
SABS

South African Bureau of Standards

ANNUAL PERFORMANCE PLAN

2025/26

Acronyms and abbreviations

| | |
|----------|---|
| ARSO | African Organisation for Standardisation |
| BSAS | Business Solutions & Advisory Services |
| CIMS | Certification Information Management System |
| CRM | Customer Relationship Management |
| DLS | Digital Learning System |
| ERP | Enterprise Resource Planning |
| ERRP | Economic Reconstruction and Recovery Plan |
| EXCO | Executive Committee |
| FSSC | Food Safety System Certification |
| ICASA | Independent Communications Authority of South Africa |
| ICT | Information and Communications Technology |
| IEC | International Electrotechnical Commission |
| ISO | International Organization for Standardization |
| LIMS | Laboratory Information Management Systems |
| MSME | Micro, Small and Medium Enterprises |
| MTDP | Medium Term Development Plan |
| MTEF | Medium Term Expenditure Framework |
| NDP | National Development Plan |
| NIPF | National Industrial Policy Framework |
| NRCS | National Regulator for Compulsory Specifications |
| NSB | National Standards Body |
| OECD GLP | Organisation for Economic Co-operation and Development Good Laboratory Practice |
| RvA | Raad voor Accreditatie (Dutch Accreditation Authority) |
| SAHPRA | South African Health Products Regulatory Authority |
| SABS | South African Bureau of Standards |
| SADC | Southern African Development Community |
| SANS | South African National Standards |
| SCM | Supply Chain Management |
| SOE | State-Owned Enterprise |
| TBT | Technical Barriers to Trade |
| the dtic | The Department of Trade, Industry and Competition |
| WTO | World Trade Organisation |

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Executive Authority Statement



Mr Parks Tau - Minister of Trade, Industry and Competition

The South African Bureau of Standards (SABS) has crafted this plan in line with the Medium-Term Development Plan (MDTP) aimed at advancing the country toward the National Development Plan (NDP) Vision 2030.

It is essential to acknowledge the significant role that the SABS plays in the South African economy as well as in the broader continental context. The SABS's technical and leadership roles in the Southern African Development Community Cooperation in Standardization (SADCSTAN), African Organisation for Standardisation (ARSO) and International Standards Organisation (ISO) ensure that South Africa's and African interests are prominent in global standardisation, quality assurance and sustainable development, and that the African Continental Free Trade Agreement (AfCFTA) become a reality.

The SABS, as a key technical infrastructure institution, is instrumental in the achievement of the imperatives of innovation stimulation and enhance industry competitiveness. Highlighted in this plan are strategic priorities of the SABS that drive re-industrialization, value addition, localisation and export-competitiveness. The Industrial Policy that we develop and the success of the Master Plans that we implement depend to a large extent on the contribution of national standards and quality assurance.

There is also greater emphasis in this plan on tangible outcomes, meaningful impact as well as greater coordination and collaboration across departments and entities. To this end, not only does this plan reflect greater effort in publishing standards in new and priority sectors, but it also recognises the importance of raising awareness about standards.

The delivery of the priorities highlighted in this plan will also transform the SABS into a customer-centric and technologically enabled entity. I am enthusiastic about the work ahead and are looking forward to working with the board, management and staff team at the SABS.

A handwritten signature in black ink, appearing to read 'P. Tau', written in a cursive style.

Mr Parks Tau, MP
Minister of Trade, Industry and Competition

Chief Executive Officer Statement



The development of the South African Bureau of Standards' Annual Performance Plan for the period 2025/26 – 2027/28 marks another critical step forward as we continue to navigate an increasingly complex and dynamic local and global industrial landscape. This plan is driven by the need to adapt, innovate, and sustain our relevance globally while responding to the standardisation needs of our developing economy.

The South African Bureau of Standards (SABS) plays a crucial role in both the national economy and continental standardisation efforts. Through its leadership in regional and international standardisation bodies, SABS ensures South African and African interests are represented globally. This involvement supports key initiatives like Africa Agenda 2063 and the African Continental Free Trade Agreement. Over the next three years, SABS aims to leverage its participation to enhance South African enterprises' global competitiveness. The organisation will focus on improving coordination among standardisation, quality assurance, and metrology bodies, as well as with national and local entities, to elevate the prominence of standardisation in the economy.

Our work also supports key government priorities and national imperatives as detailed in the Medium-Term Development Plan (MTDP) 2025-2030 aligned to the National Development Plan (NDP) Vision 2030. The MTDP's primary objectives are to foster inclusive economic growth, reduce poverty and inequality, and establish a competent, ethical, and developmental state. The plan's main feature is a coordinated governmental approach, with pivotal initiatives that encompass significant infrastructure investment, energy reliability, expanded digital capabilities and mobilization of private sector capital.

In essence, the SABS's role has gained heightened significance in light of South Africa's annual economic growth and job creation targets. In the next three years, the SABS will focus on the following strategic objectives:

To achieve the development, promotion, maintenance and the increased use of the South African National Standards that respond to industrial policy, public and market needs

The SABS will use expertise in standards development to drive economic growth through developing and actively promoting standards that:

- Are aligned to industrial policy and that prioritise strategic sectors with high growth potential, including those in energy, manufacturing, agriculture, mining and construction.
- Are more focused on enabling SMMEs to meaningfully participate in the economy, compete and grow exports; and
- Are developed in collaboration with regulators and national departments to address challenges highlighted in the MTDP, including issues in education, health, safety, security as well as process challenges related to red tape, for example.

Through an extensive, strategic communication plan, and following a "whole-of-government approach", the SABS will elevate the use of national standards and will ensure standardisation is core to strategic government programmes as highlighted in the MTDP. The SABS will seek closer working relationships with agencies such as InvestSA to present jointly at international platforms to showcase standardisation services in South Africa and the capabilities at SABS that facilitate trade and investment.

To provide integrated conformity assessment solutions that respond to industrial policy, public and market needs

The SABS will use its extensive collection of national and international standards to increase the use of certification, testing and advisory services to impact economic transformation and growth. In the next three years, the organisation will:

- Increase testing capabilities to conduct product testing on current and future products in high growth sectors, including in the electronic vehicle, battery and renewable energy value chains. New testing capabilities will enable South African businesses to increase beneficiation, increase exports and drive import substitution;
- Retain Mark Scheme permit holders through a targeted customer partnering process;
- Establish and build strategic partnerships, for example, with the Consumer Commission, in light of increased counterfeiting in the economy, to increase the adoption of the SABS Mark by manufacturers as a symbol of compliance to national standards;
- Develop new and promote existing training programmes that address immediate pain points in the economy, for example counterfeiting, food safety;
- Increase auditing capabilities in management certification to facilitate the development of a capable and ethical state through programmes with COGTA, Salga and similar entities; and
- Improve access to conformity assessment services and standards to Black Industrialists and SMMEs through effective and strategic partnerships with funders, industrial parks, special economic zones as well national and regional development agencies.

To address these priorities, the SABS will ensure current certification schemes are maintained and that carefully selected new schemes that support national goals are developed. The SABS Mark scheme remains a symbol of quality for many products and opportunities to grow its use will be actively sought.

To achieve and maintain sustainability

At the base of our plan is the imperative to achieve and maintain the sustainability of the business. We will achieve this through an increased effort to drive revenue growth, optimised operating margins and well-maintained liquidity for the long-term stability of our organisation. Strategic initiatives to contain costs, reduce waste and maximise asset utilisation such as our real estate are already underway.

We furthermore commit to carrying out our mandate in an ethical way by considering environment and social impacts as well as by ensuring that we fulfil our legal and regulatory requirements.

To create and maintain a high-performance and good governance culture

This plan recognises the critical role of human capital in achieving its objectives, emphasising talent development, leadership skills, and cultural transformation across the organisation. The SABS is executing these strategies to create a high-performance environment that can adapt to the demands of a modern industrial economy. In the next three years, focus is on:

- Embedding the new structure and in ensuring that critical positions that are aligned to the delivery of our strategic objectives remain prioritised;
- Complete the implementation of the culture transformation programme that will facilitate transition into a service and client-centric, good governance culture;
- Executing on a training and development programme aligned to commitments in the MTDP as well as to digitalisation and efficiency initiatives; and

- Developing an employee value proposition and an employer brand to attract and retain the best skills in the market.

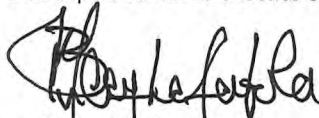
To leverage innovation and technology to enhance information security, efficiency and effectiveness to meet market demands

The successful execution of this plan will require SABS to strengthen its own capabilities and accelerate its digital transformation to improve efficiencies and improve customer-centricity. In the next three years, focus will be on:

- Upgrading the ICT network to ensure reliable connectivity and improve systems and technologies to address cyber security risks;
- Modernising our information technology, including customer management, laboratory information management and learning management systems to support more efficient testing, certification and advisory processes
- Developing a research and development competency to support innovation and relevance of our standardisation processes in the rapidly changing operating environment.

In summary, this plan repositions the organization as a more prominent and proactive entity amongst those that spearhead economic transformation. The SABS will demonstrate enhanced efficacy by leveraging standardization to address fundamental economic challenges and by pioneering the development of innovative products and services to drive growth and development. This strategic approach will consequently secure its long-term viability.

On behalf of the executive leadership, I wish to convey our sincere appreciation to the SABS Board and our shareholder, **the dtic**, for their invaluable support and direction in formulating this plan. Furthermore, I extend my heartfelt thanks to our SABS employees for their dedication towards developing an organization that is positioned to execute our mandate in a manner that instils pride in the work that we do.




