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## Your contributions are welcome

Help us to make this a true assessor newsletter by sharing your experiences, case studies, technical articles, photos and jokes.

You can e-mail your contributions to:  
Tshenolo Molamu  
tshenolom@sanas.co.za  
(Please use A-news as the reference)

## Letter from the Marketing and Communication Manager

Much has happened since the previous edition of The A-news. After an extensive search, we found the ideal new office space for the Lead Assessors and the Knowledge Transfer team in Nieuw Muckleneuk, Pretoria. Although sad to leave the Sunnyside offices, the team has already settled into their new 'home' and is fully operational.

Some important documentation changes occurred in the past couple of months which need to be noted. Firstly, the R05-05 document has been temporarily reinstated to allow all accredited/compliant facilities to sign the new F14 application form. Secondly, we revised the R79-03 Requirements for the Issue of SANAS Calibration Certificates document and an amendment list, with detailed descriptions of the changes made, has been included in the revised document.

In February, the annual SANAS assessor conclave took place in Gauteng and the Western Cape. The aim was to harmonise assessor practices, clarify SANAS' requirements and provide guidance for future development. Some 90% of our assessors attended the conclave and gave very positive feedback on the presentations made.

In order to keep our records up to date, we urge all assessors, technical experts, trainees and STC Committee members to provide SANAS with their latest information and completed documentation. The article on page 4 details exactly what information we require.



Getting along with team members and our customers is critical in the assessment environment, and Takie Muditambi, Medical Technical Assessor, gives some very helpful tips on how to get along with people. We also give some advice on ensuring that your assessments are effective and efficient.

I would like to thank all our assessors, old and new, for their continued dedication to the SANAS vision to "pioneer and lead the future of accreditation in Africa and deliver services with a spirit of excellence".

**Tshenolo Molamu**  
Marketing and Communication Manager

## Congratulations to our newly qualified technical assessors!

We wish to welcome and congratulate the following technical assessors who qualified in July 2013:

- Ernie de Swardt (Calibration);
- Santhrasagaren Naidoo (Testing); and
- Lagarajhan Moodley (Testing).

We look forward to a fruitful and beneficial relationship.

## 2014 Assessor Conclave dates

Please take note of the following assessor conclave dates.

Thursday, 20 February 2014 – Gauteng

Wednesday, 26 February 2014 – Cape Town

## R05-05 document temporarily reinstated

By Yolanda Vinnicombe, Quality Manager

Since some of our accredited/compliant facilities have not yet signed the new F14 application form, the R05-05 document, which was made obsolete on 30 March 2013, has been temporarily reinstated. R05-05 deals with the requirements, obligations and duties of an accredited/GLP-compliant facility, and was replaced by the Terms and Conditions of Accreditation (F147) and the Terms and Conditions of GLP-/GCP-compliance (F199).

Those accredited/compliant facilities which have not signed the new F14 application forms are still bound by the old Accreditation Agreement, which makes reference to the R05-05, and hence the necessitated to reinstatement this form.

It is important to note that the R05-05 is only applicable to those facilities that have not yet signed the F14 application form, and it will become obsolete once all accredited/compliant facilities have signed the new application form. This implies that all facilities will be bound to the new Terms and Conditions of Accreditation (F147) or the Terms and Conditions of GLP/GCP-compliance (F199), as applicable.

The R05-05 form was reinstated on 14 August 2013, and is available on the SANAS website: [www.sanas.co.za](http://www.sanas.co.za)

## Assessor/expert/trainee/STC member records

By Yolanda Vinnicombe, Quality Manager

In line with good record keeping practice and to adhere to the SANAS procedures in this regard, it is important that all assessors, technical experts, trainees and STC Committee members provide SANAS with the following information:

- An updated CV every three years;
- Copies of qualifications;
- A signed and updated F20 Approval of Assessor/Expert/AAC Member/STC Member, Including Areas of Expertise form; and
- A signed assessor contract F53 Independent Contractor Agreement between SANAS and Assessor/GLP Inspector/Expert (not applicable to STC members).

Technical assessors and experts who have been working in their specific technical fields for less than two years must provide SANAS with evidence of how they are sustaining and improving their technical knowledge to properly assess within their relevant scopes. If an assessor has not kept up to date with technological developments in their specific area of expertise, they need to make sure that the relevant field manager is informed of the status. This will result in the assessor no longer being appointed/selected as technical assessor or expert in that specific area.

One of the ways a technical assessor/expert can provide evidence of maintaining their technical competence is by registering with professional associations, for example, a calibration technical assessor can register with the National Laboratory Association. Assessors/experts can also provide evidence of their up to date registration with professional councils.

