

Viwang

E-Newsletter



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TBS, the Home of Standards



The Zanzibar Minister for Trade and Industrial Development, Hon. Omar Said Shaaban (centre, seated) poses with members of TBS and ZBS Management during his familiarization tour at Tanzania Bureau of Standards recently.

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TBS hailed for improved services



The Zanzibar Minister for Trade and Industrial Development, Hon. Omar Said Shaaban receives explanations from the Head of the TBS Chemistry Laboratory Ms. Rehema Nyamoga during his familiarization tour at TBS recently.

By Gladness Kaseka

The Zanzibar Trade and Industrial Development Minister Hon. Omar Said Shaaban has commended the Tanzania Bureau of Standards (TBS) for improved services using modern technology that has helped in reaching more entrepreneurs.

Hon. Shaaban made the remarks after touring the Bureau and meeting the TBS

staff in Dar es Salaam on Tuesday accompanied by some of the Zanzibar Bureau of Standards (ZBS) officials.

“This is a learning tour to find out how TBS is implementing its obligations and also a chance to enhance cooperation with their Zanzibar counterparts and raise efficiency in goods standards,” he said.

According to him, in the world today, the use of modern technology is fundamental in ensuring that many people are reached and served in a short period as TBS is doing now.

“TBS has invested in modern technology especially in receiving various applications, granting permits and discharging information to customers. This is one of the things we have

learnt from TBS,” he noted.

He noted also, that TBS has invested substantially in laboratories through which various goods are tested for quality ascertainment before being granted certification to enter the markets.

“TBS has built institutional capacities and invested in laboratories. This is what we are going to do at ZBS to have modern laboratories for testing goods before granting certificates to enter the market,” he stressed.

He also hailed TBS for establishing zonal offices that have helped to reach more people in the regions and rural areas.

He pledged that ZBS will continue to work closely with TBS in serving efficiently Tanzanians, business people and local and foreign investors.

He said they will be sending ZBS staff to learn various things at TBS as the government is set to improve the standards watchdog in the Isles.

The TBS Director General Dr Athuman Ngenya hailed the Minister for touring his institution and reminding them of the need for closer relations between the two entities on the two sides of the Union.

“The Minister’s tour has reminded us of our relationship with our counterparts and this is fundamental for enhancing the quality of goods and services,” Dr Ngenya said.



The Zanzibar Minister for Trade and Industrial Development, Hon. Omar Said Shaaban receives explanation from Head of Food Laboratory Ms. Anna Mhalu during his familiarization tour at TBS recently

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Importers urged to observe standards

By Neema Mtemvu

Importers in the country have been urged to adhere to standards set by the Tanzania Bureau of Standards (TBS) to avoid incurring losses once low-quality goods are seized and destroyed as well as turning the country into the dumping place of substandard goods.

TBS Inspector, Mr Venance Colman made the plea during the 23rd Buildexpo Africa 2022 held in Dar es Salaam recently.

The exhibition attracted exhibitors from more than 30 countries and visitors from all over East and Central Africa, thus giving exhibitors an excellent opportunity to explore several countries at one time.

Mr Colman said during the exhibition that most of the participants were foreigners who provided education to importers on the need to abide by standards.

"Most of the participants of the Buildexpo were foreigners and thus the education provided by TBS focused on

the importation procedures. We urged them to ensure that imported goods meet the required standards," he said.

He said most of the participants inquired from TBS about the imports procedures before embarking on the business.

He said some of the benefits of importing goods that meet the national standards are to avoid incurring losses and turning the country into a dumping place of low-quality goods.

He said once the low-quality goods are seized, they are destroyed and importers get penalized thus incurring huge losses.

One of the participants at the Buildexpo 2022, Mr Yasin Yakhim commended TBS for using the exhibition to provide education on importation procedures to be observed before embarking on the business. on cosmetics to make sure these harmful products are uprooted from the local market.

"Quality is remembered long after the price is forgotten. Always use TBS-certified products"



Arrangements for testing of cabin air filters commendable

Tanzania Bureau of Standards (TBS) has entered into a Memorandum of Understanding with the Nelson Mandela African Institution of Science and Technology for testing of motor vehicle filters.

Pursuant to the MoU, which was signed recently, the Nelson Mandela African Institution of Science and Technology will use its facilities to test the quality of the devices. The institute will specifically test flat-shaped motor vehicle filters for efficiency.

The national standards for motor vehicle cabin air filters, TZS 1959, Inlet air cleaning equipment for internal combustion engines and compressors — Performance testing and TZS 3208, High efficiency filters and filter media for removing particles from air (parts 1 to 5) will be used to test the efficiency of the filters and ensure their fitness for use.

