

THE A-NEWS

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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:
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(Please use A-news as the reference)

FROM THE EDITOR'S DESK

This newsletter is compiled to keep our assessors informed of the development in SANAS, and it also gives policy and requirements updates. In this edition we cover the previous customer survey, update you on the outcome of the previous peer evaluations and feedback from the previous customer survey.

We are excited about the progress made on the assessor 500 project to date, and we are close to reaching our milestone by the target date. Congratulations to all our assessors that qualified, a list of the new member are listed in this issue.

It is important to diaries the assessor conclave dates, please take note of the published 2017 dates and further information will be communicated closer to the meeting date.

Team assistant has given insight of their daily responsibilities and have Hellen Morokane gave tips on how to better

manage the assessment team as a lead assessor.

Some of the position titles within the organisation were changed and announcement is included in this edition.

As always, we value your feedback and suggestions for articles. Please contact us by emailing: nombongon@sanas.co.za

We hope that you enjoy this edition of *A-Newsletter* as much as we enjoyed putting it together! We look forward to your article submissions and contributions towards the next edition of the newsletter.

Best Wishes

Tshenolo Molamu
SANAS Communications Manager

ASSESSOR MONITORINGS

At least once in every three years, SANAS Field Managers are required to arrange monitoring of qualified assessors in order to evaluate their continuous competency and to give us confidence in the abilities and consistent application of the assessors during the assessment process.

The lead assessor will normally be tasked to monitor the technical assessors, whereas monitoring of the lead assessor will be undertaken either by another lead assessor or the field manager.

Technical Experts are not trained in assessment techniques or the accreditation standard and as a result

they are monitored at each assessment. In this instance, the monitor will assist the technical expert in assessment techniques, interpretation of the standard and completion of the assessment forms. The monitoring focuses on the entire assessment process, from planning, pre-opening meeting, opening meeting, the assessment techniques applied, the pre-closing meeting and finally the closing meeting.

A few of the important aspects that the monitor will verify include:

- Communication and interpersonal skills;
- An understanding and interpretation of the relevant accreditation standard;

- Knowledge and skills in applying the applicable accreditation standards, assessment principles, practices and techniques consistently and systematically; and
- Fairness and objectivity.

Feedback on the monitoring will always be given to the assessor. In addition, other means of monitoring assessor performance includes acquiring feedback from the assessed facility, fellow

team members or the SANAS approval committee through the evaluation of the assessment pack.

Where a monitoring report indicates that the assessor performance is not optimal, corrective measures will be taken, which can include further training or one-on-one discussions, mentoring or more frequent monitoring.

ASSESSOR 500 PROJECT

PREPARED BY YOLANDA VINNICOMBE, QUALITY MANAGER

The SANAS Assessor 500 project was started in a bid to increase the number of technical assessors to 500 by March 2016, in order to better cater for the demand for SANAS's services. Since the onset of the project on 1 April 2014, SANAS has qualified 220 technical assessors, bringing the total to 363 technical assessors as at the end of January 2016.

