




CEO Report

2011 COMMUNICATION MEETING

8 JUNE 2011
BIRCHWOOD, JHR



World Accreditation Day 2011



2011 Highlights


Growth

- 5.47%, bringing the total number of accredited conformity assessment bodies to 1325 end May 2011;
- Maintaining its position as the only Accreditation Body in SADC, who is internationally recognised.

National Developments

The SANAS Board of Directors has appointed Mr Ron Josias as the Chief Executive Officer for a period of five (5) years period commencing from 01 June 2010.

Seven (7) new employees as identified by the Project Breakthrough was appointed during the period under review. These fulltime appointments were aimed at bringing some of SANAS' outsourced functions in-house to minimize the cost and exercise better control over SANAS' key areas. Key appointments made in this regard, were the appointment of a Senior Manager Corporate Services, Legal Council and Company Secretary and Human Resource Manager.




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The accreditation system, for the measurement of Verification of Energy savings, was completed within a record period of 12 months, which includes developing the accreditation requirements, the training of assessors, public information session and workshops. The stems from an initiative under the IPAP.

The first accreditation for the Inspection and Verification for Diagnostic X-Ray Imaging Systems, an accreditation programme for the Department of Health was issued on 1st December 2010. Accreditation to this provides confidence that the equipment is tested / inspected to approved standards and will be safe to be used on patients.

The Department of Labour (DoL) has published a new Regulation 828 on Lift Inspectors, where SANAS accreditation is mentioned. SANAS and the DoL are to meet and discuss way forward in formulating a system to support this accreditation.



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Regional Development

SANAS continues to assist the SADC Accreditation Services (SADCAS). During this period, the first six applications for accreditation received by SADCAS was evaluated by a team of both organizations, lead by SANAS.

As part of South Africa's obligations towards SADC, SANAS was re-appointed to host the SADC Accreditation Secretariat and the Regional Coordinator for accreditation position, for a further 3 years.

The first accreditation under the twinning arrangement between SANAS and SADCAS was issued in November 2010.

The African Accreditation Cooperation (AFRAC) was officially launched on 29 September 2010, followed by the inaugural General Assembly meeting held on 29 to 30 September 2010 in Egypt. SANAS was elected to be the Secretariat of AFRAC.




Cont.

International Developments

SANAS continues to represent South Africa in the OECD, with the appointment of SANAS' Senior Manager, Ms Christinah Leballo as vice chairperson of the OECD working group on GLP.

Ms Leballo also joined UK and Germany in providing training to inspectors of the Indian Monitoring Authority in October 2010. This included inspectors from Spain and New Zealand, OECD Observer and Thailand Observer evaluated the Monitoring Authority in Argentina for compliance with the OECD GLP requirements for Monitoring Authorities.




Accreditation Stats – May 2011


	Accredited Facilities	Suspensions	Withdrawals:
Calibration Laboratories	194	3	0
Testing Laboratories	254	4	0
Verification Laboratories	158	3	0
Medical Laboratories	287	7	4
Blood Transfusion Laboratories	182	2	0
Veterinary Laboratories	15	0	0
Pharmaceutical Laboratories	5	0	0
GLP Facilities	7	0	0
GCP Facilities	2	0	0
Certification	31	3	0
Inspection	118	0	0
Providers of Proficiency Testing Schemes	4	0	0
BBBEE Verification Agencies	67	0	0
Forensic	1	0	0
TOTALS	1325	22	4

New Vision
MGM AIAIOLU

“To pioneer and lead the future of accreditation in Africa and deliver services with the spirit of excellence”


 **Staff Changes**

- Two Field Managers, Margareth Mahlangu (Certification and Inspection) resigned.
- Handover process to two internal staff members identified to act in those positions is currently in progress.
- No impact on peer evaluation. However, due to the close proximity of the peer evaluation, the positions will only be advertised after the peer evaluation.

 **Regional and International Liaison**
MGM AIAIOLU

ILAC Resolutions 2010

The Executive set up a working group to look at the ILAC voting system as well as a committee to clarify the roles and responsibilities of ILAC and the Regional; Cooperation's. Due to the impact these two issues can have on SANAS, SADCA and AFRAC, the CEO and the NLA representative Mr Steve Sidney agreed to be members of these committees.




