva Muronda  
Scheme Coordinator - Medical Laboratories Accreditation Scheme  
Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 115  
Mobile: +267 72297151  
Email: emuronda@sadcas.org

Mr Victor Mundembe  
Scheme Coordinator – Calibration Laboratories/Verification – Legal  
Metrology/Inspection Bodies/Certification Bodies Accreditation Schemes  
Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 119  
Mobile: +267 76904698  
Email: vmundembe@sadcas.org

Ms Varsah Gungoa  
Scheme Coordinator - Testing Laboratories Accreditation Scheme/Veterinary Laboratories Accreditation Scheme  
Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 110  
Mobile: +267 77 523309  
Email: vgungoa@sadcas.org

2. QUOTATIONS

Any queries on accreditation quotations

**Contact person:** Mrs Pinkie Malebe  
Technical Manager  
Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 112  
+267 3907462 (D)  
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Laboratories Accreditation Scheme
Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 110
Mobile: +267 77 523309
Email: vgungoa@sadcas.org

3. INVOICES

Any queries on accreditation invoices

Contact person: Mrs Laureen Gudo
Financial Administrator
Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 108
Mobile: +267 77833407
Email: lrudo@sadcas.org

4. TRANSPORT AND ACCOMMODATION

All arrangements for Trainers

Contact person: Mr Mogae Molaoa
Training Administrator
Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 114
Mobile: +267 77833409
Email: mmolaoa@sadcas.org
All arrangements for Assessment Teams

Mrs Tsitsi Mazibuko
Accreditation Administrator
Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 106
Mobile: + 267 77833408
Email: trmazibuko@sadcas.org

5. DOCUMENTATION REVIEW

Any queries on accreditation documentation review

Contact person: Mrs Pinkie Malebe
Technical Manager
Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 112
+267 3907462 (D)
Mobile: +267 77833406
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Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 110
Mobile: +267 77 523309
Email: vgungoa@sadcas.org
6. ASSESSMENTS

To be done by the assessment team (Team Leader and Technical Assessors)

Contact person: Mrs Pinkie Malebe
   Technical Manager
   Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 112
   +267 3907462 (D)
   Mobile: +267 77833406
   Email: pmalebe@sadcas.org

Mrs Eva Muronda
   Scheme Coordinator - Medical Laboratories Accreditation Scheme
   Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 115
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   Email: emuronda@sadcas.org

Mr Victor Mundembe
   Scheme Coordinator – Calibration Laboratories/Verification – Legal
   Metrology/Inspection Bodies/Certification Bodies Accreditation Schemes
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   Mobile: +267 76904698
   Email: vmundembe@sadcas.org

Ms Varsah Gungoa
   Scheme Coordinator - Testing Laboratories Accreditation Scheme/Veterinary
   Laboratories Accreditation Scheme
   Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 110
   Mobile: +267 77 523309
   Email: vgungoa@sadcas.org

7. CLEARANCE OF FINDINGS

Submission of corrective actions reports and processing of corrective actions

Contact person:

Mrs Tsitsi Mazibuko
   Accreditation Administrator
   Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 106
   Mobile: +267 7249 5508
   Email: trmazibuko@sadcas.org
Mrs Eva Muronda  
Scheme Coordinator - Medical Laboratories Accreditation Scheme  
Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 115  
Mobile: +267 72297151  
Email: emuronda@sadcas.org  

Mr Victor Mundembe  
Scheme Coordinator – Calibration Laboratories/Verification – Legal Metrology/Inspection Bodies/Certification Bodies Accreditation Schemes  
Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 119  
Mobile: +267 76904698  
Email: vmundembe@sadcas.org  

Ms Varsah Gungoa  
Scheme Coordinator - Testing Laboratories Accreditation Scheme/Veterinary Laboratories Accreditation Scheme  
Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 110  
Mobile: +267 77 523309  
Email: vgungoa@sadcas.org  

8. ACCREDITATION DECISION  

Any queries on accreditation decision  

Contact person: Mrs Maureen P Mutasa  
Chief Executive Officer  
Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 109  
+267 3907462 (D)  
Mobile: +267 75051426  
Email: mpmutasa@sadcas.org  

9. ACCREDITATION CERTIFICATE  

Any queries on accreditation certificates  

Contact person: Mrs Pinkie Malebe  
Technical Manager  
Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 112  
+267 3907462 (D)  
Mobile: +267 77833406  
Email: pmalebe@sadcas.org
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Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 119
Mobile: +267 76904698, Email: vmundembe@sadcas.org

Ms Varsah Gungoa
Scheme Coordinator - Testing Laboratories Accreditation Scheme/Veterinary Laboratories Accreditation Scheme
Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 110
Mobile: +267 77 523309
Email: vgungoa@sadcas.org

10. COMPLAINTS

Complaints concerning SADCAS services, personnel and assessors/technical experts can be received by any member of staff who shall complete SADCAS F 85 and direct the complaint to the Quality Manager.

Contact Person: Mr Xavier Mugari
Quality Manager
Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 107
Mobile: +267 71264112
Email 1: xmugari@sadcas.org
Email 2: info@sadcas.org

11. APPEALS

Appeals from conformity assessment bodies on accreditation decisions shall be submitted in writing and shall be forwarded to the Chief Executive Officer

Contact person: Mrs Maureen P Mutasa
Chief Executive Officer
Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 109
+267 3907462 (D)
Mobile: +267 75051426/77833405
Email: mpmutasa@sadcas.org
12. TRAINING

Any inquiries on training services

Contact person: Mr Mogae Molaoa
Training Administrator
Tel: +267 3132909/3132910/318 8644/ 318 8646 – Ext 114
Mobile: +267 77833409
Email: mmolaoa@sadcas.org
# APPENDIX – AMENDMENT RECORD

<table>
<thead>
<tr>
<th>Revision Status</th>
<th>Page</th>
<th>Clause/Sub clause</th>
<th>Description of Change</th>
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<td>Issue 1</td>
<td>2 and 3</td>
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<td>Inserted Technical Manager and Chief Executive Officer</td>
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<td>2015-05-27</td>
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<td>Added contact details for Complaints and Appeals</td>
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<td>2015-05-27</td>
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