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Zahra food industries ltd achieves highest food safety certification



Standards BULLETIN

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UNBS Accreditation: What Does it Mean for the Industry?

In 2019, Uganda National Bureau of Standards (UNBS) was accredited by South African National Accreditation System (SANAS), a signatory to the International Accreditation Forum (IAF), Multilateral Recognition Arrangement (MLA) which gives it world-wide recognition as a competent provider of accreditation services.



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Foreword: Executive Director



Dr. Ben Manyindo

As today's industries and operations become increasingly more global, an effective management system is rapidly becoming an essential part of a sustainable business strategy.

A management system defines how work is done, the desired results, and the controls imposed to ensure those outcomes.

As the national certification body of Uganda, Uganda National Bureau of Standards (UNBS) provides certification of company processes in different sectors based on international and indigenous standards. UNBS has adopted 2,393 standards and developed 1,446 Uganda standards 447 of which are management standards. While systems certification is a relatively new scheme, a total of 64 companies have been certified in different systems such as , Quality Management Systems (ISO 9001:2015), Food Safety Management Systems (ISO 22000:2018), Environment Management system (ISO 14001:2015), GMP/GHP among others.

In 2019, UNBS was accredited by the South African National Accreditation System (SANAS) to provide International Organisation for Standardisation (ISO) Management Systems Certification. The SANAS accreditation means that UNBS is now internationally recognised to provide certification services to organisations for Food Safety Management Systems (ISO 22000) and Quality Management Systems (ISO 9001).

Certification of a management system is critical to the success of a business. UNBS works with companies to assure the performance of

their business, systems, and people and supply chains through management systems certification, verification, assessment and training. UNBS auditors play an important role in helping clients obtain the necessary certifications to get your product or service to market, giving you and your customers the confidence they need. UNBS is committed to environmental safety, quality and care while helping organizations minimize risk, improve operational efficiency and maximize the value of their assets. Our team of Certification Officers have extensive knowledge of management systems and certification processes across industry sectors, local regulations and markets.

Our leading certification process has proven invaluable to organizations in a wide range of industries, including agriculture, aviation, security, education, engineering, chemical, government, IT, pharmaceutical, and oil and gas.

Whether to improve quality, manage risk or reduce environmental impacts, there is a range of standards, systems and specifications to help businesses achieve excellence in their processes, products and services. The Bureau continues to develop solutions and international standards to help businesses to effectively produce a good product and compete on the global market.

Management systems certification is more than a manual and more than the certificate on the wall. It is a critical tool that will help businesses meet requirements (customer, regulatory, and legal), minimize risks, strengthen their market position, protect the brand, focus on the customer, improve organizational efficiency, and reduce costs.

In January, the Prime Minister of UK laid the foundations for new partnerships between the UK and African nations based on trade and investment at the UK-Africa Investment Summit held in London. He announced new initiatives and funding which will strengthen the joint trading relationship and support African countries in their ambition to transform their economies. Such investments means that Ugandan businesses must be found to comply with and implementing international standards to be able to benefit from these opportunities.

I would like to congratulate the Certification department and the entire UNBS team for the tireless work done in pursuing international accreditation which places UNBS as a centre of excellence to provide Ugandan companies an opportunity to certify their organisational systems and processes at an affordable cost and demonstrate that their services meet international standards and therefore capable of meeting customer expectations.

Management Systems For MSMEs, What To Do?

By Maurice Musuga

WHAT IS A MANAGEMENT SYSTEM?

A management system according to the International Organization for Standardization (ISO) is the way in which an organization manages the interrelated parts of its business in order to achieve its objectives. These objectives can relate to a number of different topics, including product or service quality, operational efficiency, environmental performance, health and safety in the workplace and many more.

The 7 principles of Management systems

1. Customer focus

Organizations can establish this focus by trying to understand and meet their customers' current and future requirements and expectations.

2. Leadership

Organizations succeed when leaders establish and maintain the internal environment in which employees can become fully involved in achieving the organization's unified objectives.

3. Engagement of people

Organizations succeed by retaining competent employees, encouraging continuous enhancement of their knowledge and skills, and empowering them, encouraging engagement and recognizing achievements.

4. Process approach

Organizations enhance their performance when leaders manage and control their processes, as well as the inputs and outputs that tie these processes together.

5. Continuous improvement

Organizations will maintain current levels of performance, respond to changing conditions, and identify, create and exploit new opportunities when they establish and sustain an ongoing focus on improvement.

6. Evidence-based to decision making

Organizations succeed when they have established an evidence-based decision making process that entails gathering input from multiple sources, identifying facts, objectively analyzing data, examining cause/effect, and considering potential consequences.

7. Relationship management

Organizations that carefully manage their relationships with suppliers and partners can nurture positive and productive involvement, support and feedback from those entities.

These principles form the conceptual foundation of quality management systems and serve as the basis for the Good Manufacturing Practices (GMP), Good Clinical Practices (GCP), and Good Laboratory Practices (GLP) required by most government regulatory bodies.

But these principles are not just the backbone of quality systems; they're also simply good business principles to put into practice across an enterprise.