ILAC Resolutions 2010
ILAC Resolutions 2010

ILAC Resolution GA 14.03

The General Assembly welcomes the following new signatories to the ILAC Arrangement:

- Sri Lanka Accreditation Board for Conformity Assessment (SLAB), Sri Lanka for testing.
- Papua New Guinea Laboratory Accreditation Scheme (PNGLAS), Papua New Guinea for testing.
- Croatian Accreditation Agency (HAA), Croatia for testing and calibration.
- Hungarian Accreditation Board (NAT), Hungary for testing and calibration.
- Ente Costarricense De Acreditacion (ECA), Costa Rica for extension of scope to include calibration.
- AIHA Laboratory Accreditation Programs, (AIHA-LAP), LLC, USA for testing.
- Organismo Uruguayo de Acreditación (OUA), Uruguay for testing.
- Instituto Nacional de Normalización (INN), Chile for testing and calibration.
- Sistema Italiano di Accreditamento (ACCREDIA), Italy for extension of scope to include calibration.



ILAC Resolutions 2010
ILAC Resolutions 2010

ILAC Resolution GA 14.05
Stakeholders

National Laboratories Association of Zimbabwe (NLAZ), Zimbabwe

ILAC Resolution GA 14.15

The General Assembly accepts the recommendation from the AIC that the implementation period for ILAC XX *Policy for Estimation of Uncertainty in Calibrations*, be 12 months from the date of publication of that policy.

Laboratory Committee
ILAC Resolution GA 14.18


The General Assembly notes the election by the Laboratory Committee of Steve Sidney as Chair, and Jean-Marc Aublant as Vice Chair for a two year period.



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Regional & Africa Development

- AFRAC Launched Sept 2010;
- Chair Egypt;
- SANAS Secretariat;
- Application in progress for recognition through AU;
- Application in progress for recognition through ILAC and IAF;
- 1st group peer evaluators training in progress.



Cont.

2011		
Sample (n)	171	Label
Outcome of the assessment based on adequate factual evidence	78.1	Facts
Willingness of staff to assist with queries	69.8	Willingness
The degree to which staff went out of their way to offer exceptional service	64.4	Service
Effectiveness of SANAS in creating an awareness of the implications of the Accreditation Act	68.7	Awareness
Professional approach of the assessment team	80.8	Approach
Availability of staff to assist with queries	60.5	Availability
Communication regarding the corrective actions received or additional evidence required is clearly understood	72.9	Communication
The total time it took to address your request	59.9	Time




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Weaknesses

- There should be a quicker response in general to requests from the clients (Time);
- Staff should be available and able to handle to queries from clients (Availability);
- Clients want staff to put in more effort with service delivery (Service).

Strengths

- The assessment teams brim with quality. The general feeling is that the jobs they do are very professional and they are seen as being competent, helpful and knowledgeable (Approach and Facts).



Conclusion


- Overall there has been an increase in the service levels for all areas excluding Medical laboratories.
- Looking at the service problems mentioned one still see quite a lot of problems related to assessment dates (either not being communicated in time or changes frequently – mentions of changes up to 4 times). This leads to the biggest problem which is waiting for feedback. When assessment dates are changed, customers query it and then they have to wait for feedback.



CONGRATULATIONS !!!
SA QUALITY AWARD WINNERS 2011

Company	Category	Status
Africa Technical Centre	Best Enterprise Award (Small-Medium Enterprise)	Winner
Itron	Best Enterprise Award (Large Enterprise)	Winner
South African Breweries Ltd	Best Quality Product Award (Large Enterprise)	Winner
IMP Calibration Services (Pty) Ltd	Best Quality Service Award (Small-Medium Enterprise)	Winner
Swift Micro Lab (Pty) Ltd	Best Quality Service Award (Large Enterprise)	Winner
Invisible Card Company	Best Quality Exporter Award (Small-Medium Enterprise)	Winner
Mr Paul Harding	Quality Champion Award – Individual Award (all size)	Winner

Winners will automatically qualify for the Southern African Development Community (SADC) Quality Awards.




Events

AFRAC Peer Evaluation Training	6 -8 June 2010
SANAS Peer Evaluation	1 to 5 August 2011
World Accreditation Day	9 June 2011

Note: Minister to be key note speaker at Accreditation day – BoD encouraged to be present

World Accreditation Day

9 June 2011



Supporting the work of regulators

