



ann uncer

VOL. I JANUARY – JUNE, 2021

A BIANNUAL BULLETIN OF TBS

NO.1 ISSN 0856-0374

inside
stories



06



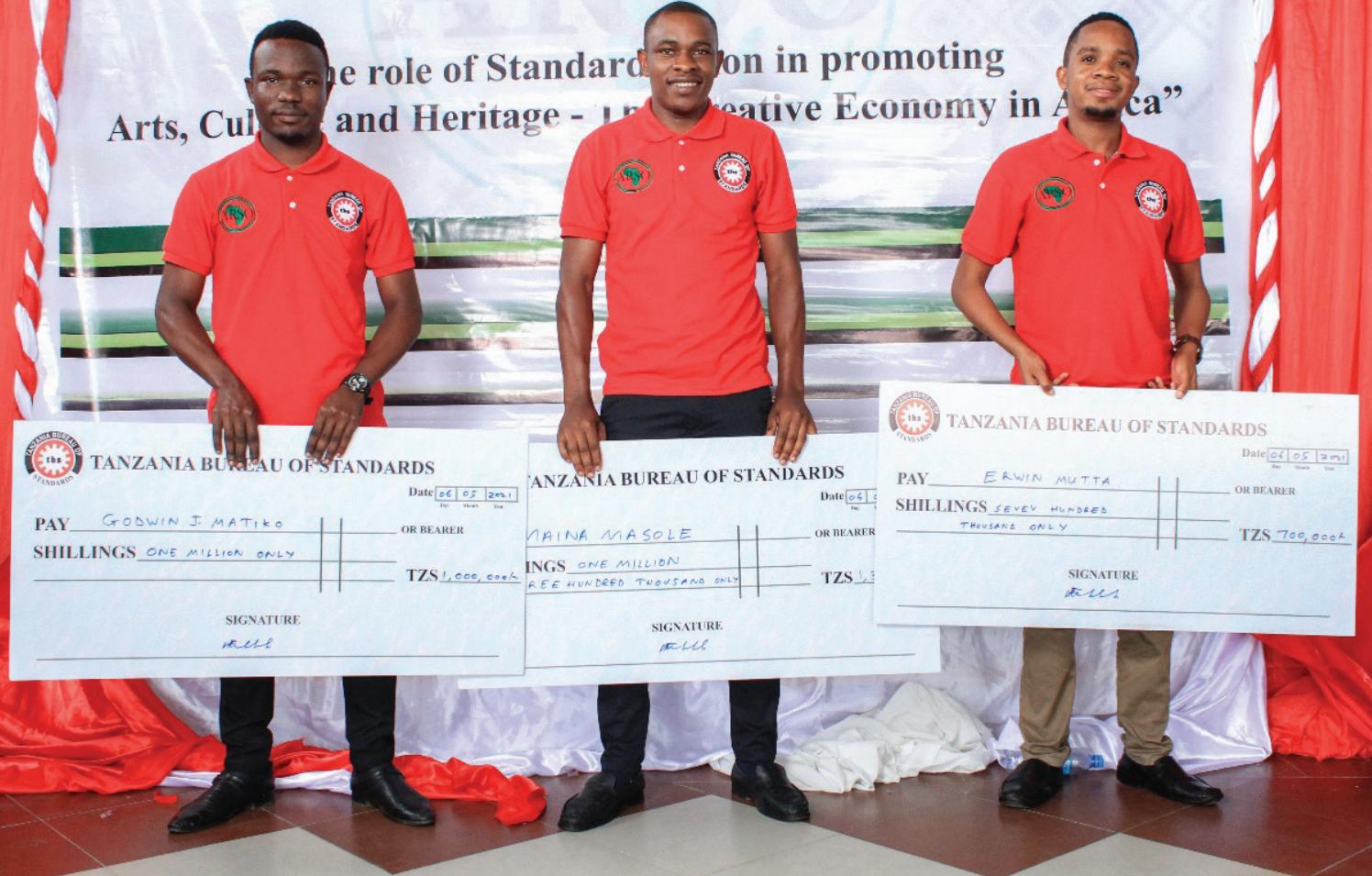
10



13

African Standards Day 06th May, 2021

“The role of Standardization in promoting
Arts, Culture and Heritage - The Creative Economy in Africa”



Three best students in the 8th African Standardization Organisation (ARSO) essay competition show their prizes.

Core Values



Quality Policy

Tanzania Bureau of Standards (TBS) endeavours, as mandated, to deliver quality products and services on standardization, safety management, conformity assessment and metrology by meeting legal and customers' requirements and even exceeding customers' expectations so as to retain their loyalty. TBS provides resources and continually improves her processes to ensure that employees are capable of timely and consistently providing quality products and services.



Customer Focus

We prioritize customers' needs first therefore committed to responding timely and proactively to their expectations.



Team work

We work together by sharing experiences while respecting each other to realize institutional goals.



Accountability

We shall be responsible to our actions, decisions and outcomes in executing our functions.



Transparency

We ensure open sharing of information and proper provision of feedback to our stakeholders in equal treatment.



Vision

"Sustainable standardization for high quality livelihood society".

Mission



"To promote standardization, safety and quality assurance in industry and commerce through standards development, certification, registration, inspection, testing and metrology services for sustainable socio-economic development".

EDITORIAL

- 4 ARSO Essay Competition an educational tool for the youth

NEWS IN BRIEF

- 6 Health Sector Stakeholders Urged to Observe Standards
- 7 TBS reaches more than 27,000 people in three districts
- 7 10 students win TBS essay competition
- 8 More than 140 food and cosmetics premises registered in Mlimba, Ulanga Districts
- 9 Produce more quality goods, government counsel SMEs
- 10 Government commends TBS for implementing its functions
- 11 TBS imparts knowledge on standards to Local Government Officials
- 11 TBS conducts Training to Spices Stakeholders
- 12 TBS tells traders in Sikonge District to adhere to Standards
- 12 TBS educates public on cosmetics products in Lake Zone
- 13 Eradicate substandard goods to honour JPM, TBS tells public
- 13 Effects of sunlight on quality, stability of dietary oils is a health risk
- 14 TBS urges traders to go for registration for premises, products
- 14 TBS educates stakeholders of Iron roofing sheet
- 15 Traders told to registers own business premises
- 15 TBS, KEBS to address barriers on standards
- 16 State to ensure all health facilities are calibrated
- 16 TBS imparts knowledge to SMEs

ACTIVITIES REPORT

- 18 Finalized Standards
- 31 New Projects
- 32 Recruitment
- 32 Obituary
- 33 Training
- 34 Training on Standardization and quality assurance
- 34 New equipment

ISO NEWS

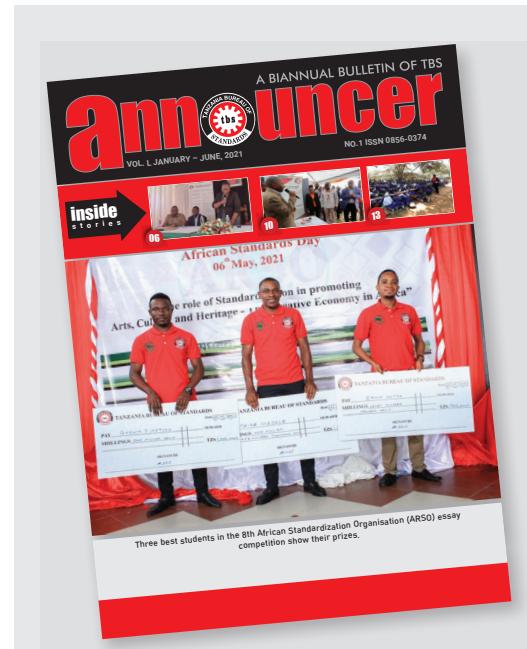
- 35 ISO'S action plan for developing countries 2021-2025
- 35 Getting the best out of ISO 9001

CERTIFICATION DATA

- 36 Certified companies
- 36 Technical Assistance to Exporters
- 36 Batch (Vehicles Inspected) and Certificates of Conformity COCs

FEATURE ARTICLES

- 36 Standards: A source of knowledge for research, development, wellbeing
- 37 Customer service – A cornerstone for sustainable business growth



EDITORIAL BOARD

- Mr. Mwesiga Mulinda - Chairperson
 Ms. Neema Mtemvu - Secretary
 Mr. Jabir S. Abdi - Member
 Ms. Gladness Kaseka - Member
 Mr. Hamisi Sudi - Member
 Mr. Joseph James - Member
 Ms. Angela Ndanshau - Member
 Mr. David Mtei - Member
 Ms. Deborah Haule - Member
 Mr. Venance Colman - Member

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

Telephone: +255 22 245 0298
 +255 22 245 0206, +255 22 245 0949
Telefax: +255 22 245 0959
Email: info@tbs.go.tz

ARSO Essay Competition an educational tool for the youth

In November 2021 TBS launched its annual ninth (9) ARSO essay writing competition for Higher Learning Institutions in Tanzania, as part of the ARSO Standardization Day celebrations to be marked in March 2022. This activity will go hand in hand with providing awareness on standardization to the society.

In celebration of ARSO Standardization Day 2022, Tanzania Bureau of Standards has organized various activities including essay writing for higher learning institutions in Tanzania and providing education to various stakeholders. All these activities aim at creating awareness of the importance of standards in promoting safe and sustainable economic development.

Winners of the ARSO competition will compete at the continental level. The first continental winner will also have the opportunity to participate in the ARSO General Assembly in Cameroon in June 2022. TBS coordinates this exercise at the National level which involves advertising it to the higher learning institutions, receiving the essays and declaring the essay winners.

Winners at the national level will be announced during the ARSO Standardization Day 2022 celebrations to be held in March 2022. Winners will receive cash prizes along with a certificate.

Standards benefit everybody, but their benefits often remain hidden; therefore, it is important to teach the economic, societal and environmental benefits of standards at all educational levels, hence TBS agenda in participating in the African Organization for Standardization (ARSO) essay competition. The continental essay competition is one of ARSO's initiatives to provide for support in disseminating standards information to tertiary institutions.

The essay competition was originally approved by the 49th ARSO Council held on 14th – 15th November 2013 in Nairobi, Kenya, under African Day of Standardization. So far 8 continental essay competitions have been successfully held and TBS has managed to participate in all of them and managed to take top spots in some of the years.

ARSO is an intergovernmental organization to promote standardization and conformity assessment in Africa with the principal mandate to harmonize national and/or sub regional standards as African Standards and issue necessary recommendations to member bodies for this purpose and to initiate and co-ordinate the development of African Standards (ARS) with references to products which are of peculiar interest

to Africa. ARSO is also mandated to encourage and facilitate adoption of international standards by member bodies and to promote and facilitate exchange of experts, information and co-operation in training of personnel in standardization activities.

The organization also co-ordinates the views of its members at the ISO, IEC, OIML, Codex and other international organisations concerned with standardization activities; and to create appropriate bodies in addition to the organs of the organization for the purposes of fulfilling its objectives.

Currently ARSO has 40 members, including Zanzibar as an observer member.

Every year for a period of eight years the African Regional Standardization Organization prepares the essay competition which aims at: Creating awareness among the African youth about the role of standardisation in the sustainable development of Africa, promoting education about standardisation in African universities and learning institutions, promoting quality culture in Africa, youth being the majority of consumers and ensuring that the youth as future policy makers advocate for policies that promote and strengthen standardization in Africa.

