SHIRIKA LA VIWANGO TANZANIA (TBS)







HAND BOOK

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YALIYOMO

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UJUMBE KUTOKA KWA MKURUGENZI MKUU



Kwa niaba ya wafanyakazi wa Shirika la Viwango Tanzania, kwa heshima na taadhima, napenda kuwakaribisha wote katika Shirika la Viwango Tanzania, “Nyumbani kwa viwango”. Kitabu hiki kinafafanua kwa mapana, kazi, majukumu na huduma za Shirika, ambapo viwango na udhibiti ubora ni kipaumbele cha Shirika. Pia kitabu hiki kinatoa elimu ya jumla kuhusu Shirika la Viwango Tanzania, nini Shirika linafanya na wapi linaelekea.

Asante kwa kuwa sehemu ya familia yetu na tunatumaini kwamba utafurahia kusoma kitabu hiki na kitakuwa msaada mkubwa kwako.

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Mkurugenzi Mkuu
Shirika la Viwango Tanzania (TBS)

MAANA ZA VIFUPISHO

HACCP	Mfumo wa Usimamizi wa Usalama wa Chakula
ICS	Uainishaji wa Viwango Kimataifa
ISO	Shirika la Viwango la Kimataifa
PTC	Kituo cha Teknolojia ya Ufungashaji
SIDO	Shirika la Kuhudumia Viwanda Vidogo Vidogo
TBS	Shirika la Viwango Tanzania

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1.0 UTANGULIZI

1.1 Utambulisho

Shirika la Viwango Tanzania (TBS) ni Shirika la umma chini ya Wizara ya Viwanda na Biashara liloundwa chini ya Sheria ya Bunge Na.3 ya Mwaka 1975, n kuanza kazi rasmi Mwaka 1976 ambapo lilipewa jukumu la kuratibu uandaaji wa viwango na kusimamia utekelezaji wake kupitia Sheria ya Viwango Sura Na.130

1.2 Dira

Kuwa ofisi inayoongoza barani Afrika katika viwango, ubora na usalama

1.3 Dhima

Kukuza viwango na kutoa huduma za uhakikisho wa ubora zinazowalinda watumiaji, kurahisisha biashara na kuongeza ushindani wa soko wa bidhaa na huduma za Tanzania.

1.4 Majukumu

Shirika lina majukumu mengi kama yalivyoainishwa katika Sheria ya Viwango Sura namba 130.

1. Kutayarisha na kusimamia viwango vyote vya kitaifa
2. Kutoa ushauri viwandani juu ya uzalishaji wa bidhaa bora
3. Kupima na kuhakiki vipimo vinavyotumika viwandani
4. Kutoa mafunzo kwa wafanyakazi wa viwandani
5. Udhibiti wa bidhaa zenye ubora hafifu
6. Utoaji wa alama na cheti cha ubora wa bidhaa za ndani na nje ya nchi
7. Kuelimisha umma juu ya masuala yote yanayohusu

uwekaji na usimamiaji wa viwango pamoja na udhibiti ubora wa bidhaa viwandani

8. Ukaguzi na usajili wa majengo au maeneo kama machinjio,mabucha, maduka makubwa (supermarkets), maduka ya vyakula na vipodozi, wanaopika vyakula kwenye masherehe (caterers) mahoteli, maghala na maeneo ya uzalishaji
9. Usajili wa chakula na vipodozi

1.5 Viwango

1.5.1 Kiwango ni nini?

Kiwango ni mwongozo na maelekezo ya kitaalamu kwa wabunifu, watengenezaji na watumiaji wa bidhaa, huduma na mifumo, yenye lengo la kuhakikisha usalama, uhakika, tija na ufanisi katika takriban kila tasnia. Viwango ni njia ya mawasiliano baina ya mzalishaji na mtumiaji. Hutumika kama lugha inayounganisha pande mbalimbali, ikibainisha matakwa na vigezo vya ubora na usalama. Viwango huandaliwa na wataalamu wenye maarifa na ujuzi katika uwanja husika, ambao hukutana katika kamati mbalimbali za kitaalamu za uandaaji wa viwango.

1.5.2 Viwango hutayarishwaje?

Viwango hutayarishwa kwa kuleta pamoja pande zote zenye maslahi kama vile wazalishaji, watumiaji na wasanifu katika kila kifaa, bidhaa, mchakato au huduma. Shirika la Viwango Tanzania (TBS) lina kurugenzi yenye dhamana ya kuandaa viwango. Katika kurugenzi hii kuna vitengo viwili na zaidi ya kamati za kitaalamu 100 za uandaaji wa viwango.

Viwango vingi huandaliwa kutokana na maombi ya sekta. Hata hivyo, maombi yanaweza kutoka kwa watu binafsi, kamati,

mashirika ya kitaalamu, umma au kutoka katika kitengo fulani ndani ya Shirika la Viwango Tanzania (TBS). Maombi hupelekwa katika kurugenzi husika, kisha kurugenzi huwasilisha maombi hayo katika kamati husika au kuunda kamati mpya ya kitaalamu kulingana na maombi husika. Baada ya kamati ya kitaalamu kujiridhisha kuwa kuna haja ya kuandaa kiwango, mchakato wa uandaaji kiwango huanza.

1.5.3 Faida za viwango

a) Huweka usawa katika uwanja wa biashara;

b) Huondoa mkanganyiko kuhusiana na bidhaa;

c) Husaidia kufungua masoko zaidi;

d) Hurahisisha biashara baina ya nchi na nchi;

e) Hutoa uhakikisho wa ubora, usalama, kuaminika na ufanisi;

f) Huipa serikali urahisi wa kuunda sheria zinazohusiana na masuala ya afya, usalama na uhifadhi wa mazingira;

g) Hulinda afya na usalama wa walaji/watumiaji wa bidhaa mbalimbali.

1.5.4 Wapi na jinsi gani naweza kupata kiwango cha Tanzania?

Viwango vyote vya Tanzania hupatikana katika maktaba ya Shirika la Viwango Tanzania (TBS). Aidha, machapisho yote ya viwango hupatikana katika tovuti ya TBS, www.tbs.go.tz kupitia katalogi ya viwango iliyopo katikati juu katika ukurasa wa tovuti ya TBS. Unaweza kutafuta kwa jina, namba ya kiwango au namba ya ICS.

2.0 HUDUMA ZINAZOTOLEWA NA SHIRIKA LA VIWANGO

Shirika la Viwango Tanzania linatoa huduma zifuatazo:

a) Utayarishaji na uwianishaji wa viwango

b) Upimaji

c) Uhakiki wa vipimo

d) Utekelezaji wa viwango

e) Ukaguzi wa bidhaa

f) Elimu kwa umma

g) Udhibiti wa mifumo ya usimamizi ubora

h) Udhibiti wa ubora wa bidhaa

i) Mafunzo na Ushauri wa kitaalamu

j) Usajili wa majengo ya chakula na vipodozi

k) Usajili wa bidhaa za chakula na vipodozi

l) Vinasaba

m) Msaada wa kitaalam kwa wasafishaji na balozi inje ya nchi (TAE)

2.1 Huduma ya Udhibiti Ubora

TBS ina njia tatu za udhibiti wa ubora wa bidhaa.

2.1.1 Matumizi ya Alama ya Ubora ya TBS

Skimu ya Alama ya Ubora ya TBS huwaruhusu wazalishaji wote ambao bidhaa zao zimepimwa na kuthibitishwa kukidhi matakwa ya viwango kutumia alama ya ubora ya TBS kwenye bidhaa zao. Alama ya ubora ya TBS hutumiwa na wazalishaji kwa ajili ya kutangaza bidhaa zao, huku walaji wakiitumia kama ushahidi kuwa bidhaa wanayotumiwa ina ubora unaotakiwa.

2.1.2 Cheti cha Ubora

TBS pia ina utaratibu wa kuthibitisha ubora wa bidhaa kwa

kutumia viwango vya kampuni, vya kigeni au vya kimataifa vilivyothibitishwa na Kamati Maalumu, hususan pale ambapo hakujawa na kiwango cha kitaifa cha bidhaa husika. Chini ya mpango huu, bidhaa hupimwa katika maabara za TBS kwa kuzingatia kiwango husika cha kampuni au cha kigeni au cha kimataifa na pia eneo la uzalishaji hukaguliwa na kuthibitishwa kuwa bora na salama.

