



UGANDA NATIONAL BUREAU  
OF STANDARDS  
*Quality Everywhere*

# THE NATIONAL QUALITY JOURNAL

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## Fastrack UNBS Product Certification



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# Foreword from the Executive Director



**Eng. James N. Kasigwa**  
Executive Director - Uganda National Bureau  
Of Standards (UNBS)

Welcome to this edition of the National Standards Journal!

This new Financial Year, presents an opportunity for Micro, Small and Medium Enterprises (MSMEs) across various sectors to embrace standardisation for product quality enhancement, competitiveness and access to new markets by building customer confidence in their products, which in turn improves sales and profit.

The significant step in demonstrating good quality products for customer trust and confidence, is undertaking product certification. This is third party attestation

that a product meets the quality standards requirements. The third party in all this is Uganda National Bureau of Standards (UNBS). UNBS offers product certification for consumer protection and fair trade.

UNBS has grown MSMEs to over 1,200 over the years, through standardisation and product certification. Infact a July 2023 study by the International Organisation for Standardisation (ISO) shows that standardisation contributes 23.7% to Uganda's GDP. With its new value proposition to grow Quality MSMEs, UNBS expects to double this MSME growth in line with Vision 2040 and the National Development Plan IV, which focuses on a ten-fold growth of Uganda's economy from USD50Bn to USD500Bn by 2040 through export promotion, Import substitution and industrialisation, .

However, as MSMEs undertake the certification process, they often miss out on basic doings, conformities and requirements, which prolongs the certification process, making it look complex, time-consuming, and costly.

The good news however, is that with the right approach, MSMEs can fast-track their products' certification in this new financial year.

In this edition of the National Quality Journal, therefore, we focus on recommendations that MSMEs need to undertake, to fast track and have a seamless certification process as well as the common mistakes done by MSMEs before and during the certification process which delay progress.

Have a great read!

## ABOUT UNBS

The Uganda National Bureau of Standards (UNBS) is a statutory body under the Ministry of Trade, Industry and Co-operatives established by the UNBS Act Cap 210 and became operational in 1989. It is governed by the National Standards Council and headed by the Executive Director who is responsible for the day-to-day operation of UNBS.

## UNBS MANDATE:

Formulation and promotion of the use of standards;  
Enforcing standards in protection of public health and safety and the environment against dangerous and sub-standard products;  
Ensuring fairness in trade and precision in industry through reliable measurement systems; and  
Strengthening the economy of Uganda by assuring the quality of locally manufactured products to enhance the competitiveness of exports in regional and international markets.

## MISSION

To provide standards, measurements and conformity assessment services for improved quality of life.

## VISION

Safe, quality goods and services for all  
Customer value proposition  
Growing Quality MSMEs

## MOTTO

Quality Everywhere

## UNBS CORE VALUES

Professionalism  
Integrity  
Customer focus  
Innovation  
Teamwork

## EDITORIAL TEAM



**CONTENT EDITOR**  
SYLVIA KIRABO



**CONTENT MANAGER**  
VICTORIA NAMUTEBI  
WAMALA

# Tips to Fast Track UNBS Product Certification

Various MSMEs have raised concerns about delayed certification process. However, much as UNBS is working towards a seamless product certification process, MSMEs too have a role to play. Records show that MSMEs usually have non-conformities and have to undertake corrective action first, before getting the UNBS Quality mark; yet, how fast the corrective action is taken, depends on MSMEs and this often results into the

delays in the certification process.

UNBS Senior Public Relations Officer, Victoria Namutebi had a one-on-one interview with the Head of the MSME desk at UNBS, Mr. Abubaker Bakulumpagi, and compiled some of the common mistakes made by MSMEs that lead to delays in the certification process, as well as tips to fast track the process, as listed below;



## COMMON MISTAKE 1: NON-COMPLIANCE WITH THE RELEVANT PRODUCT STANDARD REQUIREMENTS:

Many MSMEs fail to meet the requirements of Compulsory Uganda Standards (CUS). The main cause of this is failure to acquire, read and/or understand and implement the requirements of the relevant CUS before applying for product certification.



