

2014 CUSTOMER EXPERIENCE MEASUREMENT SURVEY

Prepared by Yolanda Vinnicombe

As part of its commitment to offering quality service to its clients, on an annual basis, SANAS conducts a Customer Survey, the objective of which is to:

- Determine the clients' perception of how well SANAS currently meets their expectations and requirements in providing an accreditation service;
- Identify causes of dissatisfaction, and identify areas of improvement that SANAS should address.

The service provider, Plus 94 Research, selected a sample of 215 from the SANAS clients being subjected to an assessment in the 2013/14 financial year. As this was a new service provider, using a different measuring system, results were not fully comparable to the 2013 results. However, the results were as follows:

Area of Measurement	Score out of 10
CSM (Overall satisfaction)	7.49
Queries	6.98
Assessment	7.99
Benefits	7.59
Certificates	7.48
Ease of doing business	7.31

We thank all of the participants in this Customer Survey, as your honest input hugely assists us in identifying the areas of improvement, and putting proper improvement measures into place.

The next Customer Survey for 2014/15 is due to start in March 2015. We thank you in advance for your valuable input!

ISO, ILAC AND IAF STREAMLINE QUALITY MANAGEMENT REQUIREMENTS FOR MEDICAL LABORATORIES

(Refer to Communiqué issued by ILAC and IAF in Jan 2015)

Medical laboratories accredited to ISO 15189:2012 (a sector-specific technical competence and management system standard) are recognized as meeting the management system principles of ISO 9001:2008.

The move was announced in a joint communiqué by ISO (the International Organization for Standardization), ILAC (the International Laboratory Accreditation Cooperation) and the IAF (the International Accreditation Forum) in September 2009 and updated in January 2015 as a result of the revision of ISO15189 in 2012.

ISO, ILAC AND IAF STREAMLINE QUALITY MANAGEMENT REQUIREMENTS FOR MEDICAL LABORATORIES CONTINUES

The ISO-IAF-ILAC communiqué was issued to address the misconception in the market that medical laboratories accredited to ISO 15189:2012 do not operate a recognized management system. Until now, accredited medical laboratories were often requested by their customers to undertake the additional step of obtaining certification to ISO9001:2008 to demonstrate that they are in full control of their processes.

Medical laboratories accredited to ISO 15189 have demonstrated that they also meet the management systems principles of ISO 9001:2008. Accredited medical laboratories that are included in the scope of a larger organization's certification to ISO 9001 should only need to be assessed according to ISO15189, and these results will be accepted as meeting the principles of the management system requirements (ISO 9001:2008). This recognition will improve the efficiency of audits and enable medical laboratories to better meet their customers' needs.

THE THIRD SOUTH AFRICAN PREMIER BUSINESS AWARDS ARE SCHEDULED TO TAKE PLACE ON THE 9TH APRIL 2015.

The call for entries is open till the 6th March 2015 at 16:00 and the Department of Trade and Industry (**the dti**) would like to extend the invitation to various companies that promote the spirit of success, excellence, job creation and business ethics in South Africa.

Please find the SAPBA call for entries advertisement for your consideration.



3rd ANNUAL
— SA PREMIER —
BUSINESS AWARDS
2014/15

CALL FOR ENTRIES

The Department of Trade and Industry (**the dti**) in partnership with Proudly South African and Brand South Africa invite companies to enter the Third Annual South African Premier Business Awards. At these awards, business excellence and entrepreneurship that promotes innovation and good business ethics will be recognised and honoured.

ENTRIES CLOSE: 6 MARCH 2015 AT 16:00

For hand delivered entries:
Proudly South Africa Offices
23 Strurdee Avenue
Rosebank
2196
Johannesburg

To enter visit:
www.sapremierbusinessawards.co.za

SA Premier Business Awards rewarding excellence in business

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