2.1.3 Huduma ya uthibitishwaji mifumo ya usimamizi wa Ubora

Shirika La Viwango Tanzania hutoa huduma ya uthibitishaji wa ubora wa mifumo ya usimamizi wa utoaji huduma katika taasisi, makampuni ya serekali na watu binafsi, kufuatana na matakwa ya kiwango cha kimataifa cha ISO/IEC 17021

Huduma hii inatolewa kwa taasisi na makampuni ya watu binafsi pamoja na serekali katika kuleta tija na ufanisi katika kutoa huduma bora ndani na nnje ya nchi.

Huduma hii hutolewa na wakaguzi wa mifumo waliobobea na wenye uzoefu mkubwa na wamepata mafunzo ya kutosha katika nchi za Ujerumani, Uingereza, Dubai, Afrika ya Kusini pamoja na India.

Huduma ya uthibitishaji mifumo inayotolewa ni kama ifuatavyo;

- ISO 9001:2015 Mfumo wa usimamizi wa ubora
- ISO 14001:2015 Mfumo wa usimamizi wa mazingira
- HACCP- Mfumo wa usimamizi wa usalama wa chakula
- ISO 45001: 2018 Mfumo wa usimamizi wa usalama mahali pa kazi
- ISO 22000: 2018 Mfumo wa usimamizi wa usalama wa

chakula

- ISO 21001:2018 Mifumo ya Usimamizi wa Taasisi za Elimu (EOMS)
- ISO/IEC 17025:2017 Mahitaji ya Jumla ya Umahiri kwa Maabara za Upimaji na Ugezi
- ISO 15189 Mahitaji ya Ubora na Umahiri katika Maabara za Matibabu.
- ISO 50001:2018 Mfumo wa Usimamizi wa Nishati.

2.2 Upimaji na Metrolojia

Maabara za Shirika la Viwango Tanzania ziliazishwa mwaka 1982 ili kuwasaidia wazalishaji kuboresha bidhaa zao, kufanya upimaji wa bidhaa ili kuhakikisha kuwa zinafaa kwa matumizi yaliyokusudiwa na kuthibitisha ubora wa bidhaa kabla ya kutoka na kuingia nchini.

TBS ina maabara Kumi na nne (14) zenye vifaa vya kisasa na wataalamu wa kutosha. Maabara hizo ni:

a) Maabara ya Kemia;
b) Maabara ya Uhandisi Ujenzi;
c) Maabara ya Uhandisi Mitambo;
d) Maabara ya Uhandisi Umeme;
e) Maabara ya Kemia ya Chakula;
f) Maabara ya Mikrobiolojia;
g) Maabara ya Nguo na Ngozi;
h) Kituo cha Teknolojia ya Ufungashaji.
i) Maabara ya Metrolojia ya Jotoridi, Umeme, muda na Masafa
j) Maabara ya Metrolojia ya Tungamo na ujazo
k) Maabara ya Metrolojia ya Urefu
l) Maabara ya Metrolojia ya Kemikali na Biolojia
m) Maabara ya Metrolojia kimakanika
n) Maabara ya ufanisi wa nishati

2.2.1 Maabara ya Kemia

Maabara hii ilianzishwa ili kutoa huduma za upimaji wa

bidhaa za kemikali na zile zenye muuanganiko wa kemikali. Mfano wa bidhaa zinazopimwa katika maabara hii ni sabuni zote kwa aina zake, viuatilifu, maji, petroli na bidhaa nyingine mbalimbali.

2.2.2 Maabara ya Uhandisi Ujenzi

Maabara hii ina uwezo wa kupima bidhaa zinazotumika kwenye ujenzi kama vile matofali, mchanga, vigae, saruji, mbao, n.k. Pia maabara hii ina uwezo wa kupima ujenzi uliokamilika kama umefuata matakwa ya viwango au la.

2.2.3 Maabara ya Uhandisi Mitambo

Maabara hii hupima ubora wa mitambo na zana mbalimbali kama vile nondo, bati, pikipiki na vifaa na mashine mbalimbali ili kuangalia uimara, ustahimilivu na iwapo zana husika zinafaa kwa matumizi yaliyokusudiwa.

2.2.4 Maabara ya Uhandisi Umeme

Maabara hii hupima ubora wa bidhaa za umeme kama vile nyaya, swichi, taa, soketi na vingine kadha wa kadha. Vifaa hivi huangaliwa kama viko kwenye ubora unaotakiwa ili visije vikaleta madhara kwa watumiaji.

2.2.5 Maabara ya Kemia ya Chakula

Maabara hii hupima ubora wa vyakula na bidhaa za kilimo. Maabara hii inapima kiasi cha kemikali, asidi, vitamini, unyevu, mafuta na maada nyingine kwenye bidhaa huweza kutambuliwa kupitia maabara hii.

2.2.6 Maabara ya Mikrobiolojia

Maabara hii hupima kiasi cha vijiumbe kinachopatikana katika bidhaa mbalimbali.

2.2.7 Maabara ya Pamba, Nguo na Ngozi

Hapa pamba, ngozi, nyavu, soli, nguo na bidhaa nyingine nyingi hupimwa. Kwa mfano kwa upande wa nguo, maabara hii huweza kubaini kama inachuja, inakunjikakunjika, uzito wake, kama ni pamba halisi na kadhalika.

2.2.8 Kituo cha Teknolojia ya Ufungashaji

Ufungashaji ni sehemu muhimu sana katika biashara. Katika ulimwengu wa viwango, bidhaa isiyofungashwa vizuri hukosa ubora. Ufungashaji si tu unatakiwa kutofautisha bidhaa moja na nyingine, bali pia unatakiwa uilinde bidhaa kwani bidhaa hupitia misukosuko mingi tangu pale inapozalishwa mpaka inapomfikia mlaji. Pia kila bidhaa ina kifungashio cha aina yake.

Kituo cha Teknolojia ya Ufungashaji (PTC) kina majukumu makuu manne kama ifuatavyo:

a) Kusaidia na kuratibu maendeleo ya tasnia ya ufungashaji;

b) Kutoa mafunzo kwa wazalishaji kuhusiana na teknolojia ya ufungashaji;

c) Kudhibiti ubora wa nyenzo za kufungashia ikiwa ni pamoja na kutoa vyeti vya ubora kwa nyezo za kufungashia zilizotengenezwa kwa kuzingatia viwango vya Tanzania;

d) Kutoa huduma ya upimaji wa nyenzo za kufungashia.

2.2.9 Maabara ya Metrolojia ya Jotoridi

Maabara hii inajihusisha na vifaa vinavyotumika kupima: Majokofu, Matanuru, Oveni, Incubators, Vifaa vya Kutakasia vyombo *(Auto-cloves),* Majiko ya Umeme *(Hot Plates),* Vifaa vya kuchemshia vimiminika *(Liquid baths)*, Hygromita, Chemba za unyevunyevu *(Humidity Chambers)* Humidifiers.

2.2.10 Maabara ya Metrolojia ya umeme muda masufa

Maabara hii inajihusisha na vifaa vinavyotumika kupima: Mita za Umeme, Vipima Ukinzani wa Umeme ardini *(Earth Resistance Testers),*Vipima Mkondo wa Umeme *(Ammeter)* Vipima nguvu Kuubwa na ndogo ya Umeme *(Voltameter),* Chaja za Umeme, Vipima Muda (Saa) Vipima Kasi ya mzunguko (Centrifuji, *tachometer, Vortex, tachometer calibrator),* Masafa ya Radio.

2.2.11 Maabara ya Metrolojia ya Tungamo na ujazo

Maabara hii hutoa huduma za unasabishaji na kutoa ushauri wa kitaalamu kwenye maeneo ya Tungamo, Ujazo, Mgandamizo, Kani na Toki. Maabara hii pia inajihusisha na ugezi wa vifaa mbali mbali kama mizani ya aina zote, mawe ya kupima *(mass piece)* Flaski, Sirinji za sindano, Bureti, Silinda; Barometa, monita ya shinikizo la damu, Geji za mgandamizo aina zote, Mitambo ya Kushindilia zege, Toki renchi na vifaa vya kupima geji mbalilimbali.

