



MANAGEMENT SYSTEMS CATALOGUE

(Training, Certification & Consultancy)



INTRODUCTION

Tanzania Bureau of Standards is a parastatal organization established under the Ministry of Industry and Trade by an Act of parliament No. 3 of 1975, later repealed and replaced by the Standard Act 2 of 2009. TBS was established as part of the efforts by the Government to strengthen with supporting institution infrastructure for the industry and commerce sectors of the economy.

Vision Statement

“To be a centre of excellence in standardization, quality assurance and metrology services in Africa”

Mission Statement

“To provide and promote standardization, quality assurance and metrology services for sustainable socio-economic development”

Quality Policy

Tanzania Bureau of Standards (TBS) endeavors, as mandated to deliver quality products and services 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 processes to ensure that employees are capable of consistently producing quality products and services at the right time.

The main functions of TBS are:

- a) Formulation and promulgation of Tanzania standards in all sectors of the country’s economy. Priorities have been established for national standards in the fields of textiles, leather, agriculture, food, chemicals, engineering and environment;

- b) Implementation of the promulgated standards through third party certification schemes;
- c) Improving the quality of industrial products both for export and local consumption through various certification schemes;
- d) Promotion of standardization and quality assurance services in industry and commerce through training of personnel in company standardization, quality assurance and management system, quality improvement laboratory techniques and accreditation and packaging technology.
- e) Undertaking testing of product samples drawn by TBS inspectors in the course of implementing standards (certification samples), requested by manufacturers themselves (type-testing samples), brought by consumers (consumers complaints samples) or for checking laboratory proficiency (proficiency testing samples); and
- f) Undertaking calibration of industrial and scientific measuring equipment and instruments in the areas of mass, length, volume, energy, temperature, etc.
- g) Inspect and Register Premises such as Hotels, Restaurants, Warehouses, Butchers, Caterers, Slaughters, Supermarkets, Food and Cosmetics shops and Production or Manufacturing areas.
- h) Certify and Register food, food products and cosmetics.

A. TRAINING SERVICES

TBS through the Training Section has engaged in embarking useful skills in the area of standardization and quality assurance since its inception, where thousands of personnel in different disciplines have been trained and the number continue to grow with every passing time.

We proudly continue to provide training services through our outcome-based courses. We also continue to provide outstanding and professional training services to all our customers. This is to ensure that our training remains relevant and maximizes return on investment.

We are further committed in providing knowledge and experiences, not only nationally, but also to our partners East Africa Community (EAC), Southern Africa Development Community (SADC) and all interested parties.

As part of our continuous improvement the following are the areas of the current courses offered:

1. ISO 9001, Quality management System;
2. ISO/ IEC 17025, General requirements for the competence of testing and calibration laboratories
3. 17025, General requirements for the competence of testing and calibration laboratories
4. ISO 15189 - Requirements for quality and competence in medical laboratories.
5. ISO 22000, Food safety management system;
6. ISO 14001, Environmental management system;
7. TZS 1770, Hazard Analysis and Critical Control

Point (HACCP) System - Requirements for any organization in the food chain;

8. Sensitization seminar, training and workshop to MSMEs on standardization and quality assurance; and
9. Others customized standardization and quality assurance courses.

1. QUALITY MANAGEMENT SYSTEM (QMS)- ISO 9001

ISO 9001 is the standard that sets out requirements for quality management system which focused on customer requirements and enhancing of customer satisfaction. This standard is generic and applicable to organization regardless of its type, size, or products and any services it provides.

Training description for ISO 9001:

a) Awareness training

Course outline:

- Introduction to QMS and terminologies
- Quality management principles and their application
- Risk based thinking
- Plan-Do-Check-Act cycle (PDCA)
- Process approach
- Benefits of QMS
- Leadership and commitment
- Quality policy/objectives
- Impact of ISO 9001 certification to business operations and road map to ISO 9001 certification

Duration: 1 to 2 days

Certificate of attendance

b) Implementation of QMS based on ISO 9001 requirements

Course outline:

- Introduction to QMS
- The founding principles
- Basic concepts of QMS – The Process Approach, PDCA Cycle and Risk-Based Thinking
- Context of the organization (issue that are relevant to your organization and relevant interested parties, scope and QMS processes)
- Leadership (top management commitment, quality policy and objectives roles, responsibilities and authorities)
- Planning (action to address and identify risks and opportunities, establishment of quality objectives, action and planning for changes that could affect your organization quality management system)
- Support (internal and external resources and documentation requirements)
- Operations (planning, identify requirements for services, design and development of training programs, plan and address any non-confirming outputs)
- Performance evaluation (internal audit and management review)
- Improvement (break through, incremental and continuous improvement).