Level of the required system

The level of complexity of the system will depend on each organization's specific context. For some organizations, especially smaller ones, it may simply mean having

strong leadership from the business owner, providing a clear definition of what is expected from each individual employee and how they contribute to the organization's overall objectives, without the need for extensive documentation.

More complex businesses operating, for example, in highly regulated sectors, may need extensive documentation and controls in order to fulfil their legal obligations and meet their organizational objectives. Benefits of Management Systems.

Management system standards help organizations improve their performance by specifying repeatable steps that organizations consciously implement to achieve their goals and objectives, and to create an organizational culture that reflexively engages in a continuous cycle of self-evaluation, correction and improvement of operations and processes through heightened employee awareness and management leadership and commitment.

The benefits of an effective management system to an organization include:

- More efficient use of resources and improved financial performance
- Improved risk management and protection of people and the environment
- Increased capability to deliver consistent and improved services and products, thereby increasing value to customers and all other stakeholders

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What Can Micro, Small and Medium-Sized Enterprises do to Meet the Requirements for Management Systems?

1. Access the relevant standards.

The Standards below are the most popular Management Systems Standards and can be accessed from the UNBS Online store at <https://webstore.unbs.go.ug/>

Or

From the Information Resources Centre at the UNBS HQ.

i. US ISO 9001:2015; Quality management systems — Requirements;

US ISO 9001:2015 specifies requirements for a quality management system when an organization:

- a) needs to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, and
- b) aims to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

All the requirements of US ISO 9001:2015 are generic and are intended to be applicable to any organization, regardless of its type or size, or the products and services it provides.

Price UGX 50,000/=

ii. US ISO 14001:2015; Environmental management systems — Requirements with guidance for use

US ISO 14001:2015 specifies the requirements for an environmental management system that an organization can use to enhance its environmental performance. US ISO 14001:2015 is intended for use by an organization seeking to manage its environmental responsibilities in a systematic manner that contributes to the environmental pillar of sustainability.

US ISO 14001:2015 helps an organization achieve the intended outcomes of its environmental management system, which provide value for the environment, the organization itself and interested parties. Consistent with the organization's environmental policy, the intended outcomes of an environmental management system include:

- enhancement of environmental performance;
- fulfilment of compliance obligations;
- achievement of environmental objectives.

US ISO 14001:2015 is applicable to any organization,

regardless of size, type and nature, and applies to the environmental aspects of its activities, products and services that the organization determines it can either control or influence considering a life cycle perspective. ISO 14001:2015 does not state specific environmental performance criteria.

US ISO 14001:2015 can be used in whole or in part to systematically improve environmental management. Claims of conformity to US ISO 14001:2015, however, are not acceptable unless all its requirements are incorporated into an organization's environmental management system and fulfilled without exclusion.

Price UGX 50,000/=

iii. US ISO 22000:2018; Food safety management systems — Requirements for any organization in the food chain

The consequences of unsafe food can be serious and ISO's food safety management standards help organizations identify and control food safety hazards.

As many of today's food products repeatedly cross national boundaries, International Standards are needed to ensure the safety of the global food supply chain.

This Uganda Standard specifies requirements for a food safety management system (FSMS) to enable an organization that is directly or indirectly involved in the food chain:

- a) to plan, implement, operate, maintain and update a FSMS providing products and services that are safe, in accordance with their intended use;
- b) to demonstrate compliance with applicable statutory and regulatory food safety requirements;
- c) to evaluate and assess mutually agreed customer food safety requirements and to demonstrate conformity with them;
- d) to effectively communicate food safety issues to interested parties within the food chain;
- e) to ensure that the organization conforms to its stated food safety policy;
- f) to demonstrate conformity to relevant interested parties;
- g) to seek certification or registration of its FSMS by an external organization, or make a self-assessment or self-declaration of conformity to this document.

All requirements of this document are generic and are intended to be applicable to all organizations in the food chain, regardless of size and complexity. Organizations that are directly or indirectly involved include, but are not limited to, feed producers, animal food producers, harvesters of wild plants and animals, farmers, producers of ingredients, food manufacturers, retailers, and organizations providing food services, catering services, cleaning and sanitation services, transportation, storage and distribution services, suppliers of equipment, cleaning and disinfectants, packaging materials and other food contact materials.

This document allows any organization, including small and/or less developed organizations (e.g. a small farm, a small packer-distributor, a small retail or food service outlet) to implement externally-developed elements in their FSMS. Internal and/or external resources can be used to meet the requirements of this document.

Price UGX 60,000/=

iv. US ISO/IEC 17025:2017; General requirements for the Competence of Testing and Calibration Laboratories

US ISO/IEC 17025 enables laboratories to demonstrate that they operate competently and generate valid results, thereby promoting confidence in their work both nationally and around the world. It also helps facilitate cooperation between laboratories and other bodies by generating wider acceptance of results between countries. Test reports and certificates can be accepted from one country to another without the need for further testing, which, in turn, improves international trade.

Price UGX 50,000/=

v. US 130: 2017, Hazard Analysis Critical Control Point (HACCP) based Food Safety Systems — Requirements (2nd Edition)

This Uganda Standard specifies the requirements for operational Hazard Analysis Critical Control Point (HACCP) based food safety systems which ensure the safety of foodstuffs during production, preparation, processing, manufacturing, packaging, storage, transportation, distribution and handling, or facilities offering food for sale and/or supply. The standard lays down the requirements for food business companies, processes, and their resultant products to be HACCP certified.