The above importance of essay competition goes in line with African Union agenda 2063, whereby Aspiration 6 focuses on an Africa where development is people-driven, unleashing the potential of its women and youth — the youth being a strategic resource as future leaders and policy makers. The African Union 2012 – African Youth Charter (15 – 35 years) aims at a strategic framework for youth empowerment and development activities; providing an avenue for effective youth participation in the development process and encouraging stakeholders to involve the youth in their activities. Hence TBS as a standardization body has not been left behind in making sure the youth of Tanzania are made aware on the importance of standards and this is done by actively participating in the ARSO continental competition.

This year the theme is on “The role of standardisation in promoting African pharmaceutical and medical devices industries to attain self-reliance and resilience in combating covid-19 and future pandemics”.

The theme is focused on the role of quality infrastructure in facilitating industrialisation and productivity as a way of addressing the endemic reliance on imports, including in the pharmaceutical products. The theme



focuses at: developing intra-African regional value chains; unlocking the continent's business potential; competitiveness of African SMEs/ private sector; Africa's industrialisation and manufacturing for essential products; and including local production and trade in the pharmaceutical industry.

TBS through the preparation of standards has the basic role of: Defining the essential parameters, the safety considerations and testing processes; setting the rules, establishing the frameworks, promoting innovation; and ensuring quality and fitness for purpose. Any product, process or service is intended to meet the needs of the user.

Standards help by identifying the optimum parameters for the performance of a process, product or service (e.g. product standards).

Standards also guard against factors that affect the health and safety of consumers (safety of the process, product or service is of great importance); enable variety reduction for the selection, inter alia, of the optimum number of sizes, ratings, grades, compositions and practices to meet prevailing needs; and provide variety reduction balancing between too many and too few varieties in the best interest of both manufacturers and consumers.

Furthermore, standards ensure compatibility of products and economies of scale, namely, suitability of processes, products or services to be used together under specific conditions to fulfil the relevant requirements, without causing unnecessary interaction.

In different sectors, standards facilitate the following: To manufacturers, standards rationalize the manufacturing process, commercialization of new products, transfer of technology, economies of scale (efficiency and effectiveness), waste and cost reduction. In risk management, customers are assured of quality and safety and variety of products. For traders, standards facilitate market access, trade and variety of products. For governments and regulators, standards facilitate regulatory activities for public interest requirements for health, safety, security and environmental protection. For technologists, standards provide starting points for research, innovation and development for further improvement of goods and services. Hence TBS ensures that all the above is achieved.

It is for these reasons that TBS has continued to participate in the ARSO essay competition since the youth is a strategic resource as future leaders and policy makers hence the importance of involving them.

Health Sector Stakeholders Urged to Observe Standards



Mbeya Region's Acting Administrative Secretary, Ms. Mwajabu Nyamkomora addresses participants of an awareness seminar on the science of measurements in the health sector administered by TBS in Mbeya. Others are TBS Manager for Southern Highlands, Mr. Abel Mwakasonda (left) and Head of Metrology Laboratory, Mr. Joseph Mahilla.

By Neema Mtemvu

Stakeholder in the health sector have been urged to take appropriate measures in ensuring that standards are observed in accordance to the local and global guidelines.

This was said in Mbeya by the region's Acting Administrative Secretary, Mwajabu Nyamkomora during the seminar organised by the Tanzania Bureau Standards (TBS) aimed at providing awareness on the science of measurement in the health sector.

The seminar is the continuation of the international day for measurement held in Dodoma recently.

Mr Nyamkomora said measurements are services are important in the manufacturer of medicines in pharmaceuticals because health society may contribute to economic growth

He urged to all Tanzanians make use of formal health services. "Tanzanians should avoid using informal health services like taking medicines without making diagnosis and get to know the proper treatment that suit the problem," he emphasised.

He also used the opportunity to remind health service providers' namely medical doctors, nurses and pharmacists to observe standards while providing health services as way to protect citizens' health.

He said health services providers should ensure that the medical facilities used for diagnosis and treatment of the people are inspected and registered by the Tanzania Bureau of Standards (TBS).

They should make calibration of the medical facilities used in the medical laboratories so that the medical services provided meet the health standards.

"It is important that everyone takes appropriate measures to make sure the health of Tanzanians is protected by ensuring that proper medical facilities are taken," he added.

On his part, the TBS Manager for Southern Highlands, Abel Mwakasonda, said the medical facilities used in diagnosing various diseases meet the required standards after getting TBS quality assurance.

He urged owners of hospitals, medical laboratories, pharmacies to make sure quality is strictly observed in the provision of health care services to Tanzanians.

Mwakasonda said TBS through the National Metrology Laboratory is the custodian of national measurements and provides this service to industries, medical institutions and other stakeholders in the country.

TBS reaches more than 27,000 people in three districts

By Staff Reporter

Tanzania Bureau of Standards (TBS) has imparted knowledge on issues related to goods quality and standards to some 27,776 residents in three districts that would ultimately help in the war against substandard goods in the market.

The districts reached are Kilosa in Morogoro Region, Bagamoyo in Coast Region and Mkinga in Tanga Region.

The TBS Corporate and Public Affairs Officer, Neema Mtemvu, said at the winding up of the campaign that the number of people reached in the districts, 15,526 were students and 12,250 were other people.

"We decided to impart knowledge on goods standards and quality to primary and secondary schools students because they can be good ambassadors and help influence other people to use goods with TBS quality mark," she said.

She added the biggest thing they have done is to educate primary and secondary school students on the importance of using TBS certified and registered products, including giving them a number for a free call to contact the agency in case they experience problems or challenges in the product.

"We have been able to provide education in various areas such as stands, markets, auctions, shopping centres in Kilosa District in Morogoro Region, Bagamoyo District in the Coast Region and Mkinga, Tanga Region," said Mtemvu.

She said TBS has conveyed the education to the students by recognizing that they are going to be good ambassadors for parents and guardians regarding the importance of using TBS-certified products.

In terms of crowded areas, Ms Mtemvu said the education was provided in Mkinga at the Hororo Stand and Duga gulio, while in Kilosa the education was provided in India, Sabasaba and Kimamba.

Regarding the response of the people in those areas with public gatherings, Ms Mtemvu said many were happy with the education and have asked for it to be sustainable.

"Citizens have thanked the organization for seeing the need to provide them with such information on standards because they have been facing major challenges, but they did not know what to do.

"But for now and for themselves, they have promised to get into a war of cheap goods because they are able to contact TBS, as they know we are there," explained Ms Mtemvu.

She said among the things the citizens were educated through the campaign were the responsibilities of TBS, the importance of checking the expiration date of the products they want to buy, where the information is available on the packaging.

Another area in which these citizens were educated was the importance of them buying certified products registered with TBS.

Ms Mtemvu cited some of the benefits of buying products certified by the TBS as including protecting their health and the value of their money.

10 students win TBS essay competition

By Gladness Kaseka

The competition attracted 214 students from 32 higher learning institutions in the country and was held in March this year.

The theme of this year African Standardisation Organisation (ARSO) day is "the Role of Standardisation in promoting Arts, Culture and Heritage –The Creative Economy in Africa".

Stakeholders in arts, culture and heritage have been reminded to take part effectively during the process to prepare standards for development of the economy.

This was said recently in Dar es Salaam by the Acting Director General of Tanzania Bureau of Standards (TBS), David Ndibalema, during the African Day of Standardization awarding ceremony for winners of the 8th ARSO continental essay competition.

Ndibalema said if the procedures to prepare standards would involve the community and all its requirements are met, they would help to minimize challenges facing the arts, culture and heritage sector.

He said this year's theme reminds the nation to ensure that the process to prepare and manage its implementation at various sectors is done by involving stakeholders including those in culture, arts and heritage.

"It is through that participation, the standards would contribute to improve products and services and assist

to reach the main Africa's innovation goal, including Tanzania," he said.

He said there is huge difference in the mounting innovation economy, particularly in the arts, culture and heritage sectors for developing countries including Tanzania due to poor infrastructures, business, and use of standards.

Ndibalema congratulated students who took part during the essay competition and those who emerged winners.

He the bureau has decided to involve students in higher learning institutions to participate in the essays on standards due to their importance.

He said the day was taken seriously by his institution through creating awareness among students on matters related to adherence to standards.

"We mark the Africa standards day by organising various activities, including essay writing competitions among students from higher learning institutions as a way of creating awareness on the importance of standards," he explained.

A total of ten students emerged winners and were awarded various prizes including certificates and cash ranges between 300,000/- and 1.3m/-

They are Maina Masole (SUA), Godfrey Matiko (SUA), Kija Migele (MUST), Erwin Tadeu (Mzumbe), Helena Ambele (Tudarco), Jamila Licholile (UDOM), Frank Joseph (UDOM), Elizabeth John (UDSM), Mbomea Mbwambo (MUHAS) and Godrick Bunga (UDOM).

Speaking at the event, the acting Director of Standards, Hamisi Mwanasala said the major aim of marking the day was to educate people on the importance of standards in improving their lives through the quality of their assets, health and safety among others.

He said the bureau has been organising essay competition using the theme of the specific year with the aim of measuring the understanding of students on issues related to standards.

He added that the competition helps TBS measure the extent at which citizens understand the importance of standards and what should be done in capacity building, especially for students to understand the importance of standards in their lives.

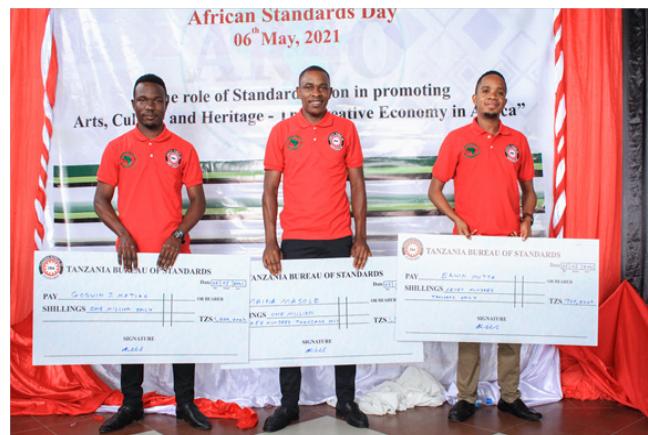
Speaking, a student who emerged a winner from Sokoine University of Agriculture (SUA) identified as Maina Masole commended the standard body for introducing the idea adding that the essay competition promotes and increases understanding of matters related to standards.

"I take this opportunity to encourage my colleagues (students) to take part in such competitions," he said, thanking TBS for promoting issues related to standards

from the grassroots.

Earlier, the Chief Judge Dr Michael Karani, said they experienced some challenges including some essay participants failed to bring their entries on time, while others copied materials from their friends.

However, he said this year the response was good, urging the management of TBS to extend such competition to pupils in primary school.



Three best students in the 8th African Standardization Organisation (ARSO) essay competition show their prizes.

More than 140 food and cosmetics premises registered in Mlimba, Ulanga Districts

By Deborah Haule

Officials of Tanzania Bureau of Standards (TBS) have been continuing with exercise of registration of food and cosmetics premises in Mlimba and Ulanga district councils, Morogoro region whereby a total of 140 buildings have been registered within the area.

Registration of the premises which deals with food and cosmetics have been conducted parallel with inspection of goods and educate traders on the importance of standards and quality.

Speaking during the exercise the Quality Assurance Officer at TBS, Daniel Kahabi, said that the Bureau has directed its efforts to reach all areas countrywide and register the buildings and educate traders on good preservation of their goods and ensure that the premises meet required standards.

"Apart from registration and inspection of premises and food and cosmetics, we urge shop owners to inspect their goods every time to ensure that they sell products which did not expire, and preserve them in a good



hygiene and safe place," said Kahabi.