Duration:

5 days

Course evaluation:

Group assignments, final written course evaluation and 100% attendance. Certificate of attendance and successful completion will be awarded

c) Internal auditors on QMS (ISO 9001)

Course outline:

- Introduction to auditing;
 - Auditors' perspective to ISO 9001;
 - Interpretation of ISO 9001 as a basis for audit;
 - Planning of an audit and setting auditing objectives;
 - Performing an auditing; and
 - Audit reporting, analysis and follow-up on corrective action.

Duration:

5 days

Course evaluation:

Group assignments, final written course evaluation and 100% attendance. Certificate of attendance and successful completion will be awarded

d) Lead Auditors on QMS (ISO 9001)

With this course trainee will gain important transferable skills and abilities on carrying and leading effective audits and managing the entire audit process in accordance with ISO 19011. Also the trainee will learn on how to lead a team, prepare and conduct independent audits to the requirements of ISO 9001.

Duration:

5 days

Course evaluation:

Group assignments, final written course evaluation and 100% attendance. Certificate of attendance and successful completion will be awarded

2. GENERAL REQUIREMENTS FOR THE COMPETENCE OF TESTING AND CALIBRATION LABORATORIES ISO - 17025/ MEDICAL LABORATORIES — REQUIREMENTS FOR QUALITY AND COMPETENCE - ISO 15189

Implementation of this standard promotes confidence in the operation of laboratories which enable them to operate competently and able to generate reliable testing results which can acceptable over the world. Also this can lead the process of seeking laboratory accreditation can hence the acceptance of the results of an organization testing and calibration and medical processes and their activities worldwide.

Training description for ISO/IEC 17025/ ISO 15189:

a) Awareness training

Course outline:

- Introduction to standard and terminologies
- General requirements to Laboratory quality management system
- Process and resource requirements
- Risk- based thinking
- Benefits of Accreditation
- Route for accreditation

Duration: 1 to 2 days

Certificate of attendance

b) Implementation of ISO/IEC 17025/ ISO 15189 requirements

Course outline:

- Introduction to ISO/ IEC 17025;
- General Requirements

- Structural Requirements
- Resources Requirements
- Process Requirements
- Management System Requirements
- Method validation fit for purpose
- Introduction to uncertainty
- Risk based thinking

Duration: 5 days

Course evaluation: **Group assignments, final written course evaluation and 100% attendance Certificate of attendance and successful completion will be awarded**

c) Quality Assurance & competence in testing/ medical laboratories (Hands-on Skills)

This course will enable those making decisions based on the data they produce to know reliable results from the laboratories which can lead to make decision.

Course outline:

- Introduction to ISO/IEC 17025/ISO 15189
- Application of quality control tools in laboratories quality assurance
- Calibration of analytical method
- Validation of analytical method
- Introduction to measurement uncertainty

Duration: 5 days

Course evaluation: **Group assignments, final written course evaluation and 100% attendance. Certificate of attendance and successful completion will be awarded**

3. FOOD SAFETY MANAGEMENT SYSTEM, ISO 22000/HACCP

ISO 22000 is applicable to all organization regardless of size and complexity. Organizations that are directly or indirectly involved include, but are not limited to, feed producers, animal food producers, harvesters of wild plants and animals, farmers, producers of ingredients, food manufacturers, retailers, and organizations providing food services, catering services, cleaning and sanitation services, transportation, storage and distribution services, suppliers of equipment, cleaning, disinfectants, packaging materials and other food contact materials.

a) **Awareness of FSMS ISO 22000/HACCP**

Course outline

- Basic concepts of Food Safety Management System (FSMS), ISO 22000/HACCP;
- Introduction to Food Safety Management System (FSMS), ISO 22000/HACCP;
- General requirements
- Importance of Food Safety Management System/HACCP,
- Benefits of Food Safety Management System (FSMS), ISO 22000/HACCP to businesses, society and governments.

