

Viwang

E-Newsletter



ISSUE NO: 019 JANUARY - MARCH 2021

TBS, the Home of Standards



A cross section of steel bars stakeholders during a one-day seminar held at TBS Headquarters in Dar es Salaam

1. Articles

Importance of electronic (online) application system in managing quality compliance

2. Editorial

Inspection of all secondhand motor vehicles to be done by TBS at entry point

3. News in Brief

TBS Metrology laboratory accredited

Public alerted on expired cosmetics, food products

TBS educates over 12 000 people in three districts

TBS registers 601 food and cosmetics in southern zone

TBS educates public on cosmetics products in Lake Zone

Eradicate substandard goods to honour JPM, TBS tells public

“Effects of sunlight on quality, stability of dietary oils is a health risk”

TBS urges traders to go for registration for premises, products

TBS educates stakeholders Iron roofing sheet

Traders told to register own business premises

Entrepreneurs urged to be quality ambassadors

TBS educates stakeholders Iron roofing sheet



A cross section of steel bars stakeholders during a one-day seminar held at TBS Headquarters in Dar es Salaam

By Neema Mtemvu

Tanzania Bureau of Standards (TBS) has provided training to producers, importers and distributors of roofing iron sheet and coils to make sure that they adhere to the respective standard's requirements.

The training was conducted after completion of national standards for iron sheets and coil which are TZS 353:2020/EAS 11:2019 and TZS 1477:2020/EAS468:2019.

Speaking in Dar es salaam recently while opening the training TBS Acting Director General Mr David Ndibalema said the training aimed at enabling trad-

ers to adhere to required standards and ensure that business are conducted in a smooth way.

"If consumers don't get quality products the blames are sometimes directed to the Bureau as we are responsible to ensure that people purchase quality commodities that worth their money," he noted.

He added that TBS conducted an evaluation in Dar es Salaam and other regions where it discovered the presence of substandard roofing sheet in the market.

"We are conducting this training after realizing that some traders imported substandard roofing sheets out of ignorance. We hope after this training they will be able to import quality products that are in accordance with the approved national standards," Said Ndibalema.

TBS Standards Officer Mr Henry Massawe said the approved standards were prepared by stakeholders through their Technical Committees including the whole process of public comments.

Viwang
E-Newsletter

ISSUE NO: 019 JANUARY - MARCH 2021

TBS, the Home of Standards



A cross section of steel bars stakeholders during a one-day seminar held at TBS Headquarters in Dar es Salaam

1. Articles
Importance of electronic (online) application system in managing quality compliance

2. Editorial
Inspection of all secondhand motor vehicles to be done by TBS at entry point

3. News in Brief
TBS Metrology laboratory accredited
Public alerted on expired cosmetics, food products
TBS educates over 72 000 people in three districts
TBS registers 601 food and cosmetics in southern zone
TBS educates public on cosmetics products in Lake Zone

tells public
"Effects of sunlight on quality, stability of dietary oils is a health risk"
TBS urges traders to go for registration for premises, products
TBS educates stakeholders Iron roofing sheet
Traders told to registers own business premises
Entrepreneurs urged to be

EDITORIAL BOARD

Mr. Jabir S. Abdi- Chairperson
Ms. Roida Andusamile- Secretary
Mr. Mwesiga Mulinda- Member
Ms. Angela Ndanshau- Member
Mr. Hamis Sudi- Member
Mr. Joseph James -Member
Mr. Alpha Nuhu- Member

CO-OPTED MEMBERS

Ms. Gladness Kaseka
Mr. David Mtei
Ms. Neema Mtemvu

Address

Tanzania Bureau of Standards
Ubungo Area,
Junction Morogoro/
Sam Nujoma Roads,
P.O.Box 9524, Dar es Salaam
TANZANIA.