For her part, the TBS Marketing Officer Deborah Haule, urged food and cosmetic traders to register their premises in a system to avoid unnecessary disturbances once inspectors will visit their areas.

"Registration is done electronically through TBS website you can do so anytime, anywhere what are you required to have is Tax payer identification Number (TIN) and Business licenses in order to complete the procedure, she said.

She also insisted citizens to continue report to the authorities in case they meet expired goods being sold in the market. Ms Haule asked the public to visit any nearby TBS offices or make a free call at their centre.

The roles of food premises and cosmetics registration was assumed to TBS in June 2019, the activity which was earlier conducted by the former Tanzania Food and Drugs Authority (TFDA).

Produce more quality goods, government counsel SMEs

By Deborah Haule

The Government has encouraged Small and Medium Entrepreneurs to continue producing quality products that would enable them to

fight competition in local and foreign markets.

This was said in Babati district, Manyara region over the weekend by the Deputy Minister for Industry and Trade Exaud Kigahe when opening exhibition which was organized by Small Industries Development Organisation (SIDO) held at Kwaraa grounds.

Deputy Minister Kigahe who was speaking at the TBS pavilion said only quality products will make SMEs survive in the markets, hence more efforts were needed to do so.

He also asked residents in the Northern Regions to participate in the exhibition and get various services from different exhibitors.

For his part the Quality Assurance Manager of Tanzania Bureau of Standards (TBS) Gervas Mwanjabala, told Reporters that the exhibition was an opportunity for the Standard body to educate and inform SMEs on issues regarding standards, listen to their challenges and look for its solutions.

"Our participation in this exhibition has enabled us to meet industrialists, residents and SMEs where we get a chance to inform them on various standards issues and listen to their challenges," Mwanjabala said.

The TBS Manager Northern Zone, Happy Brown,

urged SMEs living in the area not to hesitate to issue any information regarding goods so that they can get professional advice in order to produce quality products.

Speaking at the same event, the TBS Officer, Francis Mapunda, said there was a good response during this year's exhibition, whereas many SMEs turned up to get more information regarding certification procedures.

He said certification services for SMEs were free of charge, but they are required to route their application through SIDO. After certified they can reach different markets particularly those in the East Africa community without problem.

According to him, TBS insists on SMEs to produce quality products which would enable them to protect their capital and manage competition in nation and international markets.

The four days' exhibition which has attracted a good number of participants and exhibitors.



TBS Certification Manager, Mr. Gervas Kaisi, enlightens the Deputy Minister for Industry and Trade Hon. Exaud Kigahe on the Bureau's mandate to assist Small and Medium Entrepreneurs in attaining the quality of their products.

Government commends TBS for implementing its functions

By Gladness Kaseka

The Government commended Tanzania Bureau of Standards (TBS) in ensuring that citizens have access to locally produced and imported products in good quality and in an acceptable manner.

The statement was made by the Minister of Industry and Trade, Hon. Prof. Kitila Mkumbo, during his visit to TBS Headquarters, Dar es Salaam immediately after his meeting with stakeholders and traders at the port.

He said he had a schedule to visit the Bureau that ensures all products produced in the country and that are imported with good quality so that the public can access the products in an acceptable manner in a safe environment.

"Before I arrived at the Bureau I met with some of its stakeholders, they told me you are doing a great job on behalf of the United Republic of Tanzania in ensuring that all our products imported and produced locally are of acceptable quality," he stressed.

"Of course this success is huge in Tanzania. And in fact for a long time we do not have a record of products that are not suitable for human consumption that means that someone is working to control the products that are not suitable and that person is called TBS, so congratulations on what they do."

He cited the second reason for praising the agency was that when he met with stakeholders from various institutions that do business at the port, TBS was mentioned, but to a lesser extent.

He explained that this has encouraged him that the organization is doing well, but has a good chance of improvement.

"Their areas, which have been articulated by stakeholders, one is bureaucracy, so we have agreed to increase their efforts to ensure that their employees provide same quality service, good customer care but much faster so that the businesses they work with can be provided with services as soon as possible" said Prof. Mkumbo.

In terms of challenges that are practical on the part of the Organization, Minister Prof. Mkumbo instructed them to continue to improve.

"In terms of the challenges facing the Government we will continue to work on them, including the

amendments to the law that are needed to further improve their performance," he explained.

He said he has taken that to ensure the necessary adjustments are implemented early.

The third thing he touched on was the issue of the Board, saying for two years, TBS has been without Board of Directors and its responsibilities have been carried out by the Permanent Secretary of the Ministry of Trade and Industry.

"So that is our responsibility as the Government, we have taken it and we will work on it soon so that the TBS Board can exist and function well on behalf of the Government," he said.

He stressed that the biggest thing he has seen is that TBS is doing well, management is complete under the director general and performing their activities well.

He promised to provide all kinds of cooperation to ensure that TBS and other government institutions are involved in facilitating business in the country through existing laws and to the required quality.

TBS imparts knowledge on standards to Local Government Officials

By Deborah Haule

Tanzania Bureau of Standards (TBS) has offered training on standards and quality assurance to government officials from Morogoro Region so that they can better impart the knowledge to entrepreneurs engaging in various manufacturing activities in their respective councils.

The TBS Manager of Training and Research Hamisi Mwanasala said here over the weekend that the training is the implementation of the instructions given by the Minister of Industry and Trade Prof Kitila Mkumbo.

Recently, Prof. Mkumbo ordered the Bureau to train government officials from the councils countrywide on standards and quality assurance so that they can become ambassadors of the knowledge and skills reach easily entrepreneurs.

"We have provided training to government officials from the district councils so that they may in turn serve better entrepreneurs in their respective areas," he noted.

He said TBS has opened zonal offices countrywide but it has been difficult to reach all people and thus the training of councils' officials would be fundamental in serving better entrepreneurs so that their products can meet required standards.

Speaking at the event, Morogoro Regional Administrative Secretary Emmanuel Kalobero said the region has many manufacturers but produce low

quality goods due to lack knowledge on standards and quality assurance.

One of the participants who is Health officer from Ifakara town council Jafari Hamisi and Acting Agriculture officer from Mvomero District Suzy Mazengo said the training will enhance performance in the implementation of their daily obligations to help manufacturers produce high quality goods that meet TBS standards.

"We will meet and provide education to entrepreneurs undertaking manufacturing activities in the councils where we work in order that they may produce high quality goods that meet the required standards," they said.



Morogoro Regional Administrative Secretary Emmanuel Kalobero speaks during training for Local Government officials in Morogoro.

TBS conducts Training to Spices Stakeholders

By Mussa Luhombero

Morogoro based producers, processors and business people in spices are set to boost their earnings after the Tanzania Bureau of Standards (TBS) imparted them with skills to improve quality of their products.

TBS Research and Training Manager, Hamis Mwanasala said during the training held in Matombo, Morogoro Region recently that the training aimed at equipping producers, processors and entrepreneurs with skills to enhance productivity.

The beneficiaries of the training were those dealing with spices like cardamom, cinnamon, cloves and others produced in the region.

"The government is emphasising need for producers, processors and entrepreneurs in spaces improve quality and productivity so that their products fetch more revenues from the market," he said.

He said by producing products of high quality that meet required standards may easily penetrate both local, regional and global markets.

"Through the training, participants were given skills on both health and environmental regulations as well as

the need to register food and cosmetic premises," he noted.

He said the obligations of registering food and cosmetic premises currently under TBS were under the former Tanzania Food and Drugs Authority (TFDA).

He said reaching and training producers, processors and entrepreneurs in spices is one of the major obligation of the Bureau aiming at raising the quality of products to meet domestic global standards.

He added that sometimes, stakeholders including entrepreneurs do make requests from TBS to train them on various issues related to quality and standards that would ultimately increase the value of the products and boost their earnings.

"It is our obligations to conduct such trainings to various groups including producers and business people and sometimes we are being invited to participate in exhibitions like Sabasaba and Nanenane fairs," he said.

He added, at times institutions like Small Industries Development Organisation (SIDO) and Tanzania Trade and Development Authority (TanTrade) to conduct training to entrepreneurs.

TBS tells traders in Sikonge District to adhere to Standards

By Mussa Luhombero

Tanzania Bureau of Standards (TBS), has urged the business community to adhere to rules and regulations on standards aimed at protecting the health of consumers. The call was made recently by the TBS Quality Assurance Officer Ms. Zena Mushi after conducting an inspection and registration of food and cosmetics in Sikonge District in Tabora Region.

Some of the premises inspected and registered are restaurants, milling machines, food and sellers of cosmetics from March 29 to April 9 this year.

During the inspection and registration of food and cosmetic premises, TBS provided more than 100 permits to businesspeople. She noted that businesspeople have been responding positively on the initiative geared at registering all food and cosmetic premises in the country.

TBS has carried out an awareness campaign, hitherto the responsibility of the former Tanzania Food and Drugs Authority (TFDA).

Ms Mushi said one of the benefits of registering food and cosmetic premises is that businesses are legally recognised while giving confidence to consumers. "The permit granted to businesspeople after meeting the conditions has been an added advantage while seeking and accessing bank loans," she said.

Moreover, the permits granted by TBS to businesspeople have helped them in winning tenders to provide food to institutions like schools. She said most businesspeople in Sikonge District are aware that the food and cosmetic premises regulations are being spearheaded by TBS instead of TFDA. She said TBS targets to reach businesspeople in all districts in Dodoma Zone. She encouraged businesspeople to make sure they get TBS registration and permits for food and cosmetic business before starting a new business.

TBS Quality Control Officer Sileja Lushibika urged entrepreneurs to take advantage of the ongoing inspection by TBS in their areas to register their businesses.

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.

TBS educates public on cosmetics products in Lake Zone

By Gladness Kaseka

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.

Eradicate substandard goods to honour JPM, TBS tells public

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.



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

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 Hamisi 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 Mbajje 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 services 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.

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 contact 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.

TBS educates stakeholders of Iron roofing sheet

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 traders 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.



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

Traders told to registers own business premises

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.



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.

TBS, KEBS to address barriers on standards

By Deborah Haule

Tanzania Bureau of Standards (TBS) and the Kenya Bureau of Standards (KEBS) have resolved to work together to address all trade barriers related to standards between the two countries.

This was said by the TBS Director General Dr Yusuf Ngenya during the tour of Ministers and other Government leaders from the two countries at Namanga One-Stop Border Post.

The tour follows the completion of the 5th meeting between Tanzania and Kenya aimed at discussing trade barriers that have been impeding business growth.

He said the meeting held brought together TBS and KEBS to deliberate on issues related to standards between the two countries and various issues particularly those approved by the East Africa Community (EAC) were discussed.

He added the 6th Phase government has already put its plan to open up the doors for smooth business with Kenya and other regional countries.

"There were some obstacles between the two countries related to standards that impeded smooth business growth. We have discussed with the Kenyan counterparts and everything is in place," he added.

He noted further that TBS will continue to collaborate with KEBS to address the current bottlenecks and all those that will emerge in the future to make a smooth business growth and contribute to economic development.

On his part, the TBS Certification Manager, Pascal Mwanjabala said in addressing the business challenges between Tanzania and Kenya, they have resolved to look at the goods imported from Kenya and those exported to Kenya.

He assured business people that all the challenges identified during the meeting will be addressed and open up for smooth business flow between the two countries.

He added, "We have seen the need to have modern equipment in the areas where they will provide us with quick results especially concerning the maize consignments that stranded for months between the borders of the two countries.

