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PVoC is not a barrier to trade

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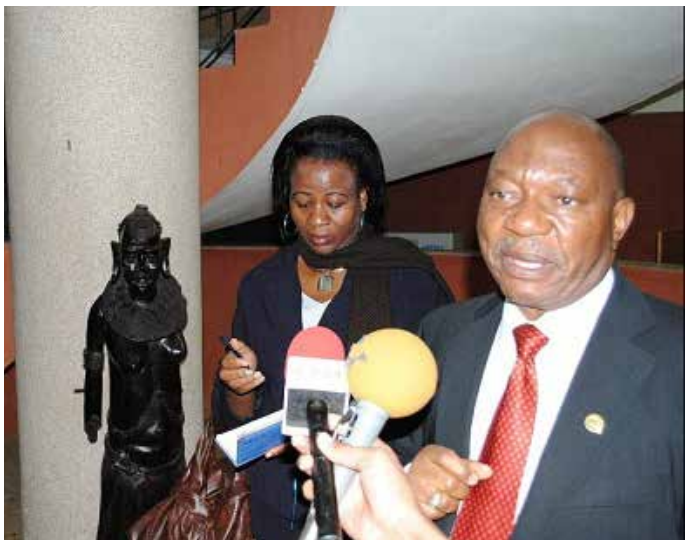
Cover Photo

Members of Noxious Smell Technical Committee deliberate on draft Tanzania standards in one of their meetings at TBS headquarters in Dar es Salaam.

EAC standards bureaus urged to capture international markets

The East African Community (EAC) National Standards Bodies have been urged to support business in the region by accessing the lucrative international markets through compliance with the international regulations and standards which govern these markets.

The regional bloc's Deputy Secretary General (Planning and Infrastructure), Mr. Enock Bukuku made the call recently in Arusha when opening the 16th East African Standards Committee Meeting.



The Deputy EAC Secretary General (Planning and Infrastructure), Mr. Enock Bukuku (right) responds to journalists' questions after opening the 16th East African Standards Committee Meeting in Arusha recently.

Mr. Bukuku said noncompliance to international standards and regulations causes failure of partner states to access regional and international markets. He said the markets can easily be accessed through a full understanding of the standards setting process and the use of science-based arguments which partner states use in harmonization of East Africa Community Standards.

"Through AGOA (the US African Growth and Opportunity Act), partner states are allowed to sell up to 1700 products but the number of products entering AGOA market is very minimal, due to the failure of complying with international regulations and standards," he said.

He further said EAC partner states are increasingly required to eliminate Non-Tariff Barriers (NTBs) to trade including Technical Barriers to Trade (TBT) to facilitate trade in the region. On this, he urged for urgent revision of all outdated standards to counter any emerging standards related to NTBs in the near future.

"We do not need to fear reforms, common standards are important for consumer protection as well as environmental protection," Mr. Bukuku insisted and urged East African Standards Committee to expedite the process of reviewing and where necessary withdraw standards that have been overtaken by event.

Mr. Bukuku further said that regional cooperation cannot advance without involving all stakeholders who facilitate improvement of the standards of living of the citizens through increased competitiveness, value-added production, trade and investment.

The 16th East African Standards Committee Meeting was preceded by EAC Sub Technical Committee Meetings on Standards, Quality Assurance, Metrology and Testing with participants from Tanzania, Uganda, Kenya, Rwanda and Burundi.

Refrain from buying substandard products

TANZANIANS have been urged to refrain from buying substandard and counterfeit products for their own betterment and the country's economic prosperity.

Mbeya Regional Commissioner, Mr. Abbas Kandoro made the call recently in Mbeya region when opening a one day Pre-Shipment Verification of Conformity to Standards (PVoC) pre-implementation conference for major stakeholders in the importation industry.

Mr. Kandoro said all Tanzanians should be responsible for ensuring that substandard products do not enter in the Tanzanian market, instead of letting TBS alone to do the job.

"Our country is big, with many entry points including unofficial ones, which allows the influx of substandard products. We now need to change our attitude by buying only quality products," said Mr. Kandoro.

He elaborated that substandard goods affect the economy in different ways, including loss of government revenue and high unemployment as substandard products deny the domestic industries the opportunity to expand production and scare off potential investors to establish their presence in Tanzania.

Mr. Kandoro commended the government's initiative to control the influx of substandard imported products by implementing PVoC scheme which is due to start on 1st February, 2012. He said under the PVoC scheme, products to be imported into Tanzania will be verified for conformity to the applicable national standards or approved international or foreign standards before shipment.

In her welcoming remarks the TBS Director of Quality Management, Mrs. Kezia Mbwambo said TBS will continue to create awareness among stakeholders so that they can easily cope with PVoC. So far TBS has conducted pre-implementation conferences in Dar es Salaam, Arusha, Mwanza and Mbeya.

PVoC is a conformity assessment and verification procedure applied to goods at exporting countries, to ensure they are in conformity with the Tanzania Standards or approved equivalents. Under this programme, before shipping to Tanzania, all consignments subject to PVoC must obtain a Certificate of Conformity (CoC), without this the commodities arriving at Tanzania ports and entry points will not be allowed entry.

The programme is carried out by authorized third-party agencies (PVoC partners) and consists of physical inspection with combination of laboratory testing, documentary review and factory audits, where necessary.

Mbeya Regional Commissioner, Mr. Abbas Kandoro addressing participants of the PVoC conference in Mbeya recently.

TBS stresses the need to strengthen food safety, quality systems

Strengthening of food safety and quality control system is an essential requirement for the good health of the population in the country.

Participants and Trainers of the Training of Trainers Workshop on Food Hygiene and Quality Assurance in the Meat Sector, held at the Blue Pearl Hotel in Dar es Salaam.

This was revealed by the Director of Standards Development of Tanzania Bureau of Standards (TBS), Mr. Leandri Kinabo, during the opening of a five day Training of Trainers Workshop on Food Hygiene and Quality Assurance in the meat sector at Blue Pearl Hotel in Dar es Salaam.

Speaking on behalf of the Director General, Mr. Kinabo said strengthening of food safety and quality control system involves promotion of good agriculture, good animal husbandry, good manufacturing and good hygienic practices and educating consumers about safety and quality.

Mr. Kinabo elaborated that one of the applicable tools for food safety hazard management is the ISO Standard on Food Safety Management Systems. Food Safety Management Systems combine integrative communication, management system, documentation and control, process control, Hazard Analysis Critical Control Point (HACCP), principles and prerequisite programmes.

He said TBS has for a number of years put in place a system of adopting and adapting standards from the Codex Alimentarius Commission and other international standards organizations, yet not so many firms or enterprises have managed to comply with those standards and get certified.

The Director further said Codex standards, in particular those which relate to food hygiene do not demand any innovations on manufacturing or handling practices of food, but relate to common practices which are commonly applied in daily life during primary food production or processing at homes.

"It is a matter of introducing change on how we do and manage our foods, such that it would ensure that food is safe and suitable for its intended use, reduce the likelihood of introducing hazards which may adversely affect the safety of the food," said Mr. Kinabo.

He appealed to participants to participate effectively in all activities of the training programmes as they have responsibilities that address food safety and quality issues along the food chain.

In her welcoming remarks, the Resident Representative of the Food and Agriculture Organization (FAO), Ms Diana Tempelman said improving food safety at all stages of the food chain is one of the key objectives of FAO work.

She said improving the safety of foods of animal origin is an important component of the FAO work in food safety, and it involves development of guidance on good practices in animal feeding, animal husbandry, slaughter and processing of animal products. She further said FAO hosts the secretariat of the Joint FAO and World Health Organization (WHO) Codex Alimentarius Commission which sets international food safety and quality standards and FAO plays various roles, both upstream and downstream of the standards setting process.

The workshop drew participants from different parts of Tanzania Mainland and Zanzibar as well as food safety experts from Tanzania, FAO Rome and New Zealand. It was jointly organized by TBS and FAO and it was the 2nd session of a progressive training programme on food safety funded by the One UN initiative.

PVoC is not a barrier to trade – Ekelege

Pre-Shipment Verification of Conformity to Standards (PVoC) Programme is for trade facilitation and not a barrier to trade as perceived by some members of the business community in the country.

TBS Director General, Mr. Charles Ekelege made the clarification recently at TBS headquarters in Dar es Salaam, when opening a half day awareness seminar for small scale traders known as Nguvu Kazi Jua Kali Partners. Mr. Ekelege said PVoC programme which became operational on 1st February, 2012 requires importers to have their consignments tested and verified in countries of origin before shipment to Tanzania, thus improving the clearing process and hence facilitating trade.

The Director General said the government has realized the importance of PVoC programme which to a great extent will reduce the influx of substandard and counterfeit products in the country. He insisted that the programme aims at ensuring that only quality products penetrate into the Tanzanian market.

"TBS aims at reducing or eradicating substandard and counterfeit products in the Tanzanian market which have been affecting the country in many ways," said Mr. Ekelege, adding that substandard and counterfeit products have immense effects on the health and safety of the consumers, while at the same time affecting the environment and the economy.

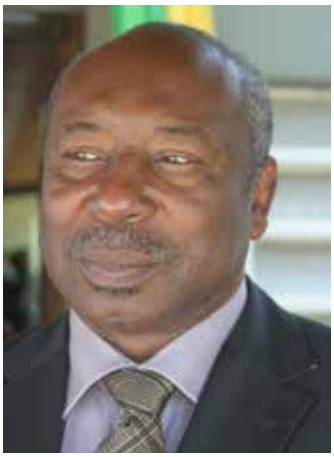
In the past few days, TBS has conducted a number of seminars targeting the business community in various categories, including small and medium scale importers, compliant traders, members of the Tanzania Private Sector Foundation and members of the Tanzania Chamber of Commerce, Industry and Agriculture. The aim is to educate the stakeholders on the importance of PVoC and importing procedures under the programme.

PVoC is a conformity assessment process used to verify that imported products are in conformity with requirements of applicable standards before shipmenting to a destination country. Three contractors, namely Bureau Veritas of France, Intertek of UK and SGS of Switzerland implement the PVoC programme abroad on behalf of TBS, under a three-year contract, secured under a rigorous tendering process.

The programme complements Destination Inspection which has been done since 1999 under the Batch Certification of Imports Scheme, provided for under Government Notice No. 672 of 1998 (repealed and replaced by GN No. 405 of 25 December 2009). Under Destination Inspection scheme, imported products are inspected and verified at the destination point.

Some of the members of Nguvu Kazi Jua Kali Partners group during a seminar on Pre-Shipment Verification of Conformity to Standards (PVoC).

New TBS Board of Directors appointed



TBS Board Chairman, Mr. Oliver Mhaiki

The President of the United Republic of Tanzania, Hon. Dr. Jakaya Mrisho Kikwete, has appointed Mr. Oliver Mhaiki as the new Chairman of the TBS Board of Directors. Subsequently, the Minister for Industry and Trade, Hon. Dr Cyril Chami has appointed the members of the Board.

The move follows the expiry of the former Board which served from 2010 to 2012 under the chairmanship of Professor Apollinaria Pereka.

The appointed members of the Board of Directors are Mr. Odilo Majengo (Ministry of Industry and Trade), Mr. Donald Chidowu (Ministry of Justice and Constitutional Affairs), Mr. Rashid A Salim (Ministry of Industry, Trade and Marketing – Zanzibar), and Dr. Bertha Maegga (Ministry of Health and Social Welfare).

Other members are Prof. Ntengua Mdoe (Sokoine University of Agriculture) Mr. Peter Machunde (Tanzania Private Sector Foundation), Mr. Geoffrey Mariki (Fair Competition Commission), Mrs. Suzy Laizer (Small and Medium Scale Entrepreneurs), Mrs. Elipina Mlaki (Ministry of Finance and Economic Affairs), Mr. George Simbachawene (Member of Parliament) and Mr. Charles Ekelege (TBS Director General).

The newly formed Board will serve for three years.

Education on quality issues vital for entrepreneurs – Kandoro

Tanzania Bureau of Standards (TBS) has been urged to put more effort in educating small and medium entrepreneurs on issues of food safety management system and criteria for quality packaging so as to enable them to compete in the local and international markets.