Contacts:

Tel +255 2224 50298
+ 255 2224 50206
+ 255 2224 50949
Telefax: + 255 2224 50959
Email: info@tbs.go.tz
Hotline: 0800 110827
Website: www.tbs.go.tz

Traders told to registers own business premises



Quality Assurance Officer Ms Matrona Emmanuel speaks to visitors at the TBS pavilion during women entrepreneur's exhibition at Mlimani City in Dar es Salaam.

By Neema Mtemvu

Tanzania Bureau of Standards has asked Micro, Small and Medium Entrepreneurs (MSMEs) in food processing to observe standards requirements and quality management procedures before engaging in production.

The call was made by TBS Quality Assurance Officer Ms Matrona Emmanuel during women entrepreneur's exhibition at Mlimani City in Dar es Salaam recently.

She explained that the Government through the standards

body has provided a chance for the MSMEs to certify their products for free. She added that entrepreneurs were required to have a letter of introduction from Small Industries Development Organization (SIDO) as an important requirement before obtaining the TBS Quality Mark.

Through the exhibition TBS provided education on various issues pertaining to standardization where entrepreneurs and other participants used the opportunity to know a lot about TBS activities.



Inspection of all secondhand motor vehicles to be done by TBS at entry point

The Government has decided that the inspection of used motor vehicles imported into the country to be conducted by the Tanzania Bureau of Standards (TBS) at the point of entry.

Implementation of the directive will make Tanzania earn over Sh9.02 billion annually.

Announcing the new guidelines regarding the shift to the Destination Inspection (DI) from the Pre-Shipment Verification of Conformity (PVoC) in Dar es Salaam recently, TBS Director General Dr. Athuman Y. Ngenya said that the move has come after the Government made due diligence on the former system and found no need to continue inspecting imported vehicles outside the country.

The new guideline will officially start to be implemented at the Dar es

Salaam port on March 1 this year.

TBS has put in place a procedure that is intended to ensure no port congestion is caused by the new inspection procedure. Imported vehicles will be off-loaded and directly taken to four separate yards for inspection and clearing by agents before they can be released out of customs control.

The decision is the result of the Government having built capacity to its institutions and enable Tanzanians to inspect and undertake requisite maintenance of imported used vehicles.

Data show that Tanzania imports between 30 000 and 40 000 vehicles annually. Thus, under PVoC, a vehicle importer was supposed to pay \$150 (approximately 350 000/-) as inspection fee in the exporting country. This means that every year, Tanzanian ve-



hicle importers paid between Sh10.5 billion and Sh14 billion for inspection purposes only.

By that time TBS would keep only 30 percent of the money and 70 percent was going to the respective firm that conducted the inspection. This simply means that by implementing the PVoC, Tanzania was losing between Sh7.35 billion and Sh9.8 billion annually.

But with the DI of secondhand vehicles the Government will now charge only \$140 as inspection fee, and an additional of 30 000/- as service charge.

TBS has already expanded the vehicle storage yards at Dar es Salaam port to meet the requirements where the cars would be parked as they await inspection. About 12 inspection machines have been set up for use in inspecting im-

ported secondhand vehicles.

TBS made it clear that small cars will be taken to a special roll-on, roll-off yard, while other vehicles will be taken to a yard known as 'Kitopeni Yard' for similar action. Larger vehicles will be taken to the 'Copper' and 'Lighter' yards - also for similar action.

However, in the implementation of the DI, any vehicle that will, on being inspected at the port, be found not to comply with the set requirements of quality will have to undergo repairs at a special yard outside the port. Thereafter, it will be taken for inspection at the UDA Yard adjacent to the main port area before it can be cleared and allowed to ply public roads.

TBS declares to ensure that all used cars which are imported into the country fully comply

with the set requirements for such vehicles before they can be allowed to go onto the roads. The PVoC started way back in 2002 when TBS took over the mandate after it came to its attention that a majority of imported vehicles were entering the country without being inspected. TBS had to make use of agents who were selected through tenders to conduct the inspections before shipment abroad. The Standards Watchdog was using one agent in

Dubai and three based in Japan. The move helped to ensure that all vehicles that were imported into the country after 2002 were in good condition. Maintenance would be conducted on those areas that would have been found to be faulty before being shipped to Tanzania.