TZS 1959 establishes and specifies

test procedures, conditions and equipment to permit the direct laboratory performance comparison of air cleaners. The basic performance characteristics of greatest interest are air flow restriction or differential pressure, dust collection efficiency, dust capacity, and oil carry-over on oil bath air cleaners. The standard is applicable to air cleaners used on internal combustion engines and compressors generally used in automotive and industrial applications.

TZS 3208, which has five parts, generally contains requirements, fundamental principles of testing and the marking for high-efficiency particulate air filters. It establishes a procedure for the determination of the efficiency of all filters. mation to tertiary institutions.

A cabin air filter filters outside air before entering the cabin of the car. When the motor vehicle air filter is of low quality, it can impede the amount of air supplied to the engine, thus in-

creasing unburnt fuel that turns into soot residue. Moreover, with substandard air filters, contaminants, such as pollen, dust, mold spores and smog, can easily enter a vehicle's passenger compartment through the air conditioning, heating and ventilation systems, making the air in the vehicle dirty. It is therefore very important to test the performance of the filters to ensure the health and safety of the vehicle users.

As for other products, TBS has an obligation to oversee that locally made and imported motor vehicle filters meet the requirements stipulated in standards to make sure that motor vehicle engines remain safe. Similarly, motorists need to ensure that air filters fixed in their vehicles meet national standards for the safety of the vehicles' engines. They, thus,

have an obligation to support government efforts to remove low quality car parts from the market, including substandard cabin air filters.

The move of the TBS Management is commendable as it will ensure that all vehicle cabin air filters are tested for conformity to standards before entering the domestic market. This will, in turn, enhance public health by reducing health issues associated with substandard cabin air filter.

In this regard, we call upon dealers in cabin air filters including manufacturers, buyers, sellers and distributors of the components to abide by the procedure to ensure that all vehicle cabin air filters are inspected, tested and verified against national standards for the safety and health of the vehicles and their users.

Govt hails women entrepreneurs for raising goods standards

By Staff Reporter

The government has commended women entrepreneurs for raising the quality of goods which is fundamental in penetrating local, regional and global markets as well as boosting their income.

The praise was issued by the Minister of State in the Vice-President's Office (Union Affairs and Environment) Hon. Suleiman Jafo at the opening of the Second Exhibition of Women Entrepreneurs in Dar es Salaam recently.

"From what I have witnessed,

it is obvious that women entrepreneurs have improved the quality of their goods which is important in penetrating wide market and boosting their earnings," he said.

Minister Jafo hailed the Tanzania Bureau of Standards (TBS) for supporting women in their quest to produce high quality goods.

However, he directed TBS to continue helping women groups in acquiring the standards mark of quality and also addressing various challenges that impede the efforts in improving the

quality and quantity of goods.

Speaking earlier, the TBS Quality Assurance Officer, Amity Msanjila said the standards watchdog participated in the women entrepreneurs' exhibition to provide education to participants on how to acquire the TBS standards mark and register food and cosmetics products.

Msanjila said TBS has been providing the standards mark of quality for free to entrepreneurs after submitting an introduction letter from the Small Industries Development Or-

ganization (SIDO) as well as having a capital below 70m/-.

“SIDO writes a letter to TBS to introduce an entrepreneur and after that the Bureau issues the standards mark of quality,” explained Msanjila, noting that the requirements of the respective standard have to be fulfilled before issue of licence to use the mark.

The standards mark of quality is fundamental in creating confidence to consumers that the products they want to buy are safe and have met the required standards.

On her part, the TBS Public Relations and Marketing Manager, Ms Gladness Kaseka said the women exhibition had attracted 400 participants from different parts of the coun-

try and this has been an important platform for providing education geared at improving the quality of their goods.

She said every year the government sets aside 200m/- to serve small and medium scale entrepreneurs and thus through women entrepreneurs’ exhibitions, TBS has managed to reach a huge number of them.



The TBS Public Relations and Marketing Manager (TBS) Ms. Gladness Kaseka receives directives from the Minister of State in the Vice-President’s Office (Union Affairs and Environment) Hon. Suleiman Jafo during the opening of the Second Exhibition of Women Entrepreneurs in Dar es Salaam.

TBS calls upon dealers in vehicle air filters to observe standards

By Neema Mtemvu

Tanzania Bureau of Standards (TBS) has called upon manufacturers and dealers in motor vehicle cabin air filters to ensure their products meet the required standards to protect vehicle engines from damages.

The call was issued in Dar es Salaam recently, at an event where TBS signed a Memorandum of Understanding with Nelson Mandela African Institution of Science and Technology to test motor vehicle filters.

"TBS has been prompted to sign the MoU after learning that Nelson Mandela African Institution of Science and Technology has laboratories that can test the quality of car filters," said Eng. Arnold Mato, a representative from TBS.

He said TBS has an obligation to oversee that locally made and imported motor ve-

hicle filters meet the requirements stipulated in standards to make sure that motor vehicle engines remain safe.

