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TBS, the Home of Standards



Deputy Minister for Investment, Industry and Trade, Hon. Exaud Kigahe (left), presents an award to one of the winners of the National Quality Awards 2022/2023 during the awards presentation ceremony

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Entrepreneurs told to abide by standards to penetrate African markets



Deputy Minister for Investment, Industry and Trade, Hon. Exaud Kigahe (centre), presides over the presentation ceremony of the National Quality Awards 2022/2023.

By Deborah Haule

The Deputy Minister for Investment, Industry and Trade, Hon. Exaud Kigahe has said entrepreneurs will be able to penetrate African markets if they abide by international standards in producing goods and services.

Hon. Kigahe made the remarks during the 2022/23 National Quality Awards event held in Dar es Salaam recently to award winners from both institutions and individual manufacturers.

He said the government is determined to build a competitive and sustainable environment for local manufacturers to grab the African market.

"African countries are aiming at improving trade between the countries as the continent's business has not been convincing compared to other continents," he said.

He further stressed that the

government, through the Ministry of Investment, Industry and Trade established local awards for quality products as its initiative to improve the quality of goods and services.

"The objective of the decision is to ensure that systems, products and services meet both local, regional and global standards, thus putting our products in a position of being competitive in the markets," he said.



A section of entrepreneurs who attended the National Quality Awards ceremony at TBS offices Ubungu, Dar es Salaam.

On his part, the Director General of the Tanzania Bureau of Standards (TBS), Dr. Athuman Ngenya urged manufacturers and service providers to be competitive in quality production and to know that both quality and competition are important in capturing the market.

"The only way for our country to prosper in business is through production of quality and competitive products," he said, adding that the awards are being organized for the third time in the country.

According to Dr. Ngenya, the awards of excellence for the year 2022/2023 consist of five categories namely best company, best product, best service, best supplier of local products to other countries, and best person who did well in quality issues.



Deputy Minister for Investment, Industry and Trade, Hon. Exaud Kigahe (left) chats with an entrepreneur during the National Quality Awards 2022/2023 presentation ceremony.



Entrepreneurs respond positively to TBS campaigns

By Staff Reporter

Entrepreneurs are currently responding positively to the need of certifying their goods, thanks to the ongoing countrywide public awareness campaign conducted by the Tanzania Bureau of Standards (TBS).

The TBS Marketing Officer, Ms. Rhoda Mayugu said at the 3rd Investment and Business Exhibition in Kibaha, Coast Region recently that there is a positive response on awareness among entrepreneurs on the benefits of registering and certifying their goods. “Most entrepreneurs visiting the TBS pavilion say they have certified their goods and others are initiating the process after acquiring knowledge from different awareness campaigns conducted by TBS,” she said.

She said some entrepreneurs visiting the Bureau’s pavilion had expressed cited various challenges encountered in their businesses and how TBS had responded and provided solutions and education on the need to register and certify their goods.

“A huge number of entrepreneurs are aware of the services offered by TBS including registration and certification of goods. Some have already certified and others are at an advanced

stage in the process,” she noted.

Ms. Mayugu said despite the positive response from entrepreneurs about product certification, small capital was still a big problem that impedes the development and growth of Small and Medium Enterprises.

“We have been enlightening entrepreneurs on procedures needed to acquire a license to use the TBS standards mark of quality and how it can help them penetrate wide domestic and foreign markets, and on the issue of small capital we guide them to reach SIDO for advice,” she said.

Furthermore, she said TBS provided education to entrepreneurs on things required to be done to produce goods that meet the country’s standards. She said also that the Bureau has used the opportunity to provide awareness to the public not only on the need to buy TBS-certified products but also checking the expiry dates of the products and how to communicate with the Bureau for airing their views and challenges.

She said they also told citizens to report immediately to TBS when they come across in the market, expired products and those which have been banned for use in the country.

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The benefits of national quality awards cannot be overemphasized

Over the past few years, Tanzania has established a National Quality Award programme to recognize organizations leading in quality. This was a brainchild of the Southern African Development Community (SADC), which has been running quality awards competitions since 2011, in a bid to sensitize regional organizations to improve their quality management.

The establishment of the SADC Annual Quality Awards was aimed at recognizing and appreciating organizations and individuals who are contributing to quality advancement in all sectors of SADC, by having measurement and quality systems, procedures and processes that are in line with local, regional and international practices and who use quality advancement to support national and regional economic development.

At national level in Tanzania, the competition, which is open for participants from both Mainland and Zanzibar, was established by the government under the Ministry of Investment, Industry and Trade in 2020. It is organized by the Tanzania Bureau of Standards (TBS), the Small Industries Development Organization (SIDO), the Tanzania Private Sector Foundation (TPSF), the Zanzibar Bureau of Standards (ZBS), the Tanzania Chamber of Commerce, Industry and Agriculture (TCCIA), the Confederation of Tanzania Industries (CTI), the Tanzania Trade Development Authority (TanTrade) and the Tanzania Women Chamber of Commerce (TWCC).

The competition for the year 2022/2023 was launched on 27th October, 2022. It focuses on five sub-categories namely best company of the year, best product of the year, best service of the year,

best seller of the year (international) and best individual who did well on issues related to quality.

Worldwide, the use of quality award programmes has helped businesses and other organizations to improve their ability to compete and fulfil their missions. Yet, surprisingly few organizations participate in quality award programmes and most never make an attempt. By failing to participate in a quality awards programme, organizations may not be getting a true picture of how they are actually performing and what they can do to improve.

As a matter of fact, most organizations lack a methodology for getting a holistic evaluation of their business performance. They may get feedback in very narrow areas of focus such as financial ratings in business journals, customer satisfaction comparisons from industry surveys, or market share from market research reports. However, they rarely get a broad based evaluation of performance, considering all the important metrics that would be represented in a balanced scorecard for example.

Evidence shows that award winning organizations achieve higher levels of broad based success. This has been proven by multiple studies of long term business results of award winning organizations. Participation in quality awards programmes have enabled these organizations to better understand what to do and how to do it. By participating, companies get a chance to compare their approaches to proven models for organizational success, they take advantage of expert third party feedback to implement performance improvement plans; and they know where to focus process improvements to achieve the desired results.

In order for participating companies to rip the rewards of participation, some concepts must be grasped. Firstly, companies should participate as a way to drive excellence, not to win the award. Many organizations have gotten off track by making the award the ultimate goal. This can

result in gaming the system to look better than you actually are. In the meantime, the organizations lose sight of their true purpose of providing value adding products and services to customers. The real goal should be to sustain quality leadership performance rather than winning.