## Customer Survey Measure 2013

During March to April 2013, SANAS appointed a service provider to conduct the annual Customer Survey. A total number of 236 facilities were randomly selected from across all accreditation fields to take part in the telephonic survey, we have received valuable feedback that will assist us in improving the services we provide.

The interview questions focused on the following areas:

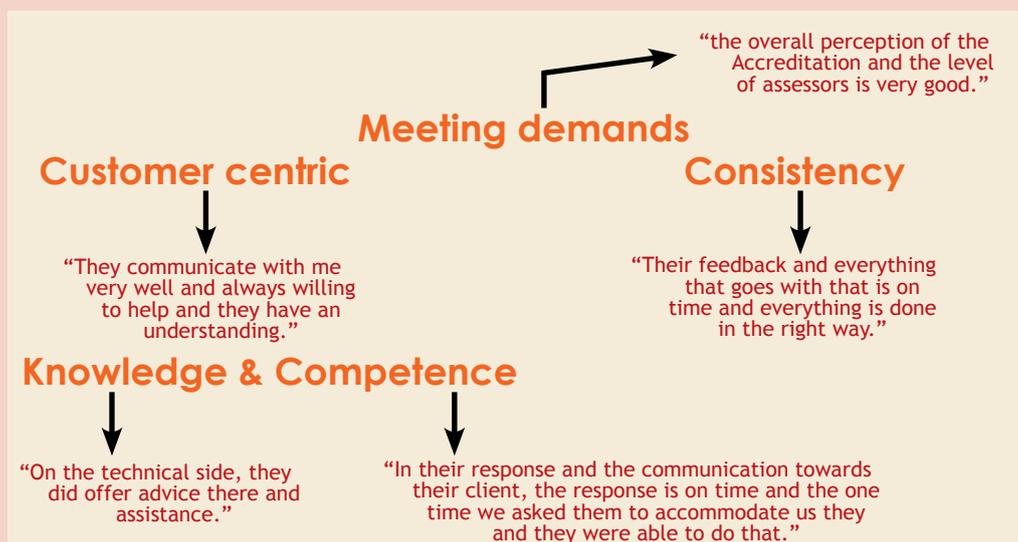
- **The assessment process** - in general the thoroughness of the assessment, the competence, knowledge and professionalism of assessors and adherence to the corrective action timeline
- **The benefits of accreditation** - in general, the frequency, relevance and complexity of communication from SANAS, the effectiveness of the website and the benefits derived from SANAS' various industry relationships, knowledge and recognition programmes

- **The certificate and schedule of accreditation** - the accuracy and timeousness of the certificate and schedule of accreditation; and
- **Queries** - the knowledge, skills, availability and willingness of SANAS staff to assist in the handling of queries, and the quality of communication and notifications

The Customer Survey highlighted our areas in which we excelled, namely:

- The outcome of the assessment being based on adequate factual evidence;
- The professional approach of the assessment team; and
- The competence of the assessor handling the assessment.

Below are comments received regarding the areas of excellence:



# 2013 Assessor Conclaves

By Nombongo Ngobe

The annual assessor conclaves took place in two regions, namely Gauteng (Pretoria) and Western Cape (Milnerton) during February 2013.

Given the large number of assessors in these two regions, it was considered expedient for SANAS to hold just two workshops, and to invite and pay travel costs for the assessors from the other regions to attend these workshops, should their schedules permit.

The purpose of these workshops was to harmonise assessor practices, to clarify SANAS' requirements and to provide guidance and input into future improvements. The 2013 theme was Back to Basics and, in line with this theme, some issues were revisited to eliminate inconsistencies.

Topics covered during the workshops included:

- Recording assessment evidence;
- SANAS/SADCAS joint assessment process;
- Schedule of accreditation;
- Sampling during assessments;
- Document review, pre- and re-assessment; and
- Case studies.

After the presentations, assessors were given the opportunity to ask questions. Break-away sessions, led by field managers and senior managers, were held for each programme, allowing programme-specific items to be discussed. These meetings serve not only to address important issues but also to break down barriers between SANAS and the assessors.

## Feedback on the meetings

Some 90% of the assessors attended these meetings and, according to feedback on the evaluation forms, they felt that the presentations met their expectations and the presenters were well informed on their topics. Even the 10% who did not attend have subsequently called in to ask for copies of presentations.