Price UGX 35,000/=

2. Study the standards and start their implementation

More information and support

Some sources that you can refer to for advice include but not limited to the following;

- UNBS
- Industry or professional associations,
- The ISO Website (www.iso.org)
- Other organizations which already have a quality management system in place ;
- Consultants ;
- Training course providers, etc.

3. Engage UNBS on how your Management systems can get certified

UNBS adopted a number of ISO Management System Standards and has embarked on Certification of Management Systems for enterprises. These include certification to the following Management Systems:

- ISO 9001 -Quality Management Systems (QMS)
- ISO 22000 -Food Safety Management Systems (FSMS)
- ISO 14001 -Environmental Management Systems (EMS)
- ISO 45001-Occupational health and safety management systems – (OH&S)
- US 130:2017 -Hazard Analysis and Critical Control Points (HACCP)
- GMP/GHP for food services and cosmetics
- Laboratory Recognition Scheme (LRS) based on ISO/IEC 17025 Competence for testing and calibration laboratories
- ISO 50001 Energy Management system
- ISO/IEC 27001 Information Security Management system (ISMS)
- ISO/IEC 20000 Information Technology Service Management System (ITSM)
- ISO 13485 Medical devices Quality management systems
- Hotel and catering services certification
- Integrated Management Systems Certification (2 or more management systems combined).

4. Training

You may also get trained on any of the above management systems before and during certification

5. Get Certified

The process for management system certification involves the following stages;

i. Enquiry

- Make an enquiry about UNBS Systems Certification at any UNBS office or on certification@unbs.go.ug or info@unbs.go.ug
- Details of the organization's scope, location, system sought and level of implementation are obtained from the you by filling in the UNBS pre-application questionnaire (CERT/SC-F26)
- A proposal letter indicating requisite fees is issued to you.
- Once you are comfortable with the proposed certification costs, then proceed to fill in application forms and make payment of application and audit fees. Application forms (CERT/SC-F03) may also be obtained directly from the UNBS website (www.unbs.go.ug)

ii. Application (At the discretion of the client)

Submit the filled application form and attach the necessary documents together with proof of payment for the service

iii. Application Review (Within 48hrs after submission)

- The information submitted to UNBS is evaluated for completeness and adequacy.
- Get to hear from your allocated Client Case Officer in regards to adequacy of the application.

- The Client Case Officer will be your contact person regarding your file.

iv. Stage 1 Audit

- An audit team is assigned to assess the submitted documents for adequacy as per the requirements of the respective standard for which certification is sought and determine preparedness for stage 2 audit.
- Part of stage 1 audit may be conducted at your site and a stage 1 audit report will be shared with you.
- Where issues have been raised in the stage 1 audit report that indicate potential failure of the system, you are given time to close out the issues.

v. Stage 2 Audit (On-site Audit)

- The audit team shares with you the audit plan within 5 working days prior to the audit, and then visits your premises for an on-site evaluation of the processes detailed in the audit program.
- A stage 2 audit report is shared with you within 7 working days from the audit closing meeting.

vi. Closure of Non-conformities (Maximum 6 months from the time of closing audit meeting)

- Where non conformities are raised during the

audit, you are given time to close out the identified nonconformance.

vii. Review (Certification Review Committee)

- If the company has fulfilled the requirements of the relevant standards, the company file is forwarded to the independent Certification Review Committee for consideration of grant of permit.

viii. Resolving Issues Raised by Review Committee

- Any areas of concern raised by the Review Committee are addressed by the Certification department to you in writing.

ix. Certification Decision

- Upon recommendation by the Certification Review Committee, the Executive Director of UNBS makes the final decision to grant certification.
- Payment notification for certification fees is sent to you and permit issued upon receipt of proof of payment of requisite certification fees.
- The certification is issued for a validity period of 3 years from the date of decision making.

UNBS Accreditation: What Does it Mean for the Industry?

In 2019, Uganda National Bureau of Standards (UNBS) was accredited by South African National Accreditation System (SANAS), a signatory to the International Accreditation Forum (IAF), Multilateral Recognition Arrangement (MLA) which gives it world-wide recognition as a competent provider of accreditation services.

By Bashir Byansi

The scope of accreditation was carefully selected to support Uganda's agro-food trade. The accreditation covers two management systems; Quality Management System (QMS) Certification based on ISO9001:2015 and Food Safety Management System (FSMS) Certification based on ISO22000:2005 and ISO22000:2018 – Food Manufacturing (Food Chain Category C) which covers all food products and beverages.

What does accreditation mean?

Accreditation is the independent evaluation of conformity assessment bodies (e.g. certification bodies) against recognised standards to ensure their competence, impartiality and consistency.

The process involves the accreditation body conducting a thorough evaluation of the certification body's practices, staff and management against specific international standards (in this case ISO/IEC 17021-1:2015, ISO/IEC 17021-3 and ISO/TS 22003) that are used throughout the world. The certification body is regularly re-examined to ensure that it maintains high standards of technical expertise.