2.2.12 Maabara ya Metrolojia ya Urefu

Maabara ya hiii inajishughulisha na vifaa vinavyotumika katika kupima Urefu, Upana, Kina, Unene na Pembe. Maabara hii ina uwezo wa kupima vifaa vifuatavyo, futikamba, dip tape, rula, Geji ya skeli, *Feeler Gauge*, Seti ya *Gauge Blocks*, Penetromita, Geji ya Go-nogo, *Protractors*, *Filters*, Inklinomita ma Mraba wa mwashi

2.2.13. Maabara ya Metrolojia ya Kemikali na Biolojia

Maabara hii ina uwezo wa kupima vifaa vifuatavyo Mita za kupima uwiano kati ya ujazo na uzito wa vimiminika (density meter and hydrometer) Mita za kupima kiwango cha pombe kwenye vimiminika (alcohol meter), Mita za kupima kiwango cha sukari kwenye vimiminika (refractomer), Mita za kusoma unyevunyevu kwenye mazao (moisture meter), mita ya PH na mita ya upitishi.

2.2.14. Maabara ya Metrolojia ya Kimakanika

Maabara ya Metrolojia ya Mitambo hutoa ufuatiliaji wa vipimo (traceability), ulinganisho wa vipimo (inter-comparisons), na msaada wa kitaalamu katika vipimo vya nguvu, momenti (torque), na shinikizo. Pia inatoa huduma za uthibitishaji wa vipimo (calibration) kwa sekta mbalimbali, zikiwemo afya, utengenezaji, ujenzi, utalii, usafirishaji, anga, upimaji, taasisi za udhibiti, na taasisi za utafiti.

2.3 Mafunzo na Ushauri

Shirika la Viwango Tanzania lina Kitengo mahususi kwa ajili ya Mafunzo na Ushauri Uelekezi. Kitengo hiki huandaa na kutekeleza mafunzo viwandani na kutoa warsha kuhusiana na utekelezajiwa mifumo ya udhibiti ubora kwa kuzingatiaviwango vya ISO 9001 (mfumo wa usimamizi wa ubora), ISO 14001 (mfumo wa usimamizi wa mazingira), ISO 22000 (mfumo wa uchanganuzi wa hatari na hatua muhimu za udhibiti) na ISO 17025 (mfumo wa usimamiziwa maabaraza upimaji na ugezi). Kozi nyingine huandaliwa kulingana na mahitaji ya mteja. Kozi hizo huwalengawafanyakaziwa viwandaniwakiwamowatendaji wa kawaida, wasimamizi, mameneja na watendaji wakuu.

2.4 Usajili wa Majengo ya Chakula na Vipodozi

TBS husajili majengo/maeneo yanayohusika na biashara za vyakula na vipodozi kama machinjio, mabucha, maduka makubwa (supermarkets), maduka ya vyakula na vipodozi, wanaopika vyakula kwenye masherehe (caterers), mahoteli, migahawa, maghala na maeneo ya uzalishaji.

2.5 Usajili wa Bidhaa za Chakula na Vipodozi

TBS husajili bidhaa za vyakula na vipodozi zinazozalishwa nje ya nchi na kuingizwa nchini. Bidhaa zinazokidhi viwango tu ndizo husajiliwa na kuruhusiwa kuingizwa nchini

3.0 UTARATIBU WA KUPATA ALAMA YA UBORA

Zipo hatua mbalimbali ambazo mzalishaji hupaswa kuzizingatia kabla ya kupata leseni ya kutumia alama ya ubora ya TBS kwenye bidhaa yake.

3.1 Hatua ya Kwanza – Maombi

Maombi ya kupata alama ya ubora wa bidhaa hufanywa na muombaji kupitia mfumo wa kielektroniki (i-SQMT) unapatikana kupitia tovuti ya TBS (www.tbs.go.tz) kwenye kitufe cha e-service au moja kwa moja kupitia linki ya https:// portal.tbs.go.tz
Baada ya maombi kukamilika tarehe ya ukaguzi wa awali hupangwa. izingatiwe kuwa mwenye kiwanda anatakiwa kuwa katika uzalishaji siku ya kufanya ukaguzi wa awali.

3.2 Hatua ya Pili – Ukaguzi wa Awali

Ukaguzi wa awali hufanywa na wakaguzi wa TBS. Sampuli huchukuliwa na kupimwa ili kuona kama bidhaa inakidhi matakwa ya kiwango husika. Mkaguzi huandaa taarifa kuhusu hali halisi ya kiwanda na mambo yanayostahili kurekebishwa.

3.3 Hatua ya Tatu – Upimaji

Sampuli zilizochukuliwa hupimwa katika maabara za TBS kwa kufuata kiwango husika. Baada ya kazi ya upimaji kumalizika, ripoti hutolewa kwa mwombaji.

3.4 Hatua ya Nne – Utoaji wa Leseni

Uamuzi kuhusu kutoa au kutotoa leseni ya kutumia alama ya ubora hutegemea tu ripoti ya ukaguzi wa awali wa kiwanda

pamoja na ripoti ya maabara. Kimsingi ripoti zote mbili zinatakiwa kuonyesha kwamba mazingira ya uzalishaji kiwandani, mfumo wa uzalishaji na bidhaa iliyopimwa havina matatizo.

Ikiwa sivyo basi mzalishaji hutakiwa kufanya marekebisho na baadaye mkaguzi wa TBS hutumwa tena na kuleta sampuli nyingine.

3.5 Muda wa leseni ya alama ya ubora

Leseni ya kutumia alama ya ubora ya TBS hudumu kwa mwaka mmoja na huhuishwa baada ya kuhakikisha kwamba taratibu zilizokubalika zinafuatwa.

3.6 Gharama kwa wajasiriamali wadogo na wa kati

Serikali hutenga fedha kila mwaka kwa ajili ya kuhudumia wajasiriamali wadogo na wa kati pale wanapoomba bidhaa zao wanazozizalisha wenyewe zithibitishwe ubora.

Ili kupata nafuu ya ada, mjasiriamali anatakiwa:

- Kupata barua ya utambulisho kutoka ofisi ya SIDO
- Kuwa na leseni ya biashara.

4.0 UTARATIBU WA USAJILI WA BIDHAA NA MAJENGO YA CHAKULA NA VIPODOZI

4.1. UTARATIBU WA USAJILI WA BIDHAA

TBS husajili bidhaa za vyakula na vipodozi zinazozalishwa nje ya nchi na kuingizwa nchini. Bidhaa zinazokidhi viwango tu ndizo husajiliwa na kuruhusiwa kuingizwa nchini.

4.1.1 Hatua ya Kwanza – Maombi

Maombi ya usajili hufanyika katika mfumo wa kielektroniki unaopatikana katika tovuti ya TBS (www.tbs.go.tz) kwenye kitufe cha Huduma mtandao (e-service) halafu maombi ya huduma kwa njia ya mtandao (OAS). Mwombaji hutakiwa kujisajili katika mfumo na kisha kuingiza taarifa za bidhaa anazotaka kusajili.

4.1.2 Hatua ya Pili – Malipo

Mwombaji hupewa gharama za kusajili bidhaa husika pamoja na namba ya kumbukumbu ya malipo ya serikali kupitia kwenye mfumo wa kielektroniki.

Baada ya malipo hutakiwa kuwasilisha sampuli katika ofisi za TBS.

4.1.3 Hatua ya Tatu – Tathimini

Bidhaa hufanyiwa tathimini na mwombaji atapewa mrejesho kupitia mfumo wa kielektroniki (OAS) kama bidhaa imekidhi vigezo au la.

4.1.4 Hatua ya Nne – Usajili

Bidhaa zinazokidhi vigezo husajiliwa na cheti cha usajili hutolewa kupitia mfumo wa kielektroniki.

4.2. UTARATIBU WA USAJILI WA MAJENGO

TBS husajili majengo/maeneo yanayohusika na biashara za vyakula na vipodozi kama machinjio, mabucha, maduka makubwa (supermarkets), maduka ya vyakula na vipodozi, wanaopika vyakula kwenye masherehe (caterers), mahoteli, migahawa, maghala na maeneo ya uzalishaji.

4.2.1 Hatua ya Kwanza – Maombi

Maombi ya usajili hufanyika katika mfumo wa kielektroniki unaopatikana katika tovuti ya TBS (www.tbs.go.tz) kwenye kitufe cha Huduma mtandao (e-service) halafu maombi ya huduma kwa njia ya mtandao (OAS).