Assessor Conclave	2014	2015	2016
Gauteng	20 February	19 February	18 February
Cape Town	26 February	26 February	25 February



*The Western Cape regional meeting was at Lagoon Beach Hotel in Milnerton*



*The Gauteng regional meeting was held in L'Aquila Conference Centre in Pretoria*

## Revised/newly published documents

The following document has been revised:

Document No.	Title	Date published	Applicable programme	Take note
R79-03	Requirements for the Issue of SANAS Calibration Certificates	31/07/2013	Calibration	Refer to the Amendment List in the document for a detailed description of the changes made

# ASSESSORS CORNER

## How to ensure effective and efficient assessments

By Kenalebeng “Snowy” Obes

SANAS’ function is to assess and recognise the competence of laboratories to perform specified calibrations and tests and subsequently to ensure, by monitoring, that the required accreditation standards are maintained (P04-13).

Planning and control of assessments should focus on achieving the assessment objectives. The main output to plan for is ensuring a successful assessment without compromising accreditation.

Cancellation of assessments at the eleventh hour can be viewed as one of the largest planning challenges and is common to all SANAS’ programmes. Each planning challenge, however, has its own complexities, own time horizons and variables. The commitment of assessors is required to ensure effectiveness and efficiency of assessments despite the challenges.

### Communication

Are your contact details up to date? It is crucial for the team to communicate at all times. For example, if you are part of the team and the assessment date is getting closer but you have not heard anything from the lead assessor, try by all means to contact the lead assessor, administrator(s) and/or FM.

In terms of logistics, if you have any concerns about how the arrangements are being handled, feel free to contact SANAS. Positive and negative feedback for the field you are assessing is extremely helpful and can only assist us in improving our arrangements.

All this information is communicated to SANAS through the PINK form (F23) which is given to the lead assessor in a pack.

### Tips for assessments outside of South Africa

- Communicate with your team at least a day before;
- Ensure your phone is on roaming before you leave the country;
- Have the telephone numbers of the facility and contact person on hand; and
- Find out how you will be getting from point A to B – if a driver will be responsible be sure you have their description and cell phone numbers.

## How to get along with team members (assessors)/ facility representatives

By Takie Muditambi, Medical Technical Assessor

Human beings are social in nature, but we do not always get along with everyone we have to work with. Sometimes we upset people without realising or understanding why and at other times we simply do not care.

In the assessment environment we are faced with many different people – new and old team members, people from other ‘companies’, some of whom we like and others whom we do not. The same applies to the facilities we assess. The truth is, however, that our attitude towards people can make an assessment a success or disaster. It is therefore very important to make an effort to get along with others. There are ten rules for getting along with people, namely:

1. Speak to people;
2. Smile – it takes 72 muscles to frown and only 14 to smile;
3. Call people by their names;
4. Be friendly and helpful;
5. Be cordial;
6. Be genuinely interested in people;
7. Be generous with praise;
8. Be considerate of the feelings of others;
9. Be thoughtful of the opinion of others;
10. Be alert to giving service – what you do for others is important.

Some additional ‘get-along’ tips include:

- Start by getting along with yourself – Love your neighbour as yourself;
- Develop personal warmth – loosen up and let people feel at ease. Do not try to intimidate people with your knowledge or success;
- Understand that people have needs and weaknesses – some are hurting socially, emotionally and spiritually. People need to be encouraged, appreciated, forgiven, listened to and understood;
- Value others – their pursuits, their work, their expertise. People do not care how much you know until they know how much you care;
- Never compete – always strive to learn from others. Do not demand to be in the limelight, rather learn to promote others. Your success in life comes from people you get to know and people you work with;
- Realise that what you give is what you get – what you sow is what you reap, smile and people will smile with you;
- Respect the differences in others – people are different, with different backgrounds and beliefs. The most

useful person in the world is the one who relates well with others;

- Do not be unreasonable in your expectations of people – no one is perfect. Do not be eager to get the credit, do your best and be patient, do not seek all good qualities in one individual;
- Be stable and steady in your moods, moody people do not attract friends – being friendly helps you get along with others;
- Forgive and move on – people who do not forgive are hurting themselves.

Success is measured by how well you relate to other people

All assessors are a blessing to the profession. Remain a blessing to others in your day-to-day professional pursuits.

# The move

## By the AKT team

'The move' as we called it, challenged our very essence – daunting, frustrating, outside our comfort zone, moving away from easy access of operation to an exciting new environment, spectacular settings, new work infrastructure, new opportunities.

During the course of 2012, the SANAS Lead Assessors and the Knowledge Transfer team (AKT team) were informed of an impending move to a new location in 2013. The project team was responsible for finding new premises and making them a suitable working environment, resulting in a hive of activity to get the offices ready. Early in 2013 the AKT team was informed that we would move to new offices in Nieuw Muckleneuk, Pretoria, on 14 June 2013.