Another aspect of the process that can benefit a company is the issue of feedback. It is always amazing when an organization goes all the way through the process of compiling and submitting an application and then ignores the feedback they receive from the evaluation process. Smart organizations use this feedback as a major component of strategic and business planning to identify areas of focus.

Lastly, the awards cycle provides organizations with an opportunity to develop internal expertise and strengthen own assessment processes. This enables the organization to get regular and timely information for improving processes and performance.

If your organization is seeking quality leadership, then quality awards can play a significant part in helping you along the journey. Quality awards provide an excellent source for monitoring progress and identifying opportunities for improvement.

One major benefit of participating in a quality award process is that one obtains an external evaluation of the business, and a confirmation and assessment of the current position of the business in comparison with, for example, the organization's goals, competitors and best-in-class organizations. In a nutshell, participation in quality awards improves process and customer orientation and enables the organization to make continual improvement.

It is against this background that TBS echoes the government's call for all companies to participate in national quality awards as the benefits ripped out-weigh any reasons that justify non-participation.

SMEs advised to take advantage of SIDO exhibitions

By Gladness Kaseka

Tanzania Bureau of Standards (TBS) has appealed to local entrepreneurs to use the Small Industries Development Organization (SIDO)'s exhibition and trade fair to seek knowledge on how to acquire the TBS standards mark of quality for their products.

Briefing reporters recently, TBS Northern Zone Inspector, Mr. Anderson Msumanje said the platform was an ideal opportunity for the Small and Medium Enterprises (SMEs) in the Northern Zone to get the quality mark.

"SMEs and other local manufacturers should make the most of

the expo as TBS comes to their aid," explained Mr. Msumanje.

The inspector said the Bureau had already visited more than 68 SMEs, issuing them with the standards marks of quality. He said the government had set aside enough funds for certification of SMEs products before they make way to the market, thus urging SMEs to make the most of the opportunity presented by the government.

Mr. Msumanje said the "tbs" mark on a product indicates that samples of the product are independently and routinely tested and certified

by the Bureau against relevant Tanzania standards.

"Apart from enabling people to buy products with confidence, the "tbs" mark also 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.

TBS is a national standards body for Tanzania established by the government as part of the efforts to strengthen the supportive infrastructure for industry and commerce sectors across the economy within the country.



TBS Inspector, Mr. Anderson Msumanje attends visitors to the Bureau's pavilion during a SIDO exhibition in Arusha.

Miners urged to use certified equipment



TBS Inspector, Ms. Helen Mamkwe attends a visitor to the Bureau's pavilion during the Mining Exhibition in Geita.

By Mussa Luhombero

Miners have been urged to ensure that they use equipment certified by Tanzania Bureau of Standards (TBS) in a bid to ensure their safety and protect their health.

The TBS Lake Zone Manager, Eng. Joseph Mwaipaja said at the climax of the Technology

in Mining Exhibition Week recently that miners are required to certify equipment used in day to day operations like fire extinguishers and mining boots to keep themselves safe.

He also advised service providers in mining areas to make sure that they acquire TBS cer-

tification of their products to give confidence to consumers as well as expand their markets.

He said one of the things cited in the Mining Policy regarding service providers is the issue of standards of the products and services provided to people in the mining areas.

He said for example the food vendors and other entrepreneurs in mining areas are re-quired to certify their goods as required by the mining companies to protect the health of the consumers.

“It is a prerequisite for most mining companies demanding services providers to provide high quality goods to the people in mining areas to protect their health,” he empha-sized.

He said it is from this back-drop that some mining firms opt to source goods from outside the country after learning that local suppliers fail to meet the required quality.

He said TBS encourages local suppliers and other service providers in the mining are-as to make sure they register and certify their goods and services in order to take ad-vantage of the huge business opportunities in the mines.

Eng. Mwaipaja added that business people in Geita, a strategic city with renowned towns like Katoro and Buseresere need to certify their goods in order to penetrate both domestic and regional markets.

“Goods that have met the required quality standards can easily penetrate the regional markets taking into consideration the agreement reached by the

East African states,” he noted.

According to the agreement, goods once certified in one country need not be inspected in another country.

He said TBS used the technology in Mining Exhibition Week to provide education to manufacturers to produce quality goods in order to expand their market outreach.

He said TBS also provided education to the public on the need to purchase goods with TBS certification, the initiative that can help tame the problem of sub-standard products in the market.

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



TBS intensifies efforts to take substandard products off shelves

By Neema Mtemvu

Tanzania Bureau of Standards (TBS) has intensified efforts to take substandard products off the shelves while stressing the need for the public to check out product information before use.

The TBS Northern Zone Acting Manager, Mr. Deogratius Ngatunga revealed this in Tanga recently after impounding and overseeing the destruction of expired products including cooking oil and juice worth 1.5m/-.

“Consumers are advised to read carefully the products information that contains manufacturing and expiry dates before buying or consuming to avoid food-borne diseases,” he said.

He also urged the public to provide information through the TBS customer services centre when they encounter cases of substandard and expired goods in the market.

He said the move to impound and destroy expired products aim at taking off low quality goods from the market to save consumers from food-borne diseases.

He said the Bureau will not relent in phasing out substandard products from the market, further insisting that those found culpable will be brought to justice.

Mr. Ngatunga appealed to business people to maintain the integrity by ensuring that goods imported and sold in the local markets meet the required quality standards including the dates of manufacturing and expiring.

He emphasized that TBS will continue to provide public education to enhance awareness on how to identify goods banned in the market.

“Business people should observe legal requirements on the conservation of products,

ensuring that warehouses meet the required quality standards by obtaining TBS registration and certification,” he added.

He said traders should remove from shelves all goods that have expired to protect consumers’ health from contaminating food-borne diseases.

Mr. Ngatunga said the standards body will continue monitoring products in the Tanzania market to ensure that they conform to relevant technical regulations concerning health, safety and environmental requirements, and to ensure that fair trade practices are promoted.

Some Tanga residents commended TBS for the efforts to remove substandard products and those with toxic ingredients off shelves to protect consumers’ health.

“TBS mark of quality: An assurance that you are buying a quality product”

TBS campaign reaches 6800 people in Singida



TBS Marketing and Public Relations Manager, Ms. Gladness Kaseka guides readers of TBS brochures during a community awareness campaign in Singida.

By Gladness Kaseka

Tanzania Bureau of Standards (TBS) has managed to reach about 7,000 people in three Singida districts in a campaign aimed at educating them on the need to buy certified products and how to identify expired products in the market.

The campaign that reached about 6,800 people went alongside the sensitization of small scale entrepre-

neurs to certify their products as well as registering food and cosmetics premises.