State to ensure all health facilities are calibrated

By Deborah Haule

The Government has expressed its commitment to ensuring that all equipment at health facilities are well calibrated to give the right results.

The commitment was given by the Permanent Secretary in the Ministry of Health, Community Development, Gender, Elder and children, Prof. Abel Makubi in a

statement read on his behalf by Dr. James Kiologwe.

Speaking while gracing the event to mark the world metrology day, Prof. Makubi directed all local government authorities [LGAs] to ensure that measurement' equipment in health facilities are well calibrated to give the right results.

He noted that most health facilities in the country have not done calibration of equipment, saying the government is working hard to increase the number of calibration centres in the country.

He urged the Tanzania Bureau of Standards (TBS) to strengthen cooperation with other stakeholders to improve calibration services.

"Effects of poor calibration can cost people their lives, as well as negatively impact the national economy" he said.

Prof. Makubi insisted on the need to create awareness of the important role measurement plays in the wellbeing of everyone in the world.

He said metrology, the science of measurement, plays a central role in scientific discovery and innovation, industrial manufacturing and international trade, in improving the quality of life and in protecting the global environment.

The meeting was convened by TBS and brought together stakeholders from different institutions including higher learning institution, ministries and departments.

TBS Director of Testing and Metrology, Eng. Johannes Maganga said in commemoration of the international event, the Bureau has organised a one-day conference for the stakeholders to share their views on how measurement methods are critical in achieving quality health practices.

He notes that experts from different offices were to make presentations that were to be followed by an interactive panel discussion session, where participants may join in and present their views or raise questions.

World metrology day is an annual celebration of the metre convention on 20th May 1875 by representatives of seventeen nations.

TBS imparts knowledge to SMEs

By Deborah Haule

A total of 282 Small and Medium Entrepreneurs (SMEs) and traders in Morogoro municipality, Mvomero district

council and Gairo township council in Morogoro region have attended special training that was conducted by officials of Tanzania Bureau of Standards.

The special training targeted SMEs and traders who are dealing with production, distribution and sales of edible oil in markets within Morogoro region and outside.

Speaking on behalf of TBS Director General Dr Athuman Ngenya, the Bureau's Manager of Training and Research Hamisi Mwanasala, said that the training is part of implementation of government directives through the Ministry of Industry and Trade asking it to conduct such assignments countrywide.

Apart from officials from TBS, the training also involved officials from the Ministry of Industry and Trade, Weight and Measures Agency (WMA) Business Registration and Licensing Agency (BRELA), Small Industries Development Organisation (SIDO), district business officers, health and social welfare from respective councils.

Mwanasala said the government recognizes and values the contribution of SMEs including those dealing with edible oil sector in building the economy, hence the training meant to build their capacity so that they can produce more edible oil with required quality and standards.

"This training will involve provision of awareness education into markets and along the road side where many traders sell edible oil", he insisted.

For her part the TBS Quality Assurance Officer Gudila Boniface said that in order for edible oil to meet required standards a farmer should follow good farming procedures, processing and hygiene.

She said the agricultural procedures include planting of quality seeds and timely harvest of the crops.

On good processing practice, she said it includes use of quality raw materials, use of processing materials that does not decay and those recommended by experts.

Talking on hygiene, she said producers should ensure that all equipment to preserve edible oil are clean, including plastic containers and the surrounding environment.

"They should make sure that packaging materials or containers which they put edible oil are clean and put labels which have information regarding the product, otherwise it is not acceptable to do contrary to the

directives

Either she said edible oil should not put on direct sunlight, since doing so would destroy it and pose a health risk to final consumers.

The Senior Quality Assurance Officer identified as Flora Luvanda, urged the stakeholders to certify their products, register food and cosmetics products and their business premises.

"We urge stakeholders to contact TBS offices in case they meet any challenge during registration process we will support them until they finish the exercise, she said."

She said it was important for the traders to register their products and food and cosmetics premises because it was done after changes of the financial act of the year 2019 which shifted the roles of management of safety and quality of food and cosmetics to TBS, from the former Tanzania Food and Drugs Authority (TFDA).

She said registration of goods, food and cosmetics premises is a legal mandate hence doing so would make them conduct their activities independently and freely.

Apart from Morogoro similar training has been conducted in Dodoma, Singida, Tabora, Kigoma, Iringa, Njombe, Mbeya and Songwe regions.



Finalized Standards

During the period of January – June 2021, the following Tanzania standards were finalized:

S/N	Finalized TZS No.	Title
1	FTZS 59:2021/ISO 3696:1987	Water for analytical laboratory use - Specification and test method
2	FTZS 3051-1:2021/ISO 2286-2:2016	Rubber or plastics-coated fabrics -Determination of roll characteristics - Part 1: Methods for determination of length, width and net mass.
3	FTZS 3051-2:2021/ ISO 2286-2:2016	Rubber or plastics-coated fabrics — Determination of roll characteristics — Part 2: Methods for determination of total mass per unit area, mass per unit area of coating and mass per unit area of substrate
4	FTZS 3051-3:2021 / ISO 2286-3:2016	Rubber or plastics-coated fabrics — Determination of roll characteristics — Part 3: Method for determination of thickness
5	FTZS 3091: 2021 / ISO 4803:1978	Laboratory glassware — Borosilicate glass tubing.
6	FTZS 944:2021 / ISO 4142:2002	Laboratory glassware — Test tubes
7	FTZS 3090: 2021 /ISO 385:2005	Laboratory glassware — Burettes.
8	FTZS 2064: 2021 / EAS 941: 2020	2020 Flavoured drinking water — Specification
9	FTZS 3092: 2021	Pillows for Domestic Use — Specification (Synthetic-fibre filled)
10	FTZS 1411: 2021	Spring mattress — Specification
11	FTZS 784:2021	Sodium hypochlorite used for disinfection of water intended for human consumption — Specification
12	FTZS 3119:2021	Denatured Ethanol for Use as Cooking and Appliance Fuel — Specification
13	FTZS 36:2021/EAS 31:2021	Laundry soap — Specification
14	FTZS 39-1/EAS 127-1:2021	Synthetic detergent powders — Specification — Part 1: Household hand use
15	FTZS 225:2021/EAS 294:2021	Scouring powder — Specification
16	FTZS 369:2021/EAS 295:2021	Sodium hypochlorite solutions for domestic and industrial use — Specification
17	FTZS 624:2021/EAS 383:2021	Liquid detergent for household use — Specification
18	FTZS 223:2021/EAS 787:2021	Industrial detergent powder — Specification
19	FTZS 3139:2021	Transparent soap — Specification
20	FTZS 3138:2021	Tile cleaner — Specification
21	FTZS 1427:2021	Lanolin, anhydrous for cosmetics industry – Specification
22	FTZS 3120:2021	Milking jelly — Specification
23	FTZS 3135:2021	White spirit/mineral turpentine — Specification
24	FTZS 3137:2021	Polyvinyl Chloride (PVC) adhesive — Specification
25	FTZS 3141:2021	Shoe polish wax solvent paste type — Specification

S/N	Finalized TZS No.	Title
26	FTZS 3140:2021	General purpose thinner for synthetic paints and varnishes — Specification
27	FTZS 3163:2021	Pyrethrum Extracts — Specification
28	FTZS 3177-1:2021 /ISO 5838-1:2013	Implants for Surgery — Metallic skeletal pins and wires -Part 1: General requirements
29	FTZS 3177-2:2021/ISO 5838-2:1991	Implants for Surgery-Skeletal pins and wires -Part 2: Steinmann skeletal pins –Dimension
30	FTZS 3177-3:2021/ISO 5838-3:1993	Implants for Surgery-Skeletal pins and wires —Part 3: Kirschner skeletal wires.
31	FTZS 785:2021	Calcium hypochlorite used for disinfection of water intended for human consumption – Specification.
32	FTZS 360:2021	Flexible polyurethane foam mattresses-Specification
33	FTZS 3082:2021/ ISO 10684:2004	Fasteners — Hot dip galvanized coatings
34	FTZS 12 – 1:2021/ ISO 22034-1:2007	Steel wire and wire products — Part 1: General test methods.
35	FTZS 3083:2021/ ISO 525:2013	Bonded abrasive products — General requirements.
36	FTZS 172:2021/ ISO 4014:2011(E)	Hexagon head bolts — Product grades A and B.
37	FTZS 174:2021/ ISO 4032:2012(E)	Hexagon regular nuts (style 1) — Product grades A and B.
38	FTZS 3190:2021	Door Locks and Latches – Specification
39	FTZS 3191:2021	Steel filing cabinets for general office purposes — Specification
40	FTZS 1413:2021	Padlocks and padlock fittings – Specification
41	FTZS 3189:2021/ ISO 1460:2020	Metallic coatings — Hot dip galvanized coatings on ferrous materials — Gravimetric determination of the mass per unit area
42	FTZS 3155 - 2021/ ISO 16438:2012	Agricultural irrigation equipment - Thermoplastic collapsible hoses for irrigation - Specifications and test methods
43	FTZS 3156-1:2021/ ISO 8283-1:1991	Plastics pipes and fittings — Dimensions of sockets and spigots for discharge systems inside buildings — Part 1: Unplasticized poly (vinyl chloride) (PVC-U) and chlorinated poly (vinyl chloride) (PVC-C).
44	FTZS 3157 :2021/ ISO 3633:2002	Plastics piping systems for soil and waste discharge (low and high temperature) inside buildings - Unplasticized poly (vinyl chloride) (PVC-U).
45	FTZS 3156 -2 :2021/ ISO 8283-2:1992	Plastics pipes and fittings - Dimensions of sockets and spigots for discharge systems inside buildings - Part 2: Polyethylene (PE)
46	FTZS 1639: 2021/ ISO 4079: 2020	Rubber hoses and hose assemblies- Textile-reinforced hydraulic types for oil- based or water-based fluids- Specification.
47	FTZS 1640: 2021/ ISO 3949: 2020	Plastics hoses and hose assemblies- Textile- reinforced types for hydraulic applications- Specification
48	FTZS 1641: 2021/ ISO 6805:2020	Rubber hoses and hose assemblies for underground mining- Wire-reinforced hydraulic types for coal mining- Specification

