

The background of the slide is a photograph of a laboratory setting. In the foreground, a test tube containing a red liquid is held in a wooden test tube rack. In the background, there are several other test tubes, some containing red liquid, and a bowl of red fruit, possibly tomatoes, on a white surface. The overall lighting is bright and the colors are vibrant.

SABS

South African Bureau of Standards

BENEFITS OF HAVING QUALITY MANAGEMENT SYSTEM

DUMISANI MNGADI

Our legislative mandate

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The SABS was established by the Standards Act, 1945 (Act 24 of 1945)

The SABS exists as a public entity under the Standards Act, 2008 (Act 8 of 2008).

The objectives of SABS are as follows:

- Develop, promote and maintain South African National Standards (SANS)
- Promote quality with respect to commodities, products and services
- Render conformity assessment services and matters connected therewith

International Membership



Accreditation of SABS



South African National Standards (SANS) are voluntary standards and are not prescribed by law

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NRCS legislative mandate

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The NRCS is mandated to regulate the adherence to compulsory specifications and technical regulations in South Africa.

This regulatory function addresses flaws in the market system whereby businesses may produce, import or sell products or services that may harm the consumer and / or the environment or may fall short of what is promised in terms of quantity (trade metrology) or safety.

In all that it does, the NRCS is mindful of the need to balance the burden of over-regulation with the benefits of pragmatic, focused regulation.

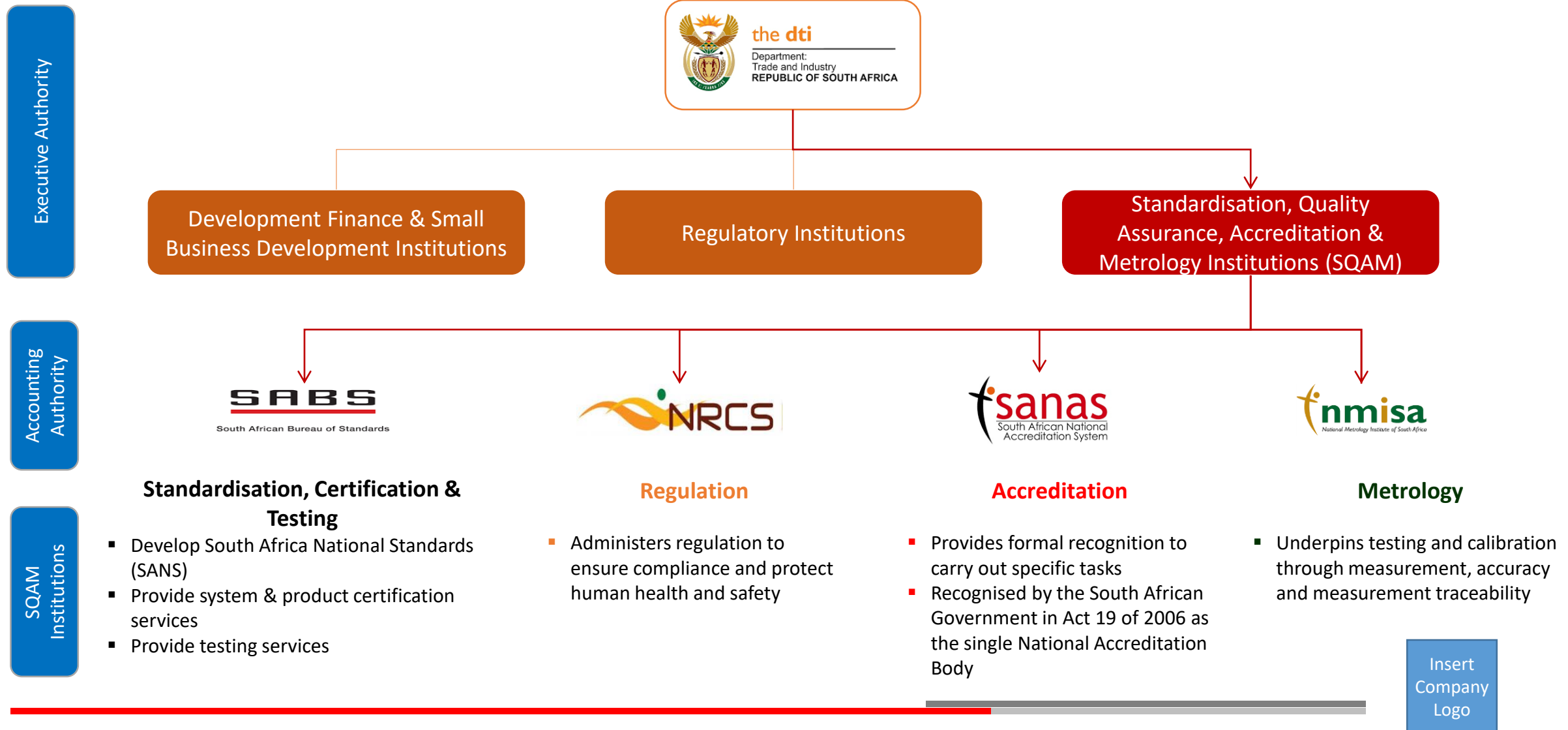
Given the mandate and its responsibility to the health and safety of consumers / the public, it was necessary to commission out a research project that will serve as a baseline study to determine the level of awareness and public understanding of the role / mandate of the NRCS.