Speaking at the event to wind up the campaign, Iramba District Executive Director, Michael Matomora hailed TBS for providing public education while advising the standard watchdog to conduct regular inspections particularly on shops dealing with construction

materials to remove substandard products from shelves.

The campaign was conducted in four districts namely Iramba, Mkalama, Ikungi and Singida.

The campaign was conducted in various places including markets, bus stations, auction areas and other open places where it was possible for people to gather and get education on prod-

ucts certification and expiration.

On his part, the TBS Inspector, Mr. Magesa Mwizarubi reminded the public that the war against substandard products is not only for TBS but the whole nation.

Mr. Magesa explained to the public on the need to understand the importance of stand-

ards in their lives as well as to entrepreneurs that certification and registration services are offered free of charge. He urged them to become good ambassadors to others who did not get such education on the use of certified goods and identify expired products before using.

He also encouraged the public

to provide information immediately to TBS in case they meet incidences of counterfeit and expired goods in the markets. For entrepreneurs, he said they need to understand the procedures needed to certify and register their products as well as registering food and cosmetics premises.



TBS officer disseminates information on standards and quality during a community awareness campaign in Singida.

TBS commits to awareness campaigns on standardization



TBS Marketing Officer, Ms. Rhoda Mayugu enlightens a visitor on TBS services during the National Board of Accountants and Auditors Tanzania (NBAA) exhibition in Dar es Salaam.

By Staff Reporter

Tanzania Bureau of Standards (TBS) has emphasized that it will continue to provide awareness to entrepreneurs on things to observe to produce quality products to compete in the domestic and regional markets.

The TBS Marketing Officer, Ms. Rhoda Mayugu made the remarks during the National Board of Accountants and Au-

ditors Tanzania (NBAA)'s exhibition held at Mnazi Mmoja Grounds in Dar es Salaam recently, to mark the 50th anniversary of the Board.

"Our participation in this event aims at educating the entrepreneurs and public about services offered by TBS, also to call upon SMEs to produce quality products so as to grab market opportunities.

Ms. Mayugu also insisted that to access the free certification services offered by TBS, entrepreneurs should go through Small Industries Development Organization (SIDO).

"Once they have acquired the introductory letter from SIDO, the certification process by TBS starts with immediate effect," she said. Ms. Mayugu also stressed that through the exhibi-

tion, TBS had the chance to educate the entrepreneurs about the transfer of some obligations on food and cosmetics from the former Tanzania Foods and Drugs Authority (TFDA) to TBS.

She said further that through this change, the registration of food and cosmetics

products is now under TBS. Ms. Mayugu said that TBS calls upon the public to make sure they read product information to see the expiry dates to avoid contacting food-borne diseases.

She added that people should be very careful when buying products because they

might end up buying expired goods since some traders care about their profits.

"It is important for consumers to check carefully all the information provided on the products before buying to avoid consuming expired products," she insisted.



TBS Marketing Officer, Ms. Rhoda Mayugu enlightens visitors on TBS services during the National Board of Accountants and Auditors Tanzania (NBAA) exhibition in Dar es Salaam.

Stakeholders urged to take active part in preparation of standards

By Neema Mtemvu

Stakeholders have been urged to participate actively in the preparation of standards that would help local goods to penetrate global markets.

This was said in Morogoro recently by a member of the Tanzania Bureau of Standards (TBS) Board of Directors, Dr. Eliapenda Mariki, when opening a workshop on the participation of the stakeholders in the preparation of standards in Tanzania.

“Sometimes our products fail to penetrate in the regional and international markets due to differences in the standards between countries,” he said, noting the need for Tanzanians to participate in the development

and harmonization of regional and international standards.

Dr. Mariki stated that standards play a big role in the world’s efforts in promoting the Sustainable Development Goals (SDGs) since they give solutions to different economic, social and environmental challenges.

He also added that one of the reasons for the failure of local products in developing countries like Tanzania to pursue the global market is the low standards of the products.

He commended TBS for its decision to cooperate with the stakeholders regarding participation in the preparation of standards. The workshop was part of the

World Standards Day 2022 celebration nationwide. This year’s celebration in Tanzania started on the 22nd of October 2022 purposely to educate the public on the importance of participating in the process of preparing national, regional and international standards.

Dr. Mariki stressed over this year’s slogan, “Standards for Sustainable Development Goals (SDGs) – Our shared vision for a better world”, which, he said, reflects the goals of sustainable development that aim at putting equality, promoting a sustainable economy, and reducing climatic change.

“Quality begins on the inside... and then works its way out”

Car dealers in three regions drilled on service quality improvement



TBS Standards Officer, Mr. Prosper Godfrey talks to participants (not pictured) of car dealers' seminar in Arusha.

By Rhoda Mayugu

Fifty-one vehicle dealers in Mwanza, Arusha and Dodoma regions have been empowered with skills on how to improve quality of services they render to the public.

The training was conducted by Tanzania Bureau of Standard (TBS) to vehicle traders, importers, spare parts' distributors and garage owners in the three regions.

Wrapping up one of the three-day trainings, TBS Central Zone Manager, Mr. Nickonia Mwambene tasked vehicle dealers to be conversant with all issues that make

their services competitive and meet public expectations in the transportation sector.

The government, he said, is determined to improve the sector so that it becomes one of the areas that provide jobs to many Tanzanians.

“As the government, we want garages to offer services that meet the required standards,” Mr. Mwambene said.

According to him, the training is aimed at an important sector in the private sector that contributes to the national income and increases employment.

He said: “This is due to the government’s determination to continue building a strong, stable and competitive economy, so the Bureau supports all plans and efforts made by the government to ensure that the products imported into the country meet the standards requirements, including car spare parts.

“We want to ensure that our garages use quality spare parts and that the business is organized in an understandable system.”

He noted: “This training aims to prepare the participants to be better oriented and practi-

cal in implementing the requirements of the relevant standards as well as the services they provide to the community.”

He described the training as important for the beneficiaries, especially considering that consumers rely heavily on importers and sellers of car spare parts and garage owners to advise them on the type and quality of the right spare parts for their cars.

He explained that all vehicle and spare parts’ owners have been recognized as participants in developing the national economy.



A section of participants who attended the seminar for vehicle traders, importers, spare parts’ distributors and garage owners in Arusha.

TBS urged to take active role in standardization



Deputy Permanent Secretary of the Ministry of Investment, Industry and Trade, Dr. Hashil Abdallah addresses participants during an event to mark the World Standards Day 2022 at TBS headquarters in Dar es Salaam.