ACTIVITIES REPORT



S/N	Finalized TZS No.	Title
49	FTZS 3208-1:2021 / ISO 29463-1	High efficiency filters and filter media for removing particles from air — Part1:-Classification, performance, testing and marking.
50	FTZS 3208-2:2021/ ISO 29463-2	High-efficiency filters and filter media for removing particles in air — Part 2:- Aerosol production, measuring equipment and particle-counting statistics
51	FTZS 3208-3:2021/ ISO 29463-3	High-efficiency filters and filters media for removing particles in air — Part 3: Testing flat sheet filter media.
52	FTZS 3208-4:2021/ ISO 29463-4	High-efficiency filters and filter media for removing particles in air — Part 4: Test method for determining leakage of filter elements — Scan method.
53	FTZS 3208-5:2021/ ISO 29463-5	High-efficiency filters and filter media for removing particles in air — Part 5: Test method for filter elements.
54	FTZS 3213-1:2021 / ISO11155-1	Road vehicles - Air filters for passenger Compartments - Part 1: Test for particulate filtration
55	FTZS 3213-2:2021 / ISO11155-2	Road vehicles - Air filters for passenger compartments - Part 2: Test for gaseous filtration
56	FTZS 2823-7:2021 / ISO 4210-7: 2014	Cycles — Safety requirements for bicycles — Part 7: Wheels and rims test methods.
57	FTZS 2823-8:2021/ ISO 4210-8: 2014	Cycles — Safety requirements for bicycles — Part 8: Pedal and drive system test methods.
58	FTZS 2823-9:2021 / ISO 4210-9: 2014	Cycles — Safety requirements for bicycles — Part 9: Saddles and seat-posttest methods
59	FTZS 3214:2021/ ISO 8224:2003	Traveller irrigation machines - Operational characteristics and laboratory and field test methods
60	FTZS 3215:2021/ ISO 18564:2016	Machinery for forestry — Noise test code
61	FTZS 3216:2021/ ISO 11850:2011	Machinery for forestry — General safety requirements
62	FTZS 3217:2021/ ISO 8084:2003	Machinery for forestry — Operator protective structures
63	FTZS 3218:2021/ ISO 22868:2021	Forestry and gardening machinery — Test Method
64	FTZS 1231-2:2021	Motor vehicles – Motorcycles for general use – Part 2 — Specifications for three wheeled motorcycles.
65	FTZS 300:2021	Retro - reflective number plate for vehicles
66	FTZS 3037:2021	Municipal and industrial wastewaters: General tolerance limits for use of treated wastewater in irrigation
67	FTZS 1233:2021	Tolerance limits for industrial effluents discharged into inland surface water -Sugar processing industry
68	FTZS 861:2021/ISO 5667-10:2020	Water quality — Sampling -Part 10: Guidance on sampling of waste waters
69	FTZS 1234:2021	Tolerance limits for industrial effluents discharged into inland surface water — Textile industry
70	FTZS 1259:2021/ISO 9377-2:2000	Water quality — Determination of hydrocarbon oil index — Part 2: Method using solvent extraction and gas chromatography
71	FTZS 3046:2021	Solid waste: Management of health care waste
72	FTZS 3045:2021/ISO 15270:2008	2008 Plastics — Guidelines for the recovery and recycling of plastics waste

S/N	Finalized TZS No.	Title
73	FTZS 3044:2021/ISO 17422:2018	Plastics — Environmental aspects — General guidelines for their inclusion in standards
74	FTZS 3043:2021/ISO 21070/2017	Ships and marine technology —Marine environment protection — Management and handling of shipboard garbage
75	FTZS 3042:2021/ISO 16304:2018	Ships and marine technology — Marine environment protection — Arrangement and management of port waste reception facilities
76	FTZS 3041:2021/ISO 22444-1:2020	Rare earth — Vocabulary — Part 1: Minerals, oxides and other compounds
77	FTZS 3040:2021/ISO 22444-2:2020	Rare earth — Vocabulary — Part 2: Metals and their alloys
78	FTZS 3039:2021/ISO 22450:2020	Recycling of rare earth elements — Requirements for providing information on industrial waste and end-of-life products
79	FTZS 3057:2021/ISO 9359:1989	Air Quality — Stratified sampling method for assessment of ambient air quality
80	FTZS 3058:2021/ISO 19087:2018	Workplace air- Analysis of respirable crystalline silica by Fourier- Transform Infrared Spectroscopy
81	FTZS 3059:2021/ISO 11222:2002	Air Quality — Determination of the uncertainty of the time average of air quality measurements.
82	FTZS 939:2021	Sampling airborne radioactive materials from the stacks and ducts of nuclear facilities
83	FTZS 3153:2021	Air Quality — Atmospheric conditions for testing
84	FTZS 3152:2021	Air Quality — Tolerance limits on emissions by boilers
85	FTZS 3151:2021	Air quality — Tolerance limits on emissions by incinerators
86	FTZS 3154:2021	Solid waste: Environmental management of compost processing facilities
87	FTZS 3146:2021	Protection against ionizing radiation: Specification for industrial radiographic installations
88	FTZS 3145:2021/ ISO 8995:2002	Lighting of work places part 1 — Indoors
89	FTZS 3144:2021/ ISO 8995-3	Lighting of work places part 3 - Lighting requirements for safety and security of outdoor work places
90	FTZS 3164:2021/ ISO 3552-1:1992	Rotary core diamond drilling equipment — System B — Part 1: Metric units.
91	FTZS 3167:2021/ ISO 3551-1:1992	Rotary core diamond drilling equipment — System A — Part 1: Metric units.
92	FTZS 3168:2021	Standard Test Method for Total Ash Content of Activated Carbon
93	FTZS 3166:2021	Standard Test Method for Carbon Tetrachloride Activity of Activated Carbon.
94	FTZS 3165:2021	Standard Test Methods for Moisture in Activated Carbon
95	FTZS 3169:2021 /ISO 15238:2016	Solid mineral fuels: Determination of total cadmium content of coal
96	FTZS 3170:2021/ISO 19579:2006	Solid mineral fuels Determination of sulfur by IR spectrometry

ACTIVITIES REPORT



S/N	Finalized TZS No.	Title
97	FTZS 3171:2021/ ISO 20336:2017	Solid mineral fuels Determination of total sulfur by Coulomb titration method
98	FTZS 3029:2021/ISO 16204	Durability — Service life design of concrete structure
99	FTZS 3030-1:2021/ ISO 22965-1	Concrete Part 1: Methods of specifying and guidance for the specifier
100	FTZS 3030-2:2021/ISO 22965-2	Concrete Part 2: Specification of constituent materials, production of concrete and compliance of concrete
101	FTZS 3032:2021/ISO 22966	Execution of concrete structures
102	FTZS 3033-1:2021/ ISO 14824-1	Grout for prestressing tendons - Part 1: Basic requirements
103	FTZS 3033-2:2021/ISO 14824-2	Grout for prestressing tendons - Part 2: Grouting procedures
104	FTZS 3033-3:2021/ ISO 14824-3	Grout for prestressing tendons - Part 3: Test methods.
105	FTZS 3036:2021/ ISO/TR 16475	General practices for the repair of water-leakage cracks in concrete structures
106	FTZS 3028-1:2021/ISO 10406-1	Fibre-reinforced polymer (FRP) reinforcement of concrete —Test methods - Part 1: FRP bars and grids
107	FTZS 3028-2:2021/ISO 10406-2	Fibre-reinforced polymer (FRP) reinforcement of concrete -Test methods — Part 2: FRP sheets
108	FTZS 3060-1/ EAS 982-1:2020	Bitumen and bituminous binders — Specification-Part1: Penetration bitumen
109	FTZS 3060-2/ EAS 982-2:2020	Bitumen and bituminous binders — Specification — Part 2: Cutback bitumen
110	FTZS 3060-3/EAS 982-3: 2020	Bitumen and bituminous binders — Specification — Part 3: Anionic bitumen emulsion
111	FTZS 3060-4/EAS 982-4: 2020	Bitumen and bituminous binders — Specification — Part 4: Cationic bitumen emulsion
112	FTZS 3060-5/ EAS 982-5: 2020	Bitumen and bituminous binders - Specification-Part 5: Performance graded bitumen
113	FTZS 3061/ EAS 981:2020	Hydraulic road binders — Specification
114	FTZS 3100: 2021/ISO 8272:1985	Doorsets — Air permeability test
115	FTZS 3102:2021/ISO 8273:1985	Doors and doorsets — Standard atmospheres for testing the performance of doors and doorsets placed between different climates
116	FTZS 3105:2021/ISO 9379:2005	Operating forces — Test method — Doors
117	FTZS 3106:2021/ISO 8248:1985	Windows and door height windows - Mechanical tests

S/N	Finalized TZS No.	Title
118	FTZS 3107:2021/ISO 15821:2007	Doorsets and windows — Water-tightness test under dynamic pressure — Cyclonic aspects
119	FTZS 3108:2021/ISO 9380:1990	Doorsets — Repeated torsion test
120	FTZS 3110:2021/ISO 15822:2007	Test method of doorset opening performance in diagonal deformation — Seismic aspects
121	FTZS 2948-1: 2021/ISO 12466-1:2007	Plywood — Bonding quality — Part 1: Test methods
122	FTZS 3093: 2021/ISO 9424:2003	Wood-based panels — Determination of dimensions of test pieces
123	FTZS 3094: 2021/ISO 9426:2003	Wood-based panels — Determination of dimensions of panels
124	FTZS 3095: 2021/ISO 9427:2003	Wood-based panels — Determination of density
125	FTZS 3096: 2021/ISO 16572:2008	Timber structures — Wood-based panels — Test methods for structural properties
126	FTZS 3097: 2021/ISO 16978:2003	Wood-based panels — Determination of modulus of elasticity in bending and of bending strength
127	FTZS 3099: 2021/ ISO 16979:2003	Wood-based panels — Determination of moisture content
128	FTZS 3101: 2021/ISO 18775:2020	Veneers — Terms and definitions, determination of physical characteristics and tolerances
129	FTZS 3104-1: 2021/ISO 12460-1:2007	Wood-based panels — Determination of formaldehyde release — Part 1: Formaldehyde emission by the 1-cubic-metre chamber method
130	17. FTZS 3104-3: 2021/ISO 12460-3:202	Wood-based panels — Determination of formaldehyde release — Part 3: Gas analysis method
131	FTZS 3104- 4: 2021/ISO 12460-4:2016	Wood-based panels — Determination of formaldehyde release —Part 4: Desiccator method
132	FTZS 3104- 5: 2021/ISO 12460-5:2015	Wood-based panels — Determination of formaldehyde release — Part 5: Extraction method (called the perforator method)
133	FTZS 3112: 2021/ISO 16999:2003	Wood-based panels — Sampling and cutting of test pieces
134	FTZS 3103: 2021/ISO 16999:2003	Viscosity graded bitumen binder
135	FTZS 3148:2021	High Heat Duty Fireclay Refractories- Specification
136	FTZS 3149:2021	Insulating Bricks-Specification
137	FTZS 3147:2021	Methods of Testing Refractory Castables
138	FTZS 3143:2021	Specification for Bottom-Pouring Refractories Steel Plants
139	FTZS 3150:2021/ISO 20292:2009	Materials for the production of primary aluminium — Dense refractory bricks — Determination of cryolite resistance
140	FTZS 1558:2021	Specification for Road Humps and Rumble Strips
141	FTZS 3161:2021	Products Used for Treatment of Water Intended for Human Consumption-Silica sand and Silica gravel