Small and medium entrepreneurs join the Mbeya Regional Commissioner, Mr. Abbas Kandoro (in the midst, gesturing) in a group photo after the opening of their seminar in Mbeya.

Mbeya Regional Commissioner, Abbas Kandoro made the remark recently, during the official opening of the seminar on quality issues for small and medium entrepreneurs held in Mbeya.

Mr. Kandoro said quality will increase the value of products produced in the region and that producers should abide by all procedures required to acquire the TBS standards mark of quality.

He said education on quality issues is very vital for producers and that without education it is difficult for them to succeed.

"We are lucky that the government has opened up a new market for Mbeya citizens as the newly built Airport at Iwambi area which will soon be operational, if well utilized it will improve the economy of the region," Mr. Kandoro said. He added that it is high time for farmers in the region to acquire knowledge on production of quality products which will enable them to secure markets for their products, hence increase their income.

Earlier, the Njombe District Commissioner, Sarah Dumba commended TBS efforts, saying the Bureau has intervened at the right time as the government has resolved to invest in agriculture through Kilimo Kwanza policy as 80 percent of Tanzanians depend on agriculture.

Ms Dumba was opening a three day seminar in Njombe region which was also organized by TBS as part of its programme to educate all entrepreneurs in the country.

Both seminars in Njombe and Mbeya regions drew participants from urban and rural areas who are engaged in production of maize flour, rice, beans, cooking oil, soaps, and other products.

"We will continue to be good ambassadors of TBS"

Three retired officers, namely Faustine Masaga, Obadia Msaki and Claude Mosha, never regretted to work with Tanzania Bureau of Standards (TBS) and will continue to be good ambassadors of the Bureau.

The retirees made the remark during their farewell party held at Mlimani City in Dar es Salaam on 2012-04-27.

Dr. Mosha who was Chief Standards Officer and served as Chairperson of Codex Alimentarius Commission, insisted that standard officers need to have self confidence and this can only be achieved through reading so as to be well informed.

"Tanzanians we are capable, what is needed is self confidence and hard work", he insisted.

Mr. Masaga on his part advised the remaining workers to be tolerant, stick to professionalism, work hard and above all love each other. He said as Chief Standards Officer he valued his job and worked very hard till his retirement and urged other workers to emulate his behavior and wear his shoes.

Mr. Msaki, Principal Standards Officer, also commented that TBS should continue to be a customer driven organization and urged the Bureau to start working on standards policy which is currently not in place.

Winding up retirees comments, The TBS Director General, Mr. Charles Ekelege commended the retirees for their hard work and commitment to the course of the Bureau. He urged all workers to emulate the retiring servants' work spirit.

Retired officers Faustine Masaga, Obadia Msaki and Claude Mosha and their families in a group photo with TBS management.

Meetings held

During the period January – June 2012, the following Technical Committee and Working Group Meetings were held:

TC/DC	Name	Date
CDC14	Rubber and Rubber Products Technical Committee	2012-01-13
AFDC16	Cereal and Cereal Products Technical Committee	2012-01-27
AFDC13	Alcoholic Beverages Technical Committee	2012-01-30
GTDC 4	Packaging Technical Committee	2012-02-02
NCCC	National Codex Coordinating Committee	2012-02-09
AFDC	Agriculture and Food Standards Divisional Committee	2012-02-10
DC	Building and Construction Divisional Committee	2012-02-15
AFDC	Agriculture and Food Standards Divisional Committee	2012-02-17
EEDC 1	Electrical Equipment Technical Committee	2012-02-17
CDC 19	Liquid Renewable Biofuel Technical Committee	2012-02-24
EEDC 1	Electrical Equipment Technical Committee	2012-03-02
TDC 2	Apparel Technical Committee	2012-03-08
DC	Mechanical Engineering Divisional Committee	2012-03-13
CDC19	Liquid Renewable Biofuel Technical Committee	2012-03-13
AFDC	Agriculture and Food Standards Divisional Committee	2012-03-13
DC	General Techniques Divisional Committee	2012-03-15
TDC	Textile and Leather Divisional Standards Committee	2012-03-15
GTDC 3	The Application of statistical methods and quality assurance Technical Committee	2012-03-22
TDC 3	Household Textile Technical Committee	2012-03-22
GTDC 4	Packaging Technical Committee	2012-03-23
AFDC18	Tea Technical Committee	2012-03-23
GTDC 4	Packaging Technical Committee	2012-03-29
TDC10	Mechanical Contraceptive Technical Committee	2012-03-29
EEDC4	Electrical Engineering Manned Security Systems Technical Committee	2012-03-29
MEDC2	Engineering Metals and Structures Technical Committee	2012-03-29
DC	General Techniques Divisional Standards Committee	2012-03-30
AFDC19	Oleaginous Seeds Technical Committee	2012-03-30
AFDC19	Oleaginous Seeds Technical Committee	2012-03-30
TDC	Textile Divisional Committee	2012-04-05
EEDC 4	Electrical Engineering Manned Security Systems Technical Committee	2012-04-12
EEDC 3	Electrical Installations Technical Committee	2012-04-23
BCDC2	Building and Construction Engineering, Masonry Technical Committee	2012-04-30
AFDC	Agriculture and Food Standards Divisional Committee	2012-04-30

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AFDC13	Alcoholic beverages Technical Committee	2012-04-30
BCDC 9	Building and Construction Engineering, Roofing Materials and Finishes Technical Committee	2012-05-02
CDC	Chemicals Divisional Committee	2012-05-03
CDC 15	Petroleum and Petroleum Products Technical Committee	2012-05-09
MEDC	Mechanical Engineering Divisional Committee	2012-05-10
GTDC 5	Documentation Technical Committee	2012-05-10
EMDC 2	Air Quality Technical Committee	2012-05-10
GTDC 5	Documentation Technical Committee	2012-05-17
MEDC2	Mechanical Engineering Metals and Structures Technical Committee	2012-05-18
EMDC 1	Wastewater Technical Committee	2012-05-18
CDC	Chemicals Divisional Committee	2012-05-22
CDC	Chemicals Divisional Committee	2012-05-28
NCCC	National Codex Coordinating Committee	2012-05-29
AFDC	Agriculture and Food Standards Divisional Committee	2012-05-30
EMDC	Environmental Management Divisional Committee	2012-05-30
EEDC 3	Electrical Installations Technical Committee	2012-05-31
CDC	Chemicals Divisional Committee	2012-06-07
CDC	Chemicals Divisional Committee	2012-06-07
EEDC 2	Electrical Engineering Cells and Batteries Technical Committee	2012-06-14
AFDC12	Processed Fruits and Vegetables Technical committee	2012-06-14
AFDC 9	Animal Feeds Technical Committee	2012-06-15
BCDC	Building and Construction Divisional Committee	2012-06-15
BCDC 12	Building and Construction Engineering, Timber Structures Technical Committee	2012-06-21
AFDC20	Tobacco & Tobacco Products Technical Committee	2012-06-22
GTDC 5	Documentation Technical Committee	2012-06-26
GTDC 4	Packaging Technical Committee	2012-06-27
GTDC 3	Application of statistical methods and quality assurance Technical Committee	2012-06-27
GTDC	General Techniques Divisional Standards Committee	2012-06-28
GTDC	General Techniques Divisional Standards Committee	2012-06-29
EEDC 3	Electrical Installations Technical Committee	2012-06-29
CDC 15	Petroleum and Petroleum Products Technical Committee	2012-06-20

Standards deliver high quality!

Increase competitiveness and brand value of your products by applying the TBS mark of quality. The TBS mark of quality is recognized and trusted at local and international level.

For more information about the TBS certification, calibration and testing, visit our head office in Dar es Salaam, at Ubungo or contact any one of our offices in Holili, Horohoro, Namanga or Sirari. Alternatively, call us through the numbers and addresses listed below.

tbs
Standard Mark of Quality

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TANZANIA BUREAU OF tbs STANDARDS

Finalized Standards

During the period under review the following standards were finalized

TZS 1511: 2012, Occupational health and safety management system – Requirements

TZS 1512: 2012, Direct exploration of soil and rock types as well as groundwater conditions Part 2: Methods of investigation in rocks.

TZS 1513: 2012, Direct exploration of soil and rock types as well as groundwater conditions Part 4: Identification and description of soil types and rocks

TZS 1452-3: 2012, Materials and articles in contact with foodstuffs plastics – Part 3: Test methods for overall migration into aqueous food simulants by total immersion

TZS 1452-4: 2012, Materials and articles in contact with foodstuffs – Plastics – Part 4: Test methods or overall migration into olive oil by cell

TZS 1452-5: 2012, Materials and articles in contact with foodstuffs – Plastics – Part 5: Test methods for overall migration into aqueous food simulants by cell

TZS 1452- 6: 2012, Materials and articles in contact with foodstuffs – Plastics – Part 6: Test methods for overall migration into olive oil using a pouch

TZS 1452-7: 2012, Materials and articles in contact with foodstuffs – Plastics – Part 7: Test methods for overall migration into aqueous food simulants using a pouch

TZS 1452-8: 2012, Materials and articles in contact with foodstuffs – Plastics – Part 8: Test methods for overall migration into olive oil by article filling

TZS 353: 2012, Galvanized plain and corrugated steel sheets – Specification

TZS 1521: 2012, Stainless steel tank – Specification

TZS 1547: 2012, Ophthalmic optics – Specification for single – Vision ready-to- wear near-vision spectacles

TZS 1548 -1: 2012, Ophthalmic optics – Semi-finished spectacle lens blanks – Part 1: Specifications for single - Vision and multifocal lens blanks

TZS 1548-2: 2012, Ophthalmic optics – Semi-finished spectacle lens blanks – Part 2: Specifications for progressive power lens blanks

TZS 1533: 2012, Quality management systems – Guidelines for quality plans

TZS 1534: 2012, Ophthalmic optics – Spectacle lenses – Fundamental requirements for uncut finished lenses.

TZS 1532: 2012, Plastics crates for fruits and vegetables – Specification

TZS 1512: 2012, Precast concrete paving blocks – Specification

TZS 1513: 2012, Marble tiles and slabs – Specification

TZS 1531: 2012, Packaging – Flexible carrier bags for the transport of various retail goods –General characteristics and test method for the determination of volume and carrying capacity

TZS 1518(Part 1): 2012, Polyvinyl chloride insulated cables of rated voltages up to and including 450/750 V Part 1: General requirements

TZS 1518(Part 2): 2012, Polyvinyl chloride insulated cables of rated voltages up to and including 450/750 V Part 2: Test methods

TZS 1518(Part 3): 2012, Polyvinyl chloride insulated cables of rated voltages up to and including 450/750 V: Part 3 – None sheathed cables for fixed wiring

TZS 1518(Part 4): 2012, Polyvinyl chloride insulated cables of rated voltages up to and including 450/750 V: Part 4 – Sheathed cables for fixed wiring

TZS 1519: 2012, Conductors of Insulated cables

TZS 1227: 2012, PVC insulated, armoured cables for voltages of 600/1000 V and 1900/3300 V

TZS 1483: 2012 (TI), Infant formula – Determination of total folates content by microbiological method

TZS 1484: 2012 (TI), Milk based Infant formula – Determination of vitamin A content by liquid chromatographic method

TZS 1485: 2012 (TI), Infant formula – Determination of mineral content by atomic absorption spectrophotometric method

TZS 1486: 2012 (TI), Infant formula – Determination of phosphorus content by spectrophotometric method

TZS 1487: 2012 (TI), Fresh fruits and vegetables – Sampling (ISO 874-1980)

TZS 1488: 2012 (TI), Fresh fruits and vegetables – Determination of titratable acidity ISO 750-1998

TZS 1489: 2012 (TI), Fresh fruits and vegetables – Determination of water insoluble solids content ISO 751-1998

TZS 1490: 2012 (TI), Fresh fruits and vegetables – Determination of mineral impurities ISO 762-2003

TZS 1491: 2012 (TI), Fresh fruits and vegetables – Determination of pH ISO 1842-1991