South African National Standards (SANS) are voluntary standards and are not prescribed by law

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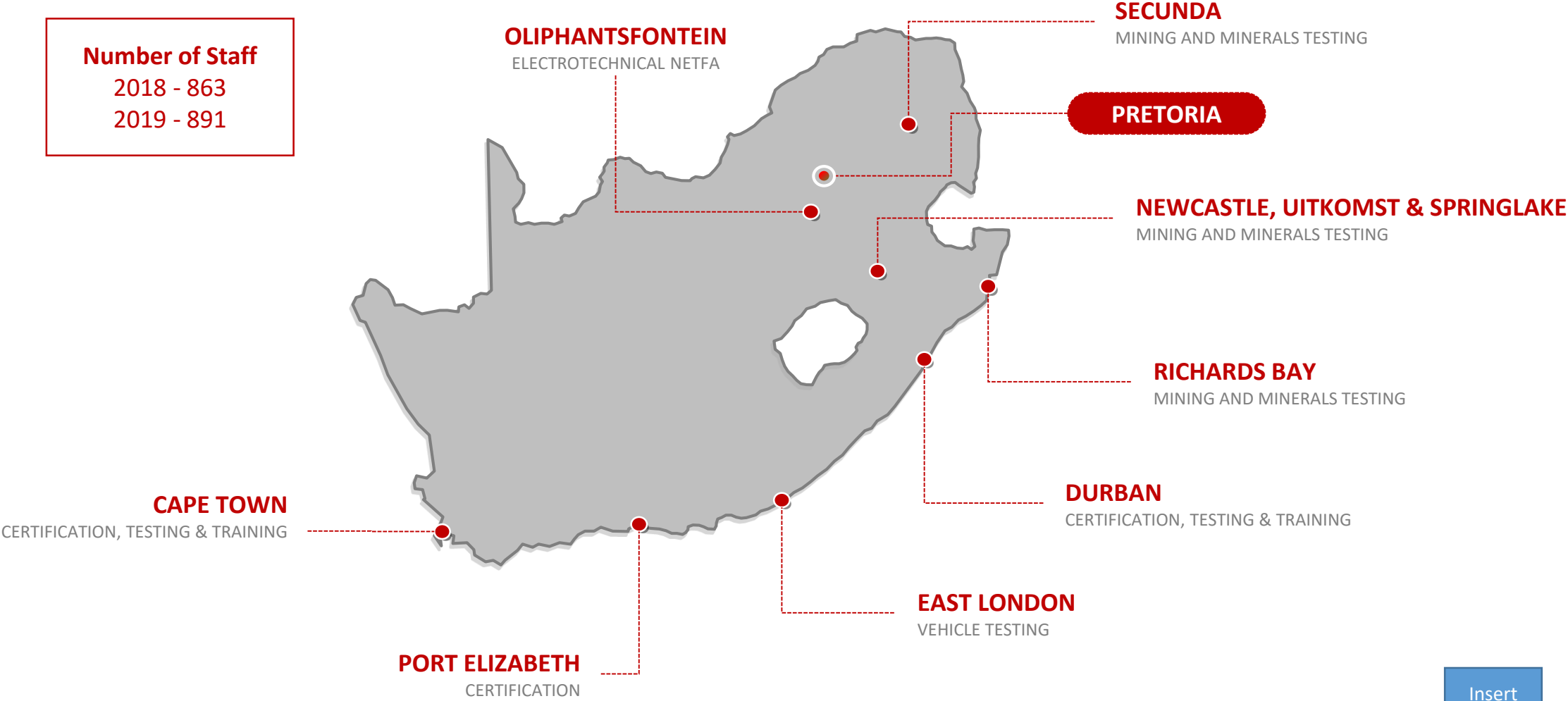
Our shareholder