***“To beat your competition,
make quality your
mission”***

TBS educates over 12 000 people in three districts



Marketing Officer, Mr Mussa Luhombero speaks to pupils at one of the awareness campaign ground in Southern Zone.

By Roida Andusamile

Tanzania Bureau of Standards (TBS) has provided education on standardization to 12,071 people including primary school pupils and secondary school students as well as business people in Mbinga district, Ruvuma region, Masasi, Mtwara region and Ruangwa, Lindi region.

TBS Inspector in Mtwara Mr Barnabas Jacob said recently that the Standards watchdog had provided education on standardization at the district level involving Trade Officers from the councils.

He said at Mbinga primary and secondary schools, they provided education on how to identify and purchase goods bearing the TBS Quality Mark.

He added that TBS also provided education on packaging of fish with TBS Quality Mark that will increase value and fetch good prices from both domestic and foreign markets.

According to him, TBS reached Masasi Nyasa, and Mkuti Primary Schools as well as Anna Abdallah and

Masasi Day Secondary Schools in Masasi District.

Moreover, entrepreneurs at Mkuti market received education on standardization particularly on how to identify and buy goods that have met standards requirements.

TBS has continually been providing awareness to SMEs to make sure their goods meet the required standards requirements in order to penetrate into more markets.

In Ruangwa District, TBS reached and provided education to Lukangala and Ruangwa Primary Schools as well as Ruangwa and Kassim Majaliwa Secondary Schools.

For his part TBS Marketing Officer, Mr Mussa Luhombero said that TBS provided standardization education to primary school pupils and secondary school students to build good foundations and through them can reach their family members.

He said TBS would start providing education on quality standards in Bagamoyo, Kilosa and Mkinga districts.

TBS educates public on cosmetics products in Lake Zone

By Gladness Kaseka

Tanzania Bureau of Standards (TBS) is planning to inspect and provide public education about cosmetic products in Mwanza Region.

Recently, TBS mounted inspections and raised the awareness of 13 groups of cosmetic products as most of them were still ignorant of the healthy use of cosmetics.

This is part of the TBS' strategies to inspect and provide education on safe and healthy use of cosmetics so that it reaches people from all districts of Mwanza Region.

Acting Head of TBS Lake Zone Mr Evarist Mrema said inspections and education on cosmetics products involved retail and wholesale shops, distributors, super-markets and restaurants.

"We inspect and provide education because most of the users still face the challenge of distinguishing safe cosmetics from toxic ones." He said adding that there were 13 groups of cosmetic products starting with those used

by children, including powder, shampoo and others were those used in bathrooms.

He mentioned the other group of cosmetic products as those used in beautifying hair where there were various colours used for different hair styles and those hairs put over the original hair like "rasta" and wig hair styles, all of which make part of cosmetics.

Other cosmetics mentioned are those used to smear on the skin like smearing oil, lotions and others put on fingers for women like artificial nails. On the list were also mentioned cosmetics used in beautifying eyes and mouth by women which fall in the same group.

Speaking on inspection and education, most of people said they were in support of the exercise because they had been using cosmetic products with toxic ingredients without knowing the side-effects on their bodies.

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

TBS registers 601 food and cosmetics in southern zone



TBS Inspector Mr Buliro Magesa inspects cosmetic products during a routine inspection carried out in Southern Zone

By Roida Andusamile

Tanzania Bureau of Standards (TBS) has registered over 600 cosmetics shops, food and cafe in Lindi, Mtwara and Ruvuma regions since 2019 when such roles were assumed to TBS from the former Tanzania Food and Drugs Authority.