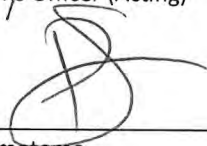
Mr Blake Mosley-Lefatola
Chief Executive Officer (Acting)

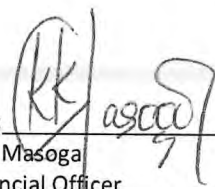
Official Sign-Off

It is hereby certified that this Annual Performance Plan:

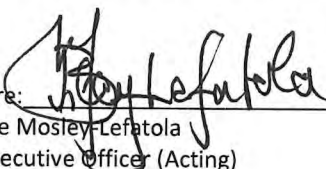
- Was developed by the management of the South African Bureau of Standards under the guidance of **the dtic**
- Takes into account all relevant policies, legislation and other mandates for which the South African Bureau of Standards is responsible
- Accurately reflects the outcomes and outputs which the South African Bureau of Standards will endeavour to achieve over the period 2025/26.


Signature: 
Mr Thabo Sepuru
Chief Operations Officer (Acting)

Signature: 
Ms Patricia Tomotomo
Chief Corporate Services Officer (Acting)

Signature: 
Kholofelo Masoga
Chief Financial Officer

Signature: 
Itumeleng Mphahlele
Head: Strategy & Stakeholder Relations

Signature: 
Mr Blake Mosley-Lefatola
Chief Executive Officer (Acting)

Signature: 
Professor Bismark Tyobeka
Chairperson of the Board

Signature: _____
Parks Tau, MP
Minister: Department of Trade and Industry

and this necessitates robust measures to safeguard data. National standards bodies like the SABS play a pivotal role in this technological landscape. By developing and enforcing standards, they ensure the safe and effective integration of new technologies into society.

The SABS must also harness digital technologies to improve its value chain and agility. This includes adopting integrated digital technologies to streamline processes and enhance service delivery. Additionally, the rapid evolution of generative AI presents opportunities for the SABS to innovate and improve its productivity.

National standards bodies like the SABS are essential in guiding these changes, ensuring that technological advancements are safe, effective, and beneficial for all. By staying ahead of digital trends and prioritising cybersecurity, the SABS can support a safer, more efficient, and innovative society.

Legal

The South African Bureau of Standards (SABS) operates under a legal framework that has undergone significant changes, particularly with the passing of the *Standards Act No. 8 of 2008*. This law replaced the previous *Standards Act of 1993* and introduced a modernised regulatory framework for standardisation activities in the country. Essentially the change effectively removed the regulatory function of the SABS and along with that, was the “R999 repeal” that had a significant impact on the SABS Mark Scheme.

The SABS must continue to minimise the impact of the change in the legislation, while continuing to raise this and emerging regulatory challenges with **the dtic**. The evolving regulatory and compliance environment requires SABS to be agile to regulatory and policy impacts.

International laws concerning trade, intellectual property, and data protection significantly influence the SABS’s ability to engage in cross-border collaborations, secure partnerships, and protect proprietary information.

Internally, the SABS is committed to maintaining a compliance universe, continuously assessing the impact of national and international legislation and regulations on its operations. This ongoing evaluation ensures that the SABS remains compliant and responsive to legal requirements, thereby supporting its mission to uphold high standards and contribute to the country’s socio-economic development.

Environment

As global temperatures rise and extreme weather events become more frequent, the world is increasingly heeding the call to integrate environmental considerations into business processes. Climate change presents risks that include damage to infrastructure from flooding and storms, disruptions to supply chains, drought and reduced agricultural yields.

To mitigate climate risks, the regulatory environment is changing at a faster rate. Policy changes include regulations that relate to carbon pricing, emission regulations and waste management which can impact operational costs and market dynamics, especially as these regulations are not applied uniformly across geographies.

Other key considerations include:

- Availability and cost of water, energy, and raw materials. As global demand increases and climate change affects resource availability, organizations face potential supply chain disruptions and price volatility for essential inputs. Companies need to develop strategies for resource efficiency, alternative sourcing, and innovation in materials to mitigate risks associated with scarcity.
- Increasing pressure to adopt circular economy principles. There is growing emphasis on reducing waste throughout the product lifecycle, from design to disposal. Organizations are expected to implement

recycling programs, design products for reuse or easy disassembly, and find innovative ways to repurpose waste streams into valuable resources.

Standards organizations need to work closely with regulatory bodies to ensure alignment between voluntary standards and mandatory regulations. This collaboration can help create more cohesive and effective environmental management frameworks across different jurisdictions. The need to develop standards for recyclability, repairability, and design for disassembly. Standards organizations may need to create new frameworks for measuring and reporting on circularity performance.

Standards development must focus on creating metrics and guidelines for resource efficiency, sustainable sourcing, and alternative materials.

Science

The convergence of biotechnology and genomics is driving significant advancements in personalised medicine, where treatments are customised based on an individual's genetic profile. This approach enables more precise therapies, improving patient outcomes and contributing to more efficient healthcare systems. By tailoring treatments to genetic variations, healthcare providers can enhance the effectiveness of interventions, reduce adverse reactions, and ultimately lower healthcare costs. These developments are also accelerating innovation in drug discovery, allowing for the creation of more targeted and effective therapies. The potential to streamline drug development processes is reducing both time and costs associated with bringing new treatments to market.

Moreover, the integration of technologies such as artificial intelligence (AI) and machine learning with biotechnology is revolutionising the research and development landscape. AI and machine learning facilitate the analysis of vast amounts of data, accelerating the discovery of new drugs and therapies. This not only speeds up research processes but also enhances the predictive modelling of disease outbreaks and the optimisation of agricultural yields. AI-driven algorithms can identify patterns in genetic and biological data, improving the accuracy of diagnoses and treatment options.

Standardisation bodies must adapt to these technological advancements by developing new standards that address the ethical, regulatory, and technical challenges posed by genomics, biotechnology, and AI. These efforts will ensure that innovation occurs within a framework that protects public interest and promotes global healthcare improvement.

4.2. SWOT

A SWOT analysis was conducted in the course of the strategic planning process and the table below presents its outcomes.

| Strengths | Weaknesses |
|---|--|
| <ul style="list-style-type: none"> • Brand Recognition and Reputation • Comprehensive Service Offering • Government Support • Collaborations and Partnerships • Unique Capabilities and Assets • Skilled Workforce and Expertise | <ul style="list-style-type: none"> • Corporate Culture • Market and product intelligence • Business processes and automation |
| Opportunities | Threats |
| <ul style="list-style-type: none"> • Growth in new industries • Increased need for services in the economy for greater impact • New regional and international trading blocs • Standards promotion as a huge area of growth and improvement • Maximise current regulatory environment for greater impact | <ul style="list-style-type: none"> • Intense competition from international and niche SA laboratories • Abuse of the Mark Scheme • Inadequate legislation that is not aligned to the needs of the country |

Table 1: SWOT Analysis

4.3. Internal environment analysis

The SABS delivers a wide array of services aimed at advancing national industrial goals and enhancing the quality of life for the country. These services encompass the formulation and upkeep of National Standards, the provision of independent certification for products and systems, as well as consignment inspections for large-scale buyers.

The SABS Mark is recognised as a prestigious symbol of quality assurance both domestically and internationally. As the designated local content verification authority, SABS ensures compliance with the Preferential Procurement Policy Framework Act and supports Original Equipment Manufacturers.

Through a network of national testing laboratories, SABS offers essential quality assurance services to regulators, manufacturers, and government procurement bodies. Moreover, SABS extends Business Solutions and Advisory Services, delivering training on management system standards and providing technical assistance to SMMEs and entrepreneurs.

In support of these key activities, the SABS must implement initiatives and programmes to strengthen business operations and optimise the delivery of the mandate. The following key operational priorities will be of focus in the three-year Annual Performance Plan:

Financial Sustainability:

Revenue generation underpins the financial sustainability of the SABS and initiatives to be undertaken includes the protection of existing revenue sources, deepen sales drive to enhance on selling and upselling opportunities whilst launching new products and services that address market needs. Prudent cost containment measures will be implemented to ensure efficient delivery of products and services as per our mandate, considering the realities of operating as a Commercial entity.

Customer Centricity

Execution of the integrated Customer Partnering portfolio to drive enhanced customer experience through leadership in marketing, communications, customer engagement, and proactive sales and business development.

Rollout of the Digitalization Transformation Strategy which includes the following systems:

- Enterprise Resource Management System
- Certification Information Management System (CIMS) which will allow the division to digitise the end-to-end process of auditing and certification.
- Laboratory Information management System (LIMS) which will improve testing turnaround times and demand planning for the testing division.
- Automation of the Learning Management System for BSAS.
- Standards Division to implement enhanced digital tools for the development of standards and transitioning to the delivery of SMART standards including publication tools as well as improved e-commerce functionalities.

Infrastructure Renewal

The SABS Board has approved a comprehensive 5-year infrastructure renewal programme in 2023. This programme will continue into the 2024-2027 Corporate plan execution underpinned by rigorous project prioritization based on return on investment, including adherence to regulatory and compliance requirements.

Operational Efficiency

Investment in requisite infrastructure and systems are an important precursor to enhancing operations and delivering products, solutions and services in a timely manner. The review and enhancement of processes, including adequate operational controls and effective decision-making processes will be an important focus area. Effective setting of turnaround times for key deliverables including monitoring and evaluation of key performance indicators are expected to create a SABS environment that transcends customer expectations.

Talent Management and Learning

Our staff are invaluable in delivering products and services of excellence to all our stakeholder. This requires of us to constantly review our talent, skills and resources to ensure that SABS is fully capable and capacitated to create value for our customers. Our Human Capital department together with operations will deliver adequate initiatives, incentives and programmes that will enable SABS to be recognised as an employer of choice.

The SABS Corporate Culture

The organisation has embarked on a culture change journey, to align its corporate culture with the strategic goals. This process includes the culture definition, identification of core values, and the development of the culture change implementation plan, which will be embedded in the next 3-years.