SABS



Our footprint

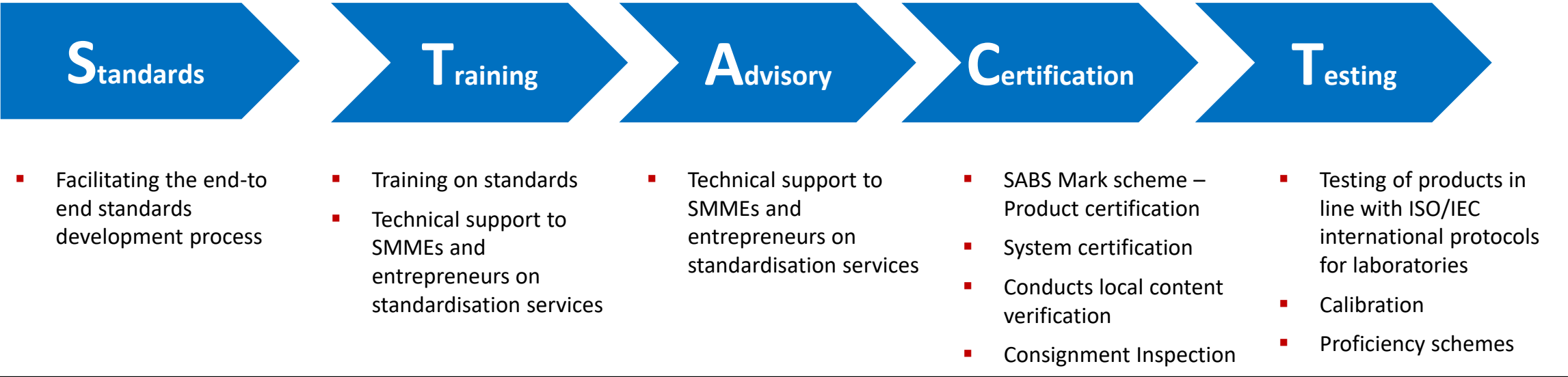
Number of Staff
2018 - 863
2019 - 891



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Our value chain

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Key sectors supported across various value chains *

Accessibility	Chemicals	Environment (EMS)	Medical and health	Rubber and plastics
Acoustics	Chromatography	Explosion prevention	Metrology	Safety and security
Adhesive and packaging	Civil engineering	Fibre and polymers	Mining and minerals	Solar water heating
Agrochemicals	Clothing & protective wear	Food and beverages	Paints and sealants	Textiles and leather
Automotive	Electro-technical	ICT	Petrochemical	Timber
Building and construction	Electronic appliances	Industrial chemistry	Pharmaceutical	Transportation
	Energy efficiency	Lighting technology	Radiation protection	
	Engineering	Mechanical and fluids	Rotating machinery	

** Includes both Certification & Testing*



Our services

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The role of conformity assessment in SA

The ISO/IEC Guide 2:1996 definition of conformity assessment is “any activity concerned with determining directly or indirectly that relevant requirements are fulfilled.” In more tangible terms, conformity assessment refers to a variety of processes whereby goods and/or services are determined to meet voluntary or mandatory Standards or specifications.

The main areas of concern are user and product safety, consumer health, and the environment.

Conformity assessment encompasses the areas of:

- Testing
- Surveillance
- Inspection
- Auditing
- Certification
- Registration
- Accreditation

South African National Standards (SANS) are voluntary standards and are not prescribed by law

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The role of conformity assessment in SA

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Conformity assessment is important to suppliers, consumers, and regulators. It enables producers to demonstrate that their product(s) meet relevant design and safety Standards and gives consumers confidence when selecting products in the marketplace.

South African National Standards (SANS) are voluntary standards and are not prescribed by law

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How standards are developed?