Equally, he reminded motorists on the need to ensure that air filters fixed in their vehicles meet national standards for the safety of the engines and also supporting efforts to remove low quality car parts from the market.

According to him, the national standards for motor vehicle cabin air filters are TZS 3208:2021, High efficiency filters and filter media for removing particles from air (parts 1 to 5) and TZS 1959:2019, Inlet air cleaning equipment for internal combustion engines and compressors — Performance testing.

He said vehicle air filters can be used for a long time thus it is important that motorists buy and fix only those which have met the national standards.

He said TBS has an obligation to provide education to Tanzanians to understand that motor vehicle air filters are used for a long time thus they should be of high quality.

He said when the motor vehicle air filter is of low quality, it can impede the amount of air supplied to the engine, thus increasing unburnt fuel that turns into soot residue.

The TBS Legal Officer, Ms Lucy Mallya said TBS has an obligation to make sure locally made and imported goods meet the required standards.

She said section 20 (6) of the Standards Act Cap 130, prohibits anybody to sell, distribute, make or process any product against the requirements of specific standards.

"To beat your competition, make quality your mission"

TBS trains over 23,000 people on standards



Awareness campaign at Inyonga Secondary School in Mlele District

By Staff Reporter

23,745 people in Kigoma, Rukwa and Katavi regions have been equipped with knowledge and skills on how to identify and purchase goods certified by the Tanzania Bureau of Standards (TBS).

Out of those, 18,645 were students from primary and secondary schools in Kasulu District in Kigoma Region, Mlele District in Katavi Region and

Nkasi District in Rukwa Region.

The awareness campaigns went alongside the sensitization of businesspeople to register food and cosmetic premises.

The campaign was held in schools, marketplaces, bus stations, auctions and other open spaces where a huge number of people gathered to listen to the TBS officials.

The TBS Marketing Officer, Mr Mussa Luhombero said teachers and students are key stakeholders in enhancing awareness on standards as when sensitized, they become ambassadors in their families and among their friends.

According to Luhombero, teachers, students and the citizens in general should under-

stand that the war against low quality goods is not for TBS alone but the whole nation.

He urged teachers and students to give priority to the quality of goods and also provide information to TBS wherever

they encounter substandard and banned products in the local market, including used undergarments, brake fluids DOT 3 and toxic cosmetics.

He also urged business people to observe correct procedures

of registering food and cosmetic products and premises as it is being directed by the Bureau.

One of the students, Joyce Damian hailed TBS for a good job and commended the Bureau for knowledge shared.



Awareness campaign at Sofia Market in Kasulu District

TBS impounds food, cosmetic items in western regions

By Rhoda Mayugu

Tanzania Bureau of Standards (TBS) has impounded low quality food and cosmetics items in three western regions of Kigoma, Rukwa and Katavi in a move aimed at protecting consumers from using substandard goods.

TBS conducted operations in 11 councils of the three western regions and managed to seize food and cosmetics products weighing 32.2 tonnes and valued at 97.7m/-.

The Acting TBS Western Zone Manager, Mr Rodney Alanga said in Kigoma recently that the impromptu operations were carried out in warehouses, wholesale and retail shops, at border entry points and in ports.

“The objective of carrying out the operations in the western regions is to remove from the market low quality and hazardous products and ultimately protect consumers’ health,” he said.

He said after completing all the legal procedures, the food and cosmetic products seized would be destroyed.

“TBS took initial measures to remove from the market all goods that have not met standards requirements and other processes are taking place within 14 days according to the notice issued,” he said.

The operations uncovered that some business people

were selling expired food and cosmetics items and unregistered and banned cosmetics.

He said some of the challenges that emerged during the operations are that most business people dealt with smuggled goods, while most consumers fail to inspect expiry dates. Moreover, there are weaknesses in keeping procurement records.

He said TBS will continue to carry out impromptu inspections in various parts of the country to uproot poor quality goods from the market in collaboration with the Tanzania Revenue Authority (TRA), the Police Force and regional and district authorities.

“When you buy a product always look for the TBS mark which assures you of quality, reliability and safety”

TBS issues licences, certificates to over 300 entrepreneurs



The Director of Testing and Metrology, Eng. Johanes Maganga (right) issues a standards mark licence to a manufacturer on behalf of the TBS Director General, during a grant of licences ceremony at TBS headquarters in Dar es Salaam.

By Rhoda Mayugu

Tanzania Bureau of Standards (TBS) has granted licences of using the standards mark of quality and tested product certificates to 302 small, medium and large-scale manufacturers after meeting respective standards requirements from September to December last year.

Speaking on behalf of the TBS Director General at the event held in Dar es Salaam recent-

ly, the TBS Director of Testing and Metrology Eng Johanes Maganga said the huge number of entrepreneurs receiving licences and certificates is a sign of increased awareness on the importance of using the standards mark of quality.