TZS 1492: 2012 (TI), Fresh fruits and vegetables – Determination of tin ISO 2447-1998

TZS 1493: 2012 (TI), Fresh fruits and vegetables – Determination of iron content – 1,10-Phenanthroline photometric method ISO 5517-1978

TZS 1494: 2012 (TI), Fresh fruits and vegetables – Determination of benzoic acid content – Spectrophotometric method ISO 5518-1978

TZS 1495: 2012 (TI), Fresh fruits and vegetables – Determination of copper content – Method using flame atomic absorption spectrometry ISO 7952-1994

TZS 1496: 2012 (TI), Fresh fruits and vegetables – Determination of soluble solids ISO 2173-2003

TZS 1497: 2012 (TI), Fresh fruits and vegetables – Determination of sulphur dioxide content (routine method) ISO 5523-1981

TZS 1498: 2012 (TI), Fresh fruits and vegetables – Determination of ascorbic acid content – Routine Methods ISO 6557/2-1984

TZS 1499: 2012 (TI), Fresh fruits and vegetables – Determination of volatile acidity ISO6632-1981

TZS 1500: 2012 (TI), Fresh fruits and vegetables – Determination of zinc content –Part 2: Atomic Absorption

Spectrometric Method ISO 6636/2-1981

TZS 1501: 2012(TI), Fresh Fruits and Vegetables – Determination of mercury content – Flameless atomic absorption method ISO 6637-1984

TZS 1502: 2012 (TI), Fresh fruits and vegetables – Determination of arsenic content – Silver diethyldithiocarbamate spectrophotometric method ISO 6634:1982

TZS 1503: 2012 (TI), Fresh fruits and vegetables – Determination of ash insoluble in hydrochloric acid ISO 763-2003

TZS 1504: 2012 (TI), Fresh fruits and vegetables – Determination of ethanol content ISO 2448-1998

TZS 438: 2012 / (RevTZS, 438: 1989), Maize (corn) grains – Specification

TZS 136: 2012 / (REVTZS 136: 1983), Biscuit specification

TZS 102: 2012 / (RevTZS 102: 1983), Bread specification

TZS 1505: 2012 (TI), Milk based infant formula – Determination of iodide content by ion selective electrode method

TZS 1507: 2012 (TI), Milk based infant formula – Determination of vitamin D3 Content by liquid chromatographic method

TZS 1508: 2012 (TI), Milk based infant formula – Determination of vitamin E content by liquid chromatographic method

TZS 1509: 2012 (TI), Milk based infant formula – Determination of thiamine content by fluorometric method

TZS 1487: 2012, Oleaginous seeds – Kashata specification

TZS 1520: 2012, Alcoholic beverage – Non malted cereal beer – Specification

TZS 1535: 2012, Roasted cashew – Specification

TZS 1536: 2012, Spices and condiments – Cumin Specification

TZS 1549: 2012, Textile – Lining fabric – Specification

TZS 9099: 2012, Automotive biodiesel – Specification

TZS 1514: 2012, Food products – Determination of melamine in liquid and powdered milk by HPLC-UV Method

TZS 1515: 2012, Food products- Determination of melamine in liquid and powdered milk by elisa (routine method)

TZS 1527: 2012, Fruits and vegetables – Determination of specific gravity

TZS 1528: 2012, Fruits and vegetables – Determination of potassium/sodium metabisulphite

TZS 1529: 2012, Fruits and vegetables – Determination of sodium chloride in brine

TZS 1530: 2012, Oleaginous seeds – Reduction of laboratory sample to test sample

TZS 1550: 2012, Textile – Woven handkerchief performance specification

TZS 1516: 2012, Textile – Female condom –Requirement and test method

TZS 1557: 2012, Fats and oil derivatives – Fatty acid methyl ester (FAME) – Determination of linolenic acid methyl ester content in biodiesel

TZS 1558: 2012, Fats and oil derivatives – Fatty acid methyl ester (FAME) – Determination of free and total glycerol and mono-, di-, triglyceride content (Reformed method)

TZS 1559: 2012, Fats and oil derivatives – Fatty acid methyl ester (FAME) – Determination of acid value (fatty acid ester (FAME)

TZS 1560: 2012, Fats and oil derivatives – Fatty acid methyl ester (FAME) – Determination of free glycerol content

TZS 1561: 2012, Fats and oil derivatives – Fatty acid methyl ester (FAME) – Determination of phosphorus content by inductive coupled plasma (ICP) emission spectrometry

TZS 1562: 2012, Fats and oil derivatives – Fatty acid methyl ester (FAME) – Determination of sodium content by AAS

TZS 1563: 2012, Fats and oil derivatives – Fatty acid methyl ester (FAME) – Determination of Potassium content by AAS

TZS 1564: 2012, Fats and oil derivatives – Fatty acid methyl ester (FAME) – Determination of methanol content

TZS 1565: 2012, Fats and oil derivatives – Fatty acid methyl ester (FAME) – Determination of iodine content

TZS 1566: 2012, Fats and oil derivatives – Fatty acid methyl ester (FAME) Determination of oxidation stability (accelerated oxidation test)

TZS 1537: 2012/ISO 289-1: 2005, Rubber, unvulcanized – Determination using a shearing-disc viscometer – Part 2: Determination of Mooney viscosity

TZS 1538: 2012/ISO 247: 2006, Rubber – Determination of ash

TZS 1539: 2012/ISO 249: 1995, Rubber, raw – Determination of dirt content

TZS 1540: 2012/ISO 1656: 1996 – Rubber, raw natural, and rubber latex, natural – Determination of nitrogen content

TZS 1541: 2012/ISO 1795: 2000 – Rubber, raw natural and raw synthetic – Sampling and further preparative procedures

TZS 1542: 2012/ISO 2930: 1995, Rubber, raw natural – Determination of plasticity retention index (PRI)

TZS 1543: 2012/ISO 2007: 1991 – Rubber, unvulcanized – Determination of plasticity – Rapid-plastimeter method

TZS 1544: 2012/ISO 248, Rubber, raw – Determination of volatile-matter content –

Part 1: Hot-mill method and oven method

TZS 1545: 2012/ISO 4660: 1999, Rubber, raw natural – Colour index test

TZS 467: 2012, Alcoholic beverage – Table wine – Specification

TZS 469:2012, Alcoholic beverage- Cereal based traditional alcoholic beverage –Specification

TZS 247: 2012, Orange juice – Specification

TZS 305: 2012, Lime juice – Specification

TZS 304: 2012, Pineapple juice – Specification

TZS 388: 2012, Passion fruit juice –Specification

TZS 303: 2012, Mango juice – Specification

TZS 245: 2012, Lemon juice – Specification

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TZS 29: 2012, Spices and condiments – Terminology

TZS 357: 2012, Cloves – Specification

TZS 821: 2012, Animal feeding stuffs – Preparation of test samples (Rev TZS 821: 2004)

TZS 822: 2012, Animal feeding stuffs – Determination of urea content (Rev TZS 822: 2004)

TZS 823: 2012, Animal feeding stuffs – Determination of free and total gossypoy (Rev TZS 823: 2004)

TZS 824: 2012, Animal feeding stuffs – Determination of residues of organochlorine pesticides – Gas chromatographic method (Rev TZS 824: 2004)

TZS 825: 2012, Animal feeding stuffs – Determination of residues of organophosphorus pesticides – Gas chromatographic method (Rev TZS 825: 2004)

TZS 826: 2012, Animal feeding stuffs – Determination of aflatoxin B1 content of mixed feeds – High performance liquid chromatography (HPLC) method (Rev TZS 826: 2004)

TZS 827: 2012, Animal feeding stuffs- Determination of trypsin inhibition activity of soya products (Rev TZS 827: 2004)

TZS 828: 2012, Animal feeding stuffs – Determination of furazolidone – High performance liquid chromatography (HPLC) method (Rev TZS 828: 2004)

TZS 632: 2012, Nature latex rubber condoms-requirement and test methods

TZS 663: 2012, Cotton woven canvas material – Specification

TZS 803: 2012, B-Twill jute bags specification

TZS 623: 2012, Woven sacks for packing cement – High density Polyethylene/propylene – Specification

TZS 674: 2012/EAS 177: 2012, Automotive gas oil (automotive diesel) – Specification

TZS 672: 2012/EAS 158: 2012, Automotive gasoline (premium motor spirit) – Specification

TZS 647: 2001, Engine oil minimum performance – Specification

TZS 667: 2001, Motor vehicles brake fluids – Specification

TZS 675: 2001, Multipurpose automotive gear lubricant – Specification

Stakeholders' comments

The following draft Tanzania Standards were distributed for public comments during the period under review:

AFDC 16 (3228) P3 (MD), Maize flour fortificant premix – Specification

AFDC 16 (3227) P3 (MD), Wheat flour fortificant premix – Specification

AFDC 7 P3 (3313) (TI), Cumin – Specification

AFDC (1953) P3 (MD), Microbial specification for cephalopods- Octopus, Squids autiluses and cuttlefish

AFDC 8 (1951) P3 (RevTZS 402; 1988), Fish and fish products – Microbiological specification

AFDC 8 (1952) P3 (RevTZS 576: 1999): Microbiological specification for prawns,shrimps and lobsters

AFDC 8(2356) P3 (TI), Microbiology of food and feeding stuff – Handling of samples for microbiological analysis – Code of practice

AFDC 16 (3796) P3 (TI), Determination of vitamins in flour, Part 1: Qualitative method for determination of vitamin A in flours.

AFDC 16(3797) (TI) P3 (TI),: Determination of vitamins in flours Part 2: Determination of vitamin A In fours by high performance liquid chromatography method

AFDC 16(3798) P3 (TI),: Determination of vitamins in flours: Part 3: Determination of riboflavin (vitamin B2) content in fortified flour- high performance liquid chromatography method

AFDC 16 (3799) P3 (TI),: Method for determination of iron in flours Part 1: Spot tests for determining added Iron in fortified flour

AFDC 16 (3800) P3 (TI),: Method for determination of iron in flours Part 2 quantitative spectrophotometric method for determination of total iron and iron from ferrous sulphate content in flours and premixes

AFDC 16 (3575) P3 (MD), Soya Milk – Specification

AFDC 16 (3781) P3 (MD), Edible full fat soya flour – Specification

MEDC 9 (3766) P3, Road vehicles – Code of practice for inspection and testing of used motor vehicles for road worthiness

MEDC9 (3641) P3, Protective helmets for motorcyce Riders – Specification

AFDC 19 (3445) P3, Oleaginous seeds – Sunflower seed – Specification TDC 2 (3779) P3, Lining fabric – Specification

CDC 11(3586) P3, Spring mattresses – Specification

TDC 2 (3778) P3, Textile – Woven Handkerchief performance – Specification

AFDC 7 (2157) P3, Spices and condiments black pepper and white pepper (whole and ground) – Specification

AFDC 7(2155) P3, Spices and condiments- Ginger (whole and ground) – Specification