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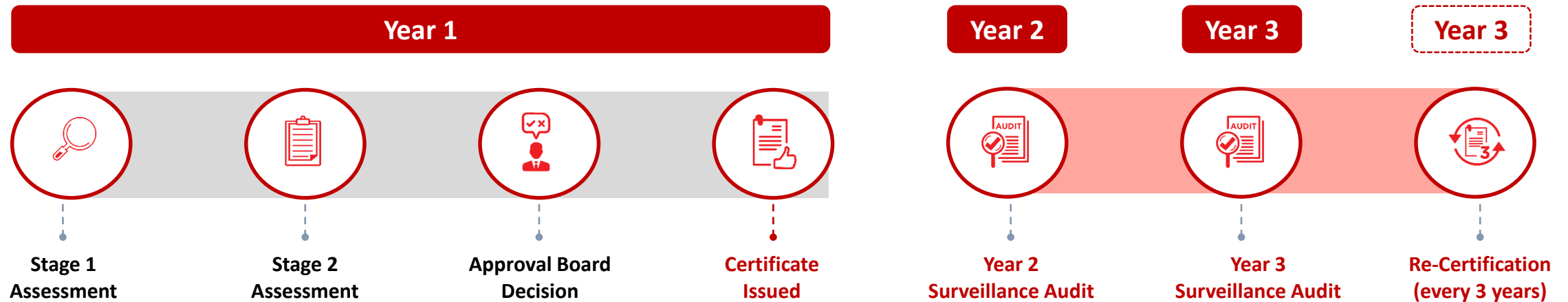


SABS is the only organisation in South Africa with the mandate to develop, promote and maintain national standards

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What is certification?

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- Certification is a conformity assessment process whereby an independent neutral body confirms that a product or service complies with relevant specifications or standards
- Certification is a voluntary process whereby a company will request a conformity assessment body (CB) to test their management system or product against a relevant standard

Over 4 000 system certificates & 2 835 product permits held by customers

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Benefits of independent certification

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Enables you to clearly state your objectives and identify new business opportunities



Meet statutory, regulatory and customer requirements



Customer retention, increased new business and new clients for the organisation



Access to new markets



Increased productivity and efficiency monitoring



Risk management and business continuity

Improves your global market access opportunities

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Certification – management systems

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A management system is a collection of business processes focused on consistently meeting customer requirements and enhancing their satisfaction.

It is aligned with an organization's purpose and strategic direction

The SABS offers the following:

- ISO 9001 – Quality Management Systems
- ISO 14001 – Environmental Management Systems
- SANS 1812 – Reusable Sanitary Towels
- SANS 1043 – Disposable Sanitary Towels
- OHSAS 45001 – Occupational, Health and Safety Management Systems
- HACCP: Food Safety Standard (Hazard Analysis Critical Control Points)
- ISO 22001: Food Safety Standards



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Certification – management systems

SABS

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The SABS offers the following:

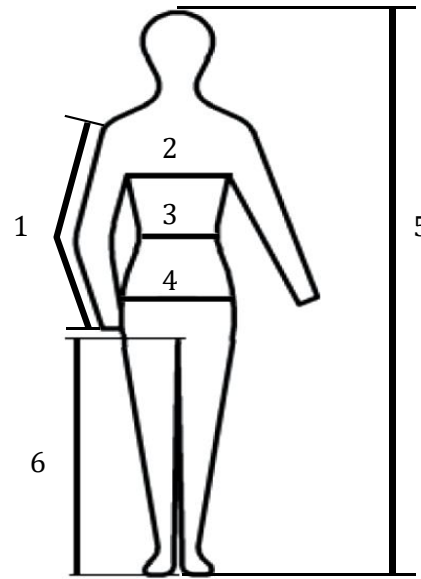
- FSSC 22001: Food Safety Satandards
- ISO – TS 3736 – 1 Digital fitting – Service procedure – Ready to wear clothing,
- ISO – TS 3736 – 2 Digital Fitting – Service procedure – Customized clothing