ACTIVITIES REPORT



S/N	Finalized TZS No.	Title
142	FTZS 3162:2021	Polyethylene- Based Structural Grade Plastic Lumber- for Outdoor Application-Specification
143	FTZS 3205-2/ISO 20290-2:2019	Aggregates for concrete- Test methods for mechanical and physical properties -Part 2: Method for determination of resistance to fragmentation by Los Angeles Test (LA-Test)
144	FTZS3205-3/ ISO 20290-3:2019	Aggregates for concrete-Test methods for mechanical and physical properties-Part 3: Determination of aggregate crushing value (ACV)
145	FTZS 758:2021/EAS 356:2019	Textiles — Requirements for inspection and acceptance of used textile products.
146	FTZS1224:2021/EAS 969:2020	Disposable baby diapers — Specification
147	FTZS 1422:2021/EAS 971:2020	Textiles — Fabrics for household curtains and drapery — Specification
148	FTZS 1618:2021/EAS 968:2020	Disposable adult diapers — Specification
149	FTZS 1661:2021/EAS 386:2020	Footwear — Inspection and acceptance criteria for used footwear — Requirements
150	FTZS 1662-1:2021/EAS 942-1:2020	Footwear — Specification — Part 1: Men's closed shoes
151	FTZS 1662-2:2021/EAS 942-2:2020	Footwear — Specification — Part 2: Men's open shoes
152	FTZS 2999-1:2021/EAS 944-1:2020	Footwear — Specification — Part 1: Children's shoes (2 years and below)
153	FTZS 2999-2:2021/EAS 944-2:2020	Footwear — Specification — Part 2: Children's shoes (2-6 years).
154	FTZS 3000-1:2021/EAS 943-1:2020	Footwear — Specification — Part 1: Ladies closed shoes
155	FTZS 3000-2:2021/EAS 943-2:2020	Footwear — Specification — Part 2: Ladies open shoes
156	FTZS 3001:2021/EAS 970:2020	Fishing gill nets — Specification
157	FTZS 164: 2021/ EAS 226: 2018	Kitenge — Specification.
158	FTZS 165: 2021/ EAS 224: 2018	Cotton Khanga — Specification
159	FTZS 279: 2021 / EAS 96 :2018	Sanitary Towel — Specifications – Part 1: Disposable
160	FTZS 736: 2021/ EAS 222: 2018	Knitted Polyester — Cellulosic blended fabric — Specification
161	FTZS 757: 2021 / EAS 227: 2018	Textile - Knitted cotton fabric — Specification.
162	FTZS 1718: 2021/EAS 93:1 -2020	Preservation of raw hides and skins — Code of practice — Part 1: Stack salting
163	FTZS 1719: 2021/EAS 93:2 -2020	Preservation of raw hides and skins — Code of practice — Part 1: Air drying
164	FTZS 1720: 2021/EAS 93:3 -2020	Preservation of raw hides and skins — Code of practice — Part 3: Pickling
165	FTZS 3002: 2021 / EAS 228: 2018	Textile — Cotton bed sheets — Specification.
166	FTZS 3085: 2021	Textiles — Menstrual Tampons — Specification.
167	FTZS 208 – 1: 2021 / ISO 3377- 1: 2011	Leather — Physical and mechanical tests – Determination of tear load – Part 1: Single edge tear

S/N	Finalized TZS No.	Title
168	FTZS 208 - 2: 2021 / ISO 3377- 2: 2016	Leather — Physical and mechanical tests – Determination of tear load — Part 2: double edge tear.
169	FTZS 211: 2021 / ISO 11640:2018	Leather — Test for colour fastness – Colour fastness to cycles of to and fro rubbing.
170	FTZS 321: 2021	Textiles — Woven Blankets — Specifications
171	FTZS 1257: 2021	Textiles — Open mouth woven poly-sacks made from High Density Polyethylene (HDPE)/polypropylene (PP) tape-yarns- Specifications.
172	FTZS 1230-2:2021	Textile – Specification for mosquito nets: Part 2: Nets made from 100 % Polyethylene yarn.
173	FTZS 3086: 2021	Textiles – Reusable Baby Nappy Liner — Specification
174	FTZS 3087: 2021	Textiles — Disposable Panty Liners — Specification
175	FTZS 3109: 2021/ ISO 15702: 1998	Leather – Test for colour fastness – Colour fastness to machine washing
176	FTZS 3111: 2021 / ISO 15703: 1998	Leather – Test for colour fastness – Colour fastness to mild washing
177	FTZS 3088 -1: 2021/ ISO 16663 - 1: 2009	Fishing nets — Method of test for the determination of mesh size —Part 1: Opening of mesh
178	FTZS 3088 – 2: 2021 / ISO 16663 - 2: 2003	Fishing nets — Method of test for the determination of mesh size – Part 2: Length of mesh
179	FTZS 3114: 2021/ ISO 9865: 1991	Textiles — Determination of water repellency of fabrics by the Bundesmann rain-shower test.
180	FTZS 3115: 2021/ ISO 811: 2018	Textiles — Determination of resistance to water penetration — Hydrostatic pressure test.
181	FTZS 3116: 2021	Textiles — Standard test method for length, width, thickness, diameter and circumference of textile and leather products.
182	FTZS 3206:2021/ISO 4167:2006	Textiles — Polyolefin agricultural twines — Specification
183	FTZS 3209:2021/ISO 18264:2016	Textiles — Lifting slings for general purpose lifting operations made from fibre ropes — High modulus polyethylene (HMPE) — Specification
184	FTZS 3211:2021	Textiles — Polyethylene monofilament twines for fishing — Specification
185	FTZS 3212:2021	Textiles — Web lashing belt made from man-made fibres — Specification
186	FTZS 2869:2021	Textiles — Method for evaluation of the bacterial filtration efficiency for surgical face mask
187	FTZS 2870:2021	Textiles — Reusable fabric face masks — Specification
188	FTZS 2871:2021	Textiles — Surgical face masks — Specification
189	FTZS 166:2021	Textiles — Cotton dress fabric — Specification
190	FTZS 478:2021	Textiles — Poplin varieties — Specification
191	FTZS 756:2021	Textiles — Knitted polyester fabric — Specification

ACTIVITIES REPORT



S/N	Finalized TZS No.	Title
192	FTZS 3153-2:2021 - ISO 12402-2:2006	Personal flotation devices Part 2 Life jackets, performance level 275 Safety requirements
193	FTZS 3153-3:2021 - ISO 12402-3:2006	Textiles — Personal flotation devices – Part 3 Lifejackets, performance level 150 – Safety requirements
194	FTZS 3153-4:2021 - ISO 12402-4:2006	Personal flotation devices Part 4 Life jackets, performance level 100 Safety requirements
195	FTZS 3153-5:2021 - ISO 12402-5:2006	Textiles — Personal flotation devices — Part 5 Buoyancy aids (level 50) — Safety requirements.
196	FTZS 3153-6:2021 - ISO 12402-6:2006	Textiles — Personal flotation devices — Part 6 Special application lifejackets and buoyancy aids — Safety requirements and additional test methods
197	FTZS 3196:2021	Textiles — Requirements for clothing made of limited flame spread materials and Material assemblies affording protection Against heat and flame — Specification
198	FTZS 3197:2021	Textiles — Insect Screening and Louver Cloth Woven from Vinyl-Coated Glass Yarns — Specification
199	FTZS 3198:2021	Textiles — Performance Requirements for Women's and Girls' Knitted Blouse and Dress Fabrics
200	FTZS 3199:2021	Textiles — Textiles Cloth, cotton khaki, bleached for general purposes Specification
201	FTZS 3200:2021	Textiles — Performance Requirements for Woven Flat Lining Fabrics for Women's and Girls' Apparel
202	FTZS 3194:2021 - ISO 21942:2019	Station uniform for firefighters
203	FTZS 3195:2021 - ISO 15384:2018	Protective clothing for firefighters — Laboratory test methods and performance requirements for wildland firefighting clothing
204	FTZS 3201-5-54:2021/IEC 60364-5-54:2011	Low-voltage electrical installations — Part 5-54: Selection and erection of electrical equipment – Earthing arrangements and protective conductors
205	FTZS 3202:2021/IEC 60137:2017	Insulating bushings for alternating voltages above 1000V
206	FTZS 3203:2021 /IEC 60376:2018	Specification of technical grade Sulphur hexafluoride (SF6) and complementary gases to be used in its mixtures for use in electrical equipment
207	FTZS 3204-1:2021 /IEC 60664-1:2020	Insulation coordination for equipment within low-voltage supply systems — Part 1: Principles, requirements and tests
208	FTZS 3178-1:2021/IEC 62586-1:2017	Power quality measurement in power supply systems — Part 1: Power quality instruments (PQI)
209	FTZS 3178-2:2021/IEC 62586-2:2017	Power quality measurement in power supply systems — Part 2: Functional tests and uncertainty requirements
210	FTZS 1518-8:2021	Polyvinyl chloride insulated cables of rated voltages up to and including 450/750 V -Part 8: Single core, flat twin and 3-core sheathed cables for fixed wiring
211	FTZS 630:2021	Codes of practice for manned security services
212	FTZS 681:2021	Security systems — Cash-in-transit services
213	FTZS 682:2021	Security systems — Control room/area
214	FTZS 3172:2021	Vehicle Tracking Systems — Requirements

S/N	Finalized TZS No.	Title
215	FTZS 3185:2021/ IEC 62688:2017	Concentrator photovoltaic (CPV) modules and assemblies — Safety qualification
216	FTZS 3186:2021/ IEC 62108:2016	Concentrator photovoltaic (CPV) modules and assemblies — Design qualification and type approval
217	FTZS 3188-9-8:2021/ IEC TS 62257-9-8:2020	Renewable energy and hybrid systems for rural electrification — Part 9-8: Integrated systems - Requirements for stand-alone renewable energy products with power ratings less than or equal to 350W
218	FTZS 3187-1:2021/ IEC 61730-1:2016	Photovoltaic (PV) module safety qualification - Part 1: Requirements for construction
219	FTZS 3187-2:2021/ IEC 61730-2:2016	Photovoltaic (PV) module safety qualification - Part 2: Requirements for testing
220	FTZS 3014:2021	Rice Bran as Animal Feed — Specification
221	FTZS 3015:2021/ ISO 20588:2019	Animal Feeding Stuffs — Vocabulary
223	FTZS 3016:2021	Common Salt and Cattle Licks — Specification
224	FTZS 3017:2021	Compounded Horse Feed — Specification
225	FTZS 3018:2021	Freshwater Prawn (<i>Macrobrachium Rosenbergii</i>) Feed — Specification
226	FTZS 3019:2021	Marine Shrimp Feed – Specification
227	FTZS 3020:2021	Rice Polish as Animal Feed — Specification
228	FTZS 3021:2021	Dried Insect Products for Compounding Animal Feeds — Specification
229	FTZS 3052:2021	Calf Milk Replacers — Specification
230	FTZS 2420-5:2021/ ISO 6887-5:2020	Microbiology of the food chain - Preparation of test samples, initial suspension and decimal dilutions for microbiological examination- Part 5: Specific rules for the preparation of milk and milk products
231	FTZS 3003: 2021/ ISO 17410:2019	Microbiology of the food chain- Horizontal method for the enumeration of psychrotrophic microorganisms
232	FTZS 3004:2021/ ISO 19020: 2017	Microbiology of the food chain - Detection and enumeration of Cryptosporidium and Giardia in fresh leafy green vegetables and berry fruits
233	FTZS 2424:2021/ ISO 15216-2:2019	Microbiology of the food chain - Horizontal method for determination of hepatitis A virus and norovirus using real-time RT-PCR - Part 2: Method for detection
234	FTZS 1654:2021	Liqueurs — Specification
235	FTZS3067:2021	Craft beer — Specification
236	FTZS 1245:2021	Draught beer — Specification
237	FTZS1746:2021 /ISO 4387:2019	Cigarettes — Determination of Total and Nicotine-Free Dry Particulate Matter using a Routine Analytical Smoking Machine
238	FTZS 1748:2021/ISO 16632:2013	Tobacco and tobacco products — Determination of Water Content — Gas-Chromatographic Method
239	FTZS1753:2021 / ISO 8454:2007	Cigarettes — determination of Carbon Monoxide in the Vapour Phase of Cigarette Smoke — NDIR Method