By Neema Mtemvu

The government has directed the Tanzania Bureau of Standards (TBS) and other stakeholders to take a more active role in the preparation of national standards to enable local goods to penetrate easily in the regional and global markets.

The directive was issued by the Deputy Per-

manent Secretary in the Ministry of Investment, Industry and Trade, Dr. Hashil Abdallah in Dar es Salaam recently, during an event to mark the World Standards Day 2022. The climax of the global day on standards went alongside the launching of the national essay writing competition as well as the workshop for stakeholders in the preparation of standards.

Dr. Abdallah said TBS plays a unique role in preparing the national standards that are of paramount importance for products to penetrate borders while ensuring consumers' health and environmental security in the society.

He said the use of standards helps in removing hurdles in the business between the countries, thus contributing significantly in the growth of the economy and improvement of the people's living standards.

"Standards help in spreading technology which is an important component in the country's economic development thus contributing to the welfare of Tanzanians," he said.

He added that failure to meet international standards has been the major reason that hinders the penetration of the domestic products from the developing countries into the global markets. Moreover, he noted that at times goods fail to penetrate regional and global markets due to the differences of standards requirements between countries.

He noted that the technical barriers to trade, that mostly result from differences in standards requirements have compelled countries within one region to harmonize their standards in order to help business people easily access regional markets.

He urged the business community, manufacturers, research institutions and higher learning institutions to understand that they have an obligation to participate actively in the preparation of national, regional and international standards.

The TBS Director General, Dr. Athuman Ngenya said essay writing competition among the youth has been an important way in enhancing awareness on the standards of goods and services.

He said the initiative will play a key role in spreading the knowledge on standards among the youth, in the society and the nation, thus contributing to the country's efforts to fight low quality goods in the market.

***“The bitterness of poor quality remains long after low price is forgotten!
Always use TBS-certified products”***

National Quality Awards competition kicks off



Director of Investment in the Ministry of Investment, Industry and Trade, Mr. Aristides Mbwasi addresses the press (not in photo) during the launch of the National Quality Awards 2023/2024 in Dodoma.

By Deborah Haule

The Tanzania Bureau of Standards (TBS) has officially announced the kick off of the national quality awards competition for the year 2022/23 as a serious initiative to push local products to an international standard.

The competition will focus on five sub-categories namely best company of the year, best product of the year, best service of the year, best seller of the year (international) and best individual who did well on issues related to quality.

Briefing reporters in Dodoma recently on behalf of the Permanent Secretary, the Director of Investment in the Ministry of Investment, Industry and Trade, Mr. Aristides Mbwasi said the competition contributes to quality infrastructure in the sector.

According to him, all those above mentioned categories will be raced into two main categories namely for large scale companies and small scale companies.

Mr. Mwasi said recently East African countries prepared and the governments ratified the Quality Policy as the way of implementing the African Continental Free Trade Area (AFCFTA) therefore competition was established to make the local products of high quality and penetrate that market and beyond.

He expressed that the competition is a government incentive in improving goods and services produced in the country and ensuring they meet international standards.

“Due to the ongoing trade revolution across the bloc and continental wise, it is a good idea that we should have a mechanism to establish our position in the market, and that could be successful if our goods and services are of high standard,” he said.

Additionally, Mr. Mwasi hinted that he winners of the competition will be rewarded with a cash prize, and that the main benefit was a chance to promote their winning products in local and international market forums.

“The winners will not only have a chance to make their product to be known here in Tanzania, but they will also secure a chance to represent Tanzania in East Africa Quality Awards and SADC Quality

Awards, which could enable their products to penetrate far in the international market,” he noted.

The TBS Director General, Dr. Athuman Ngenya hinted that the 2022/23 national awards expected to promote the business sector through the encroachment of the quality of goods and services.

“In the contemporary competitive market, it is not easy to prohibit or limit the movement of goods and services due to existing agreements under World Trade Organization (WTO). Under WTO agreements, all products are free to move as long as meet of standards, so if we want our products to penetrate those markets we should have embraced the culture of high quality products,” urged Dr. Ngenya.

The competition which is open for participants from both Mainland Tanzania and Zanzibar, is organized by TBS, the Small Industries Development Organization (SIDO), the Tanzania Private Sector Foundation (TPSF), Zanzibar Bureau of Standards (ZBS), the Tanzania Chamber of Commerce, Industry and Agriculture (TCCIA), the Confederation of Tanzania Industries (CTI), Tan Trade and Tanzania Women Chamber of Commerce (TWCC).

TBS urges public to avoid using toxic cosmetics

By Gladness Kaseka

Tanzania Bureau of Standards (TBS) has urged the public to find the right information on genuine cosmetics as ways to support efforts to eliminate toxic skin beauty products from the market.

ance Officer, Ms. Hidaya Kabelege, when speaking with the visitors on the effects of toxic cosmetics and the importance of registering both food and cosmetics premises at the 2022 Cosmetics Day Festival held in Dar es Salaam recently.

The advice was given by the TBS Quality Assur-

“It is important for the public to seek right infor-



TBS Quality Assurance Officer, Ms. Hidaya Kabelege enlightens a visitor on TBS services during Vipodozi Day Exhibition held at the Leaders' Club grounds in Dar es Salaam.

mation on cosmetics before buying in order to avoid using cosmetics with toxic ingredients that have negative effects on the body," she said. She said for example, some Tanzanians had been using toxic cosmetics which contained mercury and hydroquinone ingredients for skin change with disregard to side-effects.

The festival was organized by

the Tanzania Cosmetology Association (TCA) and aimed at giving education about cosmetics and their side effects and the importance of registering production premises.

"This event has been so important to TBS since we offer education about the effects of using products that have toxic ingredients to the human body," Ms. Kabelege said.

In addressing the effects, Ms. Kabelege cited some of the cosmetic effects containing toxic substances highly affecting the skin mentioning skin irritation, swelling, total skin damage when the applicant is exposed to sunlight, and harm to women's reproductive system, adding that the skin becomes softer leading to skin diseases like fungus and others.

TBS urges importers to observe standards

By Neema Mtemvu

Tanzania Bureau of Standards (TBS) has reiterated its advice to local manufacturers, importers and other stakeholders to observe national, regional and global standards for products.

The TBS Inspector, Mr. Andalalisye Mwakyonde told journalists touring the Bureau recently, that the national standards body will leave no stone unturned on inspecting and curbing the entrance of substandard products into the market.

TBS inspectors are always present at all borders working diligently on inspecting and testing the quality for imported goods,” Mr. Mwakyonde said, adding that the products that fail to meet national standards are either destroyed or returned to countries of origin.