AFDC 12 (2187) P3, Tomato sauce and ketchup – Specification

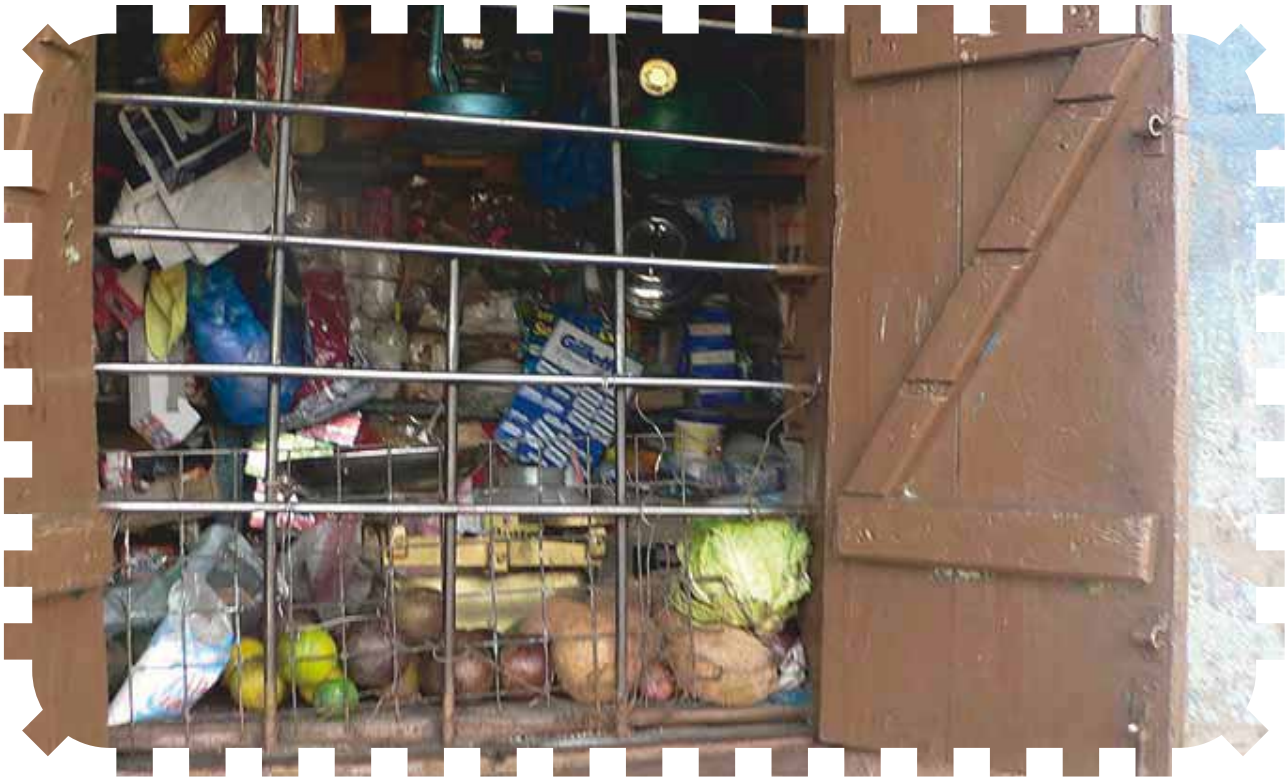
AFDC12 (2186) P3, Tomato concentrate – Specification

AFDC12 (2188) P3, Chilli sauce – Specification

AFDC12 (2193) P3, Jams, Jellies and marmalades – Specification

TDC 3 (3821) P3, Cotton woven canvas material – Specification

TDC 3 (3822)P3, B-Twill jute bags – Specification



Je, bidhaa za 'Mangi' zina ubora ?

Baada ya kazi ngumu ya kuchuma fedha, na hali ya maisha kuwa ngumu, ni muhimu kupata thamani kamili ya pesa zako huku hukijihakikishia kuwa kile ukinunuacho kina faa kwa matumizi kusudio na kitalinda na kuimarisha afya yako.

Mtu utu wake ni kiini cha huduma bora ya afya, haki ya msingi ya binadamu, na hili huthibitishwa na matumizi sahihi ya viwango pekee. Jawabu zuri dhidi ya matatizo ni matumizi ya viwango.

kwa maelezo ya ziada, fika katika ofisi zetu Dar es Salaam, Ubungo au ofisi zetu zilizoko Holili, Horohoro, Namanga au Sirari. Au piga simu zilizoorodheshwa hapa chini

tbs

Standard Mark of Quality

Shirika la Viwango Tanzania
Ubungo, Barabara makutano ya barabara za Morogoro / Sam Nujoma Roads,
SLP 9524 Dar es Salaam, Tanzania
Simu:+255 22 245 0206, +255 22 245 0298 • Faksi:+255 22 245 0959
Barua pepe:info@tbs.go.tz • Website:www.tbs.go.tz

TANZANIA BUREAU OF STANDARDS tbs

Activities Report

Training

During the period under review, TBS continued to make efforts in training and development of its human resource through long-term and short-term training, as shown hereunder.

Long-term training

S/N	Name And Position	Course	Duration	Sponsor	Date Of Commence Ment And Complet-Ion	Progress Report	Place
1	David Ndibalema Quality Assurance Officer I	Msc in Food Science	2 years	TBS	October 2008 – September 2010	Has successfully completed his studies waiting for final results- He has resumed his work.	SUA
2	Iman Mwabuka Senior Standards Officer I	Msc in Chemistry	2 years	TBS	October 2009 – September 2011	Has successfully completed his studies and is waiting for final results. He has resumed his work.	UDSM
3	Mariam J Kamando Principal Human resource Officer II	Masters Degree in Human Resource Management	2 years	TBS	November2010 – March 2012	She has successfully completed coursework, proceeding with her dissertation.	MZUMBE
4	Mr. Laurent Nkundwa Principal Laboratory Assistant	Ordinary Diploma in Textile and Fashion Design	2 years	TBS	January 2012 to January 2014	No progress report received yet.	VETA – DSM
5	Johannes Maganga Standards Officer I	Msc in Engineering Management	2 years	TBS	October 2011 – September 2013	No progress report received yet.	UDSM
6	Abel Mwakasonda Quality Assurance Officer I	Msc in Food Science	2 years	TBS	October 2011 – September 2013	No progress report received yet.	SUA
7	Zainabu Mziray Quality Assurance Officer II	Msc in Food Science	2 years	TBS	October 2011 – September 2013	No progress report received yet.	SUA
8	Sigfrid Mhagama Senior Accountant I	MBA Finance	2 years	Self	October2010 – October 2012	He has successfully completed coursework, proceeding with dissertation	Open University
9	Agnes Kiwelu Chief Maintenance Technician	MSc Engineering Management	2 years	Self	November 2010 – October 2012	She has successfully completed coursework, proceeding with her dissertation	UDSM

Short-term training

During the period under review, various members of TBS staff attended different training/workshops locally and abroad as follows:

a) Leadership development training programme

From 13th – 17th February, 2012, 25 members of TBS Management attended a five-day training course on leadership skills in Dar es Salaam and six from 16th – 20th April in Swaziland.

b) Fire drill awareness training

Starting February 1st 2012, 147 members of staff attended a one day training on fire safety and its equipment in Dar es Salaam.

c) Other training

Other training opportunities offered and attended during the period under review are as indicated in the following table:

S/N	Staff & Position	Course/Workshop	Duration	Sponsor	Date	Place
1	Doctor Kusaja Quality Assurance Officer II	Presidential Training Programme on Packaging of fresh and processed food products	2 weeks	Government of India	23rd January – 03rd March 2012	India
2	Kassim Mkombwa Quality Assurance Officer II	Presidential Training Programme on Packaging of fresh and processed food products	2 weeks	Government of India	23rd January – 03rd March 2012	India
3	Cunbert Kapilima Senior Quality Assurance Officer I	Presidential Training Programme on Packaging of fresh and processed food products	2 weeks	Government of India	23rd January – 03rd March 2012	India
4	Ally Rajabu Principal Maintenance Artisan I	Technical Training Sessions On Uster-HV11000 High Volume Instrument	11 days	CFC Project	29th February – 9th March 2012	USA
5	Athumani Jumbe Abdul Quality Assurance Officer III	Technical Training Sessions On Uster-HV11000 High Volume Instrument	11 days	CFC Project	29th February – 9th March 2012	USA
6	Mwalimu Mbega Senior Planning Officer I	Public Budgeting and Expenditure Tracking Tools Management Programme	1 week	TBS	27th February – 3rd March 2012	Swaziland
7	Hadija A Athumani Quality Assurance Officer III	International Training Programme on Laboratory Quality Management Systems as per IS/ISO/IEC 17025.	5 weeks	Government of India	02nd February – 09th March 2012	India
8	Julius Yenda Principal Laboratory Technician	International Training on standardization & Quality Assurance	5 weeks	Government of India	19th March – 11th May 2012	India
9	Anectus Ndunguru Metrologist III	International Training on standardization & Quality Assurance	5 weeks	Government of India	19th March – 11th May 2012	India
10	Peter Martine Quality Assurance Officer III	International Training Programme on Laboratory Quality Management Systems as per IS/ISO/IEC 17025.	5 weeks	Government of India	02nd February – 09th March 2012	India
11	Hubert Theresia Chief Standards Officer	Business Opportunities and Entrepreneurship Development Food Processing sector	2 weeks	Government of India	8th – 22nd February 2012	India
12	Ridhiwani Ramadhani Senior Standards Officer I	Business Opportunities and Entrepreneurship Development Food Processing sector	2 weeks	Government of India	8th – 22nd February 2012	India
13	Mtitu Tumaini Process Technology Standards Manager	Business Opportunities and Entrepreneurship Development Food Processing sector	2 weeks	Government of India	8th – 22nd February 2012	India
14	Zena Issa Standards Officer III	Training Programme On Food Safety and Quality	12 days	Government of India	09th – 20th January 2012	India

Activities Report

15	Sayuni Mbwilo Quality Assurance Officer III	Training Programme On Food Safety and Quality	12 days	Government of India	09th – 20th January 2012	India
16	Mathias Missanga Standards Officer I	Training Programme On Food Safety and Quality	12 days	Government of India	09th – 20th January 2012	India
17	Lillian Gabriel Standards Officer III	Training Programme On Food Safety and Quality	12 days	Government of India	09th – 20th January 2012	India
18	Safari M. Fungo Standards Officer III	Sida Project on Sustainable Criteria for Bioenergy: Pre-seminar and ISO meeting	8 days	SIS	13th 20 April 2012	Chicago, United State of America
19	Thomas Mnunguli Principal Standards Off I	Emotional Intelligence Training	1 day	TBS	29th – June 2012	Dar es Salaam
20	132 TBS employees	Awareness Training on PVoC	1 day	TBS	19thJune 2012	Dar es Salaam
21	Lightness Mariki Senior Accountant II	Cash and Treasury Management	2 weeks	TBS	16th – 27thApril 2012	Swaziland
22	Charles Mung'onya Chief Accountant	Cash and Treasury Management	2 weeks	TBS	16th – 27thApril 2012	Swaziland
23	Thomas Mnunguli Principal Standards Officer I	Training Workshop for SEAP Mentors	1 day	Engineers Registration Board	15thJune 2012	Dar es Salaam
24	Salvatory Rusimbi Principal Quality Assurance Officer I	Training Workshop for SEAP Mentors	1 day	Engineers Registration Board	15thJune 2012	Dar es Salaam
25	Tumaini Mtitu Process Technology Standards Manager	Training Workshop for SEAP Mentors	1 day	Engineers Registration Board	15thJune 2012	Dar es Salaam
26	Johanes Maganga Standards Officer I	Training Workshop for SEAP Mentors	1 day	Engineers Registration Board	15thJune 2012	Dar es Salaam
27	Ezekiel Gideon Computer System Technician II	IT Audit, IT Governance, Security and Cybercrime	5 days	TBS	11th – 15thJune 2012	Dar es Salaam

A cross section of members of TBS management attending a leadership management training programme in Dar es Salaam.

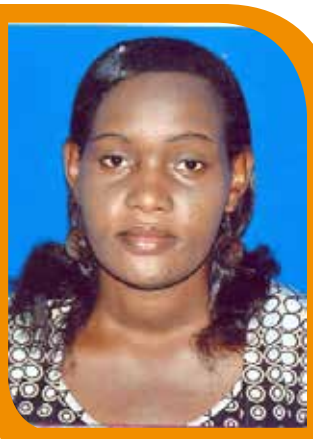
Staff Matters

Recruitment

During the period of January – June 2012, the following members of staff were recruited

Anita Kaveva
Finance, Planning and Administration Manager

Habakuki Kalebo
Quality Assurance Officer III



Salome Emmanuel
Quality Assurance Officer III

Christina Omodo
Quality Assurance Officer III

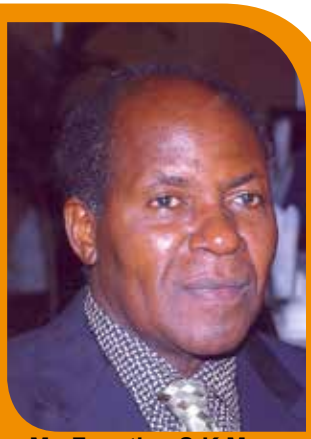
Glory E Siako
Quality Assurance Officer III

Crian Marciale
Quality Assurance Officer III

Activities Report

Retirement

During the period of January – June 2012, the following members of staff retired:



Mr. Faustine S K Massaga
Chief Standards Officer

Dr. Claude J S Mosha
Chief Standards Officer

Resignation

S/N	NAME & TITLE	DATE OF APPOINTMENT	DATE OF RESIGNATION
1	**Athumani Jumbe** Quality Assurance Officer III	2010-01-08	2012-03-31
2	**Chrian Marciale** Quality Assurance Officer III	2012-04-02	2012-06-28

New arrivals

During the period January- June 2012, the TBS Information centre received several international and foreign standards to add to its current stock. Among others, the following standards are of special interest:

Sans Standards

SANS Standards sources for the first quarter (January – June) 2012 are available in soft copy.