Mwombaji hutakiwa kujisajili katika mfumo na kisha kuingiza taarifa za jengo analotaka kusajili na kuambatanisha picha za mchoro wa jengo, leseni ya biashara pamoja na ramani inayoelekeza jengo lilipo ili kuwezesha wakaguzi kulifikia.

4.2.2 Hatua ya Pili – Malipo

Mwombaji hupewa gharama za kulipia kulingana na aina ya shughuli anayofanya katika jengo husika pamoja na namba ya kumbukumbu ya malipo ya serikali kupitia mfumo wa kielektroniki.

4.2.3 Hatua ya Tatu – Tathimini

Baada ya malipo kufanyika Mkaguzi atafika kukagua jengo kulingana na vigezo vilivyowekwa ili kujiridhisha na kisha mwombaji atapewa mrejesh

4.2.4 Hatua ya Nne – Usajili

Jengo lililokidhi vigezo husajiliwa na cheti cha usajili hutolewa kupitia mfumo wa kielektroniki.

5.0 ORODHA YA BIDHAA ZILIZOPIGWA MARUFUKU KUTUMIKA

5.1. VIPODOZI VILIVYOZUILIWA

5.1.1 Maana ya Kipodozi

Kipodozi ni kitu kinachokusudiwa kutumiwa kwa amna ya kupaka, kumimina, kufukiza, kunyunyiza, kupuliza, au kutumiwa vinginevyo katika mwili wa binadamu au sehemu yeyote ya mwili

kubadili muonekano.

5.1.2 Aina za vipodozi

I) Ngozi: Poda, rangi za midomo, rouge, krimu, losheni.

II) Nywele: Sabuni za kuoshea nywele, dawa za nywele, kubadili rangi ya nywele

III) Kucha; Rangi za kucha, kucha bandia na dawa ya kufuta rangi

IV) Jicho: wanja, kope na mascara.

NB: Orodha ya Viambato vilivyopigwa marufuku tafadhali tembeleaTovuti: ***www.tbs.go.tz***

5.2 BIDHA ZINGINE ZILIZOPIGWA MARUFUKU

1. Nguo za ndani za mitumba	4. Matairi yaliyotumika
2. Mifuko ya plastiki	5. Tumbaku isiyovutwa
3. Mafuta ya breki DOT 3	6. Bidhaa za vipodozi zenye krimu za kung'arisha ngozi.

6.0 UKAGUZI WA BIDHAA ZINAZOINGIA KUTOKA NJE YA NCHI (PVoC)

Shirika la viwango Tanzania (TBS) linatekeleza uhakiki wa utimizaji wa viwango vya bidhaa kwa ajili ya kudhibiti baadhi ya makundi ya bidhaa za matumizi kutoka nje ya nchi.

Uhakiki wa utimizaji viwango kabla ya usafirishaji wa bidhaa ni utaratibu wa uhakikiwa utimizaji wa viwango unaotumiwa kuhakiki kama bidhaa zitakazoingizwa kutoka nje ya nchi zinatimiza viwango stahiki vya taifa kabla ya kusafirisha bidhaa.Ni utaratibu wa uhakiki wa utimizaji viwango kwa bidhaa mahususi katika nchi zinazosafirisha bidhaa nje. Utaratibu huu ni kwa mujibu wa kifungu 4(1) (s) cha Sheria Na 2 ya Viwango ya mwaka 2009

Kabla ya usafirishaji kuja Tanzania shehena zote zinazoshahiki PVOC ni lazima zipate hati za utoaji bidhaa forodhani na hati ya utimizaji viwango (COC) ambazo zikikosekana bidhaa zinazowasili kwenye Bandari za Tanzania zitakataliwa au kutozwa faini.

Uhakiki wa PVOC hufanywa na wakala nyingine zilizoidhinishwa, zinazofanya ukaguzi halisi ikijumuisha upimaji wa maabara, upitiaji wa nyaraka na ukaguzi wa viwanda pale ambapo ni muhimu.

FAIDA ZA PVoC

i) Hulinda afya,usalama na ulinzi watumiaji
ii) Huzuia ushindani usio wa haki kutokana na bidhaa kutoka nje za viwango duni
iii) Huwezesha utoaji bidhaa forodhani
iv)Hutokomeza uteketezaji au gharama za kusafirisha tena nje bidhaa zenye viwango duni
v)Huzuia Tanzania isiwe jalala la bidhaa duni

NB: Kwa maelezo zaidi tafadhali tembelea: ***www.tbs.go.tz***

7. HITIMISHO

Shirika la Viwango Tanzania limepewa mamlaka ya kutoa bidhaa zenye ubora, hiyo ni pamoja na huduma ya viwango na uhakiki ubora kwa kufikia na kuvuka mahitaji ya wateja ili kuhifadhi uaminifu wa wateja katika bidhaa zitolewazo na Shirika. TBS inatumia rasilimali zake kuendelea kuboresha michakato yake ili kuhahikisha kwamba wafanyakazi wake wana uwezo wa kuhakikisha wanazalisha/wanatoa huduma zenye ubora na kwa wakati.

Hata hivyo Shirika linakumbana na changamoto mbalimbali kama vile uelewa mdogo wa wananchi kuhusu umuhimu wa bidhaa zilizothibitishwa, ambapo wengi wao hawajui umuhimu wa kutumia, kununua na kuuza bidhaa zilizothibitishwa na TBS, hivyo kusababisha ugumu kwa Shirika kufikia malengo yake ya kuondoa bidhaa hafifu sokoni. Ili kutatua changamoto hii, Shirika linatumia njia mbalimbali kama vile redio, televisheni, magazeti, mitandao ya kijamii na maonesho mbalimbali, pia Shirika limeanzisha kampeni ya kwenda kwa wadau wa bidhaa husika, mashuleni na maeneo ya wazi katika ngazi ya wilaya kutoa elimu, lengo likiwa ni kufikisha elimu kwa wananchi wote ili waweze kuelewa umuhimu wa viwango.

Shirika pia linafanya jitihada kubwa kuhakikisha linamfikia kila Mtanzania. Ili kufikia azma hiyo, Shirika limeongeza ofisi zake mipakani na kufungua ofisi katika kanda. Shirika lina namba ya simu ambayo ni huduma ya bure kwa wateja ambayo mteja anaweza kuitumia pale anapohitaji huduma kutoka TBS au pale anapohisi kuwa bidhaa aliyonunua haikidhi viwango. Namba hiyo ni 0800110827

''Wajibu wa kuondoa bidhaa duni nchini ni wa kila Mtanzania"

Kwa maelezo zaidi,wasiliana nasi kwa anwani zifuatazo:

MKURUGENZI MKUU
Shirika la Viwango Tanzania (TBS)
S.L.P. 9524, Dar es Salaam
Simu: +255 22 2450298 / 2450206 / 2451763-6
Hotline: +0800 110 827 / Nukushi: + 255 22 2450959
Baruapepe: info@tbs.go.tz / Tovuti: www.tbs.go.tz
Malalamiko: malalamiko@tbs.go.tz

OFISI ZA KANDA:

NYANDA ZA JUU KUSINI
(Iringa, Mbeya, Njombe and Songwe)
Jengo la NHIF, Ghorofa ya 7, S.L.P. 1674
Mbeya, Tanzania
Simu: 025 2502848 / Nukushi: 025 2502848

KANDA YA ZIWA MASHARIKI
(Mwanza, Simiyu and Shiyanga)
Jengo la NSSF, Ghorofa ya 3, S.L.P. 1814
Mwanza, Tanzania
Simu: 028 2505044 / Nukushi: 028 2505044

KANDA YA ZIWA MAGHARIBI
(Geita, Kagera, Mara)
P.O. Box 816, Ofisi ya Mkuu wa Mkoa,
Magongo - Geita.