He said providing education on issues related to standards is one of the efforts that TBS is putting to support the government’s quest to build an inclusive economic growth.

He said East African Community (EAC) Partner States have agreed that goods with quality certification can penetrate the regional market without any business impediments. TBS conducted media tour where by journalists learned different activities from Imports department and product registration

TBS implements Pre-shipment Verification of Conformity (PVoC) to ensure that all imports of regulated products comply with standards prior to shipment. The Certificate of Conformity (CoC) issued by PVoC partners is provided for customs clearance. This simplifies port clearing process.

After arrival in the country, TBS conducts destination inspection. This applies to all goods in the destination inspection compulsory list and goods that were imported without a Certificate of Conformity (CoC) under the PVoC programme.



TBS Quality Officer, Mr Andalalisye Mwakyonde briefs journalists (not in photo) on the Pre-shipment Verification of Conformity to Standards (PVoC) during a media tour at TBS headquarters in Dar es Salaam.

TBS counsels entrepreneurs on product certification

By Staff Reporter

Tanzania Bureau of Standards (TBS) has urged entrepreneurs to register and certify their products to participate actively in industrial production that will contribute to job creation.

The plea was made by TBS Marketing Officer, Ms. Deborah Haule in Bagamoyo, Coast Region recently, in an event involving entrepreneurs to discuss various challenges they face.

“We are grateful to the Bagamoyo District Commissioner, Ms. Zainabu Abdallah for organizing this event as it has enabled TBS to meet entrepreneurs and solve the various challenges that they face in their business activities,” she said.

She said through the Bagamoyo One Stop Centre, the district authority managed to bring together various government institutions with the aim of addressing challenges that entrepreneurs face in their day to day activities.

She said apart from solving challenges facing entrepreneurs, TBS also used the opportunity to provide important information to SMEs particularly that stressing the need to register and certify their goods.

Ms. Haule said entrepreneurs are required to reg-

ister and certify their goods free of charge because all the costs are being footed by the government.

She said to do this, entrepreneurs are required to have an introductory letter from the Small Industries Development Organization (SIDO) for the process to initiate.

She said certifying goods is a fundamental step that will help entrepreneurs avoid business impediments especially when penetrating the East African markets where goods are not required to be inspected once done in the country of origin.

“Without certification and the quality mark, entrepreneurs may face business hurdles particularly at cross border and also fail to compete in the regional markets,” she added.

Ms. Haule also urged business people to abide by legal requirements of registering food and cosmetic premises with the intention of protecting consumers’ health from using toxic and expiry goods.

She said consumers should check important information provided in the product before buying including date of manufacture and expiry to avoid contaminating food borne

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

TBS uses SHIMMUTA games to create awareness on standardization



TBS team during SHIMMUTA games held in Tanga.

By Mussa Luhombero

Tanzania Bureau of Standards (TBS) has used the Inter-Parastatal and Non-Parastatal Sports Federation of Tanzania (SHIMMUTA) games as a platform to create awareness on standards and to clear the market of substandard products.

The remarks were made by the TBS Sports Chairman,

Mr. Lucas Gwila recently, when he was speaking during a press conference about the success that TBS teams achieved in the SHIMMUTA.

The tournament had begun on November 15, 2022 involving 52 institutions whereby the TBS teams had the opportunity to give the knowledge over the standards to the

citizens since the competition mainly targeted the society.

“Honestly, our teams have done well in this year’s games by achieving the top spots,” said Mr. Gwila, mentioning the performances of TBS teams in every game they had participated such as football, netball, volleyball and traditional sports whereby in the



football game, the TBS team won all of the fixtures in group stages before losing in a penalty shootout to Mzinga team.

He also stressed that for the men's volleyball game, the TBS team was eliminated in the quarter-final stage against the University of Dodoma (UDOM) team, while in net-

ball group stage games, they came out 3rd out of 7 teams.

Mr Gwila added that in traditional and pool table games, TBS had reached the semifinals while their draft team was knocked out in the quarter-finals.

He also added that these games bolster the Bureau's relation-

ship with other institutions and helps the Bureau to get closer to the community, thus getting an opportunity to provide education about standards.

He thanked the TBS management for their endless support of sports and as well taking the teams to the tournaments marking 7 years in a row.

Health, trade officers urged to observe integrity, honesty, professionalism

By Rhoda Mayugu

Health and trade officers in the Dar es Salaam Region have been urged to observe integrity, honesty and professionalism in their day-to-day responsibilities of controlling the safety and quality of food and cosmetics.

The advice was given by the Dar es Salaam Administrative Secretary, Ms. Rehema Madenge recently, during the training to health and trade officers on laws, regulations and guidelines in implementing their responsibilities as part of joint collaboration between the Tanzania Bureau of Standards (TBS) and the Local

Government Agencies (LGAs). "There is no compromise in ensuring that the quality of food and cosmetic products is observed so that the health of consumers is protected," she said.

She said the training aimed at providing education to health and trade officers regarding laws and regulations to enhance efficiency in implementing their day-to-day responsibilities.

She added that the training focused on providing education to health and trade officers on laws, regulations and guidelines in implementing their obligations collaboratively with TBS.

"To make this initiative more efficient, the government decided to use inspectors under the LGAs in controlling safety and quality of food and cosmetics to protect consumers' health," she said.

Ms. Madenge emphasized that in implementing their responsibilities, officers are supposed to observe integrity, honesty and professionalism so that the health of consumers may be protected.

She further added that the training is the best way of enhancing efficiency in the control of the safety of food and cos-



Dar es Salaam Regional Administrative Secretary, Ms. Rehema Madenge open the training to health and trade officers on laws, regulations and guidelines held at TBS offices, Ubungo Dar es Salaam

metic products that would ultimately help avoid turning the country into a dumping place.

On her part, the TBS Acting Director of Compliance and Enforcement, Dr. Candida Shirima, speaking on behalf of the Director General said the training aimed at empowering officers to implement the food and cosmetics premise registration func-

tion effectively and efficiently.

She said the training was carried out in all regions in the country and concluded in Dar es Salaam.

Dr. Shirima added that TBS has been conducting inspections and controlling the safety and quality of food and cosmetics in collaboration with councils, thus the training

would enhance efficiency in executing their responsibilities.

She further said TBS recognizes public servants in all regional councils, particularly health and trade officers who have a huge contribution in protecting the quality and safety of food and cosmetics and ultimately protecting consumers' health

“TBS mark – A symbol for quality”

TBS stresses on need for products certification



TBS Quality Assurance Officer, Mr. Isack James enlightens visitors on TBS services during the Tanzanite Business Exhibition organized by the Tanzania Chamber of Commerce, Industry and Agriculture (TCCIA) in Babati.