5. Aligning to National and other priorities

5.1. Supporting National Development Plan

As an organ of state and reporting to the Department of Trade, Industry and Competition, it is important that the activities of the SABS are closely aligned in support of the Government's National Development Plan (NDP), Medium Term Development Plan and industrialisation effort.

| NDP Outcome | Role of the SABS |
|---|------------------|
| An inclusive and integrated rural economy | ●◐ |
| Building a capable and developmental state | ●◐ |
| Building safer communities | ●◐ |
| Create an economy that will create more jobs | ● |
| Environmentally resilience & transition to sustainable growth | ● |
| Fighting corruption | ●◐ |
| Improving the quality of education, training and innovation | ● |
| Investing in economic infrastructure | ●◐ |
| Quality healthcare for all | ● |
| Social protection | ● |
| South Africa in the region and the world | ●◐ |
| Transforming human settlement | ●◐ |
| Transforming society and uniting the country | ● |

Figure 1: The role of the SABS in supporting the NDP objectives

- Direct through the provision of various conformity assessment services as well as targeted intervention programmes including the SMME support programme and support to the Black Industrialist Programme.
- ◐ Indirect through the development and promotion of standards as well as training. The SABS currently manages more than 7 400 SANS.

5.2. National Medium Term Development Plan (MTDP) Strategic Priorities

“We will also draw inspiration from the United Nations Sustainable Development Goals and the African Union’s Agenda 2063 in crafting our Medium-Term Development Plan.”

President Cyril Ramaphosa, 18 July 2024

The Medium-Term Strategic Framework (MTSF) has been renamed the Medium Term Development Plan (MTDP) to align with international practices and reinforce its role as the implementation plan for the National Development Plan (NDP). While maintaining its alignment with the NDP and Programme of Priorities, the MTDP will now prioritize development outcomes and be framed primarily as an economic plan to address socio-economic challenges. To enhance its focus, the MTDP will streamline its interventions and establish a clear results framework for the 7th Administration Government.

| | |
|---|--|
| <p>Driving inclusive growth and job creation</p> | <p>The government will focus on stimulating inclusive economic growth as a top priority. This involves removing barriers to growth, supporting black South Africans and women, and empowering all marginalised groups. Key actions include investing in infrastructure, supporting small and medium-sized enterprises, and simplifying regulations to attract businesses and create jobs. Special attention will be given to rural areas and municipalities to ensure that growth is widespread and impactful.</p> |
| <p>Reducing poverty and tackling the high cost of living</p> | <p>Addressing poverty and the cost of living will involve expanding support mechanisms for the most vulnerable, such as increasing access to essential goods and reviewing price controls. Emphasis will be placed on job creation, asset provision (e.g., title deeds), and improving access to quality education and healthcare. Initiatives like the National Health Insurance and expanded vocational training will support these goals.</p> |
| <p>Building a capable, ethical and developmental state</p> | <p>The government aims to enhance the effectiveness of the public sector by professionalizing the public service, fighting corruption, and improving governance of state-owned enterprises. Efforts will include modernizing law enforcement, using technology for crime prevention, and tackling priority crimes. A focus will be on creating a sovereign wealth fund through improved management of state assets.</p> |

<https://www.gov.za/PresidentRamaphosaOPA2024>

5.3. Alignment to the Medium-Term Development Plan

The Medium-Term Development Plan (MTDP) for 2024-29 outlines three main strategic priorities: promoting inclusive growth and job creation, reducing poverty and addressing the high cost of living, and building a capable, ethical, and developmental state. The foremost priority, considered the apex priority, is inclusive growth and job creation, which will guide all levels of government, clusters, and sectors to focus on economic interventions that foster widespread economic participation and employment opportunities. These strategic priorities are interconnected and mutually reinforcing.

The table below illustrates the role of the SABS in supporting the MTDP objectives.

| MDTP Strategic Priorities | MDTP Outcomes | Strategic MTDP Interventions | SABS Role | SABS Strategic Objectives in support of the MDTP | S |
|--|--|---|-----------|--|---|
| MTDP Strategic Priority 1: Inclusive growth and job creation | Re-industrialisation, localisation and beneficiation | Drive growth in labour-intensive sectors such as services, agriculture, manufacturing, mining and tourism, including the finalisation & implementation of master plans. | ● | Objective 1: To achieve the development, promotion, maintenance and the increased use of the South African National Standards that respond to industrial policy, public and market needs | ● ● ● ● ● |
| | | | | | Objective 2: To provide integrated conformity assessment solutions that respond to industrial policy, public and market needs |
| | Science, technology and innovation for growth | Prioritize to Grow and transform SA's science, technology and innovation capabilities, human resources and research infrastructure. | ● | Objective 5: To leverage innovation and technology to enhance information security, efficiency and effectiveness to meet market demands | ● ● ● |
| | Increased investment, trade and tourism | Prioritise the implementation of the African Continental Free Trade Area to increase our | ◐ | Objective 1: To achieve the development, promotion, maintenance and the increased use of the South African National Standards | ● |

| | | | | | |
|--|--|--|---|---|--|
| | | exports to the rest of the continent. Strengthen economic diplomacy with our largest trading partners and potential trading partners. | | that respond to industrial policy, public and market needs | <ul style="list-style-type: none"> • Prioritise harmonization of standards to align to AfCFTA and BRICS priorities |
| MTDP Strategic Priority 3: Build a capable, ethical and developmental state | A capable and professional public service Improve governance and performance of public entities | Develop and implement a roadmap for digital transformation of public services. | ● | Objective 5: To leverage innovation and technology to enhance information security, efficiency and effectiveness to meet market demands | <ul style="list-style-type: none"> • Accelerated digital transformation • Upgraded and Modernised laboratory technology |
| | | Improve efficiency and productivity of the public sector by mainstreaming red tape reduction across departments and entities. | | | <ul style="list-style-type: none"> • The organisation-wide business process review and re-engineering; |
| | | Strengthen the public procurement system, in line with the Public Procurement Act, for efficiencies and effectiveness and to stimulate demand. | ● | Objective 2: To provide integrated conformity assessment solutions that respond to industrial policy, public and market needs | <ul style="list-style-type: none"> • Attain average 16% annual revenue growth per annum by 2029/30 • Attain 5% of operating margin |
| | | Conduct Institutional Reviews and Skills Audit to ensure that state institutions are execution driven in line with mandates and public value. | ● | Objective 4: To create and maintain a high-performance and good governance culture | <ul style="list-style-type: none"> ▪ Improved the execution of Local Content Verification to deliver on this service consistently. <p>Executing on a training and development programme aligned to commitments in the MTDP as well as to digitalisation and efficiency initiatives;</p> |

Table 2: SABS Alignment to the MTDP

5.4. Supporting the New Industrial Policy

To foster industrial growth and transformation in South Africa, the updated Industrial Policy prioritises three key areas: decarbonisation, digitalisation, and diversification. This strategic approach aims to equip the country to effectively navigate global economic shifts while seizing emerging opportunities for sustainable development and competitiveness.

Digitalisation

The industrial policy aims to accelerate the digitalisation of South Africa’s economy, recognising its potential to drive economic growth, enhance competitiveness, and develop critical skills. Digitalisation contributes to industrial advancement through increased internet connectivity, the establishment of data centres, the expansion of cloud computing services, and the adoption of artificial intelligence. These technological advancements not only support economic expansion but also create opportunities for innovation. To fully harness the benefits of digitalisation, the government must implement regulatory reforms, provide targeted incentives, and foster a supportive environment for start-ups and emerging digital industries.

Diversification

Diversifying the economy is essential to reduce reliance on mineral exports and build resilience in the industrial sector. The strategy should focus on identifying and expanding a range of high-value products with strong global demand while promoting the manufacturing and assembly of key industrial components. To achieve this, South Africa needs to introduce incentives, attract investment, reform regulations, and establish strategic partnerships. By shifting towards value addition in local industries, the country can stimulate economic growth, create jobs, and strengthen its industrial base.

Decarbonisation

South Africa’s transition to a low-carbon economy is central to its industrial policy, with climate change mitigation and green industrial development taking priority. The country possesses vast reserves of critical minerals essential for renewable energy technologies, including wind turbines, solar panels, batteries, and fuel cells. With the global minerals industry projected to grow significantly, South Africa must capitalise on its rich resources such as Manganese, Platinum, and Chrome to advance sustainable development. Beneficiation of these minerals will not only support the energy transition but also contribute to technological progress and economic growth.