ACTIVITIES REPORT



S/N	Finalized TZS No.	Title
240	FTZS1754:2021 / ISO 8243:2013	Cigarettes — Sampling
241	FTZS3053:2021/ISO 21147:2003.	Fine-cut Tobacco and Smoking Articles Made from It — Survey and Analysis of consumer-made articles.
242	FTZS3054:2021/ ISO 4389:2000	Tobacco and tobacco products — Determination of Organochlorine pesticide residues — Gas chromatographic method
243	FTZS3055:2021/ISO 4874:2020.	Tobacco — Sampling of Batches of raw material — General principles
244	FTZS 3056:2021/ISO 20193:2019	Tobacco and tobacco products — determination of the width of the strands of cut tobacco
245	FTZS 2226:2021/EAS 989:2020	Bee pollen — Specification
246	FTZS 3084:2021/EAS 990:2020	Bee propolis — Specification
247	FTZS 3098:2021/EAS 992:2020	Beeswax — Specification
248	FTZS 851:2021/EAS 36:2020	Honey — Specification
249	FTZS 3075: 2021 /EAS 130: 2020	Green coffee beans — Specification
250	FTZS 417:2021/EAS 105:2020	Roasted coffee beans and roasted ground coffee — Specification
251	FTZS 414:2021/EAS 975: 2020	Instant (soluble) coffee — Specification
252	FTZS 187-1:2021/ EAS 4-1:2021	Infant formula — Specification — Part 1: Formula for normal nutritional use (3 rd Edition)
253	FTZS 187-2:2021/ EAS 4-1:2021	Infant formula — Specification — Part 2: Formula for special medical purposes (1 st Edition)
254	FTZS 180:2021/ EAS 72:2021	Processed cereal-based foods for older infants and young children — Specification (3 rd Edition)
255	FTZS 3234:2021/ EAS 1023:2021	Food fortification premix and fortificants — Specification (1 st Edition)
256	FTZS 3235:2021/ EAS 1024:2021,	Fortified composite flour — Specification (1 st Edition)
257	FTZS 3236:2021/ EAS 1025:2021	Monitoring and sampling of premixes and fortified foods — Guidelines (1 st Edition)
258	FTZS 3232:2021/ ISO 9648:1988	Sorghum — Determination of tannin content
259	FTZS 3241:2021/ ISO 6646:2011	Rice - Determination of the potential milling yield from paddy and from husked rice
260	FTZS 3240:2021/ ISO 6639-1:1986	Cereals and pulses — Determination of hidden insect- General principles
261	FTZS 3239:2021/ ISO 6639-2:1986 -	Cereals and pulses — Determination of hidden insect- Sampling
262	FTZS 3228:2021/ ISO 6639-3:1986 -	Cereals and pulses — Determination of hidden insect- Reference method
263	FTZS 3227:2021/ ISO 6639-4:1986	Cereals and pulses — Determination of hidden insect — Rapid methods
264	FTZS 3132:2021	Yellow Gram flour — Specification
265	FTZS 3231:2021	Pulse flour — Specification

S/N	Finalized TZS No.	Title
266	FTZS 3237:2021	Papad — Specification
267	FTZS 3238:2021	Cooked Beans — Specification
268	FTZS 2009:2021	Chia seed — Specification
269	FTZS 3210	Potato flour — Specification
270	FTZS 3207	Living stone potato — Specification
271	FTZS 3136:2021	Raw almond kernels — Specification
272	FTZS 3134:2021	Coated peanut — Specification
273	FTZS 3133:2021	Mixed roasted nuts — Specification
274	FTZS 351:2021/ISO 1839:1980	Tea — Sampling
275	FTZS 349:2021/ISO 3103:2019	Tea — Preparation of liquor for use in sensory analysis
276	FTZS 1160:2021/ISO 7516:1984	Instant tea in solid form — Sampling
277	FTZS 319:2021/ISO 7514:1990	Instant tea in solid form — Determination of total ash
278	FTZS 364:2021/ISO 7513:1990	Instant tea in solid form — Determination of moisture content (loss in mass at 103 degrees C)
279	FTZS 1630-2:2021/ISO 14502-2:2005	Determination of substances characteristic of green and black tea. Part 2: Content of catechins in green tea-Method using high performance liquid chromatography
280	FTZS 1161:2021/ISO 9768:1994	Tea — Determination of water extract
281	FTZS 1166:2021/ISO 15598:1999	Tea — Determination of crude fibre content
282	FTZS 1630-1:2021/ISO 14502-1:2005	Determination of substances characteristic of green and black tea — Part 1: Content of total polyphenols in tea-Colorimetric method using Folin-Ciocalteu reagent
283	FTZS 1165:2015/ISO 1578:1975	Tea — Determination of alkalinity of water-soluble ash
284	FTZS 1164:2015/ ISO 1577:1987	Tea — Determination of acid-insoluble ash
285	FTZS 1163:2015/ ISO 1576:1988	Tea — Determination of water-soluble ash and water-insoluble ash
286	FTZS 1167:2021/ISO 1573:1980	Tea — Determination of loss in mass at 103 degrees C
287	FTZS 366:2021/ISO 1572:1980	Tea — Preparation of ground sample of known dry matter content
288	FTZS 1162:2021/ISO 1575:1987	Tea — Determination of total ash
289	FTZS 350:2021/ISO 6078:1982	Black tea — Vocabulary
290	FTZS 315:2021/ISO 10727:2002	Tea and Instant tea in solid form - Determination of caffeine content - Method using high - performance liquid chromatography
291	FTZS 3158: 2021	Bread crumbs — Specification
292	FTZS 3159: 2021	Chewy candy — Specification
293	FTZS 3160: 2021	Maandazi — Specification
294	FTZS 1492:2021/ ISO 1842:1991	Fruits and vegetable products, determination of Ph.

ACTIVITIES REPORT



S/N	Finalized TZS No.	Title
295	FTZS 1494: 2021/ISO 5518:1978	Fruits and vegetables - Determination of benzoic acid content — Spectrophotometric method
296	FTZS 1497: 2021/ ISO 5523:1981	Fruits and vegetables — Determination of Sulphur dioxide content (routine method)
297	FTZS 1497: 2021/ ISO 6557/2:1984	Fruits and vegetables — determination of ascorbic acid content — Routine methods
298	FTZS 1789: 2021	Code of hygienic practices for sprouts production
299	FTZS 1788: 2021	Breadfruit — Specification
300	FTZS 1787: 2021	Fresh jackfruit — Specification
301	FTZS 1786:2021	Fresh okra — Specification
302	FTZS 1085:2021	Fresh cabbage — Specification
303	FTZS 998:2021	Citrus fruits — Specification
304	FTZS 554:2021	Code of hygienic practices for ready-to-eat fresh pre-cut fruits and vegetables
305	FTZS 553:2021	Code of hygienic practices for berries
306	FTZS 552:2021	Code of hygienic practices for fresh leafy vegetables
307	FTZS 551:2021	Code of hygienic practices for melons
308	FTZS 3005:2021 / ISO 22483:2020	Tourism and related services — Hotels — Service requirements.
309	FTZS 3006:2021 / ISO 181880:2016	Specification of polypropylene drinking straws
310	FTZS 3007:2021 / ISO 14782	Plastics — Determination of haze for transparent materials
311	FTZS 3008:2021 / ISO 14782	Plastics film and sheeting — Determination of by the free-falling dart method - Part 1 Staircase methods
312	FTZS 3009:2021 / ISO 527-3:2018	Plastics — Determination of tensile properties - Part 3: Test conditions for films and sheets
313	FTZS 3010:2021 / ISO 7086-1:2018	Glass hollowware in contact with food -Release of lead and cadmium Part 1: Test method
314	FTZS 3011:2021 ISO 6486-1:2019	Ceramic ware, glass ceramic ware and glass dinnerware in contact with food -Release of lead and cadmium: Test method
315	FTZS 3012:2021	Tableware — Melamine plastic ware- Specification
316	FTZS 3013:2021	Tableware — Glass Tableware-Specification
317	FTZS 3117:2021	Tableware — Ceramic tableware — Specification.
318	FTZS 3118:2021	Stretch Cling Film — Specification

New Project

From January to June 2021, a number of standards development projects were initiated in various sectors including the following:

1. CDC 3 (581) NWI/EAS 966: 2020, Synthetic hair extensions — Specification;
2. CDC 2 (784) NWI/EAS 31:2021, Laundry soap — Specification (Tzs 36:2014/EAS 31:2013);
3. CDC 2 (785) NWI/EAS 294:2021, Scouring powder - Specification (Tzs 225:2017);
4. CDC 2 (787) NWI/EAS 295:2021, Sodium hypochlorite solutions for domestic and industrial use - Specification (Rev Tzs 369:2017);
5. CDC 2 (788) NWI/EAS 383:2021, Liquid detergent for household use — Specification (Rev Tzs 624:2014/EAS 383:2013 and Tzs 581:2014/EAS 296:2011); and
6. CDC 2 (789) NWI/EAS 787:2021, Industrial detergent powder — Specification (Rev Tzs 223:2014/EAS 787:2013).
7. BCDC 13 (775) NWI Geotechnical investigation and testing — Laboratory testing of soil — Part 7: Unconfined compression test;
8. BCDC 13 (776) NWI Geotechnical investigation and testing — Laboratory testing of soil — Part 8: Unconsolidated undrained triaxial test;
9. BCDC 13 (777) NWI Geotechnical investigation and testing — Laboratory testing of soil — Part 9: Consolidated triaxial compression tests on water saturated soils;
10. BCDC 13 (778) NWI Geotechnical investigation and testing — Identification and classification of soil — Part 1: Identification and description;
11. BCDC 13 (779) NWI Geotechnical investigation and testing — Identification and classification of soil — Part 2: Principles for a classification;
12. BCDC 13 (780) NWI Geotechnical investigation and testing — Identification, description and classification of rock;
13. BCDC 13 (781) NWI Geotechnical investigation and testing — Field testing — Part 12: Mechanical cone penetration test (CPTM);
14. BCDC 13 (782) NWI Geotechnical investigation and testing — Testing of geotechnical structures — Part 4: Testing of piles: dynamic load testing; and
15. BCDC 13 (783) NWI - Geotechnical investigation and testing — Testing of geotechnical structures — Part 1: Testing of piles: static compression load testing
16. AFDC 15 (766) NWI - Waffles — Specification
17. AFDC 15 (767) NWI - Half cake — Specification
18. AFDC 15 (768) NWI - Visheti — Specification
19. AFDC 15 (769) NWI - Pizza bread —

Specification

20. AFDC 15 (770) NWI - Frozen pizza — Specification;
21. AFDC 15 (771) NWI - Chevdo (Namkeen) — Specification
22. AFDC 15 (772) NWI - Tikha ghatia (gram flour noodles) — Specification
23. AFDC 15 (773) NWI - Frozen samosa — Specification
24. AFDC 11 (790) NWI - Molecular biomarker analysis — Detection of animal-derived materials in foodstuffs and feedstuffs by real-time PCR - Part 1: Bovine DNA detection method
25. AFDC 11 (791) NWI - Molecular biomarker analysis — Detection of animal derived materials in foodstuffs and feedstuffs by real-time PCR - Part 2: Ovine DNA detection method
26. AFDC 11 (792) NWI - Molecular biomarker analysis — Detection of animal-derived materials in foodstuffs and feedstuffs by real-time PCR — Part 3: Porcine DNA detection method
27. AFDC 11 (793) NWI - Molecular biomarker analysis — Detection of animal-derived materials in foodstuffs and feedstuffs by real-time PCR — Part 4: Chicken DNA detection method
28. AFDC 11 (794) NWI - Molecular biomarker analysis — Detection of animal-derived materials in foodstuffs and feedstuffs by real-time PCR — Part 5: Goat DNA detection method
29. AFDC 11 (795) NWI - Molecular biomarker analysis — Detection of animal-derived materials in foodstuffs and feedstuffs by real-time PCR — Part 6: Horse DNA detection method
30. AFDC 11 (796) NWI - Molecular biomarker analysis — Detection of animal-derived materials in foodstuffs and feedstuffs by real-time PCR — Part 7: Donkey DNA detection method
31. AFDC 11 (797) NWI - Biotechnology — Specification on data management and publication in microbial resource centers
32. AFDC 11 (798) NWI - Biotechnology — Biobanking — General requirements for the validation and verification of processing methods for biological material in biobanks
33. AFDC 11 (805) NWI - Biotechnology - Massively parallel sequencing - Part 2: Quality evaluation of sequencing data
34. AFDC 11 (806) NWI - Biotechnology - Data publication — Preliminary considerations and concepts; and
35. AFDC 15 (807) DTZS — Glossary of terms used in confectionery trade.