EA Standards

East African Standards sources for the year 2011 is available in soft copy (CD)

ISO Standards

Food and Agriculture Standards

ISO 4150: 2011, Green coffee or row coffee- size analysis manual and machine sieving

ISO 6666: 2011, Coffee sampling – Triers for green coffee or row coffee and parchment

ISO 7700-1: 2011, Food products- checking the performance of moisture meters in use- part 2: moisture meters for oilseeds

ISO 7970: 2011, Wheat (triticumaestivum L) – Specification

ISO 11746: 2012, Rice – Determination of biometric characteristics of kernels

ISO 11869: 2012, Fermented milks- determination of titratable acidity- potentiometric method

ISO 14470: 2011, Food irradiation- requirements for the development, validation and routine control of the process of irradiation using ionizing radiation for the treatment of food

Building Standards

ISO 8969: 2011, Timber structures- testing of punched metal plate fasteners and joints.

ISO 16817: 2012, Building environment design- indoor environment – Design process for visual environment

ISO 11855-5: 2012, Building environment design- design dimensioning, installation and control of embedded radiant heating and cooling systems – Part 5: Installation

ISO 22389-2: 2012, Timber structures- bending applications of I beams- part 2: component performance and manufacturing requirements

Chemical Standards

ISO 34-2: 2011, Rubber, vulcanized or thermoplastics- determination of tear strength – Part 2: small (delft) test pieces

ISO 132: 2011, Rubber, vulcanized or thermoplastic- determination of flex cracking and crack growth (De mattia)

ISO 248-1: 2011, Rubber, raw determination of volatile matter content – Part 1: hot- mill method and oven method

ISO 812: 2011, Rubber, vulcanized or thermoplastic- determination of low- temperature brittleness

ISO 814: 2011 rubber, vulcanized or thermoplastic- determination of adthesion to metal- two-plate method

ISO 1407: 2011, rubber- determination of solvent extract

ISO 1622-1: 2012, Plastics-polystyrene (PS) moulding and extrusion materials

ISO 1827; 2011, Rubber, vulcanized or thermoplastic- determination of shear modulus and adhesion to rigid plates – Quadruple-shear methods

ISO 2921: 2011, rubber, vulcanized- determination of low-temperature retraction (TR test)

ISO 3384-1: 2011, Rubber, vulcanized or thermoplastic- determination of stress relaxation in compression – Part 1: testing at constant temperature

ISO 6721-11, Plastics – Determination of dynamic mechanical properties – Part 11: glass transition temperature

ISO 727-3: 2011, Rubber- covered rollers- determination of apparent hardness- part 3: pusey and jones method

ISO 7783: 2011, paints and varnishes- determination of water- vapour transmission properties- cup method

ISO 8511: 2011, Rubber compounding ingredients- carbon black determination of pellet size distribution

ISO 8692: 2012, Water quality – Fresh water algal growth inhibition test with unicellular green algae

ISO 9352: 2012, Plastics – Determination of resistance to wear by abrasive wheels

ISO 10467: 2012, Plastics piping systems for pressure and non-pressure drainage and sewerage- glass- reinforced thermosetting plastics (GRP) systems based on unsaturated polyester (UP) resin. AMENDMENT 1

ISO 10619-1: 2011, Rubber and plastics hoses and tubing – Measurement of flexibility and stiffness – Part 1: bending tests at ambient temperature

ISO 10619-3: 2011, Rubber and plastics hoses and tubing – Measurement of flexibility and stiffness- part 3: bending tests at high and low temperatures

ISO 11296-7: 2011, Plastics piping systems for renovation of underground non-pressure drainage and sewerage networks- part 7: lining with spirally- wound pipes

ISO 11852: 2011, Rubber – Determination of magnesium content of field and concentrated natural rubber latex by titration

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ISO 13162: 2011, Water quality – Determination of carbon 14 activity- liquid scintillation counting method

ISO 13226: 2011, Rubber-standards reference elastomers (SREs) for characterizing the effect of liquids on vulcanized rubbers.

ISO 13503-1: 2011, Petroleum and natural gas industries- completion fluids and materials- part 1: measurement of viscous properties of completion fluids.

ISO 13706: 2011, Petroleum, petrochemical and natural gas industries- air- cooled heat exchangers.

ISO 14898: 2011, Plastics-aromatic isocyanates for use in the production of polyurethane – Determination of acidity

ISO 14932: 2011, Rubber compounding ingredients – Organic vulcanizing agents – Determination of organic peroxide content

ISO 16242: 2011, Surface chemical analysis- recording and reporting data in Auger electron spectroscopy (AES)

ISO 16243: 2011, Surface chemical analysis – Recording and reporting data in X- ray photoelectron spectroscopy (XPS)

ISO 18852: 2012, Rubber compounding ingredients- determination of multipoint nitrogen surface area (NSA) and statistical thickness surface area (STSA)

ISO 19892: 2011, Plastics piping systems- thermoplastics pipes and fittings for hot and cold water- test method for the resistance of joints to pressure cycling

ISO 21809-3: 2011, Petroleum and gas industries- external coatings for buried or submerged pipelines used in pipeline transportation system-part 3: field joint coatings

ISO/TS 22391-7, Plastics piping systems for hot and cold water installations- polyethylene of raised temperature resistance (PE-RT) – Part 7: Guidance for thew assessment of conformity

ISO 28017: 2011, Rubber hoses and hose assemblies, wire or textile reinforced for dredging application- specification

ISO/TS 2012: 2012, Water quality – Determination of selected non-polar substances – Method using gas chromatography with mass spectrometric detection (GC-MS)

ISO 29201: 2012, Water quality – The variability of test results and the uncertainty of measurement of microbiological enumeration methods

Environmental Standards

ISO 11063: 2012, Soil quality- method to directly extract DNA from soil samples

ISO 11269-2: 2012, Soil quality- determination of the effects of pollutants on soil flora- part 2: effects of contaminated soil on the emergence and early growth of higher plants

ISO 12914: 2012, Soil quality- microwave assisted extraction for the determination of elements

ISO 13138: 2012, Air quality- sampling conventions for airborne particle deposition in the human respiratory system

ISO 23611-5: 2011, Soil quality- sampling of soil invertebrate-part 5:sampling and extraction of soil macro-invertebrates

ISO 28902-1: 2012, Air quality- environmental meteorology- part 1: ground- based remote sensing of visual range by lidar

ISO/TS 29843-2: 2011, Soil quality – Determination of soil microbial diversity- part 2: method by phospholipid fatty acid analysis (PLFA) using the simple PLFA extraction method

Management Standard

ISO/ IEC TS 17022: 2012, Conformity assessment – Requirements and recommendations for content of a third-party audit report on management systems

Mechanical Standards

ISO 355 AMENDMENT 1: 2012, Rolling bearings- tapered roller bearings- boundary dimensions and series designations

ISO 4251-1, **AMENDMENT 1 :**Tyres (ply rating marked series) and rims for agricultural tractors and machines- part 1: Tyre designation and dimensions and approved rim contours

ISO 4378-6: 2012, Plain bearings- terms, definitions, classification and symbols- part 6: abbreviated terms

ISO 2575(8th ed.) AMENDMENT 1: 2011, Road vehicles – Symbols for controls indicators and tell- tales

ISO 4381: 2011, Plain bearings- tin casting alloys for multilayer plain bearings

ISO7539-6: 2011, Corrosion of metals and alloys- stress corrosion testing- part 6: preparation and use of precracked specimens for tests under constant load or constant displacement

ISO 7800: 2012, Metallic materials –wire – simple torsion test

ISO 8009 AMENDMENT 1: 2012, Mechanical contraceptive- reusable natural and silicone rubber contraceptive diaphragms- requirements and tests

ISO 9223: 2012, Corrosion of metal and alloys-corrosivily of atmospheres-classification, determination and estimation

ISO 9224: 2012, Corrosion of metals and alloys-corrosivity of atmospheres – Guiding values for the corrosivity categories

ISO 9225: 2012, Corrosion of metal and alloys- corrosivity of atmospheres- measurement of environmental parameters affecting corrosivity of atmospheres

ISO 9226: 2012, Corrosion of metal and alloys-corrosivity of atmospheres – Determination of corrosion rate of standard specimens for the evaluation of corrosivity

ISO 9364: 2011, Continuous hot-dip 55% aluminium/ zinc alloy- coated steel sheet of commercial drawing and structural qualities

ISO 10597: 2012, Road vehicles- flat attachment fixing nuts for commercial vehicles- test methods

ISO/11446-1: 2012, Road vehicles- connectors for the electrical connection of towing and towed vehicle part 1: 13-pole connectors for vehicles with 12 V nominal supply voltage not intended to cross water fords

ISO 11783-9: 2012, Tractors and machinery for agriculture and forestry- serial control and communications data network.

ISO 13207-1: 2012, Road vehicles- LED lamp characteristics for bulb compatible failure detection- part 1: LED lamps used as direction indicators

ISO 13209-1: 2011, Road vehicles- open test sequence eXchange format (OTX) part 1: General information and use cases

ISO/13400-1: 2011, Road vehicles- diagnostic communication over internet protocol (DoIP) part 1: general information and use case definition

ISO 15501-1: 2012, Road vehicles- compressed natural gas (CHG) fuel systems- part 1: safety requirements

ISO 15524: 2011, Pneumatic fluid power- cylinders- single-rod short-stroke cylinders, 1 000kPa (10 bar) series, bores from 20 mm to 100 mm

ISO15765-1: 2011, Road vehicles- diagnostic communication over Controller Area Network (DoCAN) part 1: General information and use case definition

ISO15765-2: 2011, Road vehicles- diagnostics communication over Controller Area Network (DoCAN)- part 2: transport protocol and network layer services

ISO 16172: 2011, Continuous hot-dip metallic- coated steel sheet for corrugated steel pipe

ISO17474: 2012, Corrosion of metals and alloys- conventions applicable to electrochemical measurements in corrosion testing

ISO/TS 19072-3: 2012, Road vehicles- connection interface for pyrotechnic device, two- way and three- way connections- part 3: pyrotechnic device and harness connector assembly- type 1

ISO 26262-1: 2011, Road vehicles- functional safety part 1: vocabulary.

ISO 26262-2: 2011, Road vehicles- functional safety- part 2: Management of functional safety

ISO 26262-3: 2011, Road vehicles- functional safety part 3: concept phase

ISO 26262-4: 2011, Road vehicles- functional safety- part 4: product development at the system level

ISO 26262-5: 2011, Road vehicle- functional safety- part 5: product development at the hardware level

ISO 26262-6: 2011, Road vehicles- functional safety- part 6: product development at the software level

ISO 26262-7: 2011, Road vehicles- functional safety part 7: production and operation

ISO 26262-8: 2011, Road vehicles- functional safety- part 8: supporting processes

ISO 26262-9: 2011, Road vehicle- functional safety- part 9: automotive safety integrity level (ASIL) – Oriented and safety-oriented analyses

Packaging Standards

ISO 534: 2011, paper and board - Determination of thickness, density and specific volume

ISO, Corrugated fibreboard- Determination of flat crush resistance

ISO 5628: 2012, Paper and board- determination of bending stiffness- general principles for two- point, three-point and four-point methods

ISO 12830: 2011, Paper, board and pulps- determination of acid – Soluble magnesium, calcium manganese, iron, copper, sodium and potassium

Textiles Standards

ISO 2419: 2012, Leather- physical and mechanical tests- sample preparation and conditioning

ISO 2559: 2011, Textile glass-mats (made from chopped or continuous strands) – Designation and basis for specification

ISO 2959: 2011, Textiles- woven fabric descriptions.