The focus of Industrial Policy in South Africa

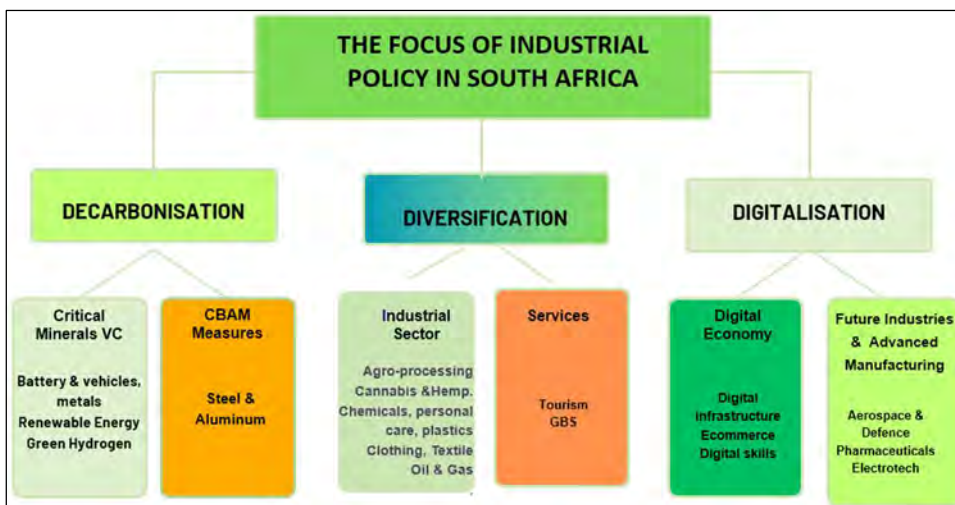


Figure 2: Focus of Industrial Policy

The table below illustrates the role of the SABS in supporting Industrial Policy

| Industrial Policy Focus Area | SABS Role | SABS Strategic Objectives in support of Industrial Policy | SABS Initiatives |
|------------------------------------|-----------|--|---|
| Decarbonisation Diversification | ● | <p>Objective 1: To achieve the development, promotion, maintenance and the increased use of the South African National Standards that respond to industrial policy, public and market needs</p> <p>Objective 2: To provide integrated conformity assessment solutions that respond to industrial policy, public and market needs</p> | <ul style="list-style-type: none"> ● Alignment of the Standards Development, Testing and Certification Work Plan to Decarbonisation and Diversification priorities; Including: <ul style="list-style-type: none"> ○ Publish standards on EVs: 2 in 2025/6; 15 over 5 years ○ Publish standards on Energy Efficiency: 2 in 2025/6; 20 over 5 years ○ Completion of Feasibility studies in Green Hydrogen and Green Steel ○ Feasibility studies on new Test capabilities. In 2025, complete the feasibility study to insource cosmetic testing. ● Maintain and grow the current portfolio of accredited schemes in line with the Decarbonisation and Diversification priorities ● Alignment of the Innovation and Research scope and output |
| Digitalisation | ◐ | Objective 5: To leverage innovation and technology to enhance information security, efficiency and effectiveness to meet market demands | <ul style="list-style-type: none"> ● Internally: <ul style="list-style-type: none"> ○ Accelerated digital transformation ○ Upgraded and Modernised laboratory technology |

Table 3: SABS Alignment to the Industrial Policy

5.5. Supporting the Black Industrialists Programme

The objective objective of the Black Industrialist programme of **the dtic** is to drive significant involvement of black-owned businesses in the primary economic sectors in line with Industrial Policy. Through the services provided by the SABS, black industrialist stand to benefit from:

- Implementing management systems such as ISO9001 to improve operational efficiency and effectiveness; and demonstrate credibility;
- Product testing that reduces technical barriers to trade and increase export opportunities; and
- Delivery of consistent product quality, thereby increasing customer satisfaction and trust.

Focus in the next three years is on increasing standardisation services to Black Industrialists through:

- Evaluating specific requirements of new and existing companies on the Black Industrialist Programme to determine their individual needs;
- In parallel, finalising the sources of funding for standardisation services offered through the SABS; and
- Delivery of a minimum of R1 million worth of service each year.

5.6. Broad-Based Black Economic Empowerment (B-BBEE)

The SABS remains steadfast in its commitment to national transformation through the B-BBEE framework. Currently rated at a B-BBEE Contribution Level 6, the SABS aims to achieve Level 1 status by 2027. To reach this ambitious goal, the organization has outlined specific FY2025/26 initiatives focusing on Skills Development, Supplier and Enterprise Development, and Socio-Economic Development. By executing these initiatives effectively, the SABS anticipates moving to a Level 4 contribution by the end of FY2025/26 and to Level 1 by end of FY2027/28.

Skills Development

Skills development lies at the heart of B-BBEE, and the SABS is determined to build a sustainable talent pipeline:

- Maximize the Skills Development Budget to bolster the scope and impact of training programs.
- Award External Bursaries in line with B-BBEE requirements, ensuring equitable access to education and opportunities, especially for underrepresented groups.
- Increase Spending on People with Disabilities, reinforcing the organization's commitment to a diverse and inclusive workforce.

Supplier and Enterprise Development

Empowering local suppliers and enterprises not only drives transformation but also strengthens the broader economy:

- Allocate and Spend 2% of Net Profit After Tax (NPAT) for supplier and enterprise development, enabling small businesses to thrive and integrate into mainstream value chains.
- Conclude Contracts with Suppliers and Enterprises Early, ensuring effective planning and implementation of development initiatives from the start of the financial year.

Socio-Economic Development (SED)

By investing in socio-economic development programs, the SABS aims to generate measurable, positive impacts within communities:

- Spend 1% of NPAT on socio-economic development initiatives, targeting critical areas such as education, healthcare, and community upliftment.
- Sign Contracts with Beneficiaries at the Start of the Financial Year to ensure prompt and transparent allocation of SED funds.

5.7. The 7th Administration Priorities – Blue Sky Interventions

The South Africa's economy has been trapped in prolonged low growth for over a decade due to a number of factors, including inefficient logistics, reduced government spending and weak investment in innovation. Furthermore, high transport costs and infrastructure challenges have increased reliance on imports, leading to job losses and weakened domestic industries. These conditions have made it very difficult over the years to deal with issues of inequality; and in the process, the levels of poverty increased.

The 7th administration is fully focused on reversing the slow growth path and recognises **the dtic**, together with its entities, as a key department to lead the economic growth and development of the country.

The economy requires a “Blue Sky” thinking to overcome its prolonged slow growth, as continuing on the same path cannot be expected to yield different results. Like many businesses, SABS has struggled with limited growth for several years and must incorporate blue sky strategies to escape this persistent challenge.

The table below aligns **the dtic** blue sky interventions to those of the SABS. These form part of **the dtic** Output indicators (section 6.2 and 6.4) that will, together with corporate indicators, be included in quarterly reporting to the SABS Board and **the dtic**.

| Blue Sky Interventions | SABS alignment and outcomes | Performance Indicators | Champions |
|---|--|---|-----------------|
| Red Tape Reduction | <ul style="list-style-type: none"> Reduction in turnaround time across key processes/ provision of services Digitised standardisation processes to improve service delivery | Average year-on-year reduction in turnaround time in Testing, LCV and Certification services | - |
| | | % Progress against the implementation of the approved Annual Infrastructure Plan | |
| | | % Progress against the approved Annual Digital Transformation Implementation Plan | |
| | | Number of new public sector clients and organs of state serviced (including industrial parks and SEZ) Note: including roll out of management systems to reduce red tape in municipalities | Minister: COGTA |
| Exports for Global Markets | <ul style="list-style-type: none"> Harmonisation of high impact standards aligned to AfCFTA, BRICS and other priority markets | Develop the ARSO Eco Mark scheme and conduct training to target market Note: The harmonisation at ARSO for high impact markets is continuous. Key action is to sign-off modalities for the adoption of the Africa EcoMark | - |
| Illicit Trade (Counterfeit Products) | <ul style="list-style-type: none"> Increased enforcement of SABS Mark transgressions Increase adoption of the SABS Mark through closer alignment to manufacturers | % of reported Mark Scheme transgression cases closed (for each year under review) | - |
| | | % year-on-year growth in the number of valid SABS Mark permits | |
| Strategic Markets: Deepening market access for domestic producers | <ul style="list-style-type: none"> Greater standardisation support to MSME's Improved access and diversification of SABS Technical Committees to include broader participation Promote innovation by rolling out the innovation management system | # of MSMEs and black industrialists serviced | |
| | | Number of Representation of previously disadvantaged groups in Technical Committees | |
| | | # of stakeholders trained in management and governance systems and standards | |
| Local Government Enablers | <ul style="list-style-type: none"> Roll-out of management systems and other interventions to prioritised municipalities MSME capacity building in support of LED efforts Adoption and rollout of relevant standards | Number of new public sector clients and organs of state serviced (including industrial parks and SEZ) Note: including roll out of management systems to reduce red tape in municipalities | Minister: COGTA |
| | | # of MSMEs serviced | |

| | | | |
|---|---|---|---|
| | (sustainability, water & food quality, disaster management, anti-corruption, etc) | # of stakeholders trained in management and governance systems and standards | |
| Market concentration and economic exclusion | <ul style="list-style-type: none"> Improved access and diversification of SABS Technical Committees to include small players, women and youth Improvement in the SABS BBBEE scorecard | # of new women appointed into Technical Committees | - |
| | | BBBEE Level achieved | |
| Transport and Logistics | <ul style="list-style-type: none"> Increase local content verification capacity in line with greater demand in Local Content Verification | <ul style="list-style-type: none"> Average 20% reduction in turnaround time to complete LCV audits <p>Note: Indirectly, in the process of factoring a reduction in turnaround time overall for LCV, we would need to factor in any new demand. In other words, even with greater demand, the turnaround must improve.</p> | - |
| Industrial Parks and SEZ impact | <ul style="list-style-type: none"> Standardisation services extended to MSMEs in SEZs | <ul style="list-style-type: none"> # of MSMEs in industrial parks and SEZs serviced | |
| Critical Mineral Value Chains | <ul style="list-style-type: none"> Alignment of the standards workplan to the beneficiation of critical minerals into products | <ul style="list-style-type: none"> Percentage of standards published from the approved list* of reimagined and priority sectors | - |

Table 4: Alignment to **the dtic** Blue Sky interventions

PART C: MEASURING OUR PERFORMANCE

6. Institutional Programme Information

6.1. Programme: Standards Development and Promotion

Purpose: To achieve the development, promotion, maintenance and the increased use of the South African National Standards (SANS) that respond to industrial policy, public and market needs

Outcomes, outputs, performance indicators and targets

| Outcome | Outputs | Output Indicators | Actual | | | Estimated over MTDP Period | | | | | Blue-Sky Indicator |
|--|--|--|---------|---------|---------|----------------------------|---------|---------|---------|---------|--------------------|
| | | | 2022/23 | 2023/24 | 2024/25 | 2025/26 | 2026/27 | 2027/28 | 2028/29 | 2029/30 | |
| Increased use of Standards in the economy | Number of standards published | Total number of standards published | 404 | 450 | 280 | 370 | 380 | 400 | 440 | 500 | |
| | Number of standards published that are aligned to re-imagined priorities | Publish % of standards aligned to the re-imagined priority sectors | 80% | 84% | 80% | 80% | 80% | 80% | 90% | 90% | Y |
| | Number of case studies conducted and promoted to target audiences | Number of case studies conducted and promoted | 20 | 20 | 20 | 30 | 40 | 50 | 70 | 90 | |
| Improvement in the standards development process | Days to develop standards | Average number of days to publish standards | 318 | 301 | 320 | 300 | 280 | 240 | 220 | 200 | |