KANDA YA KASKAZINI
(Arusha, Kilimanjaro, Manyara and Tanga)
Ngorongoro Tourist Center, Ghorofa ya 6, S.L.P. 2399 Arusha, Tanzania Simu: 027 2520143 / Nukushi: 027 2520143

KANDA YA KATI
(Dodoma, Singida and Tabora)
Vivango House, S.L.P 2956, Dodoma, Tanzania
Simu: 026 2320310 / Nukushi: 026 2320310

KANDA YA KUSINI
(Lindi, Mtwara and Ruvuma)
Jengo la PSSSF, Sokoine House, Ghorofa ya 3, S.L.P 1396 Mtwara,Tanzania
Simu: 023 2334477 / Nukushi: 023 2334477

KANDA YA MAGHARIBI
(Katavi, Kigoma and Rukwa)
Jengo la NSSF (Mafao House), Ghorofa ya 2, S.L.P 1276 Kigoma,Tanzania
Simu: 028 2804023 / Nukushi: 028 2804023

KANDA YA MASHARIKI
(Dar es Salaam, Morogoro na Pwani)
Jengo la PSSSF (Commercial Complex)
Ghorofa ya 4, S.L.P 9425, Dar es Salaam

KANDA DAR ES SALAAM
(Dar es Salaam)
Jengo la Biashara la PSSSF, Ghorofa ya 4, S.L.P. 9525, Dar es Salaam.



“TUMIA BIDHAA ZILIZOTHIBITISHWA UBORA WAKE NA TBS”


COMPUTER
RESET
RAISE
LOWER
IGNITION
GAS WARN UP
Waukesha
L
H
1
2



Cooperative Fuel Research Engine

For determination of Research Octane Number (RON) in Fuel



Kibali cha Usajili wa Eneo



Premises Registration Permit

"Know the quality status of your products before buying them"



Standards Mark of Quality

Mark applied on the product with a number for the relevant Tanzania Standard (TZS….)

"The Home of Standards"

FOR MORE DETAILS CONTACT:

Director General
Tanzania Bureau of Standards
P. O. Box 9524, Dar es Salaam – Tanzania
Tel: +255 22 2450206 / 2450949 / 245 0298
Fax: +255-22-2450959 / Hotline: 0800110827
E-mail: info@tbs.go.tz / Website: www.tbs.go.tz
Complaints: complaints@tbs.go.tz

TBS ZONAL OFFICES

Southern Highlands Zone
(Rukwa, Mbeya, Njombe and Songwe)
NHIF Building, 7th Floor
Along Avenue Road
P.O. Box 1674 Mbeya, Tanzania
Tel: 025 2502848 / Fax: 025 2502848

Eastern Lake Zone
(Mwanza, Mara and Simiyu)
NSSF Building, 3rd Floor
P.O. Box 1814 Mwanza, Tanzania
Tel: 028 2505044 / Fax: 028 2505044

Northern Zone
(Arusha, Kilimanjaro and Manyara)
Ngorongoro Tourist Center, 6th Floor
P.O. Box 2399 Arusha, Tanzania
Tel: 027 2520143 / Fax: 027 2520143

Western Lake Zone
(Kagera, Geita and Shinyanga)
P.O Box 816, Regional Commisioner Office,
Magongo - Geita

Western Zone
(Kigoma, Katavi and Tabora)
NSSF Mafao House Building, 2nd Floor
P.O. Box 1276 Kigoma, Tanzania
Tel: 028 2804023 / Fax: 028 2804023

Central Zone
(Iringa, Dodoma and Singida)
Njedengwa Vivango House
P.O. Box 2956, Dodoma, Tanzania
Tel: 026 2963865 / Fax: 026 2963865

Southern Zone
(Mtwara, Lindi and Ruvuma)
PSSSF Building, Sokoine House, 3rd Floor
P.O. Box 1396, Mtwara, Tanzania
Tel: 023 2334477 / Fax: 023 2334477

Dar es Salaam Zone
(Dar es Salaam)
PSSSF Commercial Complex, 4th Floor
P.O Box 9525, Dar es Salaam.

Eastern Zone Office
(Pwani,Morogoro and Tanga)
Kibaha Town Council Office, Kibaha.

v. Prevents Tanzania from being a dumping ground for substandard goods.

NB: For more information please visit: ***www.tbs.go.tz***

9. FUEL MARKING

Fuel marking is the introduction of a unique identifier (marker) in trace quantities into petroleum products at depots before distribution in the market. Markers are used to guarantee product integrity, as well as protect against counterfeiting, adulteration and tax fraud.

10. CONCLUSION

Tanzania Bureau of Standards (TBS) is mandated to deliver quality products that include standards and quality assurance services by meeting and even exceeding customers' requirements so as to retain their loyalty.TBS provides resources and continually improves her process to ensure that employees are capable of consistently producing quality products at the right time.

Although there are some few challenges like low public awareness on using certified products, which hinders the bureau's efforts to eradicate substandard products from the market, the Bureau is doing its best by providing education in different media outlets like radios, TV, newspapers, magazines and through various exhibitions and TBS campaigns to make sure that each and every individual is reached.

As one of its initiatives, the Bureau has established new zonal offices to make sure that people are reached more easily. Also community radios are used in different regions for awareness programmes.

The Bureau is also has a HOTLINE through which the general public can call for free and report anything suspicious.

The hotline is 080 011 0827

“The responsibility of free Tanzania from sub standards products it, s for us all”

NB: For list of prohibited Cosmetics substances please visit ***www.tbs.go.tz***

7.2 Other Products Banned

1. Used Undergarments	4. Used Pneumatic Tyres
2. Plastic Carrier Bags	5. Smokeless Tobacco Products
3. Lubricant DOT 3	6. Cosmetics Product with Whitening creams

8. PRE-SHIPMENT VERIFICATION OF CONFORMITY (PVOC)

Pre-shipment Verification of Conformity (PVOC) is a conformity assessment procedure used to verify that products to be imported into Tanzania are in conformity with applicable national standards before shipment. It is conformity assessment and verification procedure to specific goods at exporting countries. It is provided for by section 4(1) (s) of the Standards Act No. 2 of 2009.

Before shipping to Tanzania all consignments subject to PVOC must obtain the mandatory custom clearance documents and certificate of conformity (CoC) without which the commodities arriving at Tanzanian Ports will be rejected or fined. The PVOC is carried out by authorized third-party agencies, consisting of physical inspection with combination of laboratory testing, documentary review and factory audits, where necessary.

8.1 Key Benefits

i. Protects consumers' health, safety and security.
ii. Blocks unfair competition from substandard imports.
iii. Facilitates customs clearance.
iv. Eliminates destruction or re-exporting costs for substandard goods.

xvi. ISO 37001:2025 Anti-Bribery Management System

xvii. ISO 29001:2020 Petroleum, Petrochemical and Natural Gas Management System

xviii. ISO 18788:2015 Management System for Private Security Operations.

The aforementioned programmes are conducted on behalf of TBS by qualified personnel with skills and experience in relevant programmes. The programmes are designed and implemented to promote an understanding of the requirements of the key certification and accreditation standards.

Implementation of these programmes neither is a pre-condition nor does guarantee certification by TBS. In addition, TBS does not give specific advice for the development of business operations for the sake of maintaining impartiality principles.

7.0 BANNED PRODUCTS

7.1 BANNED COSMETICS

7.1.1 Meaning of Cosmetics

A cosmetic is an item intended to be rubbed, poured, sprinkled or sprayed on, introduced in to or otherwise applied to the human body or any part thereof for cleansing, beautifying, promoting attractiveness or altering the appearance

7.1.2 Categories of cosmetics

i. Skin: Powder, lipstick, rouge, cream, lotion, and solution

ii. Hairs: Shampoo, conditioner, creams, bleach, coloring preparation

iii. Nails; Nail lacquers, lacquers removers

iv. Teeth: Powder, paste, gel and dentifrices

v. Eye: Eyeliner, mascara, eye shadow and Eyebrow pencil

6.4 Technical Assistance

TBS offers technical assistance on certification issues in terms of awareness programmes, understanding of standard requirements and internal auditing programmes in the following International Standards;

i. ISO 9001:2015 Quality Management Systems (QMS)

ii. ISO 22000:2018 Food Safety Management Systems (FSMS)

iii. HACCP - Hazard Analysis and Critical Control Points.

iv. ISO 21001:2018 Educational Organization Management Systems (EOMS)

v. ISO 14001:2015 Environment Management Systems (EMS)

vi. ISO 45001:2018 Occupational Health and Safety Management systems (OH&SMS)

vii. ISO 50001:2018 Energy Management System

viii. ISO 21001:2018 Educational Organization Management Systems (EOMS)

ix. ISO 14001:2015 Environment Management Systems (EMS)

x. ISO 45001:2018 Occupational Health andSafety Management systems (OH&SMS)

xi. ISO/IEC 17025:2017 General requirementsfor the competence of testing and calibration laboratories

xii. ISO 15189 Requirements for quality and competence in medical laboratories.

xiii. ISO 50001:2018 Energy Management System

xiv. ISO 22301:2019 Business continuity Management System

xv. ISO 27001:2022 Information Security Management System

a. Ability to maintain consistency
b. Increase in customer's confidence
c. Enhance customer's satisfaction
d. Identify and address the risks and opportunities associated with organization.
e. Ability to demonstrate conformity to
f. Compliance with necessary statutory and regulatory requirements
g. Increase in competitive advantage
h) Improved top management's commitment and decision-making.
i) Improved working conditions and motivation for employees.
j) Improved image and reputation of the organization
k). Continual improvement

6.3 Management system certification application procedure

i. Make application through an application form filled in an online portal or manually.
ii. The application will be reviewed by the CB's officer and cost quotation issued.
iii. Upon payment of the certification fees, Stage 1 Audit is conducted.
iv. Stage 2 Audit is conducted within six (6) months upon successful completion of Stage 1 Audit.
v. Once certification is granted, remains valid for three (3) years.
vi. 1st Surveillance audit is conducted within 12 months after granting certification.
vii. 2nd Surveillance audit is conducted once per year after the 1st Surveillance audit.