**TIP 1:** MSMEs should procure copies of the relevant product standards from UNBS or from the UNBS webstore (<https://webstore.unbs.go.ug/>). They should ensure that they read and understand the requirements of the standards and implement them in their processes. In case of any failures to comprehend the requirements, MSMEs should consult the UNBS MSME division for guidance.

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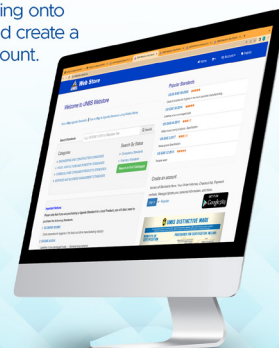
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Besides using **Mobile Money**, a client can still **buy Standards Online** by logging onto [webstore.unbs.go.ug](https://webstore.unbs.go.ug), register and create a personal account or company account.

Please note that for Ugandan clients, a **TIN is a MUST have**.



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**COMMON MISTAKE 2: INADEQUATE DOCUMENTATION:** Product certification requires proper documentation, such as quality control records, raw material sourcing, and production processes. Many MSMEs do not have or do not maintain quality assurance records.




**TIP 2:** MSMEs should always maintain proper records of production processes. These include: Raw material inspection records, Production (in process) monitoring record and Final product assessment record. For food processors, other record may include; personal hygiene monitoring records, cleaning schedules and records, pest management record, waste management record, etc.



**COMMON MISTAKE 3: POOR PRODUCT LABELLING:** MSME product labels often lack critical information prescribed by the relevant standards. In a number of cases, the labelling does not comply with the provision of the Weights and Measures (Sales and Labelling of Goods) Rules 2007 yet proper labelling is mandatory for product certification.




**TIP 3:** Before designing their labels, MSMEs should procure copies of the relevant product labelling standards from UNBS or from the UNBS webstore (<https://webstore.unbs.go.ug/>). Key labelling standards for some MSME sectors include US EAS 38:2014 for food processors and US EAS 346: 2013 for manufacturers of cosmetics, as well as the Weights and Measures (Sales and Labelling of Goods) Rules 2007. They should ensure that they read and understand the labelling requirements of the standards and rules, and provide for them as required. In case of any failures to comprehend the requirements, MSMEs should consult the UNBS MSME division for guidance.



**Batch No. BM0899**  
**Mfg Date: 03 2020**  
**Exp Date: 03 2024**

**INGREDIENTS:**  
WATER, PEANUT BUTTER,  
PEANUTS, CORN SYRUP,  
HYDROGENATED VEGETABLE OIL,  
SALT, SUGAR, SOY SAUCE

| TYPICAL NUTRITIONAL INFORMATION     |                    |
|-------------------------------------|--------------------|
| Nutrient Average quantity per 100 g |                    |
| Energy                              | 1890 kJ (452 kcal) |
| Protein                             | 72g                |
| Carbohydrates                       | 3g                 |
| Dietary fiber                       | 16 g               |
| Total fat                           | 3g                 |
| Saturated fatty acids               | 0g                 |
| Trans fatty acids                   | 1g                 |
| Polysaturated fat acids             | 1g                 |
| Monounsaturated fatty acids         | 0mg                |
| Cholesterol                         | 60mg               |
| Sodium                              | 6g                 |
| Total sugars                        |                    |



**LOGO**

**PRODUCT NAME**

**100% FRESH**

**ALL NATURAL**

**NO PRESERVATIVES**

**STORE IN A COOL DRY PLACE**


**INGREDIENTS**

**BATCH NO.**

Commonwealth Standards Network

**FOOD LABELLING**

**Simplified Guidelines for the Food and Drinks Manufacturing Industry**



**LOGO**

**PRODUCT NAME**

**100% FRESH**

**ALL NATURAL**

**NO PRESERVATIVES**

**400g**

The Commonwealth Standards Network (CSN) in partnership with the Uganda National Bureau of Standards (UNBS) have simplified the standards code of practice for hygiene in the food and drinks manufacturing industry, and labelling requirements to create awareness within Small and Medium Enterprises (SMEs) in order to improve the quality and marketability of their products.