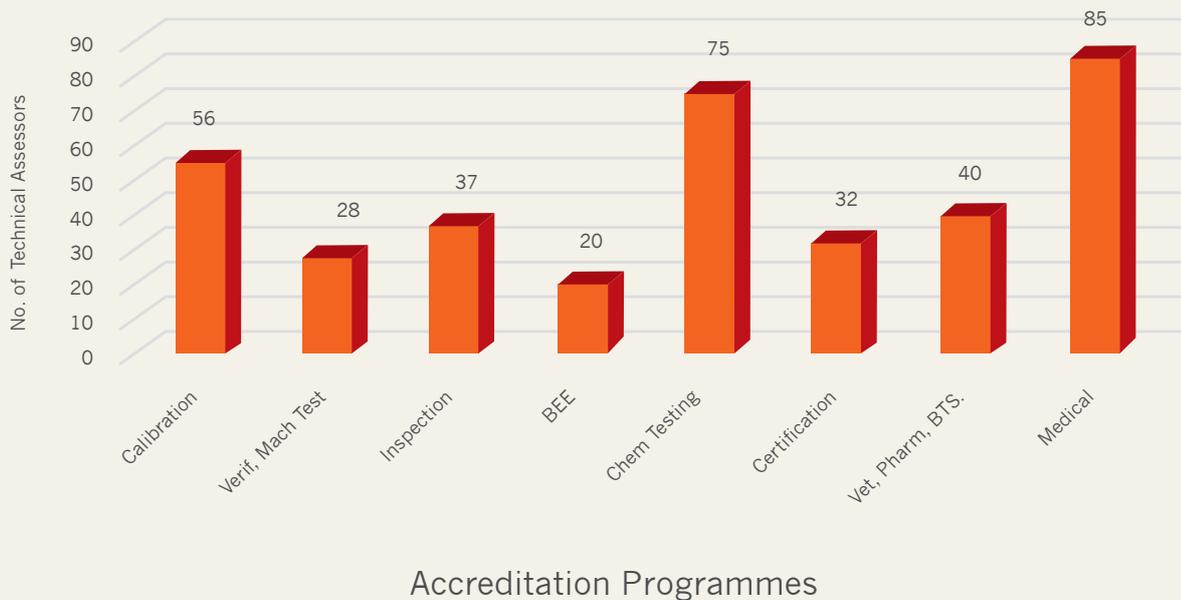
Technical assessor courses were scheduled in the following programmes:

- Legal Metrology;
- Medical;
- Testing;
- B-BBEE; and
- Inspection.

We encourage our assessors to assist in identifying qualified and experienced personnel, in the fields above and willing to become qualified assessors. Application forms are available on the website under the assessor page, link: http://home.sanas.co.za/?page_id=1614 Completed forms and supporting documentation may be forwarded to the relevant Field Managers.

So far, the number of qualified technical assessors per programme stand as follows:

Technical Assessors as at 30/01/2016



PEER EVALUATION UPDATE

PREPARED BY YOLANDA VINNICOMBE, QUALITY MANAGER

SANAS successfully underwent two peer evaluations in the past year:

- The ILAC/IAF scopes were re-evaluation in August 2015; and
- The OECD evaluation for GLP facilities in November 2015.

We would like to extend our sincere appreciation to the facilities and assessors that took part in the SANAS peer evaluations.

To the assessors, we thank you for your professionalism and invaluable contributing toward a positive outcome and for holding SANAS's name high:

Certification	Frans Beneke, John Ndalamo, Robert Heimann, Reuben Govender and Godfrey Molete
Calibration	Steve Sidney, Michael Khoza, Cheryl-Lynn Korasie, Johan Ysel and Thomas Mautjana
Medical	Helen Morokane, Mponeng Poo, Nontando Moeketsi, Roshini Bridgemohan and Tebogo Boikanyo
Testing	John Peart and Sunil Dewnath
Inspection	Elma Maré, Eben Smit, Melinda Venter, Arijit Chandra

The ILAC/IAF Peer Evaluation team consisted of seven members from: JAS-ANZ (New Zealand), SCC (Canada), TUNAC (Tunisia), NATA (Australia), ARAC (Arab Accreditation), EGAC (Egypt) and MAURITAS (Mauritius).

The objectives of the re-evaluation was to confirm that SANAS continues to meet the requirements of the:

IAF MLA for the accreditation of conformity assessment bodies performing:

- Management systems certification to ISO/IEC 17021 for QMS and EMS; and
- Product certification to ISO/IEC 17065 including GLOBALG.A.P.

ILAC MRA for the accreditation of conformity assessment bodies performing:

- Testing (ISO/IEC 17025);
- Medical Testing (ISO 15189);
- Calibration (ISO/IEC 17025); and
- Inspection (ISO/IEC 17020).