ISO 3342: 2011, Textile glass- mats- determination of tensile breaking force

ISO 3758: 2012, Textiles-care labeling code using symbols

ISO 4604: 2011, Reinforcement fabrics- determination of conventional flexural stiffness- fixed- angle flexometer method

ISO 4900: 2011, Textile glass- mats and fabrics- determination of contact mouldability

ISO 6330: 2012, Textiles-domestic washing and drying procedures for textile testing

ISO 10361: 2012, Textile floor coverings- production of changes in appearance by means of vettermann drum and hexapod tumbler tester

ISO 14087: 2011, Leathet- physical and mechanical tests – Determination of bending force

ISO 14088: 2012, Leather- chemical tests- quantitative analysis of tanning agents by filter method

ISO 14930: 2012, Leather- leather for dress gloves- specification

ISO 16131: 2012, Leather- upholstery leather characteristics- selection of leather for furniture

Are you safe online? New ISO standard for cybersecurity

A new ISO standard will help ensure safety of online transactions and personal information exchanged over the Internet, and protect your computer when browsing any Websites.

As we rely on the Internet for all kinds of activities, from sharing important work files to paying our bills, cybersecurity has become a key concern for all of us. A new ISO standard, ISO/IEC 27032:2012, *Information technology – Security techniques – Guidelines for cybersecurity*, will make cyberspace safer.

Cyberspace is a complex environment consisting of interactions between people, software and services, supported by worldwide distribution of information and communication technology (ICT) devices and networks. Collaboration is essential to ensure a safe online environment. The new standard addresses security gaps arising from the lack of communication between the different users and providers of cyberspace. It tackles any risks not covered by current Internet, network and information and communication technology security.

Johann Amsenga, Convenor of the working group that developed the standard explains, "Devices and connected networks that support cyberspace have multiple owners – each with their own business, operational and regulatory concerns. Not only do the different users and providers share little or no input, but each has a different focus when dealing with security. Such a fragmented state opens up vulnerabilities in cyberspace. ISO/IEC 27032 will provide an overarching, collaborative, multi-stakeholder solution to reduce these risks."

ISO/IEC 27032 provides a framework for information sharing, coordination and incident handling.

The standard facilitates secure and reliable collaboration that protects the privacy of individuals everywhere in the world. In this way, it can help to prepare, detect, monitor, and respond to attacks such as social engineering attacks, hacking, malicious software (malware), spyware and other unwanted software.

ISO/IEC 27032:2012, *Information technology – Security techniques – Guidelines for cybersecurity*, was developed by joint technical committee ISO/IEC JTC 1, Information technology, subcommittee SC 27, IT security techniques.

More than taste - Improving food safety through inspector certification

As many as 2.2 million people die annually from foodborne and waterborne diseases, estimates the World Health Organization. Food safety is a critical, high-profile concern for global public health.

According to the US Centers for Disease Control and Prevention, each year one in six people become sick, over 127 000 are hospitalized and around 3 000 die of foodborne illness. The annual economic cost in the US alone is about USD 77 billion.

Adding to the risk, the food supply chain has become highly globalized. As this has occurred, the number and severity of food safety incidents have risen. Protecting the supply chain and reducing the incidents of foodborne illness are, therefore, priorities for governments and industry worldwide.

Setting benchmarks

Common, measurable food safety standards not only safeguard public health, but also bring economic benefits. For example, in order to export food into the European Union, a company must comply with all standards required by the European Food Safety Authority. Those who do not have the capacity to meet basic safety standards significantly limit their ability to export food or ingredients, while putting the health of citizens in their own countries at risk.

Organizations with an interest in strengthening the food supply chain are stepping up to the challenge by introducing better safety management and auditing practices, and by forming coalitions and standards-setting bodies. Examples include ISO technical committee ISO/TC 34, Food products, and the Global Food Safety Initiative (GFSI).

Standards have also been established by various agencies and organizations such as the European Food Safety Authority, the Codex Alimentarius Commission and the US Food and Drug Administration (FDA).

Private-sector industry self-regulation has produced successes such as the GFSI. However, it is public-sector initiatives that generally set national and International Standards by which the ultimate authority and responsibility to ensure public health is balanced with trade.

Consistent, high-quality inspections

Inspection is a key tool used by government agencies to ensure food safety throughout the supply chain – from "farm to fork". They inspect activities such as agricultural and meat processing; food manufacturing, packaging and transport; and point-of-sale food retail and food service.

The quality, quantity and consistency of inspections vary widely throughout the world, both nationally and by the level of governmental agency involved. To address this variability in the USA, the FDA developed the concept of an integrated food safety system. The system facilitates recognition of inspection work across all levels of government – federal, state, local, tribal and territorial.

Lack of competence among food safety inspectors can result in significant consequences for governments and society. Not only can foodborne illness incidents increase, but this may also lead to higher enforcement costs, failure to achieve policy objectives, reduced citizen trust in government, and a lower level of compliance.

Consistency and quality of inspections have the potential to improve the safety and consumer confidence along the food supply chain, facilitate increased food exports, reduce costs, improve government transparency and accountability, and strengthen the entire food safety system.

The FDA realized that the competency of inspectors and comparability of their inspections could be increased through training and certification. Organized efforts are, therefore, underway to train and certify inspectors and other food protection officials. The International Food Protection Training Institute has developed and implemented a career-spanning, training curriculum framework.

It aligns competencies and provides knowledge and skills for professionals using a common body of knowledge.

Certifying inspectors

Personnel certification is a way of verifying that workers are competent to perform their jobs. ISO/IEC 17024:2012, Conformity assessment – General requirements for bodies operating certification of persons, can help ensure the qualifications and competence of food safety inspectors.

The FDA is among the regulatory agencies developing certification

programmes for inspectors according to ISO/IEC 17024. The administration is developing personnel certifications including manufactured food inspector, manufactured feed inspector, seafood inspector, low-acid canned foods inspector, produce inspector, retail food inspector, and imported foods inspector.

In accordance with ISO/IEC 17024, these personnel certifications involve conducting a job analysis to identify necessary tasks. The certification programmes also investigate the candidate's required knowledge, skills and attributes with an exam.

By requiring that all recognized work be performed by certified officials, the FDA is ensuring the competence of food safety inspectors. In order to account for any differences that may occur (for example, if federal regulations differ from state regulations), job/task analyses are being validated at different government levels for inclusion in the training and certification system.

The experience of the FDA can be used as an international model. New requirements of the US Food Safety Modernization Act call for building international food safety capacity in the public and private sectors.

Food safety efforts by the World Bank and the World Health Organization recognize the value of a standards-based approach to training and certification to assure sustainability and the measurability of outcomes.

The FDA has made great strides in establishing training and certification processes for food safety inspectors. Quality and consistency will be enhanced by the establishment of a new ISO standard for assessing the quality and content of food safety training.

As more governments and regulatory bodies develop food safety inspector certification programmes, the public can be increasingly confident in their competence.

ISO road safety standard could help save thousands of lives

ISO has just published ISO 39001, a management system standard for road traffic safety. The standard is a practical tool for governments, vehicle fleet operators and all organizations worldwide who want to reduce death and serious injury due to road accidents. ISO 39001 provides them with state-of-the-art requirements for safety aspects including speed, vehicle condition and driver awareness.

ISO 39001:2012, *Road traffic safety (RTS) management systems – Requirements with guidance for use*, is widely regarded as a major contribution to the United Nations' Decade of Action for Road Safety 2011-2020.

Claes Tingvall, Chair of the ISO technical committee – ISO/TC 241, Road traffic safety management systems – that developed the standard, points out: "Road accidents account for some 1.3 million fatalities each year. The number of people killed is on the increase, particularly in low- and middle-income countries. It is crucial that governments commit to implementing a series of specific and attainable actions, including the setting of ambitious road casualty reduction targets. The sharing of know-how and experience is also needed.

"ISO 39001 will assist governmental and private sector organizations alike by providing a structured, holistic approach to road-traffic safety as a complement to existing programmes and regulations. It is based on the process approach, proven by successful ISO standards such as ISO 9001 for quality management, including the plan-do-check-act cycle, and a requirement for continual improvement."

The new standard lays down harmonized requirements, based on international expertise and applicable to all countries, to support all public or private sector organizations involved in regulating, designing or operating road transport. It will also help by providing a framework for contracts and communication between regulators, vehicle manufacturers and their suppliers.

ISO 39001 will be useful for organizations involved in road-safety related activities as varied as auditing the effectiveness of road safety programmes, such as for analyzing "black spots", or providing funding or awarding prizes for road safety.

"The standard has been developed with the support of experts from 40 countries and 16 liaison organizations, including the World Health Organization, the World Bank, and the International Road Federation," according to Peter Hartzell, Secretary of ISO/TC 241.

"The committee will continue its work by following the global implementation of ISO 39001 and by providing awareness of lessons learnt from case studies. The committee will be developing other related standards so we would be happy to hear from other ISO member countries wishing to join us in the work."

Certification Data

During the period under review, the Bureau continued to offer certification services under three schemes:

Certified Companies "TBS mark"

L/N	Name	Location	Country	Product	Brand	Standard	Gran	Year	NORM/ SME
1120	Bajaj Auto Ltd C/O Fair Deal Auto Pvt Ltd P O Box 77877 Dsm	India	Foreign	Motorcycles - 2 Wheeled	Bajaj	1231-1:2010	Jan	2012	NORM
1121	Bajaj Auto Ltd C/O Fair Deal Auto Pvt Ltd P O Box 77877 Dsm	India	Foreign	Motorcycles - 3 Wheeled	Bajaj	1231-2:2010	Jan	2012	NORM
1122	A.a. Pharmaceuticals Ltd P O Box 105036 Dsm	Dar	Local	Fruit Wine	Water Melon & Orange	664:2003	Jan	2012	SME
1123	Wande Printing & Packaging Co. Ltd P O Box 70520 Dsm	Dar	Local	Plastic Carrier Bags		927:2007	Jan	2012	NORM
1124	Plasco Ltd P O Box 76770 Dsm	Dar	Local	U-Pvc Pipes		605:2001	Jan	2012	NORM
1125	Plasco Ltd P O Box 76770 Dsm	Dar	Local	Hdpe Pipes	For Water Supply	921:2006	Jan	2012	NORM
1126	Byakyanda Ltd P O Box 1254 Mwanza	Mwanza	Local	Roasted & Ground Coffee		417:2010	Jan	2012	SME
1127	Relim Water & Juice Co. Ltd P O Box 9966 Dsm	Dar	Local	Drinking Water		574:2008	Feb	2012	SME
1128	Makini Botanical Products P O Box 6517 Mbeya	Mbeya	Local	Neem Herbal Soap	Muarobaini	883:2008	Feb	2012	SME
1129	A To Z Textile Mills Ltd P O Box 945 Arusha	Arusha	Local	Polypropylene Bags	For Food Grains	1257:2010	Feb	2012	NORM
1130	Shinyanga Emporium (1978) Ltd P O Box 21609 Dsm	Dar	Local	Motorcycles - 2 Wheeled	Skymark	1231-1:2010	Feb	2012	NORM
1131	Habas As Sanayi C/O Metal Market C/O Kamaka Co. (T) Ltd P O Box 78570 Dsm	Turkey	Foreign	Hot Rolled Steel Bar		142:2005	March	2012	NORM
1132	Darsh Industries Ltd P O Box 2385 Arusha	Arusha	Local	Tomato Ketchup		160:1983	March	2012	NORM
1133	Stage Farm Ltd P O Box 20868 Dsm	Tanga	Local	Drinking Water		574:2008	March	2012	NORM
1134	Assan Industry & Trade C/O Metal Market C/O Kamaka Co. Ltd P O Box 78570 Dsm	Turkey	Foreign	Gci Sheets		353:2001	March	2012	NORM
1135	Jinyu Group (Hong Kong) C/O Nas Tyre Services Ltd P O Box 5622 Dsm	China	Foreign	Pneumatic Tyres For Trucks & Buses		617:1999	March	2012	NORM
1136	Jinyu Group (Hong Kong) C/O Nas Tyre Services Ltd P O Box 5622 Dsm	China	Foreign	Pneumatic Tyres For Passanger Cars		618:1999	March	2012	NORM
1137	Palmtop Vegeoil C/O Sub Sahara Trading P O Box 3930 Zanzibar		Foreign	Palm Olein		559:2010	March	2012	NORM
1138	Mineral Oil Corporation Ltd P O Box 969 Arusha	Arusha	Local	Engine Oils		647:2001	March	2012	NORM
1139	Mineral Oil Corporation Ltd P O Box 969 Arusha	Arusha	Local	Gear Oils		675:2001	March	2012	NORM
1140	Hangzhou Zhongce Rubber Co. Ltd C/O Nas Tyre Services Ltd P O Box 5622 Dsm	China	Foreign	Pneumatic Tyres For Passanger Cars		618:1999	March	2012	NORM