Duration: 1 to 2 days

Certificate of attendance will be awarded

b) **Implementation of FSMS ISO 22000/HACCP**

Course outline

- Learn how to support an organization to effectively

plan, implement, manage, monitor and maintain a FSMS/HACCP

- Acknowledge the correlation between ISO 22000/HACCP and other standards and regulatory frameworks
- Learn how to interpret the ISO 22000/HACCP requirements in the specific context of an organization
- Master the concepts, approaches, standards, methods and techniques for the implementation and effective management of a FSMS/HACCP
- Acquire the expertise to advise an organization in implementing Food Safety Management System/HACCP best practices

Duration:

5 days

Course evaluation:

Group assignments, final written course evaluation and 100% attendance. Certificate of attendance and successful completion will be awarded.

c) **Internal Auditor of FSMS ISO 22000/HACCP**

Course outline

- Introduction to auditing;
- Auditors' perspective to ISO 22000/HACCP;
- Interpretation of ISO 22000/HACCP as a basis for audit;
- Planning of an audit and setting auditing objectives;
- Performing an auditing; and
- Audit reporting, analysis and follow-up on corrective action.

Duration:

5 days

Course evaluation:

Group assignments, final written course evaluation and 100% attendance. Certificate of attendance and successful completion will be awarded.

d) **Lead Auditor of FSMS ISO 22000/HACCP**

Course outline

- Development of necessary expertise to perform Food Safety Management System (FSMS)/HACCP audit by applying recognized audit principles, procedures and techniques;
- Prepare audit plan and carry out internal and external audits in compliance with ISO 19011 and ISO/IEC 17021-1 certification process; and
- Managing the entire audit process in accordance to ISO 19011 and become competent to manage an audit program, audit team, communication with customers, and conflict resolution.

Duration:

5 days

Course evaluation:

Group assignments, final written course evaluation and 100% attendance. Certificate of attendance and successful completion will be awarded.

4. ENVIRONMENTAL MANAGEMENT SYSTEM, ISO 14001

Environmental management system (ISO 14001) is a powerful tool to help organization to successfully meet financial,

regulatory, statutory as well as environmental challenges.

Through implementation of ISO 14001 helps your organization to meet the environmental laws, regulations and policy requirements. Similarly helps your organization to reduce environmental liability and cost of waste management, saving consumption of energy and improve and maintain perception of your organization to the public and other stakeholders.

a) **Awareness of EMS ISO 14001**

Course outline

- Concept & methodology
- Terms & definitions
- PDCA cycle
- Process approach
- Risk-based thinking
- Standards requirements ISO 14001

Duration: 1 to 2 days

Certificate of attendance will be awarded.

b) **Implementation of EMS ISO 14001**

Course outline

- Introduction to EMS
- Terms and definitions
- Context of the organization (Issues, Interested parties, scope and Environmental management system)
- Leadership (Environmental policy, roles and responsibilities)
- Planning (Risk and opportunities, Environmental objectives, Planning)

- Support (resources, communication and documentation requirements)
- Operations (Operational planning and control, Emergency preparedness and response)
- Performance Evaluation (Evaluation of compliance, internal audit and management review)
- Improvement (Nonconformity processes, corrective actions, and continual improvement)

Duration: **5 days**

Course evaluation: **Group assignments, final written course evaluation and 100% attendance. Certificate of attendance and successful completion will be awarded.**

c) **Internal Auditor of EMS ISO 14001**

Course outline

- Auditors' perspective to ISO 14001;
- Auditor skills and responsibilities ;
- Interpretation of ISO 14001 as a basis for audit;
- Planning of an audit and setting auditing objectives;
- Performing an auditing; and
- Audit reporting, analysis and follow-up on corrective action.