By Neema Mtemvu

Tanzania Bureau of Standards (TBS) has pledged to continue providing awareness to entrepreneurs in the country on the need to register and certify their goods as a way to secure and expand their markets.

The TBS Acting Northern Zone Manager, Mr. Deogratius Ngatunga told participants of the Tanzanite Business Exhibitions held in Babati, Manyara recently that there are immense benefits for entrepreneurs when they register and certify their products.

“By registering and certifying their products, entrepreneurs stay in a better chance to grow their businesses by expanding and accessing new regional and global markets,” he said.

He said the exhibitions that were organized by the

Tanzania Chamber of Commerce, Industry and Agriculture (TCCIA) had been an important opportunity for providing education to entrepreneurs on the need to register and certify their goods.

He urged entrepreneurs to use the opportunity of registering and certifying goods because it is being provided by TBS free of charge.

Mr. Ngatunga explained that for entrepreneurs to access this service from TBS, they need to get an introductory letter from the Small Industries Development Organization (SIDO) to kick start the process.

He said by registering and certifying their goods with TBS, entrepreneurs get rid of various cross-border impediments in accessing regional markets.

He said certified goods give assurance to consumers on their safety and this is why it is important to check and identify the certification mark before use.

“Uncertified goods create doubts to consumers and entrepreneurs stay at a chance of losing market. It is from this

backdrop that manufacturers are urged to register and certify their goods,” he said.

He said East African countries have signed an agreement where goods once certified in the country of production they are not obliged to undergo certification in the other countries.

“This is an important opportunity for manufacturers to certify their goods in order to access the wide regional market,” said Mr. Ngatunga.

TBS urges public to use certified food products

By Staff reporter

The public has been urged to use food products certified by the Tanzania Bureau of Standards (TBS) to avoid risks of getting foodborne diseases.

The call was issued by the TBS Marketing Officer, Ms. Rhoda Mayugu, when addressing food manufacturers and consumers during a six-day exhibition to mark the climax of the World Food Day held recently in Bariadi District, Simiyu Region.

“Our message to food and cosmetics manufacturers is to go for product certification to enhance the value of your products that would guarantee easy penetration in the regional and global markets,” said Ms. Mayugu.

Ms. Mayugu said food quality certification is an important prerequisite that guarantees consumers’ safety and ensures that what they consume cannot cause harm to their health.

She said certification services are provided to entrepreneurs free of charge as all costs are being paid by the government.

Ms. Mayugu said entrepreneurs are required to get an introductory letter from the Small Industries Development Organization (SIDO) and send it to TBS to initiate the certification process.

She said TBS has been using various exhibitions in the country to meet and pro-

vide information to entrepreneurs on how they can certify their goods free of charge.

“Some entrepreneurs may not have certified their goods but are well informed about the service,” she said, urging the entrepreneurs who took part in the exhibitions to take immediate measures to certify their goods and grab regional and global market opportunities.

As a key stakeholder in regulating food and cosmetics products, TBS used the opportunity during the fair to provide education to manufacturers and consumers on certification of the products. Moreover, entrepreneurs were informed about various services offered by the Bureau.

TBS advises manufacturers on compliance with standards



Mwanza Regional Administrative Secretary, Mr. Patrick Kurangwa (left) issues a standards mark licence to a manufacturer on behalf of the Regional Commissioner, during a grant of licence ceremony in Mwanza.

By Rhoda Mayugu

Manufacturers have been advised to comply with the country's standards to ensure the quality and safety of the products they produce for domestic and regional markets.

The advice was given by the Mwanza Regional Administrative Secretary, Mr. Patrick Kurangwa who represented the Mwanza Regional Commissioner, Mr. Adam Malima, at

the grant of licences and certificates ceremony to manufacturers whose products were attested to meet national standards.

"The government through



Mwanza Regional Administrative Secretary, Mr. Patrick Kurangwa (centre, seated) poses with manufacturers during a grant of licence ceremony in Mwanza.

TBS will ensure the necessary guidelines relating to the quality and safety of the products are given in time to ensure products that did not meet the required standards are removed from the market,” he said. “It is our responsibility to ensure all products are meeting the required standards,” Mr Kurangwa said.

He also added that in implementing this, the government has continued to provide education to the stakeholders in the protection of the health of users and the entire environ-

ment in the Mwanza region and other regions of Tanzania.

Adding to the matter, the Bureau’s Lake Zone Manager, Eng. Joseph Mwaipaja said the certificates and the licences of quality are divided into three categories namely large manufacturers, small manufacturers and small entrepreneurs dealing with products like food, cosmetics, building materials, mechanical equipment, containers and packaging.

He said the licensed products will increase public trust in

the quality, making the products acceptable to the markets without further tests.

“The products will be competitive and shall penetrate the East African Common Market without barriers,” he insisted.

Mr. Mwaipaja called upon manufacturers who received the licences and quality certificates to act as good ambassadors to achieve the goal of industrializing Tanzania, especially during this period when Tanzania is a middle-income economy

Cybersecurity: A new paradigm of security



Frank Komba

We are in an era known as “industry 4.0,” where Information and Communication Technology (ICT) has fused with industrial processes to create highly flexible and digitalized goods and services, with real-time interactions between people, goods and devices during the manufacturing process (Zhou et al., 2015). Used for the first time in 2011 in Germany during the Hannover Fair, the industrial 4.0 according to Kumar et al., is described as “the means of automation and data exchange in manufacturing technologies including Cyber-Physical Systems(CPS), Internet of Things, Internet of Service, Big Data and Analytics, Augmented Reality, Autonomous Robots, Additive Manufacturing,

Cloud Computing, as well as Simulation” (Kumar et al., 2021). The incorporation of ICT into industrial processes has increased production and supply chain efficiency while opening up new business fields by connecting people, machines and materials in real-time and with accuracy via the internetwork of sensors, which has significantly transformed the traditional way of doing business (Corallo et al., 2020; Kumar et al., 2021; Vaidya et al., 2018). Particularly according to Corallo et al., “industrial 4.0 offers maximizing asset utilization by minimizing machine downtime through remote monitoring and predictive maintenance, increasing labor productivity as a result of manual labor automation, reducing inventory levels, and improving the quality of services (QoS), and products through analysis of data produced in real-time by machine sensors” (Corallo et al., 2020).s.