The accreditation body provides formal recognition through an accreditation certificate and its logo appears on the certification body certificates for clients covered by the accreditation scope as an attestation. What does this accreditation mean to UNBS?

It is important for our clients and other interested parties to know that we are competent to perform certification tasks and such attestation can only be credibly provided by an impartial and independent accreditation body such as SANAS.

This accreditation means that UNBS undertakes ISO management system certification in a competent, consistent and impartial manner, thereby facilitating recognition and acceptance of UNBS certification at the international level.

With this accreditation, UNBS joins the best-in-class providers of ISO management systems certification services in the world that comply with international requirements. Accreditation provides

a credible framework to accept UNBS certification overseas.

This 'stamp of approval' gives UNBS a competitive advantage in an industry that has multinational players. UNBS intends to use this accreditation to expand its market share of certification. This accreditation is an attestation that the UNBS certification system has matured. The processes leading to accreditation have led to internal improvements in our certification system which have helped improve the service to our clients especially through value added audits.

Because UNBS certification activities are now subject to oversight by an authoritative body (SANAS), our clients should even be more confident of our certification service. The accreditation delivers more confidence needed for market place acceptance of UNBS certification. The certificates issued are recognised worldwide thereby facilitating international trade.

The Value of Accredited Certification to our clients

UNBS management systems certification is now recognised internationally, it will therefore open doors for your business overseas as well as in the domestic market. Holding accredited certification from UNBS is credible evidence of conformance with national and international standards and regulations which can differentiate your business from your competition.

Major procurers of goods and services rely on accredited certification to inform their buying decisions, as

it provides confidence that such suppliers have appropriate controls in place to deliver to requirements. Any organisations are now specifying accredited certification as a precondition for contracts or tendering.

International accreditation agreements provide an infrastructure that allows accredited certificates to be accepted around the world. This reduces the risk of products being rejected by international trading partners, and for the need to have products re-evaluated on entry into each country.

Avoid recertification – if certification is not carried out correctly the first time, the cost of recertification can escalate which wastes time and resources. UNBS prides itself in its technical competence and it is this competence that the UNBS audit teams bring to your business.

Accredited certification will also contribute to operational efficiency of businesses through our value added audits.

Important to note is that UNBS provides management system certification at the lowest cost in the market. Even with this accreditation, the costs have been maintained.

Why certify your management system?

Certification of a management system of an organisation is one means of providing assurance that the organisation has implemented a system for the management of

the relevant aspects of its activities, products and services in line with the organisation's policy and the requirements of the respective international management system standard.

Certification of a management system provides independent demonstration that the management system of the organization conforms to specified requirements; is capable of consistently achieving its stated policy and objectives; and is effectively implemented. Certification of a management system, thereby provides value to the organization, its customers and interested parties.

Other UNBS services accredited by SANAS: Chemistry and Microbiology Laboratories.

To further confirm the accreditation status of UNBS, visit the SANAS website www.sanas.co.za.

More information on UNBS certification services can be obtained on www.unbs.go.ug.

The New Systems Certification Mark



Paving the way for the fourth Industrial Revolution through Quality Management

The fourth industrial revolution describes a world where individuals move between digital domains and offline reality with the use of connected technology to enable and manage their lives. The first industrial revolution was a time of social and economic change like never before. By making the transition from hand production methods to production powered by steam, machines and factories, almost every aspect of the way we produced and consumed products and services evolved.

By Joselyn Biira Mwine

Fast forward three centuries and we are now in the midst of a new period of dramatic change. The Fourth Industrial revolution, which is characterised by the emergence of new technologies that are blurring the lines between the physical, digital and biological worlds, promises to permanently alter the way we produce, communicate and consume.

As with the first industrial revolution, the fourth is also being driven by machines. But rather than being powered by steam, these machines are now powered by big data that seamlessly connect people, products, content and information together. These innovations in digital technology offer us huge possibilities in terms of the choice, convenience and flexibility when we interact with products and services.

But with new technologies come new questions and challenges. How can we ensure the products we buy online are safe and meet our expectations? Can we trust the services we interact with to keep our personal data secure? How do we know what the implications of artificial intelligence are if we do not understand how AI systems are making decisions about us?

One thing is for certain. To regulate and harness the power of the emerging technologies we have at our disposal, the use of quality management standards will be essential.

The rapidly increasing digitalization

of industry and society is changing production methods and how we work in general. The Fourth Industrial Revolution, brings cutting-edge information technologies to all aspects of production, allowing manufacturers to form new business models and technologies based on data as the key raw material. Among the areas that will be changed by this revolution, and that is already changing before our eyes, is the notion of consumption itself. What people are consuming, how and when they are consuming it, and where the consumption takes place is changing quickly.

The astronomical rise of ecommerce is the most obvious aspect of changing consumption, but there are other compelling changes, including the explosion of subscription products, the success of brands with super-fast production cycles and the growth of the sharing economy. As a result of these new sales channels and an evolving consumer experience, we are observing greater customization of products, better accessibility to products, the prioritization of convenience, and more engagement between consumers and brands. This revolution allows products to be tailored precisely to consumers' needs - at low cost, high quality, and with a high level of efficiency.