TBS Inspector in Southern Zone Mr Buliro Magesa said recently that inspection carried between March 3rd and 17th, 2021 in Lindi Municipality, Kilwa and Mtama districts show that a total of 41 cosmetics shops, food and cafes were registered on the said areas making a total number to be 601 from 560 in the past.

Magesa said that during the inspection, officials from the Bureau in collaboration with other organs removed from the market a consignment of cosmetics with poisonous ingredients (hy-

droquinone, mercury and lead) and expired food worth 1.35m/-.

Speaking on the increase of awareness on registration, TBS Southern Zone has received 488 new applications from traders who want to register food premises, cosmetics and cafes. According to him, once all applications are approved they will make a total number of registered premises to 1 089.

Meanwhile, TBS Inspector Mr Barnabas Jacob said that the Bureau would continue to register and certify the quality of various products as its part of implementing one of its roles as stipulate in the Standards Act No. 2 of 2009.

He said that TBS would persist to emphasize cosmetics and food traders to ensure that they

are registered and renew once the registration period expires.

He added that traders or citizens have to understand that the Bureau has directed its efforts to help them and protect consumers therefore it has to ensure that all products sold in the market meet the required standards.

“We ask traders to utilize services provided by the Bureau since it is there to serve and help them in removing business hurdles resulting from failure to adhere to standards requirements,” he insisted.

The Finance Act No. 8 of 2019 shifted the roles of registration of premises, food and cosmetics to TBS in 2019. The roles were previously done by the then Tanzania Food and Drugs Authority (TFDA).

Eradicate substandard goods to honour JPM, TBS tells public



Senior Marketing Officer Ms Gladness Kaseka imparts knowledge and understanding on various issues related to product quality to pupils in Lake Zone.

By Gladness Kaseka

Tanzania Bureau of Standards (TBS) has called on wanachi to take active part in eradicating substandard goods in the country as a way of honouring the late President of the United Republic of Tanzania Dr. John Pombe Magufuli's drive to build an industrial economy in Tanzania.

The call was made recently at different times by TBS officials while winding up public education campaigns in Musoma, Chato and Karagwe districts on the importance of purchasing products bearing quality standard mark as well as encouraging traders to register food and cosmetic premises.

The public education campaign has been conducted in various areas including primary and secondary schools, markets, bus stands, auctions and other open spaces where citizens went to acquire knowledge and understanding on various issues related to product quality.

Speaking during the campaign, Musoma Urban Council Director Fidelica Myovella commended TBS for providing education to the people at district level as it will increase awareness and ensure that low quality products in the market are reduced if not completely eliminated.



For her part TBS Marketing Officer Ms Deborah Haule reminded all citizens that the 'war' against substandard goods is not only for TBS but for the nation as a whole.

"This campaign has reached 14 517 citizens, including 12 204 primary pupils and secondary school students," said Haule, insisting that "...this 'war' is not for TBS staff only but for every citizen of this country.

Ms Haule explained to students and teachers the importance of identifying quality goods as well as introducing them to free service opportunities for small entrepreneurs.

However, she urged them to be good ambassadors of promoting use of quality goods in their communities.

She also urged the public to continue providing information to TBS once they come across with an expired or fake or if

they suspect any product in the market.

Bugene Ward Councillor in Karagwe District Mr Mugisha Mathias commended TBS for the education they provided in the district saying there are some traders and the general public who did not have detailed knowledge of quality of products.

"I commend TBS for the good work they are doing, and I call on them to continue with the same pace of performance." said Mathias.

For his part, TBS Quality Control Officer Mr Emmanuel Shilinde reminded retailers and buyers of the importance of reading information in packaging and selling or buying products certified by TBS as it will prevent them from losing money and avoid unnecessary health effects.

Similar campaign will continue in Kilosa, Mkinga and Bagamoyo districts before June 2021.

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

“Effects of sunlight on quality, stability of dietary oils is a health risk”

By Deborah Haule

Edible oil processors in the country have been advised to improve their selling centres and avoid exposing the products to direct sunlight because it is against the set quality standards.