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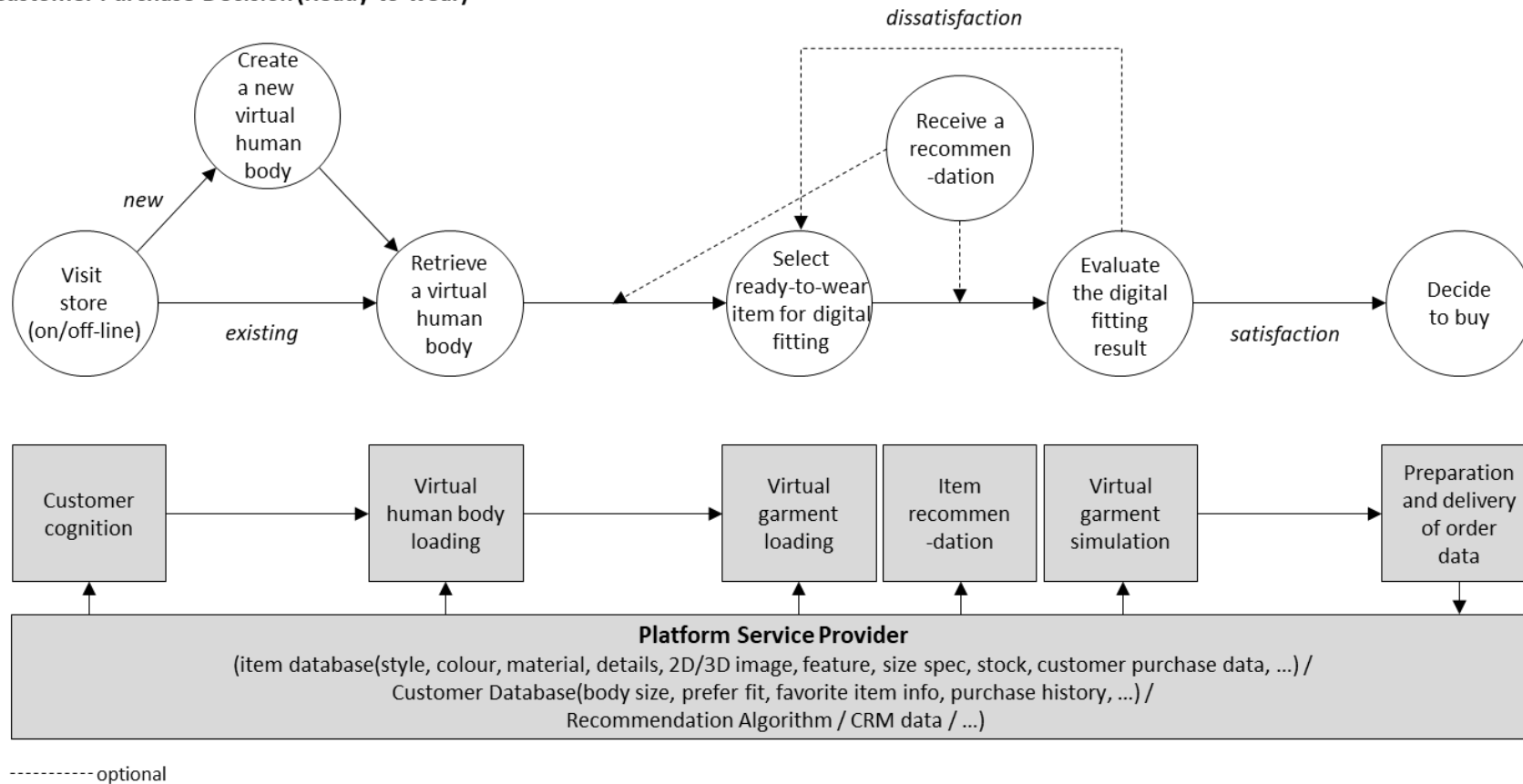
Digital Fitting

1. Arm Length,
2. Bust Girth,
3. Waist Girth,
4. Hip Girth,
5. Height and,
6. Inside leg height



CUSTOMER DECISION MAKING PROCESS

Customer Purchase Decision (Ready-to-wear)



The eight management principles:

- Customer Focus
- Leadership
- Involvement of People
- Process Approach
- System Approach
- Continual Improvement
- Factual Approach to Decision Making
- Supplier Relationships



Purpose of SABS ISO 9000:

- To ensure customer satisfaction
- To ensure requirements are met
- To ensure integration of systems
- To ensure continual improvement
- To ensure requirements are met consistently

Key Reason for failure:

- Lack of buy in from staff
- Lack of needs awareness
- Lack of human resources
- Lack of financial resources
- Responsible manager not senior enough
- Lack of commitment from top management

Certification – Mark Scheme

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The benefits of a SABS Approved Mark