Commonwealth Standards Network

The UNBS acknowledges and appreciates the valuable input from all its partners and stakeholders who contributed to the development of these simplified guidelines.

© Commonwealth Standards Network © UNBS

Developed with support from the UK Department for International Development (DFID).

Commonwealth Standards Network

UKaid

Commonwealth Standards Network

UKaid



**COMMON MISTAKE 4: POOR HYGIENE DURING PRODUCTION:** Many MSMEs do not adhere to Good Manufacturing Practices (GMP) and Good Hygiene Practices (GHP), especially in sectors like food processing and the cosmetic industry. Poor hygiene often results into product contamination, which results into products failing laboratory tests.



**TIP 4:** To practice GMP and GHP, MSMEs should procure copies of US 28 EAS 39:2002 Code of practice for hygiene in the food and drink manufacturing industry, from UNBS or from the UNBS webstore (<https://webstore.unbs.go.ug/>). They should ensure that they read and understand the requirements of this standards and implement them in their processes. In case of any failures to comprehend the requirements, MSMEs should consult the UNBS MSME division for guidance. MSMEs should also consider training their staff on GMP, GHP, HACCAP and US 28 EAS 39:2002.





**COMMON MISTAKE 5: LACK OF INTERNAL PRODUCT TESTING CAPACITY:** Many MSMEs lack the internal testing capacity for their products. Internal testing of manufactured products offers companies a chance to routinely monitor the quality of their products and processes and ensure that they do not deviate from requirements of the standards before submission. MSMEs without testing capacity can get the service from UNBS recognised laboratories available on the UNBS website [here](#)



**TIP 5:** MSMEs should consider conducting regular product testing using UNBS or UNBS recognised laboratories. The list of UNBS recognised laboratories is available on the UNBS Website [HERE](#)





#### COMMON MISTAKE 6: INCONSISTENT QUALITY CONTROL:

Many MSMEs fail to establish and maintain quality control mechanisms, leading to inconsistencies in product quality. A conforming product during the initial audit may end up failing during the Surveillance audit or at permit renewal.

**TIP 6:** MSMEs should always ensure that they implement consistent quality control. One way to achieve this is by documenting their production processes and procedures, understanding the controls involved, ensuring that they always follow their processes to the dot, ensuring that they develop a quality culture through the implementation of quality management systems, and where applicable ensuring that they at least hire a qualified production person to manage their processes.



#### COMMON MISTAKE 7: NON-REGISTRATION WITH RELEVANT AUTHORITIES:

Some MSMEs operate informally and are not registered with relevant authorities, which is a prerequisite for certification. For example, registration with; the Uganda Registration Services Bureau (URSB) for companies and businesses, Ministry of Trade, Industry and Cooperatives (MTIC) for cooperatives and Uganda Revenue Authority (URA) for a TIN. All these are requirements for a company to apply for product certification. Other authorities include; the Dairy Development Authority for milk products processors, the District Public Health Department for medical examination of food handlers and issuance of medical certificates.



**TIP 7:** MSMEs should get the requirements above, register the business formally and ensure compliance with regulatory requirements before applying for product certification.



**COMMON MISTAKE 8: LIMITED FINANCIAL RESOURCES:** For a product to be certified, companies have to pay certification and testing fees. However, many MSMEs see the cost of certification and compliance as a burden and delay or avoid the process entirely. This is because certification and testing fees are not catered for as part of the production costs for MSMEs' businesses.



**TIP 8:** MSMEs should include the cost of product certification in the production costs of their businesses. This way, it will be easier to pay for the certification and testing fees, since they are already budgeted for under production costs. MSMEs should also seek financial support for MSMEs to facilitate product certification processes. This is usually provided through UNBS partnerships and collaborations that sponsor MSME certification.





**COMMON MISTAKE 9: DELAYS IN ADDRESSING FEEDBACK:** When UNBS raises non-compliances during the review of applications or product certification audits, some MSMEs are slow to act or fail to address the issues adequately, yet the Certification Information System has specific set timelines for different processes, This results in a number of MSMEs' applications getting disabled before conclusion of the product certification process.



**TIP 9:** MSMEs should always consider addressing issues raised by UNBS on time to prevent their applications from being disabled and incurring a financial loss. In case of failure of MSMEs to understand the raised non-compliances, they should consult the UNBS MSME division for guidance.