“There is a huge work done by TBS to provide awareness to various groups of business people on the need to produce high quality goods and

this has resulted in the increased number of entrepreneurs qualifying for the standards mark of quality,” he said.

The TBS standards mark of quality makes consumers buy goods produced by entrepreneurs with confidence. On the other hand, it protects the manufacturers from competing with inferior products and enables them to prove to the market that their products

satisfy all the requirements specified in the standards.

He said 54 per cent of the licences which is equivalent to 163 were granted to small and medium scale entrepreneurs.

He said also TBS offered 139 licences and certificates, which is equivalent to 46 per cent, to entrepreneurs dealing with

food, cosmetics, shoes, construction equipment, electricity, machines, mattresses and packaging materials.

“We commend the government for making possible the whole process of providing awareness, licences of using standards quality mark and certificates,” said Eng. Maganga, adding that the government

continues to pay for the cost of serving small scale entrepreneurs in testing and approving the quality of their products.

He said this is a clear indication of the confidence that the government under President Samia Suluhu Hassan has on TBS to empower entrepreneurs countrywide on various issues related to quality.



The Director of Testing and Metrology, Eng. Johanes Maganga, chats with a client during a grant of licence ceremony held at TBS headquarters recently.

He said TBS is continuing to set aside budget to train small and medium scale entrepreneurs and grant them certificates and licences of using the standards mark, thus supporting government quest to build industrial economy.

For example, in 2021/22, TBS set aside 256m/- for serving entrepreneurs countrywide, training and offering them licences and certificates after meeting the required standards.

On his part, Mr Baraka Mbajije, speaking on behalf of the Director of Quality Management, said the licences and certificates

granted to entrepreneurs will increase confidence to consumers on buying their goods.

“We believe that students from higher learning institutions are key stakeholders in the issue of standards, thus a unique opportunity to make them ambassadors through essay writing to demonstrate the importance of standards in economic and social levels,” he added.

He said the winners will be announced and awarded cash and certificates during the commemoration of the ARSO day next year.



Manufacturers enjoying the success of obtaining TBS standards mark licences during a grant of licences ceremony held at TBS, Ubungu, Dar es Salaam.



TBS counsels exporters on products certification



The Director of Standards Development, Mr. David Ndibalema officiates during a stakeholders meeting between TBS and exporters at TBS headquarters. He is flanked by the Director of Testing and Metrology, Eng. Johanes Maganga and Ms. Ashura Katunzi-Kilewela, representing the Director of Quality Management.

By Rhoda Mayugu

Exporters have been urged to acquire goods certification services from the Tanzania Bureau of Standards (TBS) to ease penetration into the regional and global markets.

The urge was issued in Dar es Salaam recently by the TBS Director of Standards Development, Mr David Ndibalema,

while opening a meeting for exporters.

Speaking on behalf of the TBS Director General, Mr Ndibalema said TBS uses internationally recognized laboratories to provide certification services for goods destined for export, stressing that this is a unique opportunity for exporters to certify their goods and penetrate wide markets.

“Through the meeting, we would like to inform exporters of the various services offered by TBS including goods certification to help them avoid challenges while entering global markets,” he said.

On his part, the TBS Inspector, Mr Baraka Mbajije said some goods from Tanzania were denied entrance into global markets for lacking TBS certification.

He cited an example where, some years ago, fish products from Tanzania were denied entering the European market for lack of TBS certification.

“It is from this backdrop that TBS came up with this initiative to help exporters meet standards and get competitive prices,” said Mr Mbajije.

Mr Mbajije added that the government has been making concerted efforts to find new markets, thus it was important for exporters to ensure that their goods meet the required standards of the international markets.

During the meeting, the Bureau stressed on the need for exporters to discuss first with their customers on the quality that their goods are required to have before entering their country.

TBS has continually provided awareness to business people throughout the country to make sure their goods meet the required quality parameters in order to penetrate wider markets.



Members of TBS Management pose with some exporters during a stakeholders meeting between TBS and exporters.

TBS urges public to join efforts against banned cosmetics

By Neema Mtemvu

Tanzania Bureau of Standards (TBS) has urged the public to seek out information on permitted cosmetics as a way to support efforts to eliminate toxic skin beauty products from the market.

The call came after impounding and destruction of toxic cosmetics worth 70m/- from the northern regions of Arusha, Manyara, Kilimanjaro and Tanga.

TBS Inspector, Mr William Mhina said the toxic cosmetics destroyed in the aforementioned regions have been banned from use in the local market because they contain dangerous toxins.

"It is important that consumers are informed and purchase products that are healthy and safe because some chemicals in certain cosmetic products are toxic," he said.