The ILAC/IAF evaluation was carried out over five days, and included the on-site witnessing of our assessors performing assessments. Four non-conformances, ten concerns and twelve comments were raised. The team recommended that after satisfactory closure of issues raised, ILAC and IAF will both continue to recognise SANAS under the IAF MLA and ILAC MRA for the scopes as mentioned

above. Our next ILAC/IAF evaluation will take place in four years' time.

The OECD evaluation of SANAS takes place every ten years. In November '15, the two-member team from Canada and Ireland spent five days evaluating SANAS, who is also the GLP monitoring authority of South Africa. No findings were identified, and the team confirmed that SANAS is operating its GLP compliance monitoring programme in accordance with the OECD document series.

We would like to extend our sincere appreciation to the GLP facilities and to Shadrack Phophi & John Ndalamo, who took part in the OECD Peer Reviews.



CEO WITH THE GLP TEAM

EXTERNAL CUSTOMER SATISFACTION SURVEY

PREPARED BY YOLANDA VINNICOMBE, QUALITY MANAGER

Customer satisfaction is a key focus area for SANAS. We contract an external service provider on annual basis to conduct a customer satisfaction survey on our behalf.

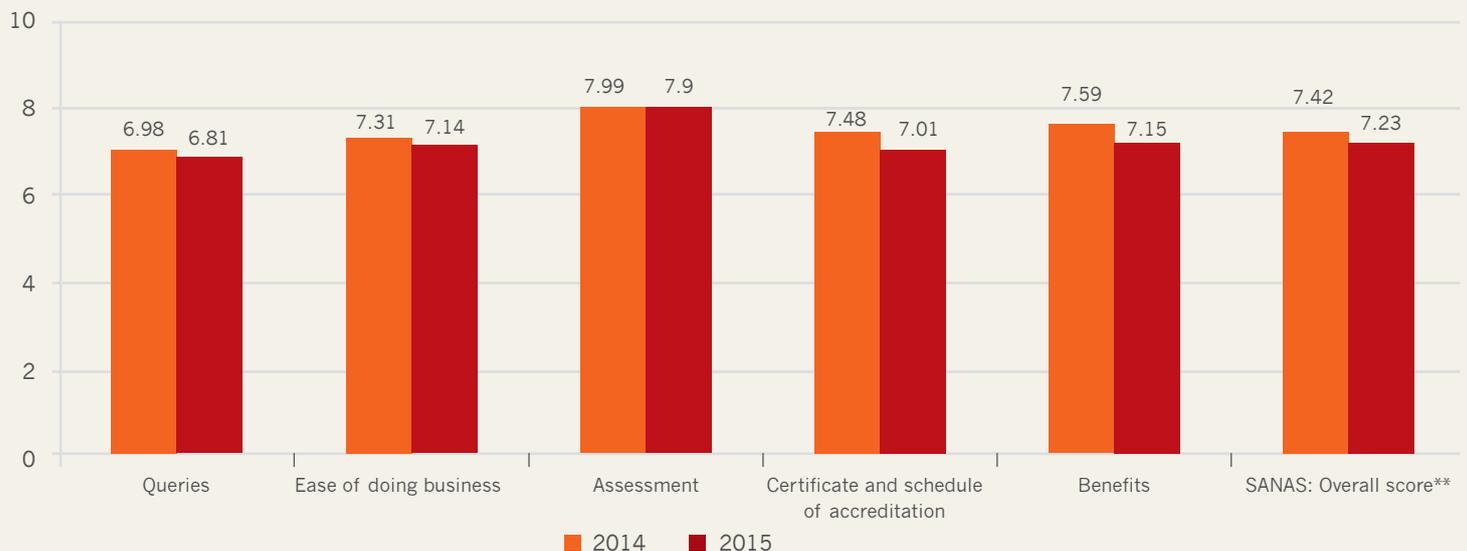
The 2015 on-line survey, conducted by Questback, targeted all of the facilities who underwent a SANAS assessment within the previous financial year (April 2014 to March 2015).