Like the revolutions that preceded it, the Fourth Industrial Revolution has the potential to raise global income levels and improve the quality of life for populations around the world. To date, those who have gained the most from it have been consumers who are able to afford and access the

digital world; technology has made possible new products and services that increase the efficiency and pleasure of our personal lives. Buying a product, ordering a cab, booking a flight, making a payment, listening to music, watching a film, or playing a game—any of these can now be done remotely.

Data has proven to be the real catalyst for innovation and inventions in many areas, especially manufacturing. Data is all around us. Even as you read this article, countless data is coursing through your system and in the environment around us. Capturing that data and making sense of it, unlocking and using it to deliver products and services suitable to customer needs is the real task for businesses if they want to survive the times.

So how then can businesses prepare? Organizations should look to quality management standards now, to fully embrace this era of consumerism where manufacturing industries are required to deliver products and services of the highest quality in order to retain competitiveness in the market. Quality management standards establish a framework for how a business manages its key activities. They identify an agreed way of doing something, either making a product, managing a process or delivering a service.

Quality management standards are details of requirements, specifications, guidelines and characteristics that products, services and processes should consistently meet in order to ensure their quality matches

expectations, they are fit for purpose and they meet the needs of their users.

The purpose of quality management standards is to ensure safety and reliability of products and services, businesses comply with regulations, often at a lower cost, define and control internal processes and meet environmental objectives.

They are used as a foundation to guide an organisation's performance improvement. Manufacturers can use this data to plan, design, develop, produce, deliver and support goods and services to meet consumer needs and expectations.

Greater automation of production processes will require greater supervision and quality control. Applying big volumes of data will require businesses to adopt quality management systems to enable them manage and apply the information for best output. Quality management standards will lead to a supply-side miracle, with long-term gains in efficiency and productivity. Transportation and communication costs will drop, logistics and global supply chains will become more effective, and the cost of trade will diminish, all of which will open new markets and drive economic growth.

Quality management will ensure better coordination of the organisation's processes and increased effectiveness and efficiency in meeting quality objectives. Quality management systems also help organisations to better manage and improve their processes, monitor, analyse and evaluate performance of the overall system and manage risks that can affect output of the entire production process. As a result, decisions based on

the analysis and evaluation of data and information provided through these processes will be made easier.

There have been growing pains about the impact of the Fourth Industrial Revolution on climate change. The adopted ISO 14000 family of standards for environmental management systems, details practical tools for organizations to manage the impact of their activities on the environment. It helps organisations improve their environmental performance through more efficient use of resources and reduction of waste while gaining the trust of stakeholders and a competitive advantage.

UNBS is committed to working with manufacturers, the media and the general public to develop new international standards that meet the challenges of the digital world. By working together, we can aim to create a balanced environment where standards that champion consumer safety, security and privacy become a catalyst, rather than an obstacle, for digital innovation.

As new technology continues to blur the lines between the physical and digital world, it will also become increasingly important to use the guidance provided by the UN Sustainable Development goals to build a blueprint for the digital world that is sustainable.

We must accept the challenge of using standards to build the foundations for a fourth industrial revolution that not only delivers speed, efficiency and innovation but can also create a revolution that is sustainable, fairer and more inclusive than those that came before it.

The process of systems certification

The Uganda National Bureau of Standards (UNBS) is fully equipped with a committed and experienced team of Certification officers focused on helping clients acquire certification for management systems.

By Joselyn Biira Mwine

UNBS had issued over 65 permits to businesses in Uganda across diverse sectors of education, agro processing, public administration, aviation, security among others.

From the quality of a management system to the standards governing the health and safety of workers, systems certifications are some of the most obvious benchmarks of a business that is serious about maintaining a high-quality product as well as a safe and productive working environment.

The process for management systems certification is straightforward and typically follows a generic process consistent for ISO management systems standards.

Sectors that can implement management systems

All organizations irrespective of size, sector and geographical location can implement and get certified to ISO management systems. These include but not limited to;

- a) Manufacturing organizations/industries
- b) Security services organizations
- c) Public sector organizations (Ministries, Departments and Agencies)
- d) Agricultural and Agro processing organizations
- e) Aviation companies (Airlines and Airport ground service agencies)
- f) Hotels and restaurants
- g) Tour and travel agencies
- h) Education service centers (Schools, Colleges, Universities, Technical institutes)
- i) Information technology service organizations
- j) Hospitals, Clinics, Pharmaceutical services, and other healthcare services
- k) Clearing and forwarding agencies

UNBS Adopts the Revised International Standard on Food Safety Management

The Uganda National Bureau of Standards (UNBS) is fully equipped with a committed and experienced team of Certification officers focused on helping clients acquire certification for management systems.

By Joselyn Biira Mwine

Uganda National Bureau of Standards (UNBS) has transitioned from the US ISO 22000:2005 to the revised ISO 22000:2018 standard Food safety management systems — Requirements for any organization in the food chain.