Most people seek out beauty cosmetic products that are formulated from healthy, non-toxic ingredients. Unfortunately, some unfaithful manufacturers and business people have been producing and distributing toxic cosmetics.

The Standards Act (Cap. 130) read in conjunction with the Regulations on Registration of Premises for Food and Cosmetics and Section 14 (1) prohibits the sale, distribution and storage of banned cosmetics.

Some of the notable effects of using banned toxic cosmetics are skin cancer, skin becom-

ing thin and soft, toxins penetrating the skin and entering the arteries especially in the scalp, causing kidney damage and for pregnant women, toxins can affect the baby in the womb.

TBS was given the mandate to provide public awareness to consumers and all traders dealing with the cosmetics business to seek information from the Bureau that clarify genuine beauty products which are safe and healthy for human use.

With the Finance Act 2019, the obligations on the safety and quality control of food and cosmetics were officially transferred to TBS from the former Tanzania Food and Drugs Authority (TFDA).

Through the Finance Act 2019, TBS is obliged to conduct awareness campaigns on the effects of toxic cosmetics and undertake impromptu inspections in all merchandise on cosmetics to make sure these harmful products are uprooted from the local market.

Business people, apart from seeking correct information on genuine cosmetics from TBS, also needed to register all cosmetics products on the shelves as a way to approve their quality and safety as well as identify toxic beauty products from the local market.

Safety and quality are vital for the manufacture of personal care products such as cosmetics, hair and skincare products.



Destruction of toxic cosmetics worth 70m/- from northern zone region- Arusha, Kilimanjaro, Manyara and Tanga

TBS counsels milk processors on standards

By Rhoda Mayugu

Tanzania Bureau of Standards (TBS) has underscored the need for milk processors to raise the quality of their products to meet the requirements in domestic and foreign markets.

The TBS Northern Zone Manager Ms Happy Kanyeka said during the training of milk processors in Hai District, Kilimanjaro Region that equipping them with rules on milk processing was important in protecting consumers' health and penetrating the wide market.

TBS conducted training of milk processors in Manyara Region, Arumeru District in Arusha Region and Hai District in Kilimanjaro Region. The training, held from 17th to 25th of January 2022, targeted entrepreneurs in the milk value chain including raw milk collection and carrying and processing of milk and its products.

"The training aimed to equip small scale entrepreneurs in the milk value chain who process and sell milk products in

the market without following the required procedures," she said.

She said lack of knowledge on standards and certification procedure has been one of the factors for the presence of low-quality products as well as losses of raw milk in the market.

"Some milk processors have started the process of certifying their products from TBS but lack of knowledge on how to acquire the certification has hampered their efforts to meet standards requirements," she added.

Ms Kanyeka said entrepreneurs in Kiteto, Arumeru and Hai districts are among the big livestock keepers, milk producers and processors in the country.

She said the training focused on areas dedicated to livestock keeping, milk processing and distribution, supporting the government's quest to promote industrialization in the country.

The training was thus aimed to equip milk processors to raise the quality of their products to

meet the standards requirements for the domestic market as well as regional markets.

In ensuring that the training meets its intended goals, TBS collaborated with the Small Industries Development Organization, the Tanzania Dairy Board (TDB) and the President's Office, Regional Administration and Local Government including health, livestock, business and community development officials.

Speaking at the opening of the training, the Hai District Commissioner Mr Said Irando urged milk processors to raise the quality of their products as a way to support the government in its quest to promote industrialization.

"All stakeholders in the milk industry should take it seriously to raise and maintain the quality of milk products as a way to participate actively in building the country's economy," he said.

TBS bans three cosmetics ingredients



The TBS Products and Premises Registration Coordinator, Mr Moses Mbambe briefing journalists about the ban of three cosmetics ingredients during a media tour conducted at TBS headquarters recently.

By Neema Mtemvu

Tanzania Bureau of Standards (TBS) has banned the use of three chemical ingredients in the manufacture of cosmetics because of their inherent health risks.

The TBS Products and Premises Registration Coordinator, Mr Moses Mbambe made the remark recently in Dar es Salaam

while briefing journalists during a media tour on the management of food and cosmetics products.

He mentioned some of the banned chemical ingredients as Pyrithione Zinc (antidandruff agent) and Butylphenyl methylpropional (lilial) which may cause harm to a fetus during pregnancy and

could affect fertility while Sodium Hydroxymethylglycinate is linked to cancer disease.

"The banning of toxic ingredients has been effective from March the 1st this year," he said.

Mr Mbambe said the Bureau is continuing to closely monitor manufacturers of cosmetics to

make sure that they meet the required standards as a way to protect consumers' health.

He said when the cosmetics products meet the TBS standards they will be allowed to enter the local market. This is aimed at protecting the health of people from using toxic products.