Standards. TBS certification body (CB) is guided by the International Standard ISO/IEC 17021-1:2015 in providing this service.

6.1 Coverage of Management Systems Certification Service:

TBS CB offers management system certification service to the following standards

i. ISO 9001:2015 Quality Management Systems

ii. ISO 14001:2015 Environmental Management Systems (EMS)

iii. HACCP- Hazard Analysis and CriticalControl Points

iv. OSHAS 18001 Occupational Health and Safety Management Systems (OH &SMS)

v. ISO 22000:2018 Food Safety Management Systems (FSMS)

vi. ISO 21001:2018 Educational Organization Management Systems (EOMS)

vii. ISO/IEC 17025:2017 General requirementsfor the competence of testing and calibration laboratories

viii. ISO 15189 Requirements for quality andcompetence in medical laboratories

ix. ISO 50001:2018 Energy ManagementSystem

6.2 Benefits of Management Systems Certification

The following are the advantages of management system certification;

The applicant is required to register in the system and then enter the information of the building he/she wants to register and attach pictures of the building's artwork, a business license and a map directing the building to enable inspectors to access it.

2. Payment

The applicant is provided with payment costs based on the type of activity he performs in the relevant building as well as the government's payment reference number through the electronic system.

3. Evaluation

After the payment is made the inspector will arrive to inspect the premise based on the criteria set for certification/ registration and then the applicant will be given feedback

4. Registration

Premise that meets the criteria is registered and the registration certificate is issued through the electronic system.

6.0 MANAGEMENT SYSYEMS CERTIFICATION SERVICE

Tanzania Bureau of Standards (TBS) provides management systems certification service to manufacturers and service providers from both public and private sectors regardless of their size and type of business. The certification service is provided to confirm that the organization or business entity carries out its activities in conformity with the requirements of International

2. Payment

The applicant is granted the cost of registering the relevant products as well as the government's payment reference number through the electronic system.

After payment the applicant is required to submit samples at TBS offices.

3. Evaluation

The product is evaluated and the applicant will be given feedback through the electronic system (OAS) if the product meets the criteria or not.

4. Registration

Products that meet the criteria are registered and the registration certificate is issued through the electronic system.

5.2 PREMISE REGISTRATION PROCEDURE

TBS registers premises/areas responsible for grocery and cosmetics businesses such as butchery, retails shops, supermarkets, grocery stores and cosmetics, caterers, hotels, restaurants, warehouses and production areas.

1. Application

Registration application take place in an electronic system available on the TBS (www.tbs.go.tz) website on the Internet Service (e-service) button and then an online application system (OAS).

4.2.6 Advantages of using Products with TBS Mark

4.2.6.1 To the purchaser/consumer

a) Assures that the product is safe for particular use
b) Reduces price of products due to competition
c) Assures health and safety
d) Increases quality of the product
e) Protects the environment

4.2.6.2 To producer/manufacturer

a) Increases ability to compete with others
b) Brings more customers and increases market access
c) Removes the disturbance of testing products based on customers' requirements
d) Protection on competition with substandard products

5.0 PRODUCT AND PREMISE REGISTRATION

5.1. PRODUCT REGISTRATION PROCEDURE

TBS registers food products and cosmetics produced abroad to be imported to the country. Only products that meet the standards are registered and allowed to be imported in the country.

1. Application

Registration applications take place in an electronic system available on the TBS (www.tbs.go.tz) website on the Internet Service (e-service) button and then click on Online application system (OAS). The applicant is required to register in the system and then enter the product information he/she wants to register.

scheduled. it should be considered that the factory owner should be in production on the day of conducting an initial inspection

4.2.2 Initial Inspection

Initial inspection is done by TBS inspectors. A sample is taken and tested to check if a product meets the set standards. The inspector then prepares an initial report and a checklist of issues which are to be amended by the factory.

4.2.3 Testing

The samples which were taken are now tested in the TBS laboratories against relevant standards. After testing is done, a report is then given to the producer.

4.2.4 Standard Mark Licence

The decision whether or not to be given a licence depends on the initial report together with the laboratory report. Generally, both reports should show that the environment at the factory and production system have no problems. If there is any problem then the producer is required to make adjustments and later the inspector will go back and take another sample.

4.2.5 Validity of the licence

The standards mark licence is valid for one year only. Each year end the client has to seek for renewal to ensure that each certified client has a chance at mandatory level to be inspected once every year in case by chance the client missed to be inspected in between.

4.0 HOW TO GET A STANDARDS MARK LICENCE

4.1 Requirements for Small and Medium Entrepreneur (SMEs)

Every year the government sets aside a certain amount of money to assist small and medium sized entrepreneurs (SMEs) when they apply for certification of their products so as to acquire licence to use the TBS standards mark of quality. To be able to have their products certified under government subsidy, SMEs are required to do the following:

a) Get an introduction letter from the nearby office of the Small Industries Development Organization (SIDO). It is important to ensure that the letter clearly describes exactly what the entrepreneur is doing.

b) Business licence.

4.2 Standards mark licence application procedure

There are various steps the producer should consider before obtaining a license to use the TBS quality mark on its product.

4.2.1 Application

Application for obtaining a product quality mark is made by the applicant via the electronic system (i-SQMT) available via the TBS (www.tbs.go.tz) website on the E-service button or directly via a https://portal.tbs.go.tz

After the application is completed the date of the initial review is

Step 2

Importer fills conditional release form as a commitment not to register the used motor vehicle under TRA before the inspection is done by TBS at TBS HQ inspection center.

Step 3

A clearance permit is issued by TBS to clear the vehicle at point of entry under condition that the vehicle shall not be registered by TRA before a roadworthiness certificate is issued.

It should be noted that:

- If the inspected used vehicle is found to be non-compliant to the requirements of the relevant standard and cannot be repaired, it will be re-exported or destroyed at the cost of the importer.
- If the vehicle can be repaired, the owner will be allowed to repair and re-inspect the vehicle at TBS inspection centre.
- Imported used motor vehicles coming into the country through borders or other points of entry apart from Dar es Salaam Port will be inspected at the point of entry or importer's premises by TBS inspectors.

It should be noted that:

- If the product is proved not to conform to the requirements of the relevant standard, it is deemed for either re-export to the country of origin or disposal at the cost of the importer.
- Imported goods which are not regulated by the Bureau and TBS certified goods are released free of charges.
- Since testing may take some time, the importer is allowed to apply for conditional release via OAS after completion of inspection and collection of sample for testing at the port of entry.
- Conditional release allows the consignment to be released from the port of entry to the importer's premises to avoid storage charges and/or demurrages.
- The importer will be required to fill in conditional release form as a commitment not to distribute or use or sell or transfer the product until the test results are out from TBS.
- Pre-packaged Food and cosmetics products are required to be registered before importation.

3.2 INSPECTION FOR USED MOTOR VEHICLES

The following are the steps for inspection:-

Step 1

Client/consignee or clearing agent submits relevant shipping documents (such as the bill of lading, invoice, export certificate) and pays destination inspection fee amounting to TZS 350,000.00

- Inspection fee TZS 100,000.
- Testing fee - varies depending on the product.
- Batch certification fee - Tshs 6 /kg or Tshs 2.5/Kg for sugar

Step 5

Physical inspection and/or sampling is conducted by TBS inspector at the port of entry and inspection report is filled in on Online Application System. Inspection report is accepted by client via OAS/TESWS. The sample(s) collected during inspection are dispatched to respective TBS laboratory for compliance testing.