ACTIVITIES REPORT



Recruitment

During the period under review the Bureau received the following new staff from other Government institutions

S/N	Name	Title & effective date	Section deployed	From (institution)
1	Eng.Saidi Issa Mkwawa	Import and Inspection Manager II 2021-05-11	DQM-Import and Inspection	Permanent Secretary - Ministry of Works, Transport and Communication
2	Mr. Shaban Issa Wassapa	Driver II 2021-05-06	TBS-HQ-Administration	Muhimbili National Hospital
3	Mr. Godfrey Manyanda Erasto	Quality Assurance Officer II 2021-06-03	TBS-HQ-Certification Section	Executive Director Kiteto Council
4	Ms. Elitruada Michael Mkway	Senior Records Assistant 2021-06-01	TBS-HQ-Administration	Municipal Director, Ilala City Council
5	Ms. Rachel Watson Mwakalila	Accountant II 2021-06-01	TBS-HQ-Accounts Office	Morogoro Municipal
6	Mr. Mtolera N.Ching'oro	Head of Procurement Unit (HPMU) 2021-06-01	TBS-HQ-Procurement Office.	Kahama Shinyanga Water Supply and Sanitation Authority
7	Ms. Clara Laurian Mwinami	Metrologist 2021-06-15	TBS-HQ-Metrology	Ministry of Health Community Development, Gender, Elderly and Children
8	Ms. Suzana Rodrick Kiwelu	Human Resource Manager 17-06-2021	TBS-HQ-Human Resources Section	University of Dar es Salaam (UDSM)
9	Mr. Lucas Leonard Komba	Driver II 2021-06-01	TBS-HQ-Administration	Institute of Education-Kibaha

Obituary

During the period under review, TBS lost one (1) staff named Betha Raphael Mruma who died on 09th May, 2021. The late Betha Raphael Mruma worked at Chemistry Laboratory as Laboratory Assistant for about 38 years.

Training

During the period under review, the Bureau continued to implement its short course training programme. A summary of short courses conducted during the period under review is indicated hereunder:

S/N	Name of short courses conducted	No. of Staff
1	Kanuni za Maadili ya Utendaji bora katika ofisi za Umma pamoja na taratibu za usimamizi na uendeshaji wa ofisi, 19-04-2021 hadi 23-04-2021	05
2	Certificate in direcrorship conducted 19 th - 23 rd April, 2021	03
3	Training on "Menejiment ya ofisi ya kumbukumbu (masijala) na matumizi sahihi ya majaada katika utumishi wa umma" conducted at Tabora from 24 th May– 28 th May, 2021.	05
4	Training on "Utunzaji na udhibiti wa siri za ofisi, huduma bora kwa mteja na ujasiriamali kwa Watumishi wa Umma" conducted from 03 rd to 07 th May, 2021 at Tanga.	05
5	Training on ethics and security for confidientiarity in public officers conducted at Dodoma from 17 th – 21 st May,2021	05
6	Training on "kanuni za matumizi ya muda,lugha rasmi na ubunifu katika kutoa huduma ofisi za umma" conducted at Dodoma from 31 st May to 04 th June,2021	06
7	Training on "Haki na misingi ya sheria katika kusimamia haki,wajibu na masuala ya kinidhamu kwa watumishi wa umma kuanzia tarehe 10-21 May,2021 Tanga	01
8	Training on "Project Management for engineers conducted at Dodoma from 19 th -21 st May,2021	01
9	Trainning of chemical test of cement conducted from 31 st May to 25 th June,2021	01
10	Kongamano la nane (8 th) la makatibu muhtasi liliaicc-Arusha kutoka tarehe 20-22 Mei,2021"	11
11	Training on "Utunzaji wa siri za kazi na vetting kwa wanafunzi wa mafunzo kwa vitendo" conducted from 01 st -03 rd June, 2021 at TBS HQ.	62
12	Certification in directorship course from 21 st – 25 th June,2021 conducted in Arusha	01
13	Training on Humana Capital Management Information Systemas held in Dodoma from 09 th – 16 th June,2021(new hcimis)	02
14	Training certified human resource metrics and analystics held in Arusha from 13 th -19 th June,2021	05
15	Leadership retreat trainning for TBS Management team held in Morogoro from 28 th June – 02 nd July,2021	22
16	Trainning on cybersecurity held in Morogoro from 28 th June-02 nd July,2021	01
17	Poroject Management training conducted at Zanzibar from 23 rd to 25 th June, 2021.	01
18	Attachment on cosmetics analysis using hplc equipment conduted from 14 th to 07 th July, 2021 in india.	02
	Total	139

Training on Standardization and quality assurance

During the period under review, the following trainings were conducted to SMEs and other stakeholders as indicated hereunder: -

S/N	Type of training	Number of training
1	Training on standardization and quality assurance to SMEs and other stakeholders	47
2	Training on requirements and implementation and solicit on quality management system (ISO 9001:2015) and vehicle identification number – VIN) ISO 3780, ISO 3779 & ISO 4030	03
3	Training on requirements internal auditor course as per ISO/IEC 17025:2017	1

New equipment

For better provision of its services the Bureau managed to purchase the following equipment:

S/N	Equipment name	Date of delivery
1.	pH meter, benchtop	June, 2021
2.	Knitted Fabric Stretch Recovery Tester	June, 2021
3.	Spraying rating tester (Water repellency tester)	June, 2021
4.	Automatic digital burette	June, 2021
5.	Digital thermometers	June, 2021
6.	Laboratory orbital shaker	June, 2021
7.	Hotplate	June, 2021
8.	Analytical balance	April, 2021
9.	1 pH meter and	June, 2021
10.	6 electronic bunsen burners	June, 2021
11	Vernier caliper	June, 2021
12	Perpendicularity tester	June, 2021
13	Abrasion tester	June, 2021
14	Shelf-life study equipment	June, 2021
15	Hydrometers	June, 2021
16	1 set of weights	June, 2021
17	1 balance	June, 2021
18	1 pressure balance.	June, 2021

ISO's action plan for developing countries 2021-2025

Designed with members, for members.

By Clare Naden

Around 75 % of ISO members are from developing countries, many of which face significant challenges related to trade, climate change and sustainable development, among other things. ISO standards can be powerful tools to address these issues, yet many of our developing country members need capacity building support in order to benefit fully.

The ISO Action Plan for developing countries is the overall framework for technical assistance and training to support developing country members. Its objective is to empower members to contribute actively to the ISO system and fully realize the benefits of using ISO standards, particularly those addressing social, economic and environmental challenges. Achieving this objective will also make an important contribution to the United Nations Sustainable Development Goals and ISO's vision of "making lives easier, safer and better" by 2030.

It has been updated several times since it was first implemented in 2005 and the latest version aims to address ISO members' current needs and priorities. Recognizing the difficulties imposed by current circumstances, it takes advantage of tools that offer support remotely, such as digital learning solutions, distance coaching and in-country advisory services.

The Action Plan is implemented by ISO's Capacity Building unit, which has just launched a brand-new website featuring its ongoing projects and success stories. The site also provides information about how members and their stakeholders can get involved.

ISO Secretary-General Sergio Mujica said that while the Action Plan is aimed at supporting ISO members, the real beneficiaries are the stakeholders they serve.

"ISO is only as strong as its members, and a strong national standards body is vital in order for our organization to continue to be relevant and effective," he said.

"This new Action Plan was developed through an inclusive consultation with members to ensure it meets their current and future needs. We are confident it will enhance their capacity to participate and benefit everyone who is affected by ISO standards."

The Action Plan for developing countries is also a key element of ISO's commitment to making the world safer, freer, more prosperous and sustainable for future generations to benefit from.

Learn more about ISO's new Action Plan and its

capacity building programmes.

Getting the best out of ISO 9001

Standards to support ISO 9001 have just been updated.

By Clare Naden

Improved quality, performance, efficiencies and business relationships are just some of the benefits of implementing a quality management system (QMS) such as ISO 9001. Standards focusing on specific requirements that help optimize the use of a QMS have just been updated to bring them in line with the latest version of ISO's quality management standard.

ISO 10014, Quality management systems – Managing an organization for quality results – Guidance for realizing financial and economic benefits, is aimed at top management. It takes a structured approach to achieving financial success using the quality management system and principles described in the ISO 9000 family of management system standards.

Use of the standard enables the monitoring and management of trends in key performance metrics in order to take actions that will help to enhance performance. It also proactively anticipates and manages risk, optimizes value and offers examples of a structured approach to business performance improvement.

Also recently updated, *ISO 10013, Quality management systems – Guidance for documented information*, provides guidelines to develop and maintain documented information to support an effective quality management system. It takes into account the specific needs of the organization, including the legal and regulatory framework, needs and expectations of interested parties, risks and opportunities, as well as the strategic direction of the organization when planning what documented information to maintain and retain.

The improved version acknowledges advancements in documentation that have occurred since the prior release, such as improvements to security measures and the emergence of automation to control the flow of processes.

Both of these standards were developed and updated by ISO's subcommittee SC 3, *Supporting technologies*, of technical committee ISO/TC 176, *Quality management and quality assurance*. The secretariat of ISO/TC 176/SC 3 is NEN, ISO's member for the Netherlands.

ISO 10013 and ISO 10014 can be purchased from your national ISO member or the ISO Store.

Certified companies

During the period under review a total of 551 applications for licence to use standards mark and tested products certificates were processed. Also during the period under review, renewed licences and certificates were 433.

Technical Assistance to Exporters

During the period under review, 250 export certificates were granted.

Batch (Vehicles Inspected) and Certificates of Conformity COCs

Performance Monitoring of Used Motor Vehicle Inspection

A total of 6,723 inspection certificates were issued by TBS agents in Japan and UAE.

Vehicles imported from countries where there were no TBS agents were 986 vehicles and were subjected to destination inspections on arrival.

Vehicles subjected to destination inspection at National Institute of Transport were 528 and those inspected at the borders under Destination Inspection were 92.

PVoC Programme for General Goods

A total of 6,962 Certificates of Conformity (CoCs) were issued by TBS PVoC partners, out of which 4,690 CoCs were issued under route A, 1,142 under route B and 1,130 CoCs under route C .

For the period under review, 209 monitoring CoCs were issued by TBS PVoC contractor, out of them 170 CoCs were under route B and 39 under route C.

Destination Inspection of General Goods

Total of 5,647 destination inspections were conducted at Dar es Salaam Port & ICD's

FEATURE ARTICLES

Standards: A source of knowledge for research, development, wellbeing

By Angela Ndanshau

Ever wondered how knowing about something will benefit you? The fact that you have the idea of something.... let's say something you want to buy. Do you know the basic components of anything before you use it or talk about it?

Knowledge is important in our day to day life. We can achieve a lot by simply not being ignorant in matters that concern us and opt to educate ourself on a daily basis.

Tried to look at how knowledge is defined...but there is no one standard