Cybersecurity and cyberattack

To reap the benefits of industry 4.0, the CPS must be well

protected using new techniques, as traditional physical security techniques fail to provide adequate security. Cybersecurity is one of the pillars of industry 4.0 since it protects the CPS which combines the real and virtual worlds to provide cyberspace that business processes i.e. design, manufacturing, supply chain, and service maintenance together with infrastructures rely on (Corallo et al., 2020; Ghernaouti, 2009). The likes of e-business such as online banking, railways, airline services, etc., and systems like SCADA (Supervisory Control and Data Acquisitions) which is used by The Tanzania Electric Supply Company Limited (TANESCO) to monitor National Grid rely largely on secured cyberspace to accomplish their designed purpose.

Cybersecurity plays a major role in safeguarding cyberspace and the generated data using the principles of confidentiality, availability, authentication, integrity and non-repudiation for that, it should be well implemented in all aspects of the business (Uma & Padmavathi, 2013). Lack of

cybersecurity implementation leads to a variety of cyberattacks that affect businesses, and governments, as well as potentially harm human lives (Corallo et al., 2020; Ghelani, 2022). According to Uma & Padmavathi, "Usually, cyberattacks are started by unethical people

or groups who aim to access restricted information and disable networks in order to steal information and money for personal gain leading to huge financial losses" (Uma & Padmavathi, 2013). The cyberattack which are partly summarized in the flow chart below may potential-

ly be started also by authorized users abusing their account credentials (Raiyn, 2014). Attacks might target a single user, a network (such as a Wireless Sensors Network-WSN or a Mobile Ad-hoc Network—MANET), or the entire country.

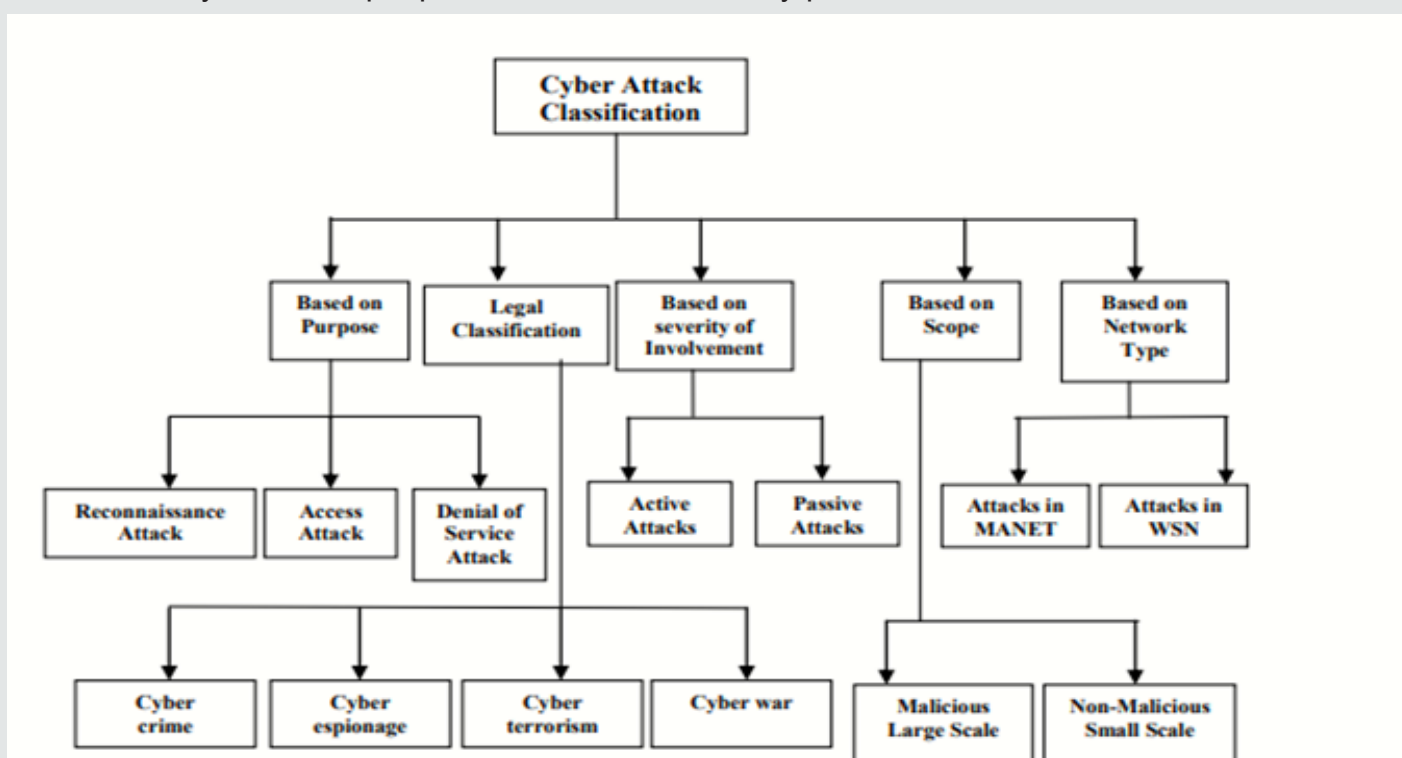


Fig. 1: Cyberattack classification

Example of cyberattacks and their effects

As mentioned before, cyberattacks may lead to huge financial losses and a loss of trust in individuals, business entities, and the entire country. For instance, the renowned WannaCry ransomware attack in 2017 affected 200,000 users including individuals, healthcare organizations, car manufacturers, telecoms companies, delivery services and the education

sector in 150 countries using the Windows operating system, resulting in a global loss of \$8 billion (Bada & Nurse, 2020). Since attackers have recently turned their attention to the energy infrastructures (Corbet & Goodell, 2022; Keenan, 2022), systems like SCADA are susceptible to attack, which may jeopardize Tanzania's ability to monitor National Grid and supply electricity. For instance, the Colonial pipeline, which supplies oil to the Southern and

Eastern parts of the United States, was the target of a ransomware attack in 2021 by the DarkSide gang, who demanded 75 Bitcoin (almost \$4.4Million at 2021 Bitcoin transfer rates) as a ransom (Corbet & Goodell, 2022). The attack caused the pipeline to be shut down for six days, which affected the price of gas, the airline industry, and the overall US economy (Corbet & Goodell, 2022).

THREAT ACTOR	MOTIVATIONS	GOALS	EXAMPLES
 Nation-states, state-sponsored groups	Geopolitical, ideological	Disruption, destruction, damage, theft, espionage, financial gain	Permanent data corruption, targeted physical damage, power grid disruption, payment system disruption, fraudulent transfers, espionage
 Cybercriminals	Enrichment	Theft/financial gain	Cash theft, fraudulent transfers, credential theft
 Terrorist groups, hacktivists, insider threats	Ideological, discontent	Disruption	Leaks, defamation, distributed denial-of-service attacks

Fig. 2: Example of impacts of cyberattacks(Maurer & Nelson, 2021)

What is to be done?