TBS Research, Training and Market Surveillance Manager Mr Hamis Mwanasala gave the advice during a special training to cooking oil manufacturers and traders in Southern Highland zone recently.

He asserted that exposing edible oil in the sun affects its quality thus posing health risks to consumers.

He however challenged the edible oil manufacturers to ensure cleanliness throughout the process as the number of consumers increases every day.

“We are also educating on the need to improve packaging of their products as well as putting stickers with all the relevant information including place of production, product owner and contacts,” said Mwanasala.

For his part TBS Acting Head of Product Certification Mr Baraka Mbajije said that the quality edible oil should adhere to all agricultural, processing and health procedures.

He said most of local sunflower oil producers have been using traditional methods which do not adhere to quality safety of the edible oil hence affecting the health of consumers.

He asked traders to ensure the quality seeds, good edible oil processing and preservation.

Meanwhile Acting Head of TBS Southern Highlands Zone Mr Abel Mwakasonda asked processors to follow procedures in certifying their products since doing so would enable them not only to secure local and foreign markets but also protect the health of consumers.

He said that the Government recognizes their contribution in supporting economy of the country.

Apart from training, TBS has been providing certification ser-

vices for SMEs for three years free of charge to enable them to grow and meet required standards in market related issues.

“I urge SMEs to use this important opportunity which the Government has provided so as to increase productivity and income,” he insisted.

Head of Public Relations Officer Ms Roida Andusamile said a total of 972 cooking oil stakeholders in Iringa, Njombe, Mbeya and Songwe regions have attended the one week training. She said the training is sustainable and would be conducted in all regions countrywide.

According to her, similar training have been conducted in Dodoma, Singida, Tabora, and Kigoma regions.

Currently Tanzania produces not more than 200 000 tonnes of edible oil while the actual demand stands at between 450 000 to 600 000 tonnes per annum.



Entrepreneurs urged to be quality ambassadors

By Rhoda Mayugu

Tanzania Bureau of Standards Director General Dr. Athuman Y. Ngenya has urged SMEs who have certified their products to be ambassadors of quality by investing on production of quality goods capable to sustain local and foreign markets competitions.

Speaking during a grant of licence ceremony held at TBS headquarter, Dr. Ngenya said SMEs whose products had met standards requirements should continue to produce quality goods throughout.

“The Certificates and licences which you have obtained here is a tool to enable you to penetrate and compete in both local and foreign markets...in order to penetrate and win the competition, you must keep on producing quality products,” He insisted.

Manufactures who obtained certificates and licences included those who engage in production of food products, cosmetics, lubricants, sanitizers, electronic equipment and packaging materials.

Dr Ngenya urged SMEs all over the country to fully utilize the opportunity to certify their products for free and standardization trainings provided by TBS.

For years, TBS has been nurturing SMEs who certify their products for a period of seven years where they are required to contribute very little amount of money until when an SME becomes stable financially.

“After three years, entrepreneurs are supposed to pay 25 percent of the costs of certifying the products each year until they reach 100 percent. However, when TBS finds that some of them are still unable to pay, we continue supporting them.” He added.

For his part, Director of Quality Management Mr. Lazaro Msasalaga added that the trainings on Standard Mark of Quality offered by TBS will help SMEs to increase value of their products and but also to protect health of consumers.

“Quality is remembered long after the price is forgotten. Always use TBS-certified products”

TBS Metrology laboratory accredited

By Joseph Mahila

Tanzania Bureau of Standards (TBS) Metrology Laboratory has been granted accreditation by the Southern African Development Community Accreditation Services (SADCAS) after being re-assessment in accordance with ISO/IEC 17025:2017 in five fields of time and frequency, mass, volume, temperature and dimensional metrology.