Mr Mbambe said further that TBS has been monitoring the importation of food and cos-

metic products to make sure those with toxic products do not enter the domestic market.

He said the locally manufactured food and cosmetics products need to get the TBS standards mark of quality to make sure that they meet the required standards.

He said importers of food and cosmetic products are required to register themselves at TBS

as well as the warehouses for which they will be keeping such consignments, adding that before certifying any imported cosmetic products, the Bureau goes through the information on the label that gives details whether it meets the required standards.

"Before product registration for local market access, they are first tested in the TBS laboratories to see whether they meet the required standards," he noted.

TBS urges public to enhance standards on healthcare industry

By Rhoda Mayugu

Tanzania Bureau of Standards (TBS) has urged the public to join efforts in enhancing and maintaining the standards of the healthcare industry as a means to provide high quality health services in the community.

This was said by the TBS Director General Dr Athuman Ngwenya in Dar es Salaam recently, when opening a seminar for stakeholders in the pharmaceutical and medical devices industries ahead of the African Organization for Standardization

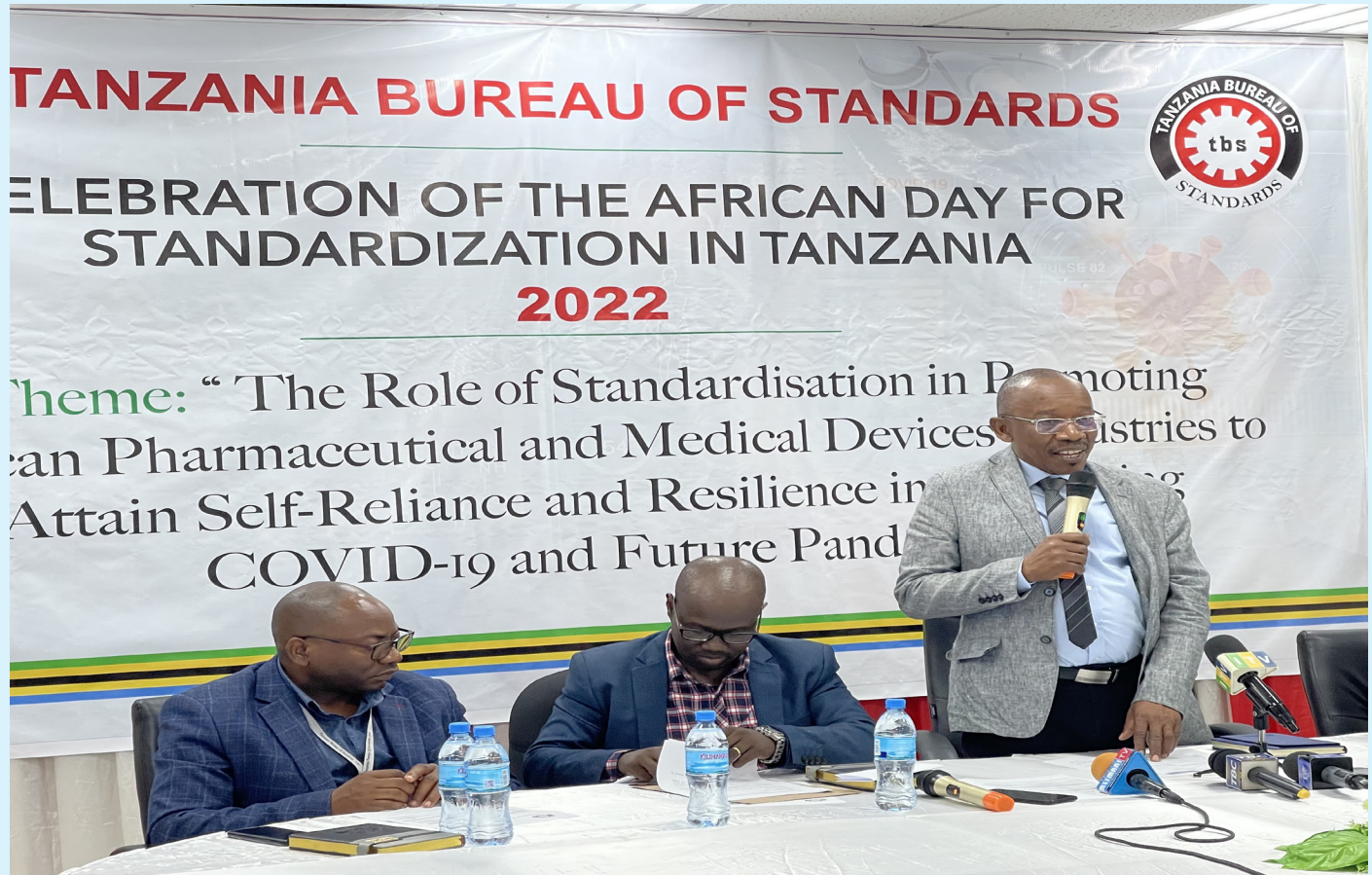
(ARSO) commemoration day.