Duration: **5 days**

Course evaluation: **Group assignments, final written course evaluation and 100% attendance. Certificate of attendance and successful completion will be awarded.**

d) **Lead Auditor of ISO 14001**

Course outline

- Concept and principles of auditing
- Managing an audit program
- Performance of an audit
- Reporting, recording and follow-up on corrective actions taken
- Competence and evaluation of auditors

Duration: 5 days

Course evaluation: **Group assignments, final written course evaluation and 100% attendance. Certificate of attendance and successful completion will be awarded.**

Course presentation and methodology

- Maximum of 25 learners per session;
- Course will be offered in line to language flexibility;
- Practical exercises include examples and case study discussions; and
- Practical test and exams.

5. QUALITY CONTROL TECHNIQUES

- Root cause analysis
- Method validation and calibration
- Total Quality Management
- Tailored training on hands on skills on quality assurance and competence in chemical, physical and microbiologic analysis of water to laboratory personnel

6. SEMINARS, TRAININGS AND WORKSHOPS ON SENSITIZATION TO MSMEs ON UP TAKING TANZANIA STANDARDS AND QUALITY ASSURANCE

TBS offer trainings, seminar, and workshops on standardization and quality assurance to MSMEs. Also collaborates with other public and private sectors to provide these services. Furthermore stakeholders are encouraged to contact TBS so that training, workshop and seminars may organize to fulfil their needs.

A. CONSULTATION SERVICES

TBS assist organization who need/require to implement management system services in the following areas: documentation of manual, procedures, risk matrix, scope, operational process, objectives quality plans, conduct internal audit, management review and other based on management system requirements.

Duration: Depend on the context of the organization
Expected output: Management System manual, standard operating procedures, identified operational process (SOPs), documented risk matrix and mitigation mechanisms, work instructions, forms, audit plan, audit objectives, internal audit report, management review outputs and others based on management system requirements

B. MANAGEMENT SYSTEM CERTIFICATION SERVICES

Tanzania Bureau of Standards (TBS) provides certification of management systems based on the requirements of international standards to public and private companies, manufactures and other service providers.

Benefits of Management System Certification

- a. Work in a more efficient way as all your processes will be aligned and understood by everyone in the business or organization. This increases productivity and efficiency, bringing internal costs down.
- b. Meet the necessary statutory and regulatory requirements.
- c. Expand into new markets, as some sectors and clients require ISO 9001 before doing business.
- d. Identify and address the risks associated with your organization.
- e. Improve customer focus and process orientation within a company.
- f. Improve management commitment and decision making.
- g. Better working conditions for employees.
- h. Increase motivation of employees.
- i. Reduce cost of internal and external failures.
- j. Continue improvement of Quality Management Systems.
- k. Improve image for the company.
- l. Increase Customer Confidence

The Management Systems Certification Scope Covers:

- i. ISO 9001-Quality Management Systems
- ii. ISO 14001-Environment Management Systems.
- iii. ISO 45001-Occupational Health and Safety Management systems
- iv. TZS 1770-Hazard Analysis and Critical Control Points.

Management Systems Certification Procedures

- I. Make an Enquire: Enquiry for certification services can be made by writing via email through **info@tbs.go.tz** and postal address or visit nearby zonal office.
- II. Application review. Application review is done through examining questionnaires filled by client to determine location of the firm, number of workers at the firm and function of the firm in order to establish degree of conformance to the standard applied by the client.
- III. Stage I Audit. This stage consists of reviewing client's management system documented procedures and processes against requirements of international management system standard.

- IV. Stage II Audit. This stage consists of on-site audit of activities in the firm to check conformity of the implemented quality management systems against the requirements of international management system standard, organization documented procedures and regulations.
- V. Certificate granting. Certificate granted for management system is valid for 3 years from the date of issue.
- VI. 1st Surveillance audit. Surveillance audit is conducted at least once per year to confirm effective implementation of the requirements of relevant standard.
- VII. 2nd Surveillance audit. Surveillance audit is conducted within 12 months to confirm effective implementation of the requirements of relevant standard.

FOR MORE DETAILS CONTACT

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TANZANIA BUREAU OF STANDARDS (TBS)

“Quality is everyone’s responsibility”
- By W Edward’s Deming

“In the race for quality there is no finish line”
- By David Kearns former xerox CEO



“Quality For Market Success”



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