Output indicators: annual and quarterly targets

| Output Indicator | 2025/26 Target | 2025/26 Quarterly Targets | | | | Blue-Sky Indicator |
|--|----------------|---------------------------|-----|-----|-----|--------------------|
| | | Q1 | Q2 | Q3 | Q4 | |
| Total number of standards published | 370 | 95 | 190 | 280 | 370 | |
| Publish % of standards aligned to the re-imagined priority sectors | 80% | 5% | 20% | 55% | 80% | Y |
| Number of case studies conducted and promoted | 30 | 8 | 15 | 22 | 30 | |
| Average number of days to publish standards | 300 | 330 | 325 | 315 | 300 | Y |

6.2. Programme: Integrated Conformity Assessments

Purpose: To provide integrated conformity assessment solutions that respond to industrial policy, public and market needs Programme: Integrated Conformity Assessments

Outcomes, outputs, performance indicators and targets

| Outcome | Outputs | Output Indicators | Actual | | | Estimated over MTDP Period | | | | | Blue-Sky Indicator |
|--|---|---|-----------------------------|-----------------------------|--------------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|--------------------|
| | | | 2022/23 | 2023/24 | 2024/25 | 2025/26 | 2026/27 | 2027/28 | 2028/29 | 2029/30 | |
| Increased delivery of certification, testing and advisory services that is aligned to industrial policy, public and market needs | New public sector entities serviced | Number of new public sector clients and organs of state serviced (including industrial parks and SEZ) | - | - | - | 10 | 15 | 20 | 40 | 50 | Y |
| | Standardisation services offered to Black Industrialists and MSMEs | Number of MSMEs and black industrialists serviced | 179 | 200 | 220 | 300 | 350 | 400 | 460 | 520 | Y |
| Improvement in capability, capacity and laboratory infrastructure to conduct more testing and conformity assessments | New testing capabilities (offerings) to conduct product testing on current and future products in high growth sectors | Number of new test capabilities developed and approved to support MTDP priorities | 24 | 26 | 14 | 15 | 20 | 25 | 30 | 35 | |
| | Accredited (schemes) developed and maintained | Maintain 100% of Accreditations for Laboratory and; Product and System Certification | Maintain all accreditations | Maintain all accreditations | Partial Suspension of the Cement Lab | Maintain 100% of accreditations | Maintain 100% of accreditations | Maintain 100% of accreditations | Maintain 100% of accreditations | Maintain 100% of accreditations | |
| | | Number of new Certification Schemes developed | 1 | 1 | 1 | 2 | 5 | 8 | 10 | 15 | |

Output indicators: annual and quarterly targets

| Output Indicator | 2025/26 Target | 2025/26 Quarterly Targets | | | | Blue-Sky Indicator |
|---|--|---------------------------------|---------------------------------|---------------------------------|---------------------------------|--------------------|
| | | Q1 | Q2 | Q3 | Q4 | |
| Number of new public sector clients and organs of state serviced (including industrial parks and SEZ) | 10 | 0 | 3 | 7 | 10 | |
| Number of MSMEs and black industrialists serviced | 300 | 80 | 150 | 220 | 300 | Y |
| Number of new test testing capabilities developed to support MTDP priorities | 2 | 0 | 3 | 9 | 15 | |
| Maintain 100% of Accreditations for Laboratory; and Product and System Certification | Maintain all accreditations Maintain 100% of accreditations | Maintain 100% of accreditations | Maintain 100% of accreditations | Maintain 100% of accreditations | Maintain 100% of accreditations | |
| Number of new Certification Schemes developed | 2 | 0 | 0 | 1 | 2 | |

6.3. Programme: Sustainability

Purpose: To achieve and maintain sustainability

Outcomes, outputs, performance indicators and targets

| Outcome | Outputs | Output Indicators | Actual | | | Estimated over MTDP Period | | | | | Blue-Sky Indicator |
|--|--|--|---------|---------|------------------|----------------------------|---------|---------|---------|---------|--------------------|
| | | | 2022/23 | 2023/24 | 2024/25 forecast | 2025/26 | 2026/27 | 2027/28 | 2028/29 | 2029/30 | |
| A sustainable SABS with a more secure future | Growth in revenue to attain sustainability | Revenue generated from products and services | 459 m | 459 m | 487 m | 525 m | 597 m | 683 m | 814 m | 960 m | |
| | Operating Margin | Operating Margin of the SABS Group | 16.0% | 3.6% | 6.7% | 5.6% | 5.8% | 6.0% | 6.3% | 6.7% | |

Output indicators: annual and quarterly targets

| Output Indicator | 2025/26 Target | 2025/26 Quarterly Targets | | | | Blue-Sky Indicator |
|--|----------------|---------------------------|------|-------|-------|--------------------|
| | | Q1 | Q2 | Q3 | Q4 | |
| Year-on-Year growth in revenue of the SABS Group | 525 m | - | - | 420 m | 525 m | |
| Operating Margin of the SABS Group | 5.6% | 6.1% | 5.6% | 5.6% | 5.6% | |

6.4. Programme: High performance and good governance culture

Purpose: To create and maintain a high-performance and good governance culture

Outcomes, outputs, performance indicators and targets

| Outcome | Outputs | Output Indicators | Actual | | | Estimated over MTDP Period | | | | | Blue-Sky Indicator |
|--|---|--|---------|---------|---------|----------------------------|---------|---------|---------|---------|--------------------|
| | | | 2022/23 | 2023/24 | 2024/25 | 2025/26 | 2026/27 | 2027/28 | 2026/27 | 2027/28 | |
| A more capable, innovative workforce, positioning SABS to better address industry challenges and to drive organisational excellence. | An enhanced Employee Value Proposition that attracts and retains talent | Vacancy rate of critical positions | | - | - | <=5% | <=5% | <=5% | <=5% | <=5% | |
| | | Employee retention rate (%) | - | - | - | =>95% | =>95% | =>95% | =>95% | =>95% | |
| | | % Progress against the approved annual Employee Engagement Action Plan | - | - | - | 80% | 80% | 80% | 80% | 80% | |
| | Skilled and competent employees to drive organisational competitiveness | % employees with completed competency assessments | - | - | - | 80% | 90% | 95% | 95% | 95% | |

Output indicators: annual and quarterly targets

| Output Indicator | 2025/26 Target | 2025/26 Quarterly Targets | | | | Blue-Sky Indicator |
|--|----------------|--|-------|-------|-------|--------------------|
| | | Q1 | Q2 | Q3 | Q4 | |
| Vacancy rate of critical positions | <=5% | <=10% | <=8% | <=7% | <=5% | |
| Employee retention rate (%) | =>95% | =>95% | =>95% | =>95% | =>95% | |
| % Progress against the approved annual Employee Engagement Action Plan | 80% | 20% | 40% | 60% | 80% | |
| % of competency assessments conducted on all employees | 80% | New Competency Framework and Plan approved | 30% | 50% | 80% | |

6.5. Programme: Innovation and Technology

Purpose: To leverage innovation and technology to enhance information security, efficiency and effectiveness in developing and promoting national standards, deliver conformity assessment and other services to meet market demands

| Outcome | Outputs | Output Indicators | Actual | | | Estimated over MTDP Period | | | | | Blue-Sky Indicator |
|---|---|---|---|---------|---------|----------------------------|---------|---------|---------|---------|--------------------|
| | | | 2022/23 | 2023/24 | 2024/25 | 2025/26 | 2026/27 | 2027/28 | 2026/27 | 2027/28 | |
| Automated and integrated business processes that support innovation | A digitally advanced organisation to drive efficiencies and effectiveness | % Progress against the approved Annual Digital Transformation Implementation Plan | Review and Approval of the Digital Transformation Programme | - | 28% | 85% | 85% | 85% | - | - | Y |
| | Execution of the Infrastructure upgrade plan to improve service delivery | % Progress against the implementation of the approved Annual Infrastructure Plan | - | - | 50% | 85% | 85% | 85% | - | - | Y |

Output indicators: annual and quarterly targets

| Output Indicator | 2025/26 Target | 2025/26 Quarterly Targets | | | | Blue-Sky Indicator |
|--|----------------|---------------------------|-----|-----|-----|--------------------|
| | | Q1 | Q2 | Q3 | Q4 | |
| % Progress against the approved annual ICT Digital Transformation plan | 85% | 10% | 30% | 50% | 85% | |
| % Progress against the implementation of the approved Annual Infrastructure Plan | 85% | 10% | 30% | 50% | 85% | |

7. Output Targets - the dtic 7th Administration Priorities and Blue-Sky Interventions

The following “Blue-Sky” intervention targets set out areas of focus that the SABS will report to on a quarterly basis to the Executive Authority and the SABS will strive towards achieving them. The SABS’s contribution and definition towards the indicators may not directly impact or strictly align to the scope, description or numerical output as defined by the dtic. Further, some of the KPIs are stretch targets and their achievement may be impaired by several factors, some of which include financial constraints, resource and capacity limitations.