The theme for this year's commemoration is the Role of Standardization in Promoting African Pharmaceutical and Medical Devices Industries to Attain Self-Reliance and Resilience in Combating COVID-19 and Future Pandemics.

"The COVID-19 has impacted heavily the economies and lives of the people in Tanzania, Africa and globally. Thus, the commemoration calls for the need to put more efforts to boost the

industrial economy, especially in pharmaceutical and medical devices industries to reduce the cost of imports," he said.

He said the mode of preparing standards is transparent and inclusive by taking aboard various stakeholders' views. Thus, when they are approved by the relevant authorities, standards are put to be followed in making various goods, service provisions in different sectors in the society.



TBS Director General (TBS) Dr. Athuman Y. Ngenya officiates a stakeholders' seminar in the Pharmaceutical and Medical Devices Sector held at TBS headquarters, Ubungu, Dar es Salaam.

Dr Ngenya said the observation of standards focuses on providing quality goods and services to the community to protect their health, safety, and environment and contribute to sustainable development.

On his part, the TBS Standards Manager, Mr Yona Afrika, said to commemorate the ARSO Day this year, TBS has organ-

ized various activities that will involve stakeholders from various sectors of the economy and the heads of institutions with the aim of providing them with awareness on standards and management systems based on ISO 9001, ISO 14001 and other standards.

“We have also organized a seminar to provide education

on standards to Regional Administration and Local Government officials,” he said.

He said TBS launched an essay competition for higher learning students and that winners would be announced at the ARSO Day by the end of March 2022.

“For safety and higher efficiency, always buy TBS-marked/certified electrical appliances”

Participation of Tanzania in SADC cooperation structure in standardization



Salim Mohamed

The Southern African Development Community (SADC) is a regional economic treaty organization established to achieve economic growth and development, and to enhance the standard and quality of life of the peoples of Southern Africa (Tanzania is one of them) through regional integration. and control these non-communicable diseases has increased.

SADC has made a number of initiatives to eliminate obstacles to the free movement of labour and capital, goods and services, and the peoples of the region.

For trade to be conducted effectively within the region among member states, trading

partners need mutual assurance that their goods and services are safe and of high quality. SADC through TBT Annex to the SADC Protocol on Trade established seven cooperation structures that focus on particular issues related to standardization and quality assurance.

The seven SADC TBT cooperation structures were established to provide a formal framework to oversee matters related to quality infrastructures as well as addressing the challenges posed by Technical Barriers to Trade.

The structures are the Technical Regulation Liaison Committee (SADCTRLC) with the objective of promoting and facilitating the implementation of the SADC Technical Regulation Framework; the Technical Barriers to Trade Stakeholders Committee (SADCTBTSC) with the objective of facilitating stakeholder participation in Technical Barrier to Trade matters; and the Cooperation in Accreditation (SADCA) with the objective of facilitating the regional accreditation system through the SADC Accredi-

tation Service (SADCAS).

Other structures are the Cooperation in Legal Metrology (SADCMEL) with the objective of working with the Member States to harmonize legal metrology regulations between each other and other trading blocs; the Cooperation in Measurement Traceability (SADCMET) to coordinate metrology activities to standardize systems of measurement and ensure accuracy of calibration and testing; the Cooperation in Standardization (SADCSTAN) to promote standardization activities including harmonization of standards in support of the Protocol on Trade; and the Standardization, Quality Assurance, Accreditation, and Metrology Expert Group (SQAMEG), which advises the SADC Secretariat on standards and quality matters not covered elsewhere.

Participation of Tanzania in SADCSTAN

SADCSTAN is one of the seven structures implementing the Technical Barriers to Trade (TBT) Annex to

the SADC Protocol on Trade. SADCSTAN is mandated by the SADC Council of Ministers to coordinate standardization activities and services in the region. SADCSTAN has the objective of overseeing the harmonization of standards in the region and therefore supports the objectives of the SADC protocol on trade.

Tanzania is a member of various technical committees and subcommittees, namely TC 1 – Construction (SC 1 – Cement, SC 2 – Concrete, SC 3 – Steel for construction, SC 4 – Timber products, SC 5 – General), TC 2 – Automotive and Transportation, TC 3 – Foods and Agriculture, TC 4 – Electro-technical and TC 6 – Health and Safety.

and subcommittees to which Tanzania is a member are TC 8 – Hospitality and Tourism, TC 11 – Management System and Conformity Assessment, TC 14 – Water, TC 15 – Chemical and Chemical Products, TC 16 – Energy, TC 18 – African Traditional Medicine, TC 19 – Cosmetics, Soap and Detergents, TC 20 – Financial Services, TC 21 – Paper, TC 22 – Plastics and TC 23 – Textiles.