1141	Yellow Sea Rubber Co. Ltd C/O Nas Tyre Services Ltd P O Box 5622 Dsm	China	Foreign	Pneumatic Tyres For Trucks & Buses		617:1999	March	2012	NORM
1142	Hangzhou Zhongce Rubber Co. Ltd C/O Nas Tyre Services Ltd P O Box 5622 Dsm	China	Foreign	Pneumatic Tyres For Trucks & Buses		617:1999	March	2012	NORM
1143	Jackma J Enterprises P O Box 3055 Dodoma	Dodoma	Local	Sunflower Seed Oil		50:2010	March	2012	SME
1144	Jk Type & Industries C/O Nas Tyre Services Ltd P O Box 5622 Dsm	India	Foreign	Pneumatic Tyres For Trucks & Buses		617:1999	March	2012	NORM
1145	Jk Type & Industries C/O Nas Tyre Services Ltd P O Box 5622 Dsm	India	Foreign	Pneumatic Tyres For Passanger Cars		618:1999	March	2012	NORM
1146	Fish Eagle Industries Ltd P O Box 16781 Arusha	Arusha	Local	Drinking Water		574:2008	Apr	2012	NORM
1147	Fish Eagle Industries Ltd P O Box 16781 Arusha	Arusha	Local	Carbonated S/ Drinks		390:2004	Apr	2012	NORM
1148	Nsk Tanzania Ltd P O Box 3114 Arusha	Arusha	Local	Sunflower Seed Oil		50:2010	Apr	2012	NORM
1149	Muungano Wa Vikundi Vya Usindikaji (Wodsta) P O Box 3182 Arusha	Arusha	Local	Pickle		433:2003	May	2012	SME
1150	Boko Packers P O Box 30122 Kibaha - Pwani	Kibaha	Local	Chilli Sauce		161:1983	May	2012	SME
1151	International Dairy Products Ltd P O Box 7109 Arusha	Arusha	Local	Fruit Jam		162:1983	May	2012	SME
1152	Baana Group P O Box 41326 Dsm	Dar	Local	Rosella Alcoholic Drink		1192:2010	May	2012	SME
1153	Mineral Oil Corporation Ltd P O Box 969 Arusha	Arusha	Local	Grease		798:2008	May	2012	NORM
1154	Banana Investments Ltd P O Box 10123 Arusha	Arusha	Local	Potable Spirit		468:2008	May	2012	NORM
1155	Guangong Magic Sanitary Articles Co Ltd C/O Bordar Ltd P O Box 38449 Dsm	China	Foreign	Disposable Baby Diapers		1224:2009	June	2012	NORM
1156	Magzeda Natural Food Products P O Box 10667 Mwanza	Mwanza	Local	Peanut Butter		844:2006	June	2012	SME
1157	Tech Pack Tanzania Ltd P O Box 80486 Dsm	Dar	Local	Woven Sacks For Packing Cement		623:2012	June	2012	NORM
1158	Alaf Limited P O Box 2070 Dsm	Dar	Local	Al - Zn Corrugated Steel Sheets		1476:2011	June	2012	NORM
1159	Bakhresa Food Products Ltd - Mwandege Plant P O Box 2517 Dsm	Dar	Local	Read To Drink Beverage		585:2003	June	2012	NORM
1160	Turu Trading Co Ltd P O Box 761 Singida	Singida	Local	Sunflower Seed Oil		50:2010	June	2012	SME
1161	Tanganyika Instant Coffee Co Ltd P O Box 410 Bukoba	Kagera	Local	Roasted & Ground Coffee		417:2009	June	2012	NORM
1162	Miyombo Golden Resource Company P O Box 20914 Dsm	Dar	Local	Honey		851:2006	June	2012	SME
1163	Homestyle Co. Ltd P O Box 38307 Dsm	Dar	Local	Plastic Carrier Bags		927:2007	June	2012	NORM
1164	Industrial & Mining Solution (T) Ltd P O Box 80116 Dsm	Dar	Local	Hand & Body Lotion		313:2003	June	2012	NORM
1165	Long Sheng Company Ltd P O Box 20205 Dsm	Dar	Local	Stainles Steel Tank		1521:2012	June	2012	NORM

Certification Data

Tested Product Certified Companies

C/No	Name Of Company	Location	Country	Product	Brand	Standards	Granted	Year	NORM/SME
182	Sanent Paving & Blocks P O Box 5764 Dsm	Dar	Local	Paving Bricks		Bs En 1338:2003	Feb	2012	NORM
183	Insignia Limited P O Box 71449 Dsm	Dar	Local	Paints	Stucco Putty	Company Spec.	March	2012	NORM
184	Insignia Limited P O Box 71449 Dsm	Dar	Local	Paints	Primer	Company Spec.	March	2012	NORM
185	Insignia Limited P O Box 71449 Dsm	Dar	Local	Paints	Synthetic Vanish	Company Spec.	March	2012	NORM
186	Insignia Limited P O Box 71449 Dsm	Dar	Local	Paints	White Super Wood Glue	Company Spec.	March	2012	NORM
187	Mineral Oil Corporation Ltd P O Box 969 Arusha	Arusha	Local	Hydraulic Oil	Hdy 46	Company Spec.	June	2012	NORM

Batch Certificates

Batch Certification Scheme for imports is part of the implementation of the Standards (Compulsory Batch Certification of Imports) Regulations of 2009. TBS operates a Batch Certification Scheme for all imports covered under compulsory standards. Under this scheme, the Bureau is also implementing Pre-shipment Verification of Conformity (PVoC) to Standards under which products are tested and verified in countries of origin. During the January –June, 2012 period the number of batch certificates issued was 662.

Number of tested samples and calibrated items

Month	Type Testing Samples	Certification Samples	Items Calibrated	Total Number of Samples Tested and Calibrated Items
JULY	184	289	134	607
AUGUST	148	461	316	925
SEPTEMBER	173	308	394	875
OCTOBER	150	314	365	829
NOVEMBER	230	289	141	660
DECEMBER	207	216	104	527
TOTAL	**1092**	**1877**	**1454**	**4423**

Feature Articles

Misconceptions that may hinder standardization efforts

By Mwesiga Mulinda

There are various misconceptions that sometimes shed a false light on standards and the standardization process. These misconceptions can hinder the standardization and quality assurance processes in the society. This is because when misconceptions persist, myths begin to develop.

Myths are scare stories based on hearsay, rumors and half-truths, many of which are repeated so often that they become accepted truths within the public. By exposing particular misconceptions and myths about standards, it is hoped that some positivity on standardization will be restored.

There may be various misconceptions about standards and standardization in Tanzania, but only a few of them will be discussed and clarified here.

Standards are only relevant to large, established business

It is common to hear people, especially small and medium entrepreneurs saying standards are only relevant to large, established businesses. But the truth is that all businesses can benefit from standards, from small local companies to global heavyweights.

Standards address quality, efficiency and best practice. These are vital for both small and larger companies. They create competitive advantage, inspire trust and reduce business cost whilst opening markets.

On the other hand, having the 'best' technological solution is not always enough. Standards can make the difference. Standardization creates customer confidence, market growth and technological evolution. This allows access to state-of-the-art technology, strengthening innovation capacity, and effective and profitable competition.

Standards are only applicable to products

Most often when people talk about standards they make reference to products. And not many people think of the service sector as a standards beneficiary. Whereas it is true that a large number of standards ensure the quality, compatibility and safety of manufactured goods, there are also many standards that have a similarly positive influence on service provision and business management.

In Tanzania, the service sector constitutes 47 percent of total value-added in the economy (according to the World Bank). For this reason, the promotion of the services sector has to become a top priority for Tanzania. This means that service providers should also awaken to the call of standardization and quality assurance.

It is difficult to find the most appropriate standard

In order to take full advantage of standards, you need to be able to get hold of the relevant standard easily. In most countries, the National Standards Bodies (NSBs) make standards available. In Tanzania, Tanzania Bureau of Standards (TBS) is the sole National Standards Body.

Access to Tanzania Standards is easy. A catalogue of Tanzania Standards is available at the TBS library and also on TBS website, www.tbs.go.tz where you can search by title, key word or standard number.

When deciding on purchasing a particular standard, it can be helpful to first acquire some information as to the frame in which the standard is active and areas in which it can be applied. Make sense of an abstract as each standard contains a scope or abstract to help you decide whether it is relevant to your business.

Tanzania standards are solely developed by TBS

Tanzania standards are business driven and anyone who is affected by a standard can have a say in its content. Representatives from government, society at large and businesses of all sizes determine the contents of Tanzania standards.

TBS has an established national standardization system through which national standards are formulated. This system is based on the worldwide 'consensus principle' which works through the use of technical committees. These committees draw members from all stakeholder groups including industries, government ministries and institutions, research institutions, institutions of higher learning, business organizations and consumers.

Currently, there are eight supervisory committees commonly known as Divisional (Standards) Committees. Members of these committees are drawn from a cross-section of stakeholders that include the government, academia & research, manufacturers, distributors and consumers.

Under each Divisional Committee there exists Technical Committees which are committees of experts from a cross-section of stakeholders. In some cases, the Technical Committee may form Working Groups of about 3-4 experts that prepare the preliminary drafts. The chairpersons of all the committees are normally drawn from neutral bodies like the universities, or from the government and especially the relevant ministry. Secretaries are drawn from TBS.

Buying a standard is expensive

Various activities facilitate standard development. These include drafting, discussion in technical and divisional committee meetings, floating for stakeholders' comments, publishing, gazetting, pre-implementation conferences and publicity, just to mention a few activities. While some standards may seem expensive, when these prices are put into perspective of development costs they look like just a tip of the iceberg. From the Tanzanian experience, standards prices are not an issue, because they are sold at a take-away price.

On the other hand, when one evaluates the price of standards, the evaluation should include the costs associated in product development, or the costs of product recalls or injuries from their products, not just the price of the standard.

The purchase of the appropriate standards is, thus, far less expensive than the costs related to product redesign, product recalls, or an injury from an unsafe product. In this sense, one may say that if you think standards are expensive, try not using them. In essence, there are clear, tangible benefits for your business in using standards.

The bottom-line

With the above misconceptions cleared, it is now clear that not only standards are important for an organization of any type and size, they are also applicable to services and are easily obtainable.

Standards have become such an integral part of our existence that the average individual gives little or no thought to everyday products and services and how they work.

There are standards for almost everything we can think of, and new ones can be written if there is a need for them. Standards are critical to establishing and maintaining a business and a strong economy. Thus, standards can only be ignored at one's own peril.

Customer service – A cornerstone for sustainable business growth

By Angela Ndanshau

Ever wondered how just being nice to people will benefit you or your business? The fact that you value everyone who enters your office requiring any service or simply wanting to know about services offered in your institution or business means that you care. Being nice to the people you interact with during business is important. It's also known as the act of good customer service.