**COMMON MISTAKE 10: FAILURE TO REQUEST FOR RENEWAL OF PRODUCT CERTIFICATION PERMITS ON TIME:** UNBS sends reminders to certified companies to apply for renewal of their permits three months in advance prior to the expiry of the running permit. Many MSMEs ignore these reminders and consider applying for renewals when it is too late and in many cases their business get disrupted due to lack of a valid permit.



**TIP 10:** MSMEs should always consider applying for renewal of their product certification permits as soon as they receive the first reminder from UNBS or at least three months before expiry of the running permit.



**COMMON MISTAKE 11: USE OF THIRD PARTIES TO MANAGE THEIR CIMS ACCOUNTS AND HANDLE THEIR APPLICATIONS.** Due to limitation in ICT knowledge and lack of resources to acquire the required ICT equipment, many MSMEs rely on consultants to open up accounts and apply for product certification on CIMS. These consultants often do not share the login credential with the companies in a bid to make them dependant on them. In addition, they often charge exorbitant for their services.



**TIP 11:** MSMEs should consider consulting the UNBS MSME division for guidance on issues related to application for UNBS product certification.



**COMMON MISTAKE 12: LACK OF AWARENESS ABOUT UNBS PROCESSES:** Many MSMEs are unaware of the product certification process, benefits, and penalties for non-compliance, leading to negligence.



**TIP 12:** MSMEs should consider attending training sessions or workshops on UNBS processes, standards and product certification requirements, or visit the UNBS website ([www.unbs.go.ug](http://www.unbs.go.ug)) and social media pages for more information. MSMEs are encouraged to minimise the mistakes above and use the tips shared for a much better experience while undertaking the UNBS certification process.

# Product Certification at a Glance



Product Certification refers to third party attestation that a product meets the minimum quality standards requirements.

UNBS operates a Product Certification Scheme in accordance with the provisions of The Uganda National Bureau of Standards (Certification) (Amendment) Regulations, 2022. Under this scheme, manufacturers apply for and are granted permits to use the UNBS Quality Mark (Q Mark) annually, on their products, after demonstrating product compliance to requirements of relevant National standards.

The UNBS Product Certification Scheme aims at providing Third Party Guarantee of quality, safety and reliability of products for consumer protection and fair trade. Once manufacturers acquire the UNBS Quality Mark, product conformity is monitored through regular surveillance of the manufacturer's performance by surprise inspections and testing of product samples, drawn from both the market and factory.



## Why MSMEs should apply for Product Certification;

- **To build customer confidence in their products:** Building customer confidence through certifying products helps consumers to easily identify products that conform to quality standards, thus making quick decisions in favour of quality products. This in turn increases market share for the MSMEs.
- **Eases Market Access:** Given that the EAC partner states recognise each other's quality marks, acquiring the UNBS Quality Mark enables MSMEs products to cross the borders into the wider regional and international markets without quality disruptions.
- **Protection against unfair competition from inferior products.** UNBS certification provides easy identification of products that conform to quality standards since they carry the Quality Mark, thus, consumers, government, international bodies and NGOs rely on those companies with certified products for their purchases, thus protecting them against unfair competition from inferior products.
- The UNBS Certification Scheme provides technical audit of product quality and process control procedures. This means that the Manufacturer gets technical advisory services and information at little or no cost that would otherwise be obtained at very high cost.

## Requirements for UNBS Product certification;

To apply for product certification, MSMEs need;

- Tax Identification Number (TIN)
- Electronic Mail Address (E-Mail Address)
- Legally registered with URSB /Certificate of Incorporation (Soft Copy)
- Product Process Flow Chart (Soft Copy)
- Product Label and Markings (Soft Copy)