Outcomes, outputs, performance indicators and targets

| Blue-Sky Intervention | Outputs | Output Indicator | MTDP Period | | | | | Corporate KPI |
|---|--|---|-------------|---------|---------|---------|---------|---------------|
| | | | 2025/26 | 2026/27 | 2027/28 | 2026/27 | 2027/28 | |
| Red Tape Reduction | Turnaround time in service delivery | Average year-on-year reduction in turnaround time in Testing, LCV and Certification services | 20% | 20% | 20% | 20% | 20% | |
| | Progress against the infrastructure plan | % Progress against the implementation of the approved Annual Infrastructure Plan | 85% | 85% | 85% | - | - | Y |
| | Implementation of the Digital Transformation Strategy | % Progress against the approved annual ICT Digital Transformation plan | 85% | 85% | 85% | - | - | Y |
| | Public sector clients served | Number of new public sector clients and organs of state serviced (including industrial parks and SEZ) <i>Note: this includes roll out of management systems to reduce red tape in municipalities</i> | 10 | 15 | 20 | 40 | 50 | Y |
| Exports for Global Markets | Roll-out of the ARSO Eco Mark Scheme | Number of MSME’s trained in the ARSO Eco Mark scheme | 10 | 15 | 20 | 60 | 100 | |
| Illicit Trade (Counterfeit Products) | Case management for Mark Scheme transgressions | % of reported Mark Scheme transgression cases closed (for each year under review) | 80% | 85% | 90% | 90% | 90% | |
| | Growth in Mark Scheme permits | % year-on-year growth in the number of valid SABS Mark permits | 3% | 5% | 7% | 9% | 12% | |
| Strategic Markets: Deepening market access for domestic producers | MSMEs and Black Industrialists services | Number of MSMEs and black industrialists serviced | 300 | 350 | 400 | 460 | 520 | Y |
| | Growth in women representation in Technical Committees | Number of new women appointed into Technical Committees | 10 | 20 | 30 | 80 | 100 | |
| | Stakeholders trained in Management Systems | Number of stakeholders trained in management and governance systems and standards | 3000 | 3200 | 3500 | 4200 | 5000 | |

| Blue-Sky Intervention | Outputs | Output Indicator | MTDP Period | | | | | Corporate KPI |
|---|---|---|-------------|---------|---------|---------|---------|---------------|
| | | | 2025/26 | 2026/27 | 2027/28 | 2026/27 | 2027/28 | |
| Local Government (LED Enablers) | Public sector clients served | Number of new public sector clients and organs of state serviced (including industrial parks and SEZ) <i>Note: this includes roll out of management systems to reduce red tape in municipalities</i> | 10 | 15 | 20 | 40 | 50 | Y |
| | MSMEs and Black Industrialists services | Number of MSMEs and black industrialists serviced | 300 | 350 | 400 | 460 | 520 | Y |
| | Stakeholders trained in Management Systems | Number of stakeholders trained in management and governance systems and standards | 3000 | 3200 | 3500 | 4200 | 5000 | |
| Market concentration and economic exclusion | Growth in women representation in Technical Committees | Number of new women appointed into Technical Committees | 10 | 20 | 30 | 80 | 100 | |
| | Improvement in BBBEE level | BBBEE Level achieved | Level 4 | Level 3 | Level 2 | Level 1 | Level 1 | |
| Transport and Logistics | Turnaround time in service delivery for targeted transport and logistics industry | Average year-on-year reduction in turnaround time in Testing, LCV and Certification services | 20% | 20% | 20% | 20% | 20% | |
| Industrial Parks and SEZ impact | Standardisation services extended to MSMEs in SEZs | Number of MSMEs in industrial parks and SEZs serviced | 50 | 60 | 70 | 100 | 120 | |
| Critical Mineral Value Chains | Publication of reimagined standards | % of standards published from the list of reimagined and priority sectors | 80% | 80% | 80% | 80% | 80% | Y |

Table 5: Annual performance plan over the MTDP – the dtic Blue-Sky targets

Output indicators: annual and quarterly targets

| Output Indicator | 2025/26 Target | Q1 | Q2 | Q3 | Q4 |
|--|--------------------------------|--|---------------------------------------|---|--------------------------------|
| Average year-on-year reduction in turnaround time in Testing, LCV and Certification services | 20% | Determine and sign-off in-scope processes | Approve methodology and baseline | 10% | 20% |
| % Progress against the implementation of the approved Annual Infrastructure Plan | 85% | 10% | 30% | 50% | 85% |
| % Progress against the approved annual ICT Digital Transformation plan | 85% | 10% | 30% | 50% | 85% |
| Number of new public sector clients and organs of state serviced (including industrial parks and SEZ) Note: this includes roll out of management systems to reduce red tape in municipalities | 10 | 0 | 3 | 7 | 10 |
| Number of MSME's trained in the ARSO Dual Mark scheme | Train at least 10 stakeholders | Develop the framework for implementing Arso Dual Mark Scheme | Approval of the Arso Dual Mark Scheme | Develop training material for the Arso Dual Mark Scheme | Train at least 10 stakeholders |
| % of reported Mark Scheme transgression cases closed (for each year under review) | 80% | 5% | 20% | 50% | 80% |
| % year-on-year growth in the number of valid SABS Mark permits | 3% | 0.5% | 1% | 2% | 3% |
| Number of MSMEs and black industrialists serviced | 300 | 80 | 150 | 220 | 300 |
| Number of new women appointed into Technical Committees | 10 | 0 | 3 | 7 | 10 |
| Number of stakeholders trained in management and governance systems and standards | 3000 | 400 | 1000 | 2000 | 3000 |
| Number of new public sector clients and organs of state serviced (including industrial parks and SEZ) Note: this includes roll out of management systems to reduce red tape in municipalities | 10 | 0 | 3 | 7 | 10 |
| Number of MSMEs serviced | 300 | 80 | 150 | 220 | 300 |
| Number of stakeholders trained in management and governance systems and standards | 3000 | 400 | 1000 | 2000 | 3000 |
| Number of new women appointed into Technical Committees | 10 | 0 | 3 | 7 | 10 |

| Output Indicator | 2025/26 Target | Q1 | Q2 | Q3 | Q4 |
|--|---------------------|---|---|---|---------------------|
| BBBEE Level achieved | Level 4 (unaudited) | Approval of the detailed BBBEE Plan | Max % variance from baselined plan = 8% | Max % variance from baselined plan = 2% | Level 4 (unaudited) |
| Average year-on-year reduction in turnaround time in Testing, LCV and Certification services | 20% | Determine and sign-off in-scope processes | Approve methodology and baseline | 10% | 20% |
| Number of MSMEs in industrial parks and SEZs serviced | 50 | 5 | 20 | 30 | 50 |
| Percentage of standards published from the approved list of reimagined and priority sectors | 80% | 5% | 20% | 55% | 80% |

Table 6: Quarterly performance targets FY2025/26 - the dtic joint targets

8. Programme Resource Considerations

Budget allocation

In line with the Framework for Managing Programme Performance Information (FMPPi), the SABS has linked the organisation's strategic objectives and budget to outcomes, as reflected in the table below. It should be noted that certain activities form part of day-to-day activities of the SABS employees and are executed across the organisation. Funding or budget allocation of these activities will in some instances thus form part of the broader budget line items.

| Programme | Budget Areas | 2025/26 | | 2026/27 | | 2027/28 | |
|--|---|------------------|-----------------|------------------|-----------------|------------------|-------------------|
| | | Income R'000 | Expenses R'000 | Income R'000 | Expenses R'000 | Income R'000 | Expenses R'000 |
| Standards Development and promotion | Standards, BSAS and Customer Partnering Marketing | 57 249 | 87 392) | 60 512 | 91 096) | 64 188 | 95 146) |
| Integrated Conformity Assessments | Certification, LSD, Accreditation, COO, Customer Partnering and 50% PMO | 508 387 | 434 025) | 543 707 | 453 446) | 578 775 | 473 790) |
| Sustainability | Finance, CEO, Strategy, Facilities and CCSO | 375 261 | 211 770) | 370 161 | 218 156) | 389 101 | 227 394) |
| High performance and good governance culture | HC, internal audit. Risk and legal, Company Secretariate and Security | 331 | 109 460) | 242 | 113 893) | 252 | 118 874) |
| Innovation and Technology | ICT and 50% PMO | 1 107 | 96 401) | 1 158 | 97 078) | 1 210 | 101 440) |
| Total | | 1 422 341 | 939 047) | 1 475 779 | 973 669) | 1 503 527 | 1 016 644) |

9. Programme Key Risks

Strategic risks affect the company's long-term positioning, performance, and achievement of strategic objectives. The following strategic risk themes have been identified by the SABS management, and if not managed effectively, may hinder the attainment of the Strategic Plan targets.

| Outcome | Key Risk | Mitigation Plans |
|--|--|---|
| Increased use of Standards in the economy | <ul style="list-style-type: none"> • Non-existence of marketing strategy & stakeholder engagement • Inadequate marketing plan and stakeholder engagement plan | <ul style="list-style-type: none"> • Development of marketing strategy • Review of the marketing plan • Review the budget allocation /prioritization of the budget |
| Outcome | Risk Contributors | Action Plans |
| Increased use of Standards in the economy | <ul style="list-style-type: none"> • Impartiality (conflict of interest) • Ineffective technical committees • Non-existence/inadequate policy and procedures • Misalignment of the competency required within the technical committees • Lack of resources for standard development • Misalignment to prescribed best practice • Failure to comply with set policies and procedures | <p>The implementation of the national norm for the development of SANS</p> <ul style="list-style-type: none"> • Established technical committees operating within the approved framework of the approved national norm • Approved business plans. • Marketing plan and stakeholder engagement plan in place • Approved budget in place • Standard writer, committees administrators and editors in place |
| Outcome | Risk Contributors | Action Plans |
| Improvement in capability, capacity and laboratory infrastructure to conduct more testing and conformity assessments | <ul style="list-style-type: none"> • Non-compliance to policy and procedures on quality management • Lack /inadequate resource capacity and capability (human capital) • Budget constraints | <ul style="list-style-type: none"> • Reviewing and prioritizing business needs (conduct a deep dive in operations divisions workshop) and identify key Action items |
| Improvement in capability, capacity and laboratory infrastructure to conduct more testing and conformity assessments | <ul style="list-style-type: none"> • Lack of surveillance • Lack of enforcement | <ul style="list-style-type: none"> • Build surveillance capacity (Physical and digital) • SABS to build enforcement capacity to protect the mark • Develop a Structured approach to manage IP Strategic Partnerships with other regulators • - Approval of IP Framework |
| Outcome | Risk Contributors | Action Plans |

| | | |
|--|---|--|
| <p>Automated and integrated business processes that support innovation</p> | <ul style="list-style-type: none"> • Ineffective project management framework • Non-monitoring of the performance of contractors • Lack/Inadequate resource capacity in the SCM & PMO | <ul style="list-style-type: none"> • Change management & training • Approval of Project Management Framework • Including the interrogation specification in the PMO framework |
| <p>A sustainable SABS with a more secure future</p> | <ul style="list-style-type: none"> • Ineffective credit management • Collusion with suppliers • Composite increase in labour cost and escalating fixed overhead costs. • Lack of generation and implementation of real estate strategy for unoccupied buildings | <ul style="list-style-type: none"> • Change certification billing business model (shadow ledger project) • Negotiate collateral from high-risk credit customers going forward to strengthen onboarding credit assessment |