The objective of the survey was to:
Determine clients' perception of how well SANAS currently meets their expectations and requirements in providing an accreditation service;

Estimate the current level of satisfaction amongst SANAS' clients; and
Identify any causes of dissatisfaction or critical areas of improvement that SANAS should attend to.

This year, 269 responses were received by Questback, an increase from 215 in the previous financial year. Results were compared to those of the previous financial year, and the results are as follows:

Evaluation on Key Performance Areas



The overall score (customer service index) was based on a mean score out of 10. Once again our best area of performance was in the area of assessments, whereas our poorest area was with queries (communication).

SANAS aims to score above 7.5 in all areas. To achieve this, we are working diligently to improve on areas regarding availability of staff, turnaround times, responsiveness and communication.

In addition, we continue to strive towards further improvement in all areas to ensure that we offer nothing but exceptional service.

The 2016 customer survey will once again be conducted by Questback and will commence shortly. Participants in this survey will be facilities that were assessed by SANAS between April 2015 and February 2016.

FULL LIFE CYCLE OF A LEAD ASSESSOR

BY HELLEN MOROKANE



HELLEN MOROKANE

From the point where the administrators had sent assessment notification to the facilities and signed confirmation is received, the process gets handed over to the lead assessors.

After receiving the assessment notification the lead assessor will prepare the assessment plan (F97). The opening and closing meeting agenda (F01) will be sent to facility representative and the team. The agenda gives the team members guidance of how the assessment will take place, which assessor will

assess which department, the assessment start and end time, facility address and contact details.

“I remember one instance where one of the team member could not find the facility premises, the assessment plan came in very handy” said Hellen Morokane. All contact details were included in the plan and the assessor made her way to the assessment. This however means that finding the location ahead of time is also important to ensure that one does not go through such instances.

As the notification is the initial communication regarding the upcoming assessment, it is very crucial for the whole team to communicate with each other frequently to keep abreast of the arrangements.

Challenges are experienced when some team members do not respond to the communication, and as the lead assessor you try by all means to get hold of the whole team either telephonically or by email to confirm some details, and in unfortunate instance, you realise that a team member has forgotten about the assessment. Confirmations are signed ahead of the assessment date, and it is helpful to get in touch with all team members before the assessment.

Assessor meeting only

On the day of the assessment, as per assessment plan there will be time for assessor meeting only, this is where lead assessor

meets with the team to hand over assessment documents, “packs”, and plan how the assessment will happen, setting goals for the day.

Under normal circumstances all team members will be there, however there may be instances where not all members are there due to unforeseen circumstances. In this instances, all you do as a lead assessor is to communicate the situation to the team and the facility before the assessment starts.

Meeting with facility

It is advisable to always keep to the time stated on assessment plan. The lead assessor conducts the meeting as per F01 “opening meeting” agenda. Once the opening meeting is complete then the assessment begins.

During assessment

Lead assessor and the team will meet frequently during the course of the day to discuss the progress as sometimes the facility may not be in agreement with the technical assessor, the lead assessor will come in and harmonise the situation.

Just before the official closing meeting the team meets to discuss the recommendation prior to communicating this to the facility.

Closing meeting

Lead assessor conducts the closing meeting following F01 “closing meeting” agenda, sometimes we are asked to read the non-conformances and then some facility management staff members will then query the non-conformances. As a lead assessor, it your responsibility to explain to the facility that once the assessment is completed non-conformances cannot be discussed any further, they can however be advised to contact SANAS.

After closing meeting the facility is allowed to make copies of the recommendation report and non-conformances raised.

There are situations where it seems like time is not on our side due to travelling as some assessors may need to board flight by a certain time. Nevertheless we have the responsibility to always make sure that the assessment is completed on time.

The key is to make it on time, “most of times”! 😊

TEAM ASSISTANT DIARY

CONTRIBUTORS: MABATHO MALEPE AND NYIKO NKHWASHU



MABATHO MALEPE



NYIKO NKHWASHU

Team Assistants are responsible for ensuring that assessments takes place by the required time and within an accreditation cycle. Their key role include: preparation of quotations, negotiation of assessment dates with both assessors and facility representative, and Informal confirmation of assessments.