## The Product certification process

|   | PROCESS STEP   | TIME TAKEN TO COMPLETE STEP  | REMARK  |
|---|--|--|---|
| 1 | <b>APPLICATION</b><br>Apply online by opening a user account on <a href="http://cims.unbs.go.ug">cims.unbs.go.ug</a> or via the <a href="http://www.unbs.go.ug">www.unbs.go.ug</a>   | At discretion of applicant   | Clients no longer need to physically visit the UNBS offices. They can be supported by email on <a href="mailto:certification@unbs.go.ug">certification@unbs.go.ug</a>   |
| 2 | <b>APPLICATION REVIEW</b><br>The information submitted to UNBS is reviewed for completeness and adequacy.  | Within 3 days after submission of application  | Any concerns with the application are resolved before proceeding  |
| 3 | <b>PAYMENT</b><br>The company is billed for certification and testing fees and Payment of Product Certification Fees Notice generated and sent through the e-system.   | Within 1 week of submission of application   | Client given up to 21 days to make payment. Delayed payment implies delayed scheduling of audit.  |
| 4 | <b>AUDIT</b><br>Auditors from UNBS visit the factory of the applicant for the on-site evaluation   | Scheduled within 1 month after verification of payment of fees   | Delays can be occasioned by delayed resolution of any issues raised with the application, delayed payment or voluntary requests for audit extension.  |
| 5 | <b>PRODUCT EVALUATION</b><br>Auditors obtain samples from the factory during the audit and submit to the laboratory for testing.   | Depends on laboratory turnaround time  | Product testing may be done at UNBS or any UNBS recognised laboratory   |
| 6 | <b>CLOSURE OF NON-CONFORMANCES</b><br>Where issues are raised during the audit or where product failures have been identified, the company is given time to close out the identified non-conformances.   | 30 days given to client within which to resolved non-conformances.   | Non-conformances can be cleared earlier than the 30 days to ensure the certification process is not delayed. Delays can be occasioned by failure to satisfactorily close out non- conformances raised and delays in testing of the product. |
| 7 | <b>REVIEW</b><br>If the company has fulfilled the requirements of the relevant standards, the company file is forwarded to the Certification Review Committee (CRC).<br>If satisfied, the CRC recommends consideration of grant of permit to the Executive Director. | 5 days after the audit, if no non-conformances or 5 days from the date of submission of corrective actions | Any areas of concern raised by the CRC are forwarded to the client for appropriate handling. Upon deferral of certification, client has a maximum of 3 months to resolve.   |
| 8 | <b>CERTIFICATION DECISION/</b><br>Approval Executive Director approves grant of permit to use the Distinctive Mark on products of the applicant manufactured in the specified location.<br>- Electronic permit is issued valid for 1 year.                           | Permit issued within 48 hours of certification decision.   | During the validity of permit, UNBS conducts surveillance audits and/or market sampling to ensure continued compliance to standard requirements. Apply for renewal 3 months before permit expiry.   |



## PRODUCT CERTIFICATION FEES;

The fees below apply to Non-Digital Conformity Marking products;

| No. | Type of Fee             | Category of Enterprises   | Amount (UGX)  | Fees billed   |
|-----|-------------------------|---|---|---|
| 1.  | Certification Fees      | Micro & Small Enterprises   | 500,000 per year                                    | Per permit issued to a commodity/ product and per brand (Permit valid for 1 year) |
|     |                         | Medium & Large Enterprises  | 1,000,000 per year                                  |   |
| 2.  | Laboratory Testing Fees | For 2 samples: Initial/renewal audit sample and Surveillance sample | As billed by UNBS lab or UNBS recognized laboratory | Per commodity sample to be tested   |

**NB:** Micro and Small Enterprises - Annual Turnover is less than 100,000,000/=

Medium and Large Enterprises - Annual Turnover exceeding 100,000,000/=.

Certification fees and Testing fees are paid separately to the URA account using the Payment Registration Numbers (PRNs).

The fees below apply to Digital Conformity Marking products;

| No. | Type of Fee        | Category of Commodities for DCM                    | Amount (UGX)               | Fees billed   |
|-----|--------------------|--|----------------------------|---|
| 1.  | Certification Fees | Cosmetics<br>Electricals<br>Construction materials | 21/= per unit of commodity | Fees computed on the basis of annual production per unit<br><br>This fee is inclusive of conformity assessment and calibration fees |

**NB:** Unit means a markable package and includes a bottle, sachet container or other similar item used for packing commodities.