PART D : TECHNICAL INDICATOR DESCRIPTIONS

| Indicator title | Total number of standards published | Publish % of standards aligned to the re-imagined priority sectors |
|---|--|--|
| Definition | Publish 370 Standards within the 2025/26 financial period and accessible on SABS Webstore | Publish and make accessible on SABS Webstore 80% of standards aligned to the re-imagined priority sectors within the 2025/26 financial period |
| Purpose / importance | To ensure that a minimum of 370 standards are published annually | To publish South African standards that will support the reimagined industrial sectors |
| Source of data | SABSTAN Report on approval of Publications SABS Webstore Report | SABSTAN Report on approval of publications SABS Webstore Report |
| Method of calculation/ assessment | Count the number of standards published by the Standards Division for the 2025/26 period excluding the publications in the reimagined list | Count the number of South African Standards supporting reimagined industrial priority sectors published as per signed off board approved priority list; and calculate the percentage |
| Means of verification | Count the total number of Standards published during the 2025/26 period excluding the publications from the imagined priority list | Calculate the percentage of Standards published for the 2025/26 financial period (approved by board) |
| Assumptions | No Limitations | Proposed list of reimagined priority sectors will be reviewed and approved by SABS Board. It was not possible to publish this list as an annexure on the basis of SABSTAN availability issues related to the cyber attack. |
| Disaggregation of beneficiaries (where applicable) | Target for women: N/A Target for youth: N/A Target for people with disabilities: N/A | Target for women: N/A Target for youth: N/A Target for people with disabilities: N/A |
| Spatial transformation (where applicable) | Reflect on contribution to spatial transformation priorities: N/A Reflect on the spatial impact areas: N/A | Reflect on contribution to spatial transformation priorities: N/A Reflect on the spatial impact areas: N/A |
| Calculation type | Cumulative year-to-date | Ratio based on year-to-date numbers |
| New indicator | No | No |
| Reporting cycle | Quarterly to Exco, Board and to the dtic | Quarterly to Exco, Board and to the dtic |
| Target | 370 in 2025/26 | 80% in 2025/26 |
| Desired performance | Higher performance than targeted performance is desirable | Higher performance than targeted performance is desirable |
| Indicator responsibility | Chief Operations Officer | Chief Operations Officer |

| Indicator title | Number of case studies conducted and promoted | Average number of days to publish standards |
|---|--|--|
| Definition | These relate specifically to success stories through testimonials on the impact of having utilised SABS products and/ or services | The average of the number of days it takes to develop each South African Standards (new and revised) from the project approval date to the publication of the standard. |
| Purpose / importance | To raise awareness of the SABS mandate and service offering and its contribution to the value proposition experience by the customer | To monitor improvement in turnaround time to meet stakeholder expectations. |
| Source of data | Case studies reports (measurable when the case study is completed) | SABStan Standards must be accessible on the SABS Webstore Report |
| Method of calculation/ assessment | Count the number of case studies conducted year to date | The number of days it takes to develop each published South African National Standard are summed and then divided by the total number of the standards published. All standards published during the 2025/26 performance year are included in the count. |
| Means of verification | Case study report | Project approval date must be verifiable, Project approval date must be verifiable and the standards must be accessible on the SBS Webstore |
| Assumptions | No limitations | No limitation |
| Disaggregation of beneficiaries (where applicable) | Target for women: N/A Target for youth: N/A Target for people with disabilities: N/A | Target for women: N/A Target for youth: N/A Target for people with disabilities: N/A |
| Spatial transformation (where applicable) | Reflect on contribution to spatial transformation priorities: N/A Reflect on the spatial impact areas: N/A | Reflect on contribution to spatial transformation priorities: N/A Reflect on the spatial impact areas: N/A |
| Calculation type | Cumulative year-to-date | Cumulative and averaged (year to date) |
| New indicator | No | Yes |
| Reporting cycle | Quarterly to Exco, Board and to the dtic | Quarterly to Exco, Board and to the dtic |
| Target | 30 case studies in 2025/26 | 300 days in 2025/26 |
| Desired performance | Higher performance than targeted performance is desirable | Higher performance than targeted performance is desirable |
| Indicator responsibility | Chief Operations Officer | Chief Operations Officer |

| Indicator title | Number of new public sector clients and organs of state serviced (including industrial parks and SEZ) | Number of MSMEs and black industrialists serviced |
|---|---|--|
| Definition | Total count of state-owned enterprises (SOEs) and government entities at various levels (local,district, provincial, and national) that have engaged with or received services from the SABS for the first time within the 2025/26 performance year | Support a total of 300 Micro, Small, and Medium Enterprises (MSMEs) and black industrialists annually through various initiatives, programs, and interventions aimed at enhancing their business sustainability, growth, and market access |
| Purpose / importance | This indicator measures the SABS' success in broadening its reach and fostering new partnerships with government stakeholders, aligning with its mission to promote quality standards and services across all levels of governance. | This indicator measures the organization's contribution to promoting economic inclusion, job creation, and entrepreneurship development, particularly among MSMEs and black industrialists, as part of national development priorities. |
| Source of data | Records of service agreements or contracts with SOEs and government entities. Customer Engagement database | Records of serviced MSMEs and black industrialists. This will also include conferences attended by SABS with regards to Black Industrialists and stakeholder feedback reports. |
| Method of calculation/ assessment | Count the total number of first-time engagements with SOEs and government entities within the reporting period. Engagement is defined as new service rendered, or new agreement signed for the first time (agreement is considered new when also signed after a break in services of over 2 years). The verification will cover new services that are not necessarily preceded by a formal agreement – and will cover either a new service or a new agreement whichever comes first in the new performance year. | Count of MSMEs and black industrialists serviced through financial, technical, or market access interventions during the reporting period. Count includes number of MSMEs and black industrialist reached through outreach programmes. |
| Means of verification | Signed contracts or agreements or service-level documents or invoices | List of serviced MSMEs and black industrialists |
| Assumptions | Accurate and comprehensive recording of all engagements. | None |
| Disaggregation of beneficiaries (where applicable) | Target for women: N/A Target for youth: N/A Target for people with disabilities: N/A | Target for women: N/A Target for youth: N/A Target for people with disabilities: N/A |
| Spatial transformation (where applicable) | Reflect on contribution to spatial transformation priorities: N/A Reflect on the spatial impact areas: N/A | Reflect on contribution to spatial transformation priorities: N/A Reflect on the spatial impact areas: N/A |
| Calculation type | Cumulative, year-to-date | Cumulative, year-to-date |
| New indicator | Yes | Yes |
| Reporting cycle | Quarterly to Exco, Board and to the dtic | Quarterly to Exco, Board and to the dtic |
| | 20 in 2025/26 | 300 in 2025/26 |
| Desired performance | Higher performance than targeted performance is desirable | Higher performance than targeted performance is desirable |
| Indicator responsibility | Chief Operations Officer | Chief Operations Officer |

| Indicator title | Number of new test capabilities developed to support MTDP |
|---|--|
| Definition | Number of new test capabilities that are developed to support the re-industrialisation priorities of the MTDP |
| Purpose / importance | Increase in the development of new testing capabilities (offerings) to conduct product testing on current and future products in high growth sectors |
| Source of data | Write-up of a test capability and its reference number; or commissioning report of the instrument used by the new test capability |
| Method of calculation/ assessment | Count the number of test capabilities delivered |
| Means of verification | Laboratory test report or write-up of a test capability or commissioning report of the instrument used by the new test capability |
| Assumptions | None |
| Disaggregation of beneficiaries (where applicable) | Target for women: N/A Target for youth: N/A Target for people with disabilities: N/A |
| Spatial transformation (where applicable) | Reflect on contribution to spatial transformation priorities: N/A Reflect on the spatial impact areas: N/A |
| Calculation type | Cumulative over 5 years |
| New indicator | No |
| Reporting cycle | Quarterly to Exco, Board and to the dtic |
| | 15 in 2025/26 |
| Desired performance | Higher performance than targeted performance is desirable |
| Indicator responsibility | Chief Operations Officer |