Customer service involves putting systems in place to maximize your customers' satisfaction with your business. It should be a prime consideration for every business – your sales and profitability depends on keeping your customers happy.

Customer service is more important in other areas in an institution compared to others. For receptionists, sales staff and other employees in customer-facing roles, customer care should be a core element of their job description and training, and a core criterion when you are recruiting.

But that does not mean we neglect customer service in other areas of the institution. For instance, Tanzania Bureau of Standards' laboratories may have minimal contact with their customers – but their performance when fulfilling orders has a major impact on customers' satisfaction with their business.

A huge range of factors can contribute to customer satisfaction, but your customers – both consumers and other businesses – are likely to take into account the following issues:

- how well your product or service matches customer needs
- the value for money you offer
- your efficiency and reliability in fulfilling orders
- the professionalism, friendliness and expertise of your employees
- how well you keep your customers informed
- the after-sales service you provide

The last person to buy from you or use your services from you is the most likely to buy again and soon.

This can be testified to be true as we have many repeat sales from existing customers. A repeat customer does not happen by accident. A repeat customer is the result a relationship you have built up through excellent customer service. So a wise saying goes: "Care for your customer and they will return...care for your merchandise and they won't". The point is...what are you doing to bring your customer back?

When the new customer comes on board your service they will automatically receive a thank you email. The use of auto responders from this point onwards is critical in getting your message in front of your customers. Not only to sell to them but to keep in contact with them. This is very important.

Send them your messages with a contact email address, phone number or your mailing address if they wish to get in touch with you. You cannot afford not to do this because the next merchant will if you don't, and that's the merchant who will gain a loyal customer. At TBS, as part of the implementation of ISO 9001:2008 (Quality management systems – Requirements), against which the Bureau is certified, there are questionnaires whereby customers fill to enable us grade their level of satisfaction in the services offered to them. The responsible unit looks into them and tries to put into consideration their remarks, hence building the services the Bureau offers.

Many times as a result of nothing more than a minor misunderstanding people upgrade clients to a better deal at no extra cost. The clients love to see that you are not mainly after their money. And really you are not. Or at least you should not be. You are after a successful business that will supply your wealth over a period of time when you have worked at it, not before hand.

Surveys suggest that service driven companies are able to charge up to 9% more for the goods and services they offer and grow twice as fast as the average. These are powerful incentives for becoming the best customer-servicing company in any industry. Equally, poor service has a cost penalty. It costs up to five times as much to go out and get a new customer as to retain those we have.

According to research, the average person who has a bad-service experience tells at least nine others about it and 13% of complaints relate their experience to more than 20 other people. In comparison, people who receive silent service only tell three or four others about it.

Good customer service matters because keeping existing customers is easier than finding new ones, and satisfied customers will do a lot of your advertising for you. Most people consider doing business with a certain company because of a recommendation by a friend or acquaintance. Dissatisfied customers spread the bad news and undermine your business, which ultimately threatens everyone's job.

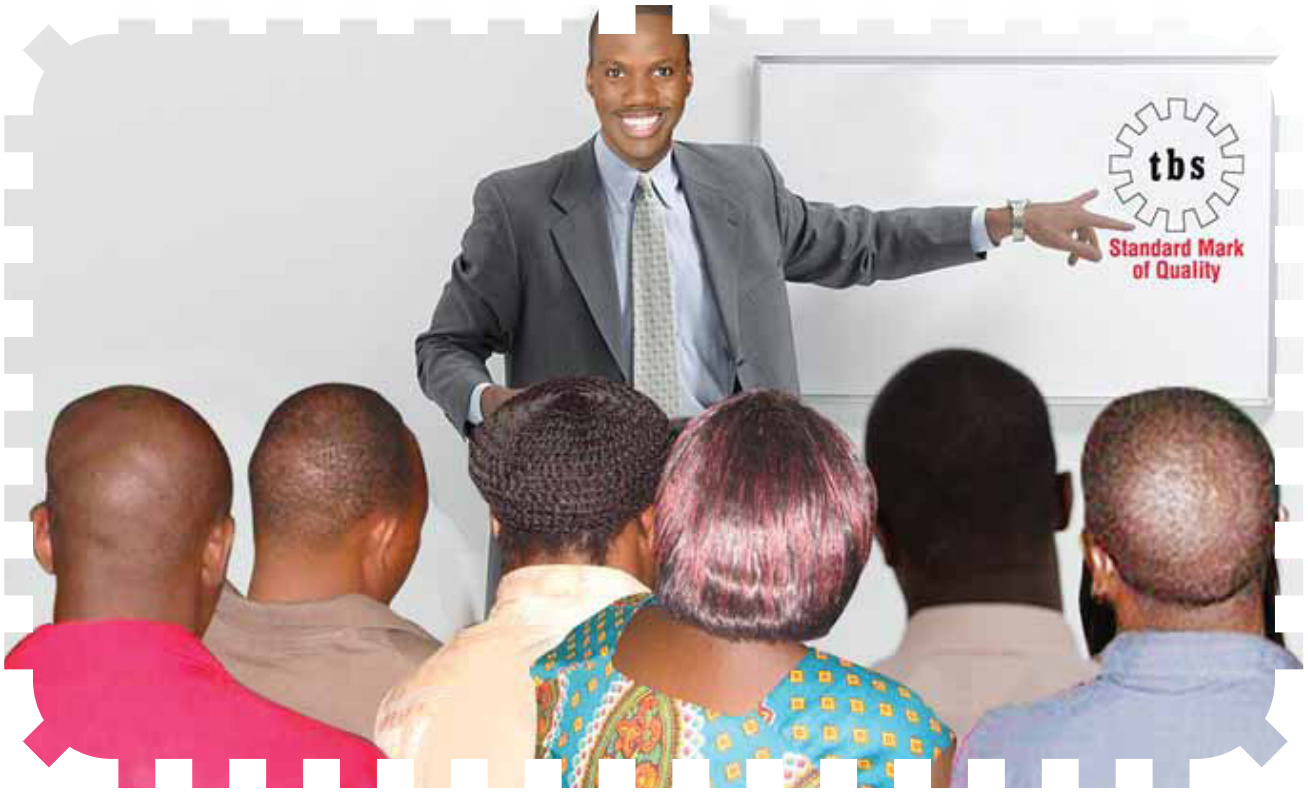
So, your objective must be to provide the highest standard of customer service possible and to always aim for excellence. A customer who feels good doing business with you and through you is more than likely to stay with you and recommend you to others.

People react to the way they are treated and act accordingly. With this in mind, think about why a customer is rude/angry/uncommunicative and ask yourself:

- Am I getting the customer-reactions that I deserve?
- Is my treatment of the customer at fault?
- Why is the customer acting that way and what can I do to improve the situation?

Giving first is essential to your growth so put the client first every time, even if it costs you more now. The value of getting the customer in the first place must never ever be overlooked. Always try to answer any questions from your customers as soon as possible. This will create a feeling of professionalism immediately with your clients, so remember first impression does count. Training is also important and useful for ensuring the highest possible levels of customer care.

As you strive to satisfy your customer, you cannot ignore standards. ISO 9001:2008 has made customers the focal point of a management system. The standard promotes the adoption of a process approach in management, which focuses on enhancing customer satisfaction by meeting customer requirements. By certifying your system against this standard you are building a foundation for consistent customer service.



Why TBS mark of quality is good for your business

You have invested a lot of time and money in growth of your business. However, the market is competitive, with hundreds of businesses similar to yours – all competing for the same customers. Now, to gain a business competitive edge, apply the TBS mark of quality on your products!

The TBS mark of quality will instantly give your products an adge in competition, giving your products valuable sales advantage and instant recognition of quality in a crowded market place.

A TBS mark of quality is a certification for high quality products, which are produced following a range of agreed standards. The mark is only allocated to those manufacturers who fulfill rigorous conformit assessement procedures. The mark of quality is easily recognizable, it affirms that the quality and safety of products have been checked and ascertained, thus enhances your products brand value before consumers.

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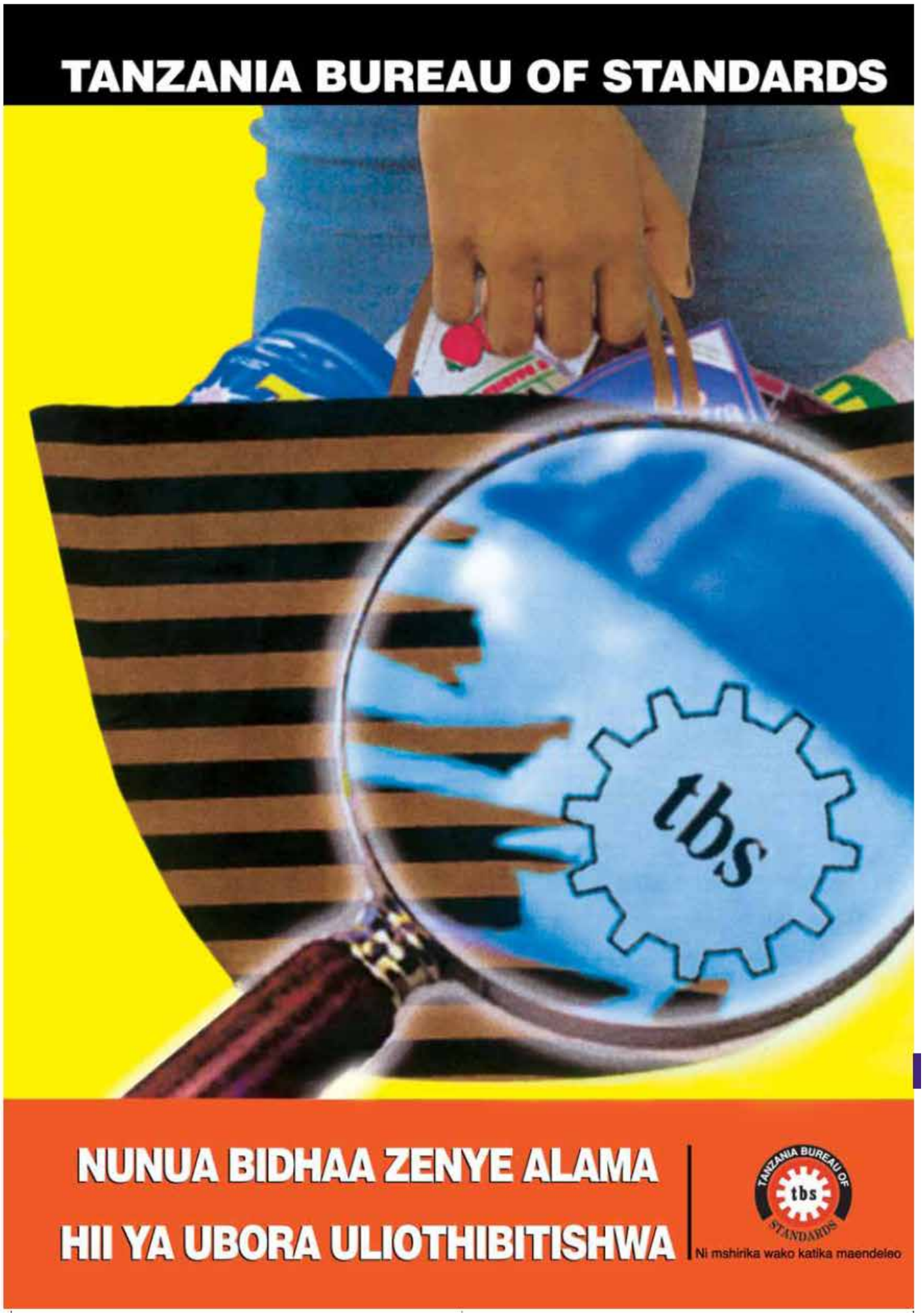
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TANZANIA BUREAU OF STANDARDS

The Home of Standards

For all your construction requirements.

TBS does not just offer various standards on building and construction, but also provides testing of various building and construction materials through its material testing laboratory (MTL) which has three sections:

- Building and Construction
- Mechanical Engineering
- Electrical Engineering

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