- Assure quality of critical products
- Improved procurement and provides assurance
- Improved supply chain management
- Reduce poor quality process
- Identify weak controls in the business processes
- Enhance legal compliance
- Mitigation of business risks
- Reduce lost revenue due to non-compliant goods
- Improve the integrity of tender documentation & requirements

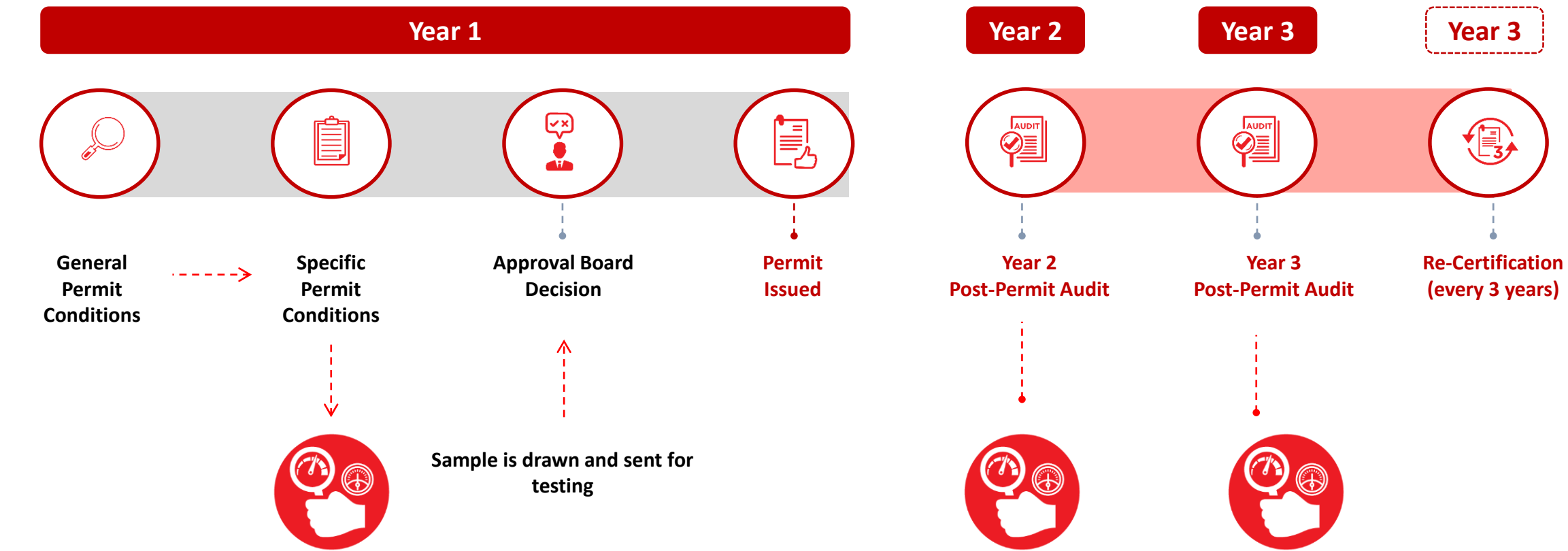


Our Mark Scheme ensures products that are fit for purpose, redress & safe for use

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What is product certification?

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2 835 product permits held by customers

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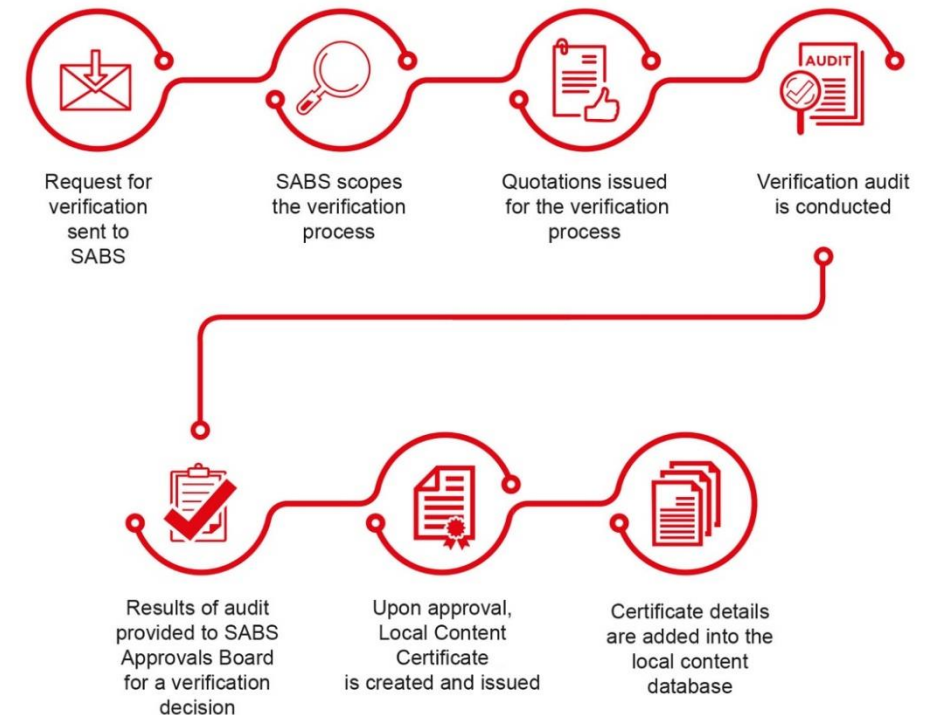
Local Content Verification (LCV)