| Indicator title | Maintain 100% of Accreditations for Laboratory; and Product and System Certification | Number of new Certification Schemes developed |
|---|---|---|
| Definition | Maintaining all accreditation for Laboratory and Certification services involves consistently upholding the standards, protocols, and requirements set by accrediting bodies to ensure the continued validity and recognition of the laboratory's capabilities and certification services | Development of a new scheme for assessing and verifying specific criteria or standards related to a product, service, or process |
| Purpose / importance | To ensure that the operating divisions maintain their accreditation status thereby enhancing its provision of quality assurance services | Diversify SABS portfolio of services and expanding revenue through the development of new certification schemes aligned to new industries |
| Source of data | Accreditation status reports from relevant Accreditation bodies | Project Status Reports or project closeout report or signed scheme approval sheet |
| Method of calculation/ assessment | Total number of Accreditations minus the number of Accreditations lost (involuntarily) during the year | Scheme documentation signed off during the 2025/26 performance year |
| Means of verification | Report of Accreditations lost (involuntarily) during the year | Signed off scheme development documentation; signed off in the 2025/2026 performance year |
| Assumptions | No limitations | No limitations |
| Disaggregation of beneficiaries (where applicable) | Target for women: N/A Target for youth: N/A Target for people with disabilities: N/A | Target for women: N/A Target for youth: N/A Target for people with disabilities: N/A |
| Spatial transformation (where applicable) | Reflect on contribution to spatial transformation priorities: N/A Reflect on the spatial impact areas: N/A | Reflect on contribution to spatial transformation priorities: N/A Reflect on the spatial impact areas: N/A |
| Calculation type | Cumulative year-to-date | Cumulative year-to-date |
| New indicator | No | No |
| Reporting cycle | Quarterly to Exco, Board and to the dtic | Quarterly to Exco, Board and to the dtic |
| Target | Maintain accreditations in 2025/26 | 2 in 2025/26 |
| Desired performance | Higher performance than targeted performance is desirable | Higher performance than targeted performance is desirable |
| Indicator responsibility | Chief Operations Officer | Chief Operations Officer |

| Title Indicator | Revenue generated from products and services | 5.6% operating margin of the SABS Group |
|---|--|---|
| Definition | Total revenue from core offerings, including testing, training, standard sales and certification that SABS receives for rendering standardisation services | Profitability ratio that reflects the SABS group's operating profit ratio to revenue generated |
| Purpose / importance | Improve the financial sustainability of the SABS through increased revenue generation which will thus lead to improved profitability, cash generation and re-investment. | Improve the financial sustainability of the SABS through stable profit attainment which will ensure that the entity conducts its business that enables financial sustainability |
| Source of data | SABS Financial Accounting System | Quarterly Management Accounts Reports prepared in accordance with the SABS Financial Management Policies |
| Method of calculation / assessment | Revenue from products and services calculated using accounting policies for preparation of SABS financial statements in accordance with GAAP/IFRS. Total revenue from core offerings, including testing, training, standard sales and certification that SABS receives for rendering standardisation services. | Calculated as: Profit from operation after depreciation and government grant in respect of assets / revenue) expressed as a percentage of Revenue |
| Means of verification | Quarterly Management Accounts Reports prepared in accordance with the SABS Financial Management Policies | Calculated based on quarterly management accounts prepared in accordance with the SABS Financial Management Policies |
| Assumptions | No Limitations | No limitations |
| Disaggregation of beneficiaries (where applicable) | Target for women: N/A Target for youth: N/A Target for people with disabilities: N/A | Target for women: N/A Target for youth: N/A Target for people with disabilities: N/A |
| Spatial transformation (where applicable) | Reflect on contribution to spatial transformation priorities: N/A Reflect on the spatial impact areas: N/A | Reflect on contribution to spatial transformation priorities: N/A Reflect on the spatial impact areas: N/A |
| Calculation type | Cumulative year-to date | Cumulative year- to-date |
| New indicator | No | Yes |
| Reporting cycle | Quarterly to Exco, Board and to the dtic | Quarterly to Exco, Board and to the dtic |
| Target | 525 m in 2025/26 | 5.6% in 2025/26 |
| Desired performance | Higher revenue is desirable | Higher performance than targeted performance is desirable |
| Indicator responsibility | Chief Financial Officer | Chief Financial Officer |

| Title Indicator | % Vacancy rate of critical positions | Employee retention rate (%) |
|---|---|--|
| Definition | This indicator measures the % of critical positions that are vacant | This indicator measures the number of employees that are retained |
| Purpose / importance | To create a sustainable pool of employees who can positively impact on operational capabilities and increase impact. Minimising vacant priority positions also improves employee value proposition and improves morale. | Retention rate will measure the success of the Human Capital interventions. The objective is to maintain a healthy retention of employees to facilitate succession while injecting the workforce with new talent pool. |
| Source of data | Employee database | Employee database |
| Method of calculation / assessment | Determine vacancy rate on a quarterly basis. Employee vacancy rate = (Number of Vacant Priority Positions / Total Number of Priority Positions) × 100 | (Headcount at the end of the financial year / Headcount at the beginning of the financial year) × 100 |
| Means of verification | Headcount Report (Numerator) 2025/26 Approved Total Number of Priority Position (Denominator) | List employees at the start of the year List of employees at the end of the year For exits - resignation letters |
| Assumptions | List of priority positions must be approved and signed off by the executive committee | List of employees (baseline) must be signed off by internal audit |
| Disaggregation of beneficiaries (where applicable) | No | No |
| Spatial transformation (where applicable) | No | No |
| Calculation type | Cumulative | Cumulative, year-to-date |
| New indicator | Yes | Yes |
| Reporting cycle | Quarterly to Board and to the dtic | Monthly to Exco, Quarterly to Board and to the dtic |
| Target | <=5% in 2025/26 | =>95% 2025/26 |
| Desired performance | Lower performance is desirable | Higher performance than targeted performance is desirable |
| Indicator responsibility | Chief Corporate Services Officer | Chief Corporate Services Officer |

| Title Indicator | % Employees with completed competency assessments | % Progress against the approved annual Employee Engagement Improvement Action Plan |
|---|---|---|
| Definition | This indicator measures percentage of the total number of permanent employees whose competencies are assessed | A measure of overall employee satisfaction with their work environment, leadership, compensation, growth opportunities, and organizational culture, as determined through the bi annual Employee Engagement Survey. |
| Purpose / importance | To enhance workforce performance by ensuring employees possess the necessary skills to meet organisational objectives as well as increase productivity, higher job satisfaction, and better service delivery. | To assess and monitor employee morale, identify areas for improvement, and implement initiatives to foster a positive workplace culture that enhances retention, productivity, and organizational success. |
| Source of data | Signed off competency assessment reports | Board-approved Action Plan with activities to address Employee Engagement. Signed-off close-out reports. |
| Method of calculation / assessment | (Number of employees assessed/Total number of permanent employees) ×100 | Activities completed/Total number of activities Ration of completed activities to total activities approved |
| Means of verification | Employees have signed against the competency reports. | Activity close-out reports reviewed at the Board |
| Assumptions | Required competencies against which employees are assessed are in place | None |
| Disaggregation of beneficiaries (where applicable) | No | No |
| Spatial transformation (where applicable) | No | No |
| Calculation type | Cumulative, year-to-date | Cumulative, year-to-date |
| New indicator | Yes | Yes |
| Reporting cycle | Monthly to Exco, Quarterly to Board and to the dtic | Monthly to Exco, Quarterly to Board and to the dtic |
| Target | 80% of employees assessed in 2025/26 | Achievement of 80% of the Action Plan in 2025/26 |
| Desired performance | Higher performance than targeted performance is desirable | Higher performance than targeted performance is desirable |
| Indicator responsibility | Chief Corporate Services Officer | Chief Corporate Services Officer |

| Indicator title | % Progress against the approved annual ICT Digital Transformation Plans | % Progress against the implementation of the approved annual Infrastructure Plan |
|---|--|--|
| Definition | Delivery of 85% of prioritised strategic projects and changes as outlined in the approved Digital Transformation Plan | Implement 85% of projects and initiatives in the approved 2025/26 Infrastructure Plan |
| Purpose / importance | The SABS' ICT Digital Transformation plans aims to enhance operational efficiency, modernise technology, ensure adaptability, and mitigate risks and will focus on leveraging digital tools to optimise processes, improve customer experiences, align strategies, and lay the groundwork for the future | The purpose of implementing 85% of an approved infrastructure plan is to significantly enhance the SABS' capabilities, operations, and preparedness for future challenges while aligning with strategic objectives and ensuring a better foundation for sustained growth |
| Source of data | Progress report on the ICT Digital Transformation plans (Key project milestone reports and project status report) | Progress report on the Infrastructure Plans (Key project milestone reports and project status report) Certificate- Facilities projects Commissioning Certificate – LSD projects |
| Method of calculation/ assessment | Number of milestones achieved against the ICT Digital Transformation plans expressed as a percentage | Number of infrastructure projects completed against the infrastructure plan expressed as a percentage |
| Means of verification | Approved Milestones as per the project plan | Approved Milestones as per the project plan or Completion Certificate- Facilities projects Commissioning Certificate – LSD projects |
| Assumptions | The Digital Infrastructure Transformation Plan for 2025/26 will be approved. | No |
| Disaggregation of beneficiaries (where applicable) | None | Target for women: N/A Target for youth: N/A Target for people with disabilities: N/A |
| Spatial transformation (where applicable) | Reflect on contribution to spatial transformation priorities: N/A Reflect on the spatial impact areas: N/A | Reflect on contribution to spatial transformation priorities: N/A Reflect on the spatial impact areas: N/A |
| Calculation type | Cumulative, year-to-date. | Cumulative, year-to-date. |
| New indicator | No | No |
| Reporting cycle | Monthly to Exco, Quarterly to Board and to the dtic | Monthly to Exco, Quarterly to Board and to the dtic |
| Target | Delivery of 85% of the 2025/2026 Plan of the Digital Transformation Programme | Delivery of 85% of the approved 2025/2026 Infrastructure Plan |
| Desired performance | Higher performance than targeted performance is desirable | Higher performance than targeted performance is desirable |
| Indicator responsibility | Chief Operations Officer | Chief Operations Officer |