

RESPONSIBILITIES OF SANAS APPROVED **NOMINATED** **REPRESENTATIVES**

BY SHADRACK PHOPHI

A BULGARIAN JOURNALIST AND AUTHOR, VLAD ZACHARY FAMOUSLY SAID “WHEN YOU COMMUNICATE OPENLY, CANDIDLY, AND TRANSPARENTLY, THEN EVERYONE IS ON THE SAME SHEET OF PAPER AND EVERYONE CAN BE PART OF THE POTENTIAL SOLUTION WHEN TOUGH TIMES SURFACE.” THIS STATEMENT CORRECTLY ENCAPSULATE THE IMPORTANCE OF THE ROLE OF A SANAS APPROVED NOMINATED REPRESENTATIVE (NR) IN AN ACCREDITED/COMPLIANT FACILITY. THE SANAS R03 DOCUMENT EXPLICITLY DECODE RESPONSIBILITIES OF NOMINATED REPRESENTATIVES OF ACCREDITED/COMPLIANT ORGANISATIONS AND THE PROCEDURE FOR APPROVAL OF THESE PERSONS.

It is mandatory for all SANAS Accredited Organisations and Compliant Facilities to appoint a NR (in some cases referred to as the Management Representative or Contact Person) who shall have the authority and responsibility for maintaining the link and all communication between the organisation and SANAS. They are also responsible for ensuring that the accredited / compliant facility behaves in a manner that does not interfere with the integrity of SANAS. Importantly, only the NR shall receive communication from SANAS, and he/she in turn must ensure that the information is distributed internally in the facility.

It is, therefore, follows that the NR shall be well conversant with all SANAS rules and regulations and shall ensure that all such rules and regulations are complied with by the facility. Thus, it is important that when choosing a NR, organizations should

choose individual who apart from being conversant with the organization’s management system and accreditation matters, has the ability to talk about it in a way that communicates confidence and with enthusiasm.

Below is a list of examples of things (changes) that normally get communicated very late or sometimes even after they have taken place:

- Resignation of key personnel (e.g. Technical Signatories and Quality Managers)
- NR responsibilities delegated to someone who is not approved by SANAS
- Relocations (change of physical location)
- Closing down of accredited facilities/ organisations
- Company name changes, mergers and/or take-overs
- Scope changes (e.g. reduction)

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- Significant revisions to management system requirements
- Quality Manuals for re-assessment not submitted within prescribed time frames
- Requests for extension of scope
- Organisation's contact details
- Method updates (new equipment)

Approved NR is required to notify SANAS of any such significant changes in writing at least four (4) weeks prior to them taking effect, the failure of which may result in the suspension of the organisation. (Refer to R51 "Suspensions, Withdrawals and re-instatement of accredited organisations). Accordingly, it is of paramount importance that NRs must be conversant with the entire accreditation process including the applicable procedures. Below are examples of activities and timeframes that all NRs must know and adhere to at all times:

Activity	Timeframe
Annual fees payment	End of April each year
Extension of Scope	6 weeks before a scheduled assessment unless facility wants a special visit
TS evaluation	6 weeks before a scheduled assessment unless facility wants a special visit

Activity	Timeframe
Re-assessment	<p>All programs: Application and management system Manual to be submitted 6 months before expiry of certificate and assessments to be done 3 months before expiry date</p> <p>Inspection program: Application and management system Manual to be submitted 9 months before expiry of certificate and assessments to be done 6 months before expiry date</p>
Re-instatement (suspended facilities)	Within 3 months of suspension
On-site clearance of findings	Within 3 months of the recommendation
Requests for extension of suspension	2 weeks before the expiry of suspension

Sharing knowledge can seem like a burden to some but on the contrary, it is a reflection of teamwork and leadership – *Author Unknown.*

SANAS WEBSITE – Submission of Complaints / Feedback

BY YOLANDA VINNICOMBE

As you may have noticed, the SANAS website has been updated to allow for the on-line submission of complaints, feedback, queries, suggestions or compliments. Any supporting documentation can be attached. The on-line submission can be done under "**Contact Us**" – "**Complaints/Feedback**". This is part of an improvement initiative that will ensure that we provide a response, where required, within 48hrs.

Alternatively, if clients wish to submit a complaint without logging onto the SANAS website, it can be done by sending the complaint to complaints@sanas.co.za

We trust that this system will go a long way in providing an improved service to our clients.

CONTACT INFORMATION

SANAS website: www.sanas.co.za | **Main Switchboard No:** +27 (0) 12 394-3760 | **General Fax No:** +27 (0) 12 394-0526 | **Physical Addresses:** the dti Campus, Block G, Ground Floor | 77 Meintjies Street, Sunnyside, Pretoria | **SANAS Knowledge Transfer Centre:** 121 Muckleneuck Street Nieuw Muckleneuk | Pretoria | 0002 | Private Bag X23 | Sunnyside | Pretoria | 0132