The aim of its revision was to harmonize the requirements for food safety management on a global level. The global food industry is constantly developing and there is a need for a generic standard to fit the entire food chain from primary production to consumer. Since the first publication of ISO 22000 in 2005, users along the supply chain have been facing new food safety challenges creating a need for the standard to be revised. The major changes to the standard include modifications to its structure as well as clarifying key concepts such as:

- The high level structure: in order to make life easier for businesses using more than one management system standard, the new version of ISO 22000 will follow the same structure as all the other ISO management system standards, the High Level Structure (HLS).
- The risk approach: the standard now includes a different approach to understanding risk.
- The PDCA cycle: the standard clarifies the Plan-Do-Check-Act cycle, by having two separate cycles in the standard working together: one covering the management system and the other, covering the principles of HACCP.
- The operation process: a clear description is given of the differences between key terms such as: Critical Control Points (CCPs), Operational Prerequisite

Programmes (OPRPs) and Prerequisite Programmes (PRPs).

The standard sets out the requirements for a food safety management system and what an organization needs to do to demonstrate its ability to control food safety hazards in order to ensure that food is safe. It can be used by any organization regardless of its size or position in the food chain.

As part of the transition process, UNBS Certification staff are undergoing further training on the implementation and auditing requirements of ISO 22000:2018 standard. The training will equip them with knowledge and skills to undertake systems certification audits, internal audits and certification reviews. This training will also give the Certification actors an opportunity to interrogate the certification system to confirm that it has been properly aligned to the new standard.

UNBS underwent a transition assessment by the South African National Accreditation System (SANAS) in 2019 and is now accredited to offer certification against the new standard and this training is an important aspect of the transition process. UNBS was the first national standards body in Africa to be accredited to offer certification in ISO 22000:2018.

It is a normal process for a standard to be revised. Every five years standards are reviewed to determine whether a revision is necessary, to ensure that the standards remain as relevant and useful to businesses as possible. Standards are developed by bringing together all interested parties such as manufacturers, consumers and regulators of a particular product. The parties agree on the standard based on consensus, this consensus is built on science, technology, best practices including regulatory and society needs. The revision of an international

standard is carried out by specialists from over 30 countries with expertise in establishing, implementing and auditing food safety management systems.

As many of today's food products repeatedly cross national boundaries, International Standards are needed to ensure the safety of the global food supply chain. UNBS is committed to ensuring that Ugandan products in the food value chain are competitive on the international market by developing, adopting and revising standards.

New Standards Under Development

Uganda National Bureau of Standards (UNBS) continues to develop standards to enable businesses thrive and remain competitive on the local and international market. UNBS is currently working on the development of a series of standards on Asset Management.

The Standards will be applicable to any organization that wishes to:

- Establish an asset management system to manage its assets over the life cycles or over a defined period;
- Implement, maintain and improve the management of its assets;
- Assure itself of conformity with its stated asset management policy and organisational objectives; and
- Demonstrate conformity with the Standard.

These Standards are applicable to all types of organizations (e.g. commercial enterprises, government agencies, non-profit organizations), as well as to all sizes of organization (from small to medium enterprises through to multinationals).

SUCCESS STORIES

Zahra food industries Ltd achieves highest food safety certification

Zahra Food Industries Ltd is a young agro-processing company but is born ambitious. We operate out of an ultra-modern, first of its kind facility right at the heartland where the sweetest and the tastiest produce is grown.



Compiled by Joselyn Biira Mwine

Nature's best tasting produce is also the healthiest which is why we have made it our mission to spread nature's love. We are exporters of fresh and dried produce, our diversified value-addition capabilities not only enable us to offer a wide portfolio of products but it also transcends into sustainable growth opportunities for both our company and for entire communities. We market our products under the 'Blossomz' brand name, inspired by the abundance of nature in Uganda

and given its association with flowers, it adds a beautiful cheer to everything we do!

We proudly started off the new decade with ISO Food Safety Management System (22000:2018) certification making us one of the only ones in Uganda to be certified.

Quality and safety is our top priority, every area of our facility and every step of our process is designed and monitored to ensure delivery of the highest quality and safest products

and thereby setting a new standard for the modern agro-processing industry. The implementation of the Food Safety Management System provides assurance to our customers that we comply with all statutory and regulatory requirements and that we go above and beyond in playing our part to keep the food chain safe and free from any contamination.

The ISO Food Safety Management System (22000:2018) is vast addressing all aspects of food production from management



commitment, to compliance of infrastructure, to safe food production, to deploying necessary resources, to fulfilling training needs, to implementing hygiene programs, to establishing emergency programs in case of interceptions, among others. When all of these aspects are developed and put in place, the system then requires that there is adequate monitoring, effective communication and reporting on key aspects and when necessary corrective actions are implemented while continuously seeking out opportunities to improve. The ISO Food Safety Management System also extensively covers HACCP

(Hazard Control Plan) which ensures that all hazards that have the potential to contaminate the food chain are identified and effectively controlled along the value chain.

Our certifying body was proudly UNBS. The process to certification is long, all aspects of the requirements are extensively and thoroughly audited via two major audits (stage 1 and stage 2) to check for compliance in addition to a preliminary document review that is done at the very onset. Any findings of non-conformities along the certification process needed to be closed before reaching

certification. Furthermore, regular surveillance audits will be conducted to ensure continued compliance even after certification has been granted. But at the end, all that effort has been worth our while knowing that every precaution has been taken to keep the food chain safe for human consumption, 100% of the time!