Commodity means any article, product or thing which is or will ultimately be the subject of trade or use.

# MSME Success Stories

The UNBS 'Q' Mark is the first promotional material for all manufacturers – Denis Mukamankwase



Mr. Denis Mukamankwase is the Managing Director of Geno-Hitech, a small enterprise manufacturing Med-Gel Products that include Hand sanitisers, Hair products like Hair relaxers, Hair pomade, Cold wave and shampoo, Skin care products like baby petroleum jelly, herbal petroleum jelly, body milk cream, glycerine cream, and skin powder. During an interview with Mr. Mukamankwase, he revealed that the UNBS 'Q' mark is the first promotional item all manufacturers need, because it opens their products to new markets. Below is the full interview;



**Question:** What was your experience acquiring the UNBS Quality Mark?

**Mr. Mukamankwase:** At first, we thought it was complex. We thought UNBS belongs to big firms, so we were wondering whether we have the capacity to be certified by UNBS. During the process, not all products passed. Some failed and we thought we would not get permits for them. However, the UNBS audit officer assigned to us advised us on how to improve our processes and re-submit the products for laboratory testing of the product parameters, which we did. It took us almost two weeks and the resubmitted products passed, apart from one that



failed the second time. We further improved the processes and resubmitted that product, which later passed the tests.

**Question: How has UNBS certification benefited your business?**

**Mr. Mukamankwase:** Getting the permit is the first promotional material for all manufacturers. I look at UNBS as a promoter of business and I think that is why it falls under the Ministry of Trade. With the Q mark on our products, we have been able to reach far markets; our products are sold in Nairobi. We have been able to put our products in high-end supermarkets in town like Mega Standard Supermarket, Capital Shoppers Supermarket, Quality supermarket and others. When you get there, their first question is, “Is the product certified by UNBS? Where is the certification permit? So when you have the permit you are confident and you talk without fear. The UNBS permit is one thing that has enabled us to reach where we could not reach. Actually, our products have been to places where personally we have not reached because of that UNBS Q mark.

**Question: What future plans do you have for your business?**

We are not relaxing. We still believe that we can improve our products further and compete with people who have been doing this business. In terms of permits, we believe that in the next two years, we shall apply for Systems Certification (Good Manufacturing Practices) and once we get it, we shall be able to compete with people who have been in this business because most of them don't have the Systems Certification (Good Manufacturing Practices) yet they have been in business for 15 to 20 years. They only stop at the Q mark.

**Question: What advice do you have for fellow MSMEs?**

Manufacturers should not look at UNBS as police. They should not fear UNBS. If you want to promote whatever you are doing, in whatever capacity, whether it is one product, you need UNBS certification to promote the brand.

## The only way we would compete in the market and trade internationally was by getting the Q mark – Becky Kwagala



Becky Kwagala

Ms. Becky Kwagala is the Quality Control Personnel at Karveli Bakery and more, a family business started by a father and his children; Daphny Tukahirwa who is the Managing Director and Simon Tukahirwa who is the Accounts Manager. Karveli Bakery and More bakes and sales bread, pastries, cakes and intercontinental fast foods. During an interview with the team, Ms. Becky Kwagala revealed that getting the UNBS Quality Mark was the only way they would compete in the market and trade internationally. Here is the full interview;

**Question: What inspired you to seek UNBS certification?**

**Ms. Kwagala:** We started the certification process because we wanted to go into mass production;

we wanted to ensure that we are giving clients the best, good quality products. We also wanted to trade internationally and be able to compete with the brands already on the market and the only way we would do it was by getting the UNBS Quality mark.

**Question: What was your experience acquiring the UNBS Quality Mark?**

**Ms. Tukahirwa:** We did an online research first to find out more about the requirements for certification. We then got an inhouse consultant who took us through the requirements and processes, trained staff on what's necessary, how to do the hygiene processes and what UNBS would look out for if they came to audit.





**“ We also wanted to trade internationally and be able to compete with the brands already on the market and the only way we would do it was by getting the UNBS Quality mark. ”**

**Ms. Kwagala:** The application was done online which I liked very much from UNBS. That was a “thumbs up” for us because this is the era to digitise everything. We

applied online and their response was immediate. You are notified within 24 hours that your application has been received and you’re requested to upload relevant documents and submit them online, then you are scheduled for an audit.

