



THE UNITED REPUBLIC OF TANZANIA

MINISTRY OF INDUSTRY AND TRADE

TANZANIA BUREAU OF STANDARDS (TBS)



ISO 9001:2015 Certified

Member of the International Standardization (ISO), Codex Alimentarius Commission (WHO/FAO), Agent for ISO and other National Standards Bodies

TRAINING COURSE ANNOUNCEMENT

COURSE TITLE: ROOT CAUSE ANALYSIS IN LABORATORY

Duration: Five working days (02nd to 06th December, 2024)

Target participants: Laboratory analysts, metrologists, scientists, researchers, laboratory technicians, laboratory technologists, quality assurance personnel, microbiologists, laboratory managers, chemists and quality control personnel.

Course outline

1. Overview of non-conforming work;
2. Concept of root cause analysis;
3. Methods for performing root cause analysis;
4. Corrective actions and correction;
5. Documentation and implementation of corrective actions; and
6. Monitoring and review of corrective actions.

Course presentation and methodology

The course will be presented in Swahili or English languages. The course will be delivered in interactive tutor-led and trainee-led discussions, experience from trainees and group participation.

TBS HEADQUARTERS
Physical Address
Tanzania Bureau of Standards
Ubungu, Morogoro Road /
Sam Nujoma Road
P. O. Box 9524
DAR ES SALAAM, TANZANIA
Tel. No: +255 22 245 0298/
+255 22 245 0206
Telefax: +255 22 245 0959
Hotline: 0800110827
E-mail: info@tbs.go.tz
Website: http://www.tbs.go.tz
E-mail address for customer
complaints:
complaints@tbs.go.tz
Twitter: TBS_Tanzania
Instagram: tbs_Viwango

**TBS CENTRAL
ZONE**
Physical Address
Kambarage Tower
P.O. Box 2956
DODOMA,
TANZANIA
Tel. No:
+255 26 2520310

**TBS LAKE
ZONE**
Physical
Address
NSSF Building,
3rd Floor
P.O. Box 1814
MWANZA,
TANZANIA
Tel. No:
+255 28
2501127

**TBS NORTHERN
ZONE**
Physical Address
NSSF Mafao House
Building, 2nd Floor
P.O. Box 2399
ARUSHA,
TANZANIA
Tel. No:
+255 27 2520143

**TBS SOUTHERN
HIGHLANDS
ZONE**
Physical Address
NHIF Building,
7th Floor
P.O. Box 1674
MBEYA,
TANZANIA
Tel. No:
+255 25 2502848

**TBS SOUTHERN
ZONE**
Physical Address
MTUWASA
Building
P. O. Box 1396
MTWARA,
TANZANIA
Tel. No:
+255 23 2334477

**TBS WESTERN
ZONE**
Physical Address
NSSF Building
(Mafao
House), 2nd Floor
P. O. Box 1276
KIGOMA,
TANZANIA
Tel. No:
+255 28 2804023

Benefits of the course

After successful completion of this course, participants will be able to:

- i. identify and document of the non-conforming work;
- ii. select and apply appropriate root cause analysis tools; and
- iii. implement, monitor and review corrective actions.

Course requirements: Each participant shall have a laptop.

Course assessment and awards:

A participant, who attends the course, participates in group work, exercises and test and scores 60% and above of the final course evaluation shall be awarded a certificate of successful completion. Otherwise, a participant who scores less than 60% of the final course evaluation shall be awarded a certificate of attendance. In addition, participants will be provided with training materials for further reference. Full attendance of participants is required during the course.

Course fee:

The course fee is **TZS 500,000/- per person for Tanzanians and USD 500 per person for foreigners, non-refundable**. The fee shall cover tuition fee, training materials, stationeries, food and refreshments. Each applicant shall be responsible for his/her own travelling and accommodation expenses.