Among the Technical Committees, Tanzania is holding leadership as Secretariat in TC 11 – Management System and Conformity Assessment. Participation in these Technical Committees followed the consideration of Nation policies and strategic priorities.

tion in standardization plays an important role in promoting the use of standards by policy-makers and businesses in the region, as a tool for reducing technical barriers to trade, furthering competitiveness and fostering innovation are reported to contain protein (15-25%), fat (15-35%), ash (4-6%) dietary fibre (18-35%) and carbohydrates (18-31%). These seeds can be combined with one type of cereal to produce a composite flour with all the nutrients required.

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Other technical committees Overall, regional coopera-

***“Misuse of TBS quality mark
is a criminal offence
punishable under the
Standards Act
No. 2 of 2009”***

No quality product, no sustainable business



Mohamedi Kaila

The final objective for any business in this world is to make money or profit. If you have a product that people will buy, then you have got a profit. However, the businesses that make the most do not focus on the profits alone. They also consider the quality of the products and services they offer because they know how important it is to their customers' functions of food additives.

Every company's greatest asset is its customers, because without customers there is no company/business. But why does quality grasp so much weight on attracting customers? First of all, it is important to look at the definition of quality as it pertains to customers. The standard definition of the word is "the degree to which a set of inherent characteristics fulfills requirements."

For customers, those requirements include the following:

- **Life span** – how long the product performs its function
- **Needs fulfillment** – whether or not the product fulfills a specific need or solves a specific problem for the customer
- **Cost vs. need** – how much

the product costs compared with how much the client wants or needs it

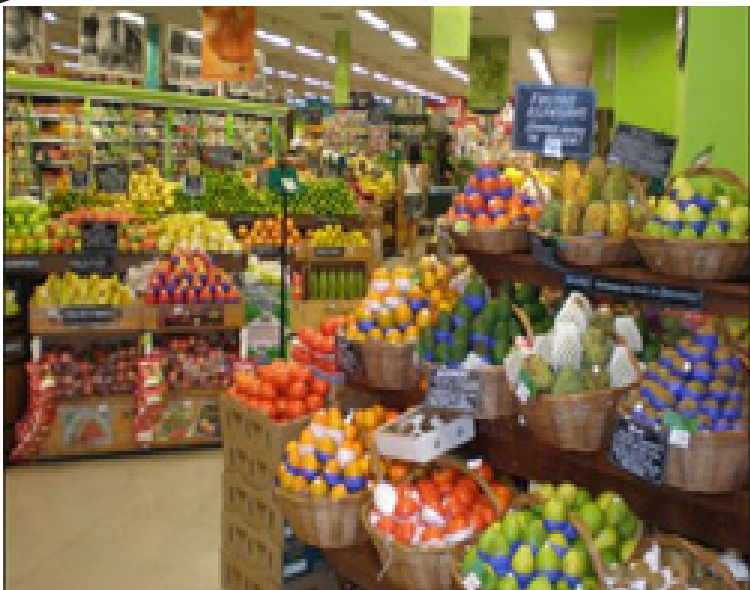
- **Security** – the safety level of the product, i.e. whether or not the customer feels comfortable using it

- **Usability** – the ease of use associated with the product

- **Efficiency** – the product's ability to save the customer money, help the environment, or streamline a process

These are just a few of the countless requirements that customers expect from any given product. Companies that fulfill this list often experience a multitude of benefits, but first they have to put in the effort. In order to meet such requirement, companies should be





Secondly, these are some of the reasons why creating a standard of quality with your products is so important for keeping business alive:

•Customer expectations – at first, your customers will appreciate quality. Then, as they tell more people about it, business continues. After expectation comes a demand for quality products. And if you do not deliver, your customer will leave your products.

When your company offers quality products every time, you can create a standard of satisfying customers in the retail spectrum. In return, you will receive loyalty and continue to do a business that allows your company to grow.

•Business reputation – Quality and your company's reputation are more closely linked than many businesses realize. When your products do not match the standard of quality that was promised, people will hear about it on social media, through review sites, on forums, and from their friends. Apple is a great example of a company that links its brand reputation with the quality of their products. They have built their company on great marketing and products that stand the test of time. People know they can trust Apple and are willing to pay more because their products provide the quality they have come to expect.

•Customer loyalty – Customers always come back when

a product is good, even if the price is high. A quality product creates unshakeable customer loyalty that generates increased leads. When customers find a product they trust, they return, make repeat purchases, and recommend the product or service to others.

In a nutshell, product quality is a special thing that companies/businesses should always emphasize. Creating quality products will continue to be the most important thing to business. In this world it is hard to predict the demands of customers, thus quality is an important concept to master if you want to prosper in your business

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