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- Preferential Procurement Policy Framework Act (PPPFA) was enacted in 2000, and its Regulations promulgated in 2001
- Section 9: Local Production and Content

9 (1) of the Regulations empowers **the dti** to designate specific industries where tenders should prescribe that only locally manufactured products with a prescribed minimum threshold for local production and content will be considered
- SABS developed technical specification SATS 286:2011 for use by SA government with regards to LCV
- The SABS has been appointed by **the dti** as the verification agency for Local Content in South Africa

Local Content Verification Process



Local Content Verification creates new business opportunities and helps the national industrialisation effort

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Accreditation

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- Accreditation is a 3rd party confirmation process that verifies that the SABS is competent to perform the specific tasks for which we hold accreditation
- The laboratories are accredited to ISO 17025 (SANAS)
- Certification is accredited to ISO 17021 (SANAS and RvA) for management systems and 17065 (SANAS) for product certification.
- Annually SANAS and RvA audits the SABS laboratories, systems and processes to ensure that global requirements are met and that the SABS is competent to deliver verification and testing services
- On completion of this they will award the SABS accredited status



SANAS is recognised by the South African Government in Act 19 of 2006 as the single National Accreditation Body that gives formal recognition that Laboratories, Certification Bodies, Inspection Bodies, Proficiency Testing Scheme Providers and Good Laboratory Practice (GLP) test facilities are competent to carry out specific tasks



The RvA is a private organisation appointed by the Dutch government in 2010 as the national accreditation body based on European Regulation 765/2008. Their primary task consists of accrediting and renewing the accreditations of conformity-assessment bodies: laboratories, inspection bodies, certification bodies and verification bodies.

Delivering global certification standards to our customers

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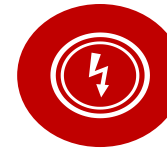
Our testing offering

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Our primary products and services include:

- Sampling, testing and analysis (inside the lab)
- Testing and calibration of laboratory and testing equipment
- Environmental monitoring (at client's premises)
- Proficiency testing
- Reference materials



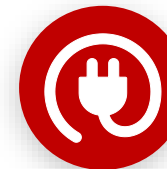
Technical evaluations and surveys:

- Analysis by testing
- Area classifications
- Failure assessments
- Ionizing radiation monitoring
- Efficacy testing



Product conformity testing:

- Type testing
- Conformity testing against requirements
- Batch testing
- Non-destructive testing



Calibration services:

- In house and on site calibrations
- Calibration system



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Our Training Academy

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The SABS Training Academy provides training services through outcomes-based modules focussed on quality, safety, health and environmental management systems.

The portfolio of training services offered include customer specific training requests as well as onsite training sessions to cater for individual and unique training requests.

The Training Academy offers the following training courses:

- SANS/ISO 9001:2015 Quality Management Systems
- SANS/ISO 14001:2015 Environmental Management Systems
- SANS 10049:2011 Prerequisite Programmes on Food Safety for Food Manufacturing
- SANS 10330:2007 Hazard Analysis and Critical Control Points
- FSSC 22000 Food Safety System Certification
- SANS/ISO 45001 Occupational Health and Safety Management Systems
- ISO 50001:2011 Energy Management Systems



Training on Product Certification (which is called the SABS Mark Scheme) and national standards is also provided

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