The TBS Metrology laboratory was initially accredited in accordance with ISO/IEC 17025:2005 by the Southern African National Accreditation System (SANAS) in 2006 being the fourth laboratory to be accredited in Africa after South Africa, Egypt and Kenya. SANAS accredited only four fields namely Mass, Volume, Temperature, and Time and Frequency. In 2010 the laboratory expanded accreditation scope to dimensional metrology which was accredited by SADCAS.

The laboratory undergone the re-assess-

ment according to the new Standard-ISO/IEC 17025:2017 and granted the accreditation in the five fields where the rotational speed calibration such as tachometers and centrifuges were extended from the previous scope of time intervals.

Many years of experience of the laboratory in calibration, with ever-increasing know-how since 1982, the laboratory has a number of qualified personnel to provide the society with accurate and credible calibration results. The laboratory has competence recognized nationally and internationally.

Therefore, the public is informed and assured that calibration of Time intervals such as stopwatches, stomachers and timers, rotational speed such tachometers and centrifuges have been accredited to meet customer's requirements.

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



Public alerted on expired cosmetics, food products



Destruction of seized cosmetics with toxic ingredients, expired food and drinks in Dodoma city.

By Roida Andusamile

Tanzania Bureau of Standards (TBS) has once again urged the public to be careful when buying products, especially cosmetics and food stuffs meant for children as some of them were expired or of low quality.

TBS issued the warning recently when members of the public witnessed prod-

ucts worth 40m/- being destroyed after they were seized for poor quality in Dodoma.

“If you look at the products destroyed here you will notice that food products meant for children, including infant formula products are more than others,” TBS Director of Quality Management, Lazaro Msasal-

aga said after the destructio.

He added, “If we are not careful we will be building a nation of children with poor health status. The Public must cooperate in this war by carefully examining the products before buying them.”

The products destroyed were removed from the market



by TBS through its Central Zone Office during a campaign that started from November last year to January 15, this year, in Dodoma, Tabora and Singida regions.

According to Mr Msasalaga, the products destroyed include cosmetics with toxic ingredients, expired food stuffs and drinks.

“In efforts to protect consumers, TBS through its six zonal offices has every week been conducting impromptu inspections in all cities and towns across the country during which fake and substandard products are destroyed,” he said.

He advised traders to inspect their commodities and ensure

that they are sold before their expiry dates or inform TBS which was legally responsible for destroying fake, substandard and expired products.

Apart from other responsibilities, The Standards Act No. 2 of 2009 and the Finance Act No. 8 of 2019 mandates TBS to remove commodities from the local market by destroying or returning them to where they came from upon being confirmed to be unfit for human consumption.

TBS Inspector Mr Domisiano Rutahala said inspectors had been conducting inspections of products right from production points (industries) and in the market to ascertain if they were fit for human consumption.

“Upon establishing that the commodities are not up to standard or have expired, TBS has not been hesitating to take them off the market by destroying them with owners required to meet expenses incurred during destruction,” He said.

He called upon manufacturers and traders to observe standards, including selling only registered products and observing expiry dates to protect public health.

He emphasized that traders were required to register all food and beauty products, including their warehouses and trading venues (shops).

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



TBS urges traders to go for registration for premises, products

By Neema Mtemvu

Tanzania Bureau of Standards (TBS) has reminded food and cosmetics traders in the country to register their premises and products so as to enable them conduct their activities smoothly while protecting consumers' health.

TBS Quality Assurance Officer Mr Anderson Msumanje made the call at the just ended 4th edition of the National Economic Empowerment Council exhibition held at the Sheikh Amri Abeid grounds in Arusha recently.

"We urge all people including those who visit our pavilion to register their premises food and cosmetics to comply with the requirements of the changes in the Finance of 2019," he said.

According to him registration also involves cafes, restaurant, food vans, food stores and cosmetics. He urged traders who want to continue or engage in the businesses to con-

tact the bureau before embarking on them.

He said the organization certifies the quality of their products for three years without any payments to enable them access local and foreign markets. Msumanje said the government has established the programme to enable SMEs to produce quality goods and expand the market of their products.