We take this opportunity to thank UNBS, our certifying body and the team of professional auditors for their patience during the certification process and their continuous efforts to push our organisation to become better.

QMS Implementation Success Story for Brigade Distilleries Limited

Established by K. Sreenivasa Reddy & K. Thrilok Reddy, in 2009, Brigade Distilleries Limited (BDL) has become one of the preferred manufacturer & distributors of alcoholic beverages i.e. Gins & Vodka around Uganda. Through the implementation of a Quality Management System (QMS), BDL has grown exponentially into a full manufacturer & distributor of precise quality products.

Today, with the core philosophy to provide the best value through exceptional quality, and continuous improvement, BDL has become one of the biggest manufacturers & distributors of quality products in today's Gins and Vodka market around Uganda.

To support the company's plan for continued strategic growth, BDL went an extra mile and brought on a consultant for information on the implementation of the QMS in 2016. A gap analysis was conducted on the company's system of operations. The assessment reviewed the company's current practices to determine the areas in need of improvement.

Based on the findings, the BDL team was provided specific training on implementation of QMS based on ISO 9001: 2015 requirements. The facilitators worked with the team to identify key steps, roles and responsibilities required to ensure a successful and sustainable implementation. The key services provided to the BDL team were Management Overview Training, System Development and Internal Audit.

After going through a series of events with the implementation of the QMS, we applied to Uganda National Bureau of Standards (UNBS) for systems certification. A Stage 1 on-site

audit was conducted which involved document review only. The results from the audit involved positive findings, areas of improvement plus non-conformances.

The issues raised were addressed accordingly to prepare us for next audit stage. This was followed by a Stage 2 audit which was the real deal as it tackled the physical bit of the implementation of the system. As well, the results from the audit involved positive findings, areas of improvement plus non-conformances. A corrective action plan for the issues raised was documented and submitted to UNBS for verification of adequacy. After

verification of the plan, the issues raised in stage 2 audit were addressed satisfactorily. BDL successfully achieved ISO 9001:2015 certification by UNBS in March 2019.

But, that was only the beginning. Armed with its new ISO achievement, the certification has opened new leads and new process capabilities for BDL. BDL is realizing gains internally as well. The company has increased employee awareness of the importance of quality throughout the production and distribution

processes, and communicated its importance to the business's metrics. Any non-conformances are now closely measured and the company has effective correction strategies to address them. BDL's customer claims have decreased by 40%, with more efficiency expected as the quality system matures. Finally, customer on-time delivery has also improved by over 40% since the implementation of the company's quality management system.

The trainers were very down to earth

and able to translate the system to a practical level of understanding and aligned us for success. Our employees have a greater sense of pride in where they work as an ISO certified company. The consultant helped us optimize our quality manual documentation to a manageable system that is most effective for us to grow. We have a more effective corrective action plan that is a living system for our continuous improvement. The certification has brought new opportunities with our ability to demonstrate to customers our quality commitment.

The Road To Iso 9001:2015 Certification: The Experience of Ministry of East African Community Affairs, Uganda

The Ministry of East African Community Affairs Uganda (MEACA) was established in 2007 with the mandate to “Steer Uganda’s regional integration agenda in accordance with the objectives of the Treaty establishing the East African Community.”

The key functions that were bestowed upon MEACA include but are not limited to implementing Uganda's regional integration policy in East Africa; coordinating the harmonization of East African sectoral policies and programs; follow-up, monitoring and evaluating the implementation of East African Community policies, programs and projects; liaising with public, private sector, non-governmental organizations, the civil society and other stakeholders on East African Community cooperation matters; and maintaining linkages between the EAC organs and institutions with Uganda Ministries and other institutions in Uganda.

In 2016, following a visit to MEACA by a delegation of the Federal Ministry of Economic Cooperation and Development of Germany the Ministry shared ideas on how to work together to address some of the challenges the ministry was facing.

A cooperation between the MEACA in Uganda and the GIZ EAC program, based in Arusha, Tanzania was formed

for supporting and strengthening the capacities of MEACA, with particular emphasis on improving internal workflow processes for better coordination of National/ Regional linkages and dynamics of integration. The Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH or GIZ in short (German Corporation for International Cooperation) is a German development agency headquartered in Bonn that provides services in the field of international development cooperation.

The cooperation between GIZ and MEACA focused on the development of staff capacity through training of a core team of change agents at MEACA in an accredited quality management system.

A quality management system (QMS) is a formalized system that documents processes, procedures, and responsibilities for achieving quality policies and objectives. The QMS helps coordinate and direct an organization's activities to meet objectives and improve its

effectiveness and efficiency on a continual basis. It is expressed as the organizational goals and aspirations, policies, processes, documented information and resources needed to implement and maintain it. The Ministry benchmarked with the Ministry responsible for EAC Affairs in Kenya and the University of Embu north of Nairobi for purposes of learning and experiencing QMS in practice.

An assessment of our work structures, identification of capacity gaps and a review of our IT systems resulting in a documented road map to implement a QMS in MEACA was conducted with the support of a consultant.