Step 6

Testing and/or evaluation of collected samples are performed against appropriate standards/approved specifications at TBS laboratory. The obtained test results/reports are channelled to importers.

Step 7

Clearance permit is used to release/clear the consignment at the port of entry. Batch certificate is issued to the inspected consignment if the tested sample conforms to the requirements of the relevant standard/ approved specification.

3.0 DESTINATION INSPECTION PROCEDURES

3.1 INSPECTION PROCEDURES FOR GENERAL GOODS

Destination Inspection is focused on the conformity assessment of imported goods after arrival in the country. The following are the steps for inspection:-

Step 1

Importer or representative or clearing and forwarding agent applies for destination inspection through the Online Application System (OAS) via the TBS website (www.oas.tbs.go.tz) or Tanzania Electronic Single Window System (TeSWS) through (www.tesws.gov.go.tz) which may generates as the Provisional Permit for Entry of imported goods application form. The application is accompanied with relevant shipping documents such as airway bill (AWB)/ bill of lading (BL)/ road consignment note (RCN), commercial invoice, Tanzania Revenue Authority (TRA) final assessment document (TANSAD), packing list, valid TBS registration certificate for food and cosmetic products.
training of industrialists in packaging technology, certification

Step 2

All documents received via the Online Application System are assessed based on the risk, nature and quantity of the imported goods prior to inspection at the port of entry.

Step 3

For imported goods which require testing and batch certification, debit advice or invoice (with Government electronic Payment Gateway (GePG) control number is raised and the importer obtains it via Online Application System.

Step 4

Importer /CFA pays for inspection and testing fees as follows:

2.2.14 Mechanical Metrology Laboratory

i) Pressure Metrology

This field performs calibration of Pressure gauge, Pressure transmitter, Pressure switch, Pressure balance, BP Machine, Pressure Safety Valve (PSV), Barometer, Manometer, Static Pitot Tester, Differential pressure gauge, Differential pressure transmitter, Level transmitter, Pressure level switch and Hydraulic pressure test; and

ii) Force and Torque Metrology

This field performs calibration of the following quantities/ Jack, instruments: Force (Compression machine, CBR Machine (Proving ring), Tensile machine, rebound hammer, Piles test, Gyratory compactor, Marshall machine, Axle weigher and Load cell); Torque (Torque wrench, Torque meter and Torque transducer).

2.3 Food and Cosmetics Premise Registration

TBS registers premises/areas responsible for food and cosmetics businesses such as slaughters areas, retails shops, supermarkets, grocery stores and cosmetics, caterers, hotels, restaurants, warehouses and production areas.

2.4 Food and Cosmetics Product Registration

TBS registers food products and cosmetics produced abroad to be imported to the country. Only products that meet the standards are registered and allowed to be imported in the country.

2.2.12 Electrical, Time and Frequency Laboratory

This laboratory is accredited by SADCAS and composing of two fields

i) Electrical Metrology

This field performs calibration of the following Instruments: Multimeter, Clamp Meter, Earth Resistance Tester (Earth Ground Tester), Installation Tester, Energy Meter, High voltage tester, CT & PT Tester, Micro Ohm Meter, Resistor, Electrical Appliances tester, Battery Charger, Terameters, Electrical calibrator; and

ii) Frequency Metrology

This field performs Calibration of the following Instruments: Time Interval Measurement (Timer, Stopwatch) and Rotational Measurement (Centrifuge, Rotator, Thermomixer, Vortex Mixer, Roller Mixer, Los Angeles), Stomacher, Tachometer and Tachometer Calibrators.

2.2.13 Mass and Volume Metrology Laboratory

The Mass and Volume Metrology Laboratory provides traceability, inter-comparisons, and technical assistance in all mass and volume-related measurements. It also offers calibration services to a wide range of sectors, including health, manufacturing, construction, tourism, transportation, aviation, testing, regulatory bodies, and research institutions.

i) Mass Laboratory

The Mass Laboratory specializes in ensuring accuracy and traceability in mass measurements (from 1 mg to 10 tone) It provides calibration services for mass pieces (weights), balances and scales, batch plants etc

ii) Volume Laboratory

The Volume Laboratory performs calibration of volume measures ranging from very small to large capacities (from 1 microlitre up to 40,000 litres). It calibrates equipment such as flasks, Micropipettes, Burettes, dispensers, syringes, measuring cylinders, strike measures and storage tanks

quantities/instruments: End Standards (gauge blocks, Feeler Gauge, Setting Piece); Handheld standards (Calliper, Micrometer, Dial Gauges, Thickness Gauge, Height Gauge, Penetrometer, Sieves, Go no Go Gauges, Flackness Gauge, Elongation Gauge, Moulds); Line standards (Rule, Tape Measure, Dip Tape, Diameter Tape, Circumferance Tape, Measuring Wheel, Stage Micrometer); and

ii) Angle metrology

This laboratory performs calibration of sine bar, Protractor, Square Rule, Angle Bar.

2.2.10 Metrology in chemistry and Biology Laboratory

This laboratory performs calibration of the following quantities/instruments: Density meter (portable and benchtop), Hydrometer, Alchol meter; Moisture (Moisture analyzer, Grain moisture meter); Refractometer(Brix refractometer); pH meter, Conductivity meter and Turbidity meter.

2.2.11 Thermometry Metrology Laboratory

This Laboratory is Accredited by SADCAS and comprising of two (3) Metrology fields:

i) Temperature and Humidity Metrology

This field performs calibration of the following quantities / instruments: Thermometers (Liquid-in-glass thermometer, Digital Thermometer, Clinical Thermometer, Infra-Red-Thermometer, Temperature Data Logger, RTD Sensor, Thermocouple Sensor, Temperature transmitter, Electrical Metrology, Time & Frequency Metrology); Temperature Installations (Oven, Incubator, Refrigerator, Liquid bath, Furnace, Cold room, Blast Freezer, Hot plate, Autoclave, Temperature dry Block, Thermomixer); Humidity chemical and allied products, including petroleum products.

2.2.6 Microbiology Laboratory

This laboratory carries out analysis of hygiene indicator microorganisms and spoilage microorganisms such as total plate count, enterobacteriaceae, coliforms, yeast and moulds.

2.2.7 Cotton, Textile and Leather Laboratory

The Textile and Leather Laboratory was established to provide test facilities for both the textile and leather industries. It also trains textiles and leather analysts in good laboratory techniques. Physical testing is done at ISO recommended atmospheric conditions for tropical countries.

2.2.8 Packaging Technology Centre (PTC)

The Packaging Technology Centre was established to offer of packages, testing of packages and packaging materials and supplying worldwide packaging information to exporters.

The Centre is furnished with necessary equipment to enable it to implement its objectives, including supporting a coordinated development of the packaging industry by strengthening the existing standardization and testing capability in the area of packaging, offering training on structural and graphics design materials and packages produced according to acceptable standards and provision of testing services for packages and packaging materials.

2.2.9.Length Metrology Laboratory

This Laboratory is Accredited By SADCAS And Comprises Of Two (2) Metrology fields:

i) Dimension Metrology

This laboratory performs calibration of the following

2.2.2 Building and Construction Laboratory

The TBS Building and Construction Laboratory is designed for the testing of building materials as well as building components for properties such as strength and deformation properties, tightness, composition and investigations for various load tests and drilling of concrete cores from completed constructions for testing of strength.

2.2.3 Mechanical Engineering Laboratory

The Mechanical Engineering Laboratory is equipped with facilities for testing metallic materials with a wide range of tests being carried out to determine different properties of metals. The Laboratory also offers consultancy services such as suitability for use of products needing general mechanical tests using local, national and international standards.

2.2.4 Electrical Engineering Laboratory

Designed for testing households and similar electrical appliances as well as electrical materials and accessories, the Electrical Engineering Laboratory is equipped with electrical equipment catering for tests in various electrical fields.