He urged SMEs and other interested persons to make use of the opportunity especially during this time when the government has been on a drive to industrial economy.

"TBS as a facilitating institution helps SMEs to certify their goods free of charge. Its better now they respond to the legal requirements to avoid unnecessary barriers to access local and international markets," Msumanje said.

"To beat your competition, make quality your mission"

Importance of electronic (online) application system in managing quality compliance



By Zena Chijoriga

In the world we live in today, mass production of goods and industrial development is on the increase and the economy thrives on the capability of countries to export to other countries for profit. These production companies comprise of different departments that work collectively in ensuring productivity is continuous and efficient. Hence, it is important that no matter how sophisticated the production process may be, certain standards and quality of the product must be attained to constantly meet the company's targets.

Technology in the 21st century is advancing at rates too fast for the average human eye to keep up. With this advancement in technology comes a transition from the tedious paper-based systems to the more advanced electronic (online) systems. Paper-based systems used to be very common in medium-sized organizations. Such systems can successfully manage product and process quality, no doubt about that. However, they significantly increase the risk of non-compliance at the regulated organization. That is just one of the many disadvantages that come with using a Paper-based system. It's no longer news that anything with the name tag "electronic" is probably going to be more efficient and effective, and that is exactly what you get with an electronic system.

Quality systems are complex and extremely difficult to manage across an entire organization, especially in regulated environments where strict adherence to quality standards is required. Hence, companies and organizations seeking to enhance their businesses quickly look to adopt

software-based systems which are the information system tools and are defined as an arrangement of people, data, processes, and interfaces that interact to support and improve day-to-day operations in an enterprise or service as well as support the problem-solving and decision-making needs of management and users.

These are normally online systems and can provide more details and often include graphic and multimedia information for registrants. Most registration and application websites are database systems that automate the collection, tabulation and reporting of applicant information. Automated payment processing and confirmations also are standard features of online systems. The software used for implementing quality control is oriented towards the building construction mobility. It was designed to collect information in real time that work as a foundation for strategic decision making processes, and quality improvement, cost reduction, environment sustainability and effective decision making.



One major role a Quality Management System plays is to link the different departments in an organization together. The use of paper-based system might help to widen the gap for quality system collaboration between the different sections in an organization. Thus makes quality integration tedious. However, all that is trumped by the delicate infrastructure of an electronic (online) system. It allows for seamless inter-department communication to facilitate quality production.

Using an electronic (online) system allows the possibility for real-time management of all recorded data. In order to meet up with industry standards and guidelines, you require corrective and preventative actions, change control, deviations, and complaints, to record data history. Working with a paper-based system has the disadvantage of having a restricted storage and access, which is often violated with no documented record of changes made or by whom.

However, an electronic (online) system ensures that it is quite easy to access records anywhere you go by simply having the required access codes and an internet connection. It ensures that record retention policies are adhered to and retrieval of records more efficient. The online application system requires the user to have a computer that is connected to the in-

ternet enable the user to access the online application database.

One of the obvious benefits of an electronic (online) system that every environmentalist will agree with is the effectiveness in saving paper and reducing waste. Most notably, the implementation of an electronic quality management system saves time. In a paper-based system, it is difficult for quality managers to implement continuous improvement initiatives.

The lack of a reliable closed-loop control makes it difficult to implement corrective actions. Because of this, it is nearly impossible to ensure that standards are not compromised. In a paper-based environment, the review cycles can be long and unpredictable and paper-based document control procedures can also be more error-prone. Such issues could compromise an organization's compliance with regulations and make it difficult to implement improvement initiatives in a timely and predictable manner.

It's a no-brainer that paper-based systems make it very difficult for companies to collect and review key operating metrics in a timely manner. But with an electronic (online) system, data can be retrieved almost as quickly as they're needed, and operating metrics can be easily accessed. It may seem that a paper-based sys-

tem is inexpensive to maintain.