The two initiatives above provided a vehicle for addressing many of the capacity challenges that we faced and for launching a QMS certification process in the Ministry of East African Community Affairs.

QMS implementation in MEACA was handled as a project. A steering committee, Management Representative and Administrator

were appointed by the accounting officer, the Ministry Permanent Secretary, Mrs. Edith Mwanje. This team held regular meetings from the QMS roll out and planning meetings to management review meetings. The team was responsible for determining the scope of the QMS.

The scope of the MEACA QMS covers activities and processes related to the “provision of steering and coordination services of Uganda’s regional (EAC) integration agenda in accordance with the objectives of the Treaty for the Establishment of East African Community” and it is guided by Uganda’s National Policy on EAC Integration.

To this end, documentation process categories relating to the EAC Treaty, the National Policy on EAC Integration, the Constitution of Uganda, the MEACA Strategic Plan, the MEACA Client Charter, Quality policy statement and quality objectives, policies, guidelines and regulatory requirements of the Public Service and ISO 9001: 2015 were put in place. Other documents are the Quality manual, mandatory processes and procedures, documented procedures, manuals and handbooks, different forms used for record keeping, work aids and instructions among other categories were put in place with the help of a QMS consultant.

During the certification process, there was need for comprehensive sensitization and awareness creation on the role of each individual and their contribution to the success of rolling out and implementing QMS in the Ministry. We realized that the ISO 9001:2015 will not and does not tell us how to run the Ministry - that was and is up to us; but rather it helped us describe what needs to be achieved and therefore, staff noted that the QMS is process focused and result oriented.

Commitment from top management was key in the implementation phase. Provision of necessary resources and creation of a supportive and

conducive environment was important in achieving the QMS objectives.

It was further observed that not all staff would move at the same pace. There were staff who were sceptical about the success of the QMS in the Ministry and there were those who had a positive outlook. It took more than sensitization – it took leadership for the naysayers to come on board. Getting staff to work and deliver assignments within the given strict lead times proved a challenge in some cases. To overcome this, management review meetings were conducted regularly and often times chaired by the Permanent Secretary with a view of harnessing synergies towards the common objective.

Initially, junior staff in the Ministry believed that QMS was for senior staff. The ministry organized training for this category of staff and, in a simplified way explained the importance and relevancy of QMS and how each staff member contributes to its success.

The first internal quality audits were a classic case of the learning curve. Both auditors and auditees were going through this exercise for the first time and so, some standard operating procedures were audited well. This subsequently made the process of taking corrective action difficult.

The benefits of implementing QMS in MEACA are many and varied. They include;

1. Strengthened Working Relationships with Stakeholders and Customers. As a coordinating ministry, management of interfacing processes and relationships with other EAC Organs and Institutions is critical. QMS demands determining stakeholder requirements, setting up quality objectives for meeting them, implementing and monitoring results (outcomes/ impact) of programs and projects; determining their level of satisfaction and obtaining feedback for continual improvement. This has created

mutually beneficial and stronger relationships and promoted good will.

2. QMS Emphasizes Continual Improvement and excellence is a never ending commitment to improvement. Therefore, QMS helps the Ministry excel in discharging its mandate.
3. Risk Management. Identifying and addressing the risks associated with MEACA is now part of our standard operating procedures thereby acting as a preventive and improvement tool.
4. Ensure Continuity & Sustainability. Documented processes guarantee retention of Institutional Memory through determination, maintenance and availability of necessary knowledge.
5. QMS has made our approach to work both internally and with stakeholders consistent and predictable. This enhances reliability.
6. Conformance to applicable statutory and regulatory requirements such as the Public service Standing Orders 2010.
7. MEACA, as a result of implementing QMS now has a working environment necessary for the efficient and effective operation of our processes.
8. QMS has made it possible for all staff to have clear responsibilities and authorities for relevant roles.
9. QMS has created a better understanding and control of the Ministry’s processes and improved communication between and among different roles in the establishment.
10. The involvement of top management by taking a more active role in aligning quality policies and objectives with the Ministry’s strategic direction has led to improved performance across all departments and units of the MEACA.

Some of our Most Popular Standards

- **ISO 9001:2015**

QUALITY MANAGEMENT SYSTEMS

ISO 9001:2015 is a standard for organizations looking for ways to improve the quality of their products and services and consistently meet their customers' expectations.

- **ISO 22000:2018**

FOOD SAFETY MANAGEMENT SYSTEMS

The standard specifies requirements for a food safety management system where an organization in the food chain needs to demonstrate its ability to control food safety hazards in order to ensure that food is safe at the time of human consumption.

- **US ISO 14001:2015**

ENVIRONMENTAL MANAGEMENT SYSTEMS

This standard is for companies and organizations of any type that require practical tools to manage their environmental responsibilities.

- **US ISO/IEC 27001:2013**

INFORMATION TECHNOLOGY

This Uganda Standard specifies the requirements for establishing, implementing, maintaining and continually improving an information security management system within the context of the organization.

UPCOMING DATES & EVENTS



World Metrology Day



Arso General Assembly At Kampala Serena Hotel, 22Nd-26Th June 2020



World Standards