2.2.5 Food Chemistry Laboratory

The Food Laboratory at the TBS Test House, provides test facilities for all food and agricultural products.Tests are carried out to detect contaminants of all types such as metals, mycotoxins,pesticide residue and higher alcohols and prove food wholesomeness and safety

- HACCP- Hazard Analysis and CriticalControl Points
- OSHAS 18001 Occupational Health and Safety Management Systems (OH &SMS)
- ISO 22000:2018 Food Safety Management Systems (FSMS)
- ISO 21001:2018 Educational Organization Management Systems (EOMS)
- ISO/IEC 17025:2017 General requirementsfor the competence of testing and calibration laboratories
- ISO 15189 Requirements for quality andcompetence in medical laboratories
- ISO 50001:2018 Energy ManagementSystem

2.2 Testing and Metrology

The TBS Test House was established in 1982 to assist manufacturers to improve the quality of their products, provide facilities for the testing of products to ensure suitability for their intended use, and verify pre-export and pre-import product quality. The TBS Test House provides quick, accurate and confidential test facilities for type-testing, audit testing, technical guidance and advice on test methods and training of laboratory personnel. The Test House covers the following testing facilities:

2.2.1 Chemistry Laboratory

The Laboratory has been established to provide test facilities and services for all chemical and allied products, including petroleum products.

2.1.2 Tested Product Certification Scheme

TBS runs the Tested Product Certification Scheme whereby the manufacturer claims to produce according to company, foreign or international standards which may not be available in Tanzania. The manufacturer's product is tested in TBS laboratories according to the claimed standards and also on-site testing and inspection is done for quality ascertainment.

The Tested Product Certification Scheme is a scheme whereby the Bureau has not issued a standard for a product but which otherwise complies with appropriate standard as specified by the product specification and approved by Specification Approval Committee of the Bureau Application for tested product certificate can be done online on i-SQMT portal under e-service menu through TBS website (www.tbs.go.tz)

2.1.3 Manangement System Certification

TBS provides audits and certification services to both public and private Institutions for both inside and outside the country, it operates according to the requirements of ISO/IEC 17021

TBS have competent and experienced Auditors who are well trained from reputable Countries include Germany, United Kingdom, India, South Africa, Dubai on various management systems.

TBS scope include the following Management systems;

- ISO 9001:2015 Quality Management Systems
- ISO 14001:2015 Environmental Management Systems (EMS)

2.0 SERVICES OFFERED BY TBS

TBS provides the following service;

a) Standards development and harmonization
b) Testing
c) Measurements (calibration)
d) Implementation of standards
e) Product inspection
f) Public education
g) Training
h) Management system certification
i) Product certification
j) Food and cosmetics premise registration
k) Food and cosmetics product registration
l) Fuel Marking
m) Technical Assistance to exporters

2.1 Certification Service

TBS operates two product certification schemes which are;

2.1.1 Standards Mark Certification

The Standards Mark Certification Scheme allows manufacturers whose products have conformed to Tanzania standards to use the 'tbs' Standards Mark of Quality on their products. The scheme requires that the product complies with relevant Tanzania standards. The Standards Mark of Quality is a symbol which manufacturers may use to promote their products and consumers seek as prima facie evidence of quality. Application for Standards mark can be done online on i-SQMT portal under e-service menu through TBS website (www.tbs.go.tz)

Tanzania Standards is an effective means of differentiation in a competitive marketplace. In addition, manufacturing products or supplying services that conform to appropriate standards maximizes their compatibility with those manufactured or offered by others, thereby increasing potential sales and widespread acceptance. As consumers become better informed about their choices, conformity to recognized standards becomes increasingly important.

Standards are a respected badge of quality. Certification marks are earned by businesses whose products and practices consistently prove conformity to relevant standards. These marks (such as the Tanzania Standards Mark of Quality) are easily recognizable and act as badges of quality, safety and performance.

Standards can strengthen infrastructure. Standardization can deliver measurable benefits when applied within the infrastructure of a company itself. Effective communication along the supply chain and with legislative bodies, clients and customers is good business. Business costs and risks can be minimized, internal processes streamlined and communication improved. Standardization promotes interoperability, providing a competitive edge necessary for effective worldwide trading of products and services.

1.5.4 Where and how can I purchase Tanzania Standards?

All Tanzania Standards can be purchased from the TBS library or online. The entire collection of published standards can be searched on TBS website via the TBS Standards Catalogu. This function can be found in the upper middle corner of each TBS web page. You can search by title, standard number or ICS

1.5.2 How are standards developed?

Standards are created by bringing together all interested parties such as manufacturers, consumers and regulators of a particular material, product, process or service. TBS has a directorate mandated to formulate standards.

Most standards are prepared at the request of industry. However, requests may come from individuals, committees, professional organizations, government agencies, industry groups, public interest groups, or from a TBS division or section. The request is first referred to the appropriate directorate for consideration. The directorate then assigns the request to the relevant technical committee or determines that a new standards committee must be formed. Once an appropriate committee has concluded that there is enough interest and need the standard developing process is initiated.

1.5.3 Benefit of Standards

Standards are a powerful tool for supporting innovation and increasing productivity.

Effective standardization promotes forceful competition and enhances profitability.

Standards allow a company to:

- Attract and assure customers;
- Demonstrate market leadership;
- Create competitive advantage;
- Develop and maintain best practices;
- Comply with national legislations.

Standards are a powerful marketing tool. Compliance with

export and local consumption through various certification schemes like pre export/pre import inspection and testing, tested product certification and quality system registration.

d) To undertake the testing of the product samples drawn by TBS inspectors in the course of implementing standards (certification samples) or as requested by manufacturers (type testing samples).

e) To undertake calibration of industrial and commercial measuring equipment and instruments in the area of mass, length, volume, energy, temperature etc.

f) Inspect and Register Premises such as Hotels, Restaurants, warehouses, Butchers, Caterers, Slaughters, Supermarkets, Food and cosmetics shops and production or manufacturing areas.

g) Certify and Register food, food products and cosmetics

1.5 Standardization

1.5.1 What is a standard?

A standard can be defined as a set of technical definitions and guidelines, “how to” instructions for designers, manufacturers, and users, aiming at promoting safety, reliability, productivity and efficiency in almost every industry. Standards are a vehicle of communication for producers and users. They serve as a common language, defining quality and establishing safety criteria. They are written by experts with knowledge and expertise in a particular field who sit on various technical committees.

1.0 BACKGROUND

1.1 Introduction

Tanzania Bureau of Standards (TBS) provides management systems certification service to manufacturers and service providers from both public and private sectors regardless of their size and type of business. The certification service is provided to confirm that the organization or business entity carries out its activities in conformity with the requirements of International Standards. TBS certification body (CB) is guided by the International Standard ISO/IEC 17021-1:2015 in providing this service.

1.2 Vision

To be Africa's leading bureau in standards, quality and safety

1.3. Mission

To promot standardization and deliver quality assurance services that protect consumers, facilitate trade and enhance market competitivesness of Tanzanian products and services

1.4 TBS functions

a) Formulation and promulgation of Tanzania Standards in all sectors of the Country's economy. Priorities have been established for national standards in the field of textiles, leather, agriculture and food, chemical engineering, mining, packaging and environment.

b) To implement the promulgated standards through third party certification schemes.

c) To improve the quality of industrial products both for

ABBREVIATIONS AND ACRONYMS

A.C.	Alternating current (AC)
C+F	Cost and Freight
D.C.	Direct Current
HACCP	Hazard Analysis and Critical Control Points
ICS	International Classification for Standardization
ISO	International Organization for standardization
MTL	Material Testing Laboratory
NPL	National Physical Laboratory
PTC	Packaging Technology Centre
SANAS	South African National Accreditation System
SGS	Société Générale de Surveillance
SMEs	Small and Medium Scale Entrepreneurs
SIDO	Small Industries Development Organization
TBT	Technical Barriers to Trade
TBS	Tanzania Bureau of Standards
TZ	Tanzania
WTO	World Trade Organization

DIRECTOR GENERAL'S MESSAGE



On behalf of all TBS employees, it is my distinguished pleasure and honor to welcome you to Tanzania Bureau of Standards, the Home of Standards. This handbook offers a broad overview of our activities, functions, services and procedures in which standardization and quality assurance is our main priority. It offers a general knowledge on who we are, what we do and where we are heading.

Thank you for being part of us and we hope you will enjoy reading it and find it useful.

Dr.Ashura A. Katunzi
Director General
Tanzania Beaureu Of Standards (TBS)

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