However, there is a huge amount of hidden costs due to the enormous amount of time the organization spends to ensure correct management of such a system. With an electronic (online) system, costs are cut down in the long run. It reduces transaction costs as well on aid through use of country systems. Performing online transactions means the ability to use the Internet as an instrument, to see its tools and applications in a new strategic overall frame which enables the provision of services and the manufacture of goods. This is important because user competence alone is not equivalent to an integrated technical competence which adds the innovations of information and communication technology as working instruments to technical contents and thus produces a synthesis. Securely and conveniently pay online, instead of writing a cheque or counting cash at the front line, applicants can simply enter their credit card details online to securely complete their transaction in seconds.

Once the payment is processed, applicants will then receive a receipt confirming they are signed up for their desired event and their payment has been securely processed and accepted. In addition to reducing procurement costs, e-GP systems can improve government value for



money. "Value for money is the differential between the total benefit derived from a good or a service against its total cost, when assessed over the period the goods or services are to be utilised."

The role of online platforms is key in delivering benefits to consumers and businesses, online platforms are bringing together consumers and producers, allowing trades that would otherwise not happen. Also, the diversity of online platforms in terms of activity, sector, business model, and size is striking but there is no apparent commonality between them. Online applications don't require a client (applicant) to speak to a service provider, or potential stakeholder, in person, the applicant submits documentation for consideration. Online registration provider will ensure you have all the necessary information to answer immediately to any of the payment related questions a client might have. Online platforms reduce the effects of geographic barriers, allowing the business to conduct activity across traditional geographic borders, to varying degrees. This was also supported by evidence from the literature.

Process, product and service innovations can, through targeted promotion, lead to the progressive creation of new opportunities. Apart from risks, the use of online systems and the Internet also offers numerous opportunities to develop new products, new services which will secure existing ones, and to create new employment as well. However, the introduction and use of these technical innovations does not mean a substitution

of technical knowledge and skills in the field of vocational requirements. Changes in instrumental competences, i.e. the ability to use technical innovations such as the Internet and intranet and to do online work, are the most visible changes incorporate procedures.

There is an increasing demand for more government transparency, increased operational efficiency, and better government service delivery, lobbying for improved accountability and reduced corruption (corruption perception). Many countries receive international aid. This aid is often deployed outside country systems, like procurement, increasing transaction costs and reducing aid coordination. It encourages international donors to use "country systems" to deploy aid, the use of country systems is an enabler of procurement reform. Countries need robust and transparent Government Resource Planning (GRP) systems to demonstrate effectiveness. Transparent e-GP systems reduce the perceived risk for using country systems for procurement. The public sector in many instances is an important market for small businesses, so improving public procurement practices by removing obstacles and boosting the involvement of SMEs is a key priority." In developing countries like Tanzania, SMEs are estimated to account for nearly 86% of employment opportunities.

The automation of government procurement has an important economic value-add for vendors because of faster procure-to pay. E-GP can be used to open up mar-

kets to international competition. This can be seen as a disadvantage for local businesses. Government has leveraged policy and systems to encourage the growth of local businesses while benefiting from international competition.

The benefits of government procurement reform and e-GP can be significant in emerging economies by increasing Tax and other regulatory compliance. For example, in countries where many "SMEs are informal, the lure of a significant government contract can serve as a strong motivator to register and formalize, bringing these companies in from the shadows.

The transition of informal to formal business improves economic and employment stability while increasing the tax base in countries. The informal segment of the economy is typically not well served by the government.

In order to decrease the gap between the productive and unproductive sections of the economy, it is important to increase the opportunities available to successful entrepreneurs and SMEs, through policies designed to help them develop, grow and increase their ability to compete in the formal economy. Tax compliance can be increased by ensuring that "all vendors for government products and services are registered through electronic systems for taxation and are not in arrears.



**Your Partner
in Global Trade**