The Government of Tanzania, through the Ministry of Information, Communication and Information Technology, has a plan to create and execute the cybercrime module, which will be a database of all cybercrime incidents, to improve national cybersecurity (The Ministry of Information, 20 May 2022). The proposal also includes educating the prosecutors, detectives and other legal personnel on how to use the cybercrime module. The Government also has a plan to finalize the National Cyber Security Communication Strategy 2021/22

– 2024/25 (The Ministry of Information, 20 May 2022) which according to ITU, the strategy will establish a framework for safeguarding private and public infrastructure against cyberattacks (Gheraouti, 2009).

At the organizational level, several measures should be taken. Organization should invest in effective firewalls, antivirus, and anti-malware solutions and ensure that any updates and patches are applied regularly so that criminals cannot exploit old faults or systems (Gheraouti, 2009; Lloyd, 2020). Staff should avoid using family members' names, dates of

birth, or other personal information as a password. Passwords like Komba@1980 should be avoided because they leave users vulnerable to cyberattacks. A simple, clear policy that fosters a cyber-aware culture in the workplace should be in place and familiar to all employees, not just those in the IT department (Ghelani, 2022; Lloyd, 2020). Along with policies, employees should receive regular awareness training so that they are constantly reminded of potential scams or deception (social engineering) tactics (Gheraouti, 2009; Lloyd, 2020). An organization like the Tanzania Bureau of

Standards (TBS) should have an up-to-date incident response plan that is regularly practiced so that employees are knowledgeable about what to do in the case of a suspected breach attempt or if an actual incident occurs (Ghernaouti, 2009; Lloyd, 2020). This will improve security, speed up system recovery, and lessen the possibility of catastrophic loss, which could happen if the organization does not have a response plan (Ghernaouti, 2009).

The role of standards

Standardization is yet another essential safeguard against cyberattacks in addition to the methods of user protection outlined above. Standards like the IEC 62443 series which covers the security of Industrial Automation and Control Systems (IACS) (Corallo et al., 2020), ISO/IEC 27000 series which according to Meriah & Rabai “provides model for establishing, implementing, operating, monitoring, reviewing and improving on Information Security Management System (ISMS)” (Meriah & Rabai, 2019) and ISO/IEC 15408 which according to Zhang et al., provides “a common set of requirements for security functionalities of the system and for assurance measures applied to the system during a security evaluation” (Zhang et al., 2013) are an example of the

standards which provide guidelines and procedures on how to implement the cybersecurity across the systems to protect them against cyberattacks.

TBS, in collaboration with other stakeholders via the Alarm and Electronic Security Systems Technical Committee (TC), is required by law to develop/adopt cybersecurity standards and raise public awareness about them. Moreover, the TBS Systems Certification Section can create a cybersecurity certification program that will be used to evaluate how well organizations are adhering to regulations pertaining to data protection and the security of ICT goods (software and hardware), services and processes (Nwankwo et al., 2022). The scheme will improve the checks and balances in the cybersecurity ecosystem, protecting individuals, businesses and the nation at large from cyberattacks.

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

How to reduce counterfeit and substandard products in the country



Dr. Joseph T. Mwashuuya

1. Counterfeit and substandard products

The issue of counterfeit and substandard products is a global phenomenon that takes different forms in both imported and locally produced products besides the existence of products regulatory authorities (Mateng'e and Mutahaba, 2017; TBS 2021a; TBS, 2021b). Studies have reported that substandard products span all classes and categories of items from electrical, electronic household appliances, building materials, tyres and tubes, automobiles, machine spare parts, food and machines (Mutalemwa, 2010; Mateng'e and Mutahaba, 2017).

Although efforts have been made at national, regional and inter-

national levels to get rid of counterfeit and substandard problem, the world is still suffering from this problem. For, example, challenges associated with substandard and unsafe products and services in the country have been reported for a long time besides of our existence as experts in Tanzania Bureau Standards (TBS) that has been working since 1976 (TBS, 2021b). This challenge should be seriously addressed by the whole TBS community as it not only degrades our respective professionals but also harm the nation in general. Although a lot has been written to secure this situation, this article proposes a way forward to be followed by every staff in the Bureau for the country to have suitable and safe products and services in the market.

2. Way forward to overcome substandard and counterfeit products

Based on the current vision and mission statements, TBS is looking forward to having a very bright future of having a market with neither counterfeit nor substandard products in the country (TBS, 2021a, 2021b). In this regard, we as

individual experts are supposed to work in the Bureau through the **three main steps**:

First, each expert in the Bureau is supposed to study the current situation of his/her respective contribution to eradicating counterfeit and substandard products based on the Strength, Weakness, Opportunities and Threats (SWOT) framework. In this context, gaps for the implementation of the overall goals of the Bureau should initially be identified before analyzing their respective strengths and weaknesses to support the Bureau. Another point that needs to be followed by individual experts in the Bureau is assessing the strengths and weaknesses of the available stakeholders at personal levels.

Then, on the basis of the findings in the first step, every expert should project the desired future situation of working in the Bureau. Future of: **resolving** the identified gaps and looking forward to finding an alternative to the quantified challenges of counterfeit and substandard products; **implementing** their respective strengths for **motivating others** toward positive and

efficient thinking while **focus-
ing** on the vision and mission
statements of TBS; and **moti-
vating** existing stakeholders
to share their strengths only.

Finally, every staff is encour-
aged to prepare an action plan
for implementing the identified
items to reach the extrapo-
lated future. The prepared ac-
tion plan should be shared and
discussed with other experts
in the Bureau before setting
the implementation deadline.

3. Conclusion and recom- mendation

Experts in the Bureau are indi-
vidually requested to consider

the proposed advice in this ar-
ticle to develop their respective
careers while being an integral
part of the effort to reduce coun-
terfeit and substandard prod-
ucts in the country. This situa-
tion will both add value to TBS
staff and produce a return on the
governmental investment; influ-
ence the formation of a strong
team enough to achieve the
mission and vision statements
of the Bureau; and make the in-
dividual staff reach other stake-
holders in their respective areas
of expertise at national, region-
al and international levels. And
this brings us to the conclusion
that the proposed idea will help
us as the Bureau's family to re-
duce counterfeit and substand-

ard products in the country.

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*“Quality does not
only begin with a
letter Q. It must be
followed by U”*



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