**Question: How has UNBS certification benefited your business?**

**Ms. Kwagala:** After certification, the reception from our clients has been very good because people trust our products. By the time UNBS certifies you, that means your product is worth

it and is up to the quality standards. The certification has helped us sign up with different companies to supply them.

**Mr. Tukahirwa:** UNBS certification has helped us build partnerships with different companies like Shell, it has enabled us attach ourselves to good brands; there are many people around Kampala who like bread and pastries and the UNBS certification has helped us build a client base.

**Question: What future plans do you have for your business?**

**Ms. Tukahirwa:** We are doing HACCP, because it’s the next level. We tried to get another consultant to take us through and we are undertaking training as often as possible. (Hazard Analysis and Critical Control Points, HACCP, is a systematic preventive approach to food safety from biological, chemical, and physical hazards in production processes that can cause the finished product to be unsafe and designs measures to reduce these risks to a safe level)



Daphny and Simon Tukahirwa

**Ms. Kwagala:** We have done continuous training in house and out of here. We have gone to UNBS for training; A few of our chefs and i, have gone to UNBS to train further in food handling systems. UNBS keeps offering those trainings and whenever they come up, we are notified; they send you an email inviting you for the trainings.

**Question: What advice do you have for MSMEs?**

**Ms. Kwagala:** I would recommend people to certify their products. Personally, if I buy a product that has the UNBS mark, I feel confident that I can trust that product because I know what it takes to get the Q mark. I know that you don't just get it; you must have done everything the right way.





# QUARTER HIGHLIGHTS



Members of the 15th ARSO Champions Meeting held during the ARSO General Assembly in Zanzibar

## AFRICA ENDORSES UGANDA FOR ISO COUNCIL ELECTIONS; UGANDA ELECTED TO ARSO COUNCIL AND SMC

Uganda, through Uganda National Bureau of Standards (UNBS) garnered triple victory in Continental standardization leadership following recent elections by the African Organization for Standardization (ARSO) held during the recently concluded 31st ARSO General Assembly in Zanzibar. Accelerating Fair and Just Trade in Africa under the African Continental Free Trade Area through an African Coherent Regulatory Framework and Harmonised Standards;

- The 72nd ARSO Council meeting endorsed Uganda's Candidature represented by the UNBS Executive Director, Eng. James Kasigwa as African Candidate for election to the Council of the International Organisation for Standardisation (ISO) under Group 4 for the term 2026 – 2028. The endorsement was secured after a competitive election that saw Eng. Kasigwa emerge winner.
- Uganda, through UNBS was voted to the ARSO Council, a key policy organ within ARSO responsible for oversight of the organization's activities, a committee that reports to the ARSO General Assembly. UNBS Executive Director, Eng. James Kasigwa will be representing



UNBS ED participates in a panel discussion at the 31st ARSO General Assembly

Uganda on the ARSO Council for the three-year tenure that starts July 2025 – June 2028.

- Uganda, through UNBS was voted to ARSO's Standards Management Committee (SMC), which manages the implementation of the procedures and processes for harmonization of African Standards. The Head of Regional and International liaison at UNBS, Mr. Joel Peter Oryang, will be representing Uganda on ARSO SMC for the three- year tenure that starts July 2025 – June 2028.
- The above milestones achieved by Uganda underscore the confidence placed by ARSO Members in the demonstrated leadership offered by UNBS at policy and technical level within the Continent and at international level.







## UNBS RECOGNIZED AND AWARDED ISO 22000, HACCP AND GOOD MANUFACTURING AND HYGIENIC PRACTICES (GMP/GHP) CERTIFIED COMPANIES

Uganda National Bureau of Standards (UNBS) awarded certificates of recognition to ISO 22000, HACCP and Good Manufacturing and Hygienic Practices (GMP/GHP) certified companies in a ceremony aimed at recognizing the efforts of the companies who are using international standards to ensure consumers' safety while enhancing competitiveness of local products and exports in regional and international markets. The management systems implemented by these certified companies have improved their

efficiency, effectiveness and customer satisfaction.