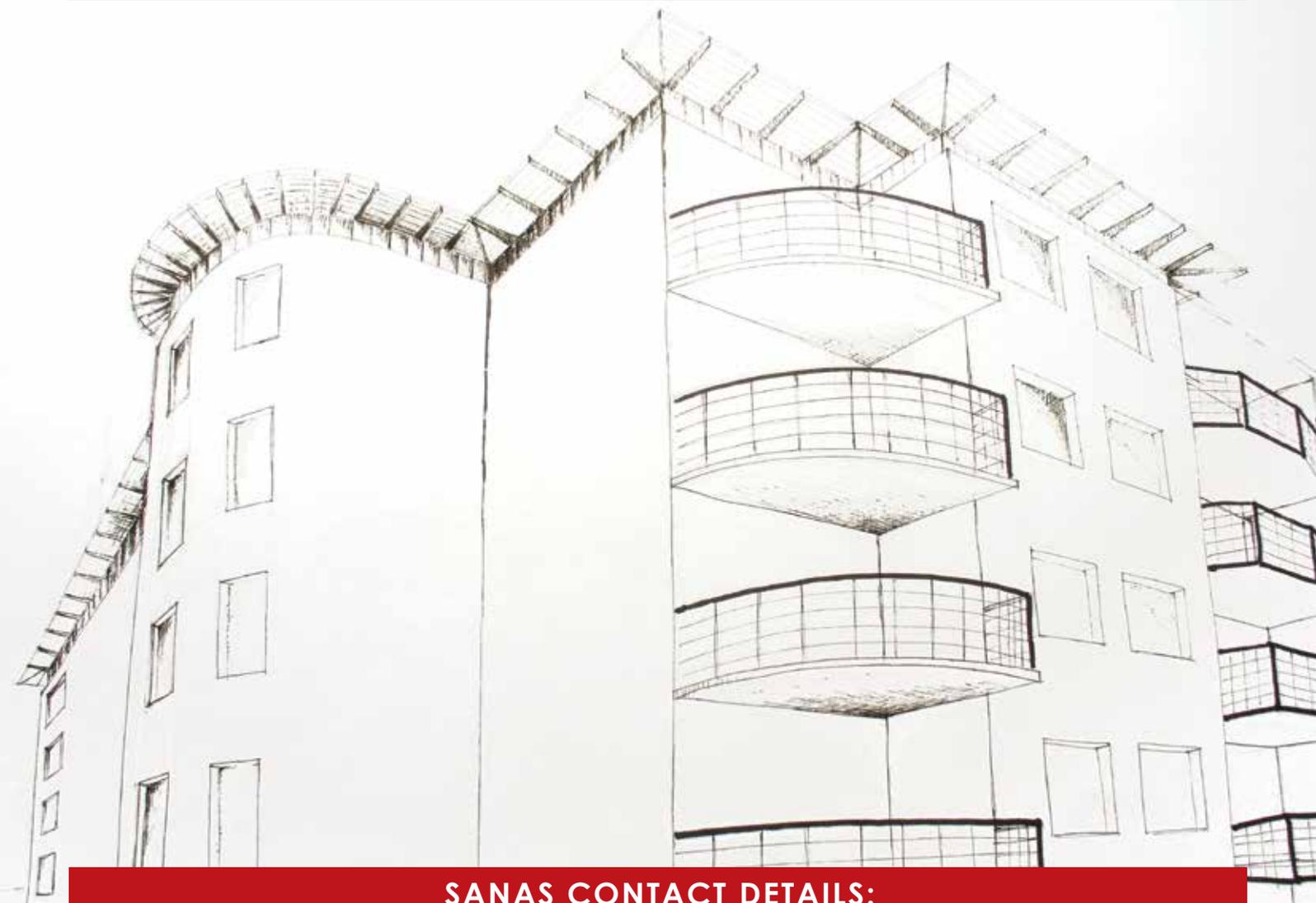
At first, we were apprehensive about leaving the familiar office in Sunnyside, however, as the move drew closer, a sense of excitement stirred among us. Many days were spent packing boxes and marking them. While packing, we reminisced fondly regarding the fine accomplishments achieved over the years at the Sunnyside office. A lot of laughter was shared as we recalled the past. This was also an opportunity to get rid of the clutter accumulated over the years.

A strong feeling of sadness lingered at the Sunnyside office as we bade it farewell. We arrived at our new offices to find that a whole new world awaited us and we are amazed at the beautiful work environment – freshly painted offices that have been fully re-furnished.

Within just a few days everything feels like home again.

## Our new address

Midqueen Building Extension 1  
Corner Queen Wilhelmina Avenue and Middel Street  
Nieuw Muckleneuk  
Pretoria



## SANAS CONTACT DETAILS:

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