Mode of application:

Interested applicants are advised to apply for the course through email researchandtraining@tbs.go.tz and provide the following information:

- i) Full name of applicant;
- ii) Region and district of applicant;
- iii) Contact (physical address/P. O. Box) of applicant;
- iv) Phone number and email address of applicant; and
- v) Organization name, TIN number, contact (physical address/P. O. Box), region and district (if any);

TBS HEADQUARTERS
Physical Address
Tanzania Bureau of Standards
Ubungu, Morogoro Road /
Sam Nujoma Road
P. O. Box 9524
DAR ES SALAAM, TANZANIA
Tel. No: +255 22 245 0298/
+255 22 245 0206
Telefax: +255 22 245 0959
Hotline: 0800110827
E-mail: info@tbs.go.tz
Website: <http://www.tbs.go.tz>
E-mail address for customer
complaints:
complaints@tbs.go.tz
Twitter: TBS_Tanzania
Instagram: tbs_Viwango

TBS CENTRAL
ZONE
Physical Address
Kambarage Tower
P.O. Box 2956
DODOMA,
TANZANIA
Tel. No:
+255 26 2520310

TBS LAKE
ZONE
Physical
Address
NSSF Building,
3rd Floor
P.O. Box 1814
MWANZA,
TANZANIA
Tel. No:
+255 28
2501127

TBS NORTHERN
ZONE
Physical Address
NSSF Mafao House
Building, 2nd Floor
P.O. Box 2399
ARUSHA,
TANZANIA
Tel. No:
+255 27 2520143

TBS SOUTHERN
HIGHLANDS
ZONE
Physical Address
NHIF Building,
7th Floor
P.O. Box 1674
MBEYA,
TANZANIA
Tel. No:
+255 25 2502848

TBS SOUTHERN
ZONE
Physical Address
MTUWASA
Building
P. O. Box 1396
MTWARA,
TANZANIA
Tel. No:
+255 23 2334477

TBS WESTERN
ZONE
Physical Address
NSSF Building
(Mafao
House), 2nd Floor
P. O. Box 1276
KIGOMA,
TANZANIA
Tel. No:
+255 28 2804023

Mode of payment

Course fee shall be paid in full and once fourteen **(14)** days prior to the date of training. Government bill will be issued to applicant.

Postponement and cancellation of training

If a participant fails to attend the training for any reason, the paid course fee will not be refunded. In case the Bureau postpones the training, the applicant will be informed **ten (10) days** before commencement of the training course together with re-scheduled date.

Training venue

The training will be conducted at Test House 5th Floor Wing A at TBS Headquarters, Ubungo Area, Morogoro Road/Sam Nujoma Road, Dar es Salaam.

For enquiries, contact us through cell phone **No. +255 733 700447 from Monday to Friday (08h00 -16h00).**

Issued by:

Gladness H. Kaseka
Public Relations and Marketing Manager

TBS HEADQUARTERS
Physical Address
Tanzania Bureau of Standards
Ubungo, Morogoro Road /
Sam Nujoma Road
P. O. Box 9524
DAR ES SALAAM, TANZANIA
Tel. No: +255 22 245 0298/
+255 22 245 0206
Telefax: +255 22 2450959
Hotline: 0800110827
E-mail: info@tbs.go.tz
Website: http://www.tbs.go.tz
E-mail address for customer
complaints:
complaints@tbs.go.tz
Twitter: TBS_Tanzania
Instagram: tbs_Viwango

TBS CENTRAL
ZONE
Physical Address
Kambarage Tower
P.O. Box 2956
DODOMA,
TANZANIA
Tel. No:
+255 26 2520310

TBS LAKE
ZONE
Physical
Address
NSSF Building,
3rd Floor
P.O. Box 1814
MWANZA,
TANZANIA
Tel. No:
+255 28
2501127

TBS NORTHERN
ZONE
Physical Address
NSSF Mafao House
Building, 2nd Floor
P.O. Box 2399
ARUSHA,
TANZANIA
Tel. No:
+255 27 2520143

TBS SOUTHERN
HIGHLANDS
ZONE
Physical Address
NHIF Building,
7th Floor
P.O. Box 1674
MBEYA,
TANZANIA
Tel No:
+255 25 2502848

TBS SOUTHERN
ZONE
Physical Address
MTUWASA
Building
P. O. Box 1396
MTWARA,
TANZANIA
Tel. No:
+255 23 2334477

TBS WESTERN
ZONE
Physical Address
NSSF Building
(Mafao
House), 2nd Floor
P. O. Box 1276
KIGOMA,
TANZANIA
Tel. No:
+255 28 2804023