The ceremony coincided with World Food Safety Day which is organized by the Food and Agriculture Organization of the United Nations (FAO) and the World Health Organization (WHO) and is celebrated every year on 07th of June, throughout the world demonstrating that food safety is "everyone's business", it's a collective right and responsibility – everyone needs to play their part.



## UNBS, EAGC EMPOWER SMES IN STANDARDS AND GRAIN QUALITY CONTROL

Uganda National Bureau of Standards (UNBS) in partnership with the Eastern Africa Grain Council (EAGC) is conducting a comprehensive training for Micro, Small and Medium-sized Enterprises (MSMEs) in Grain Handling, Testing and Grading aimed at enhancing grain quality management across the region.

The initiative aimed at combating widespread aflatoxin contamination and boosting Uganda's grain industry is in line with the new UNBS value proposition

of growing quality MSMEs through handholding and equipping them with crucial knowledge and skills in food safety to ensure consumer protection, fair trade and enhance competitiveness of locally manufactured products on the regional and international markets.

Continued joint efforts between government and the private sector signify unwavering commitment to improving the quality of grain and grain products across the entire value chain.





## UNBS EMPOWERS MSMEs IN THE CLEAN COOKING SECTOR

The Uganda National Bureau of Standards (UNBS) has held a one-day workshop with MSMEs in the clean cooking technologies and fuels sub-sector, in conjunction with the Ministry of Energy and Mineral Development (MEMD), the National Renewable Energy Platform (NREP) and the Uganda National Alliance on Clean Cooking (UNACC), to sensitize the MSMEs about standards and product certification for Clean cooking technologies and fuels. During the workshop, UNBS Executive Director Eng. James Kasigwa, re-echoed UNBS new strategy of handholding MSMEs to meet the Standards requirements over policing them. The new approach, which aligns with National Development Plan (NDP) IV, and directly supports its pillars of industrialization, import substitution and export promotion to achieve the ten-fold growth strategy from USD 50 billion to

USD 500 billion by 2040.

“The change in approach has allayed the fears of MSMEs under UNACC, that UNBS is there to support them on the standards journey and not punish them. This has been very transformational and going forward many MSMEs will come back to seek more information on quality standards and certification which will help us eliminate substandard clean cooking products for consumer safety.” said Dr. Paul Nduhura, The Head of Research and Capacity building at National Renewable Energy Platform (NREP) – Uganda.

A recent study by the Global Alliance for Clean Cookstoves (GACC) states that 85% of Ugandan households still rely on traditional biomass fuels, which contributes significantly to indoor air pollution and climate change.



## UNBS, MAAIF EMPOWER PDM BENEFICIARIES IN STANDARDISATION

The Uganda National Bureau of Standards (UNBS) held a stakeholder sensitisation seminar with MSMEs in the agro-industry sector in Busoga sub-region organised by UNBS in collaboration with the Ministry of Agriculture, Animal Industries and Fisheries (MAAIF), with support from trademark Africa (TMA).

This is in line with the new UNBS value proposition of growing quality MSMEs as well as government Programs of the Parish Development Model (PDM),

Export Promotion, Import Substitution and industrialisation, aimed at achieving the ten-fold economic growth of Uganda from USD50bn to USD500bn by 2040.

During the seminar, UNBS urged Micro, Small and Medium Enterprises (MSMEs) in the Agricultural Value Chain to acquire and implement standards as well as undertake product certification of their products to increase market penetration and access to wider markets nationally, regionally and internationally.





## UNBS URGES SUPERMARKETS TO STOCK ONLY CERTIFIED PRODUCTS

The Uganda National Bureau of Standards (UNBS) urged all supermarkets to ensure they stock only UNBS certified locally manufactured products, in a bid to rid the market of substandard products and ensure safety of consumers.

This is in line with the UNBS mandate of promoting and enforcing standards in protection of public health and safety and the environment against dangerous and sub-standard products. The UNBS Head of Public Relations and Marketing, Ms. Sylvia Kirabo, made the remarks during the stakeholder engagement with supermarket owners organised by UNBS at the head office in Bweyogerere.







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