The negotiation of suitable assessment dates between all relevant parties takes place at different stages. Assessment planning for the initial assessment starts as soon as confirmation of payment is received as per issued invoice, for surveillances and re-assessments the process starts a year ahead of the cut-of date around July month. From time to time there is a need to arrange ad-hoc assessments (additional visits), these are scheduled in between assessments and the facilities are required to send their applications six weeks prior to their scheduled assessment.

In instances where the facility has reached re-assessment stage, the team assistant is required to remind the facility

representative to re-apply for accreditation by submitting application forms and relevant documentation for review. Upon receipt of the documentation a letter of acknowledgement will be issued and they will then identify a suitable lead assessor to review the documentation and submit the report, the report will be included in the assessment documentation for review.

It is important for the facility representatives and assessors to respond timeously on communication received from team assistants, in order to ensure that documented timelines are adhered to. "Assessors like: Alex Matlejoane, Val Rengecas, Hanlie Badenhorst, Barry Pearce, Eben Smit and Christa Brand, to name a few, are very good at giving detailed feedback by the required timelines and this enables us to promptly carry out activities by the required timelines," said Mabatho, one of our team assistants.

At times it becomes difficult to complete the process by the required time due to some disputes, mainly from the facilities. The facility may not accept some assessor/s due to them being employed by a competitor and defining this as conflict of interest. Change of assessment team causes delays and it is sometimes not easy to find suitable assessors available at the same time, and sometimes this results in appointing assessor outside the area where the facility is located and additional cost are included for assessor travel costs.

The team assistant is required to liaise with the relevant field manager at all times in order to ensure that assessment expenditure does **not** exceed the budgeted amount and that correct assessors are appointed.

The administration team is guided by the internal administration policy, OP19 and clearly stipulates the deliverables and timelines.

CHANGE IN TITLES

In order to better align titles with the functions of various SANAS managers and staff, the SANAS Board has approved the following changes in titles:

- Senior Managers are now called Executives;
- Field Managers are now called Accreditation Managers; and
- SANAS permanent Lead Assessors are now Assessment Specialists.

Note: Contracted Lead Assessors will still be called Lead Assessors.

REQUIREMENTS ON TRAVEL ARRANGEMENTS FOR ASSESSOR CONCLAVE

PREPARED BY NOMBONGO NGOBE

Assessor conclaves are held in two regions, namely Gauteng and Cape Town. Travel arrangements are made for assessors residing outside these two regions.

Assessor attendance is allocated as follows:

- The Gauteng meeting is allocated for assessors from Gauteng, Kwazulu Natal, Limpopo, North West, Mpumalanga as well as Free state; and
- The Cape Town meeting is allocated from Western Cape, Eastern Cape, and Northern Cape.

Travel arrangements will be made for assessors traveling from one region to other. According to clause 11.2 of SANAS travel policy (OP 03-06) 'Travelers are required to use their personal motor vehicle when travelling within their residential province or where a return journey is less than 500km. Where the travelling distance by road exceeds 500km for a return journey, travel by air may be booked however where the traveler decides to drive, this should be done with their own personal motor vehicle'. This clause applies to both SANAS employees and SANAS assessors.

We are required to adhere to cost containment guidelines at all times. These guidelines prescribe processes to be followed wherever expenses will be incurred for meetings or workshops. From time to time assessors residing closer to the meeting location will request accommodation or a shuttle service, for example an assessor residing in Bryanston, Johannesburg will request accommodation for a meeting to be held in Midrand, Johannesburg. As this trip is less than 500km, if SANAS was to book accommodation or shuttle bookings, it would be in contravention of its travel policy, and would be guilty of fruitless and wasteful expenditure.

We appreciate assessors understanding in this matter.

The 2017 assessor conclaves will take place as follows:

**09 FEBRUARY IN GAUTENG AND
13 FEBRUARY IN CAPE TOWN**

Please contact the relevant programme for any further details regarding this meeting.

GROWING OUR ASSESSOR POOL

PREPARED BY YOLANDA VINNICOMBE, QUALITY MANAGER

In order to ensure that we meet the increasing accreditation demands, we continue to train and qualify new assessors.

Since April 2015, Victoria Wagener and Rebecca Ramabulane were qualified as certification lead assessors; and the following were qualified as technical assessors:

In the B-BBEE programme:

- Billy Mashiloane
- Khulekani Mvubu
- Lindiwe Mthiyane
- Lindiwe Nkosi
- Maxi-Lee Machado
- Michael Tsotetsi
- Nazo Sibisi
- Rudzani Mukwevho
- Runganagee Ramphal
- Thabo Mofokeng
- Thulebona Buthelezi
- Timothy Harrison
- Turchian Davie
- Yolande Greyling

In the Calibration programme:

- Faith Hungwe
- Farhana Khan
- Gideon van Staden
- James Taylor
- Johannes Steinberg
- Leopold Leeuwner
- Mariesa Nel
- Napo Ntsasa
- Regina Mnguni
- Riaan Nel
- Stephanie van Vuuren
- Wisane Hlungwane

In the Certification programme:

- Collen Ditshego
- France Mabuza
- Kathy Bell
- Kevin Tarr-Graham
- Kevin van der Merwe
- Lucia Anelich
- Marga Wessels
- Mathlame Carol Makgalemela
- Mmapule Thambo
- Muzi Tshabalala
- Naledi Boikanyo
- Oliver Naidoo
- Peter Sikhosana
- Refilwe Mongalo
- Richard Shai

In the Inspection programme:

- Ann Sweetlove
- Elzahn van Heerden
- Emma Rentia Engelbrecht
- Gert Barnard
- Heinrich Jacobs
- Hendrietta Tlhapi
- Ilse Nel
- Jeanneth Manganyi
- Johann de Beer
- Johann Neethling
- Mascha Moorlach
- Melinda Venter
- Robert Nesmith
- Sanjeev Singh
- Willem Bosch
- Willem du Toit

In the Medical programme:

- Bridget Mohlabe
- Fatima Isaacs
- Gugu Ditshego
- Kabelo Gift Lioma
- Katlego Moagi
- Lianne McEwan
- Malebo Leshoro
- Mbuso Seme
- Mogi Pillay
- Mpho Maponya
- Nocawe Ndukula
- Safeera Muslim
- Shilla Raburabu
- Stephina Lekgate
- Tom Smith

In the Testing programme:

- Abdullah Khan
- Albertinah Hlatshwayo
- Anele Bougart
- Angela Siamvuto
- Annerina Van Deventer
- Aubrey Philander
- Audrey Ndlovu
- Barry Pearce
- Bongani Mahlangu
- Busisiwe Ntuli
- Carinne Joubert
- Chris Wessels
- Donald Naidoo
- Elmari Kruger
- Ephraim Moruke
- Francisco De Andrade
- Gift Dikobe
- Isaac Nkai
- Jackie le Roux
- John Maswikaneng
- Kiki Hlongwane
- Koena Mahwai
- Lenie Heystek
- Lotta Mayana
- Mahomed Cara
- Mhleli Gumede
- Michael Mokale
- Mohau Pita
- Mokete Motloug
- Mpatuwa Mokhosi
- Nomalungelo Magwaza
- Nompumelelo Malindi
- Nozibusiso Chiliza
- Paki Israel Dikobe
- Phillida Beukes
- Pieter Broere
- Ron Braunstein
- Ronald Berkers
- Rose Modise
- Sajida Khan
- Shane Woods
- Stephanie Malan
- Susan Coetser
- Thulile Kubheka
- Vhutshilo Matshivha
- Visham Surajlal
- Xolelwa Nana
- Zanele Hlam

We look forward to a fruitful and beneficial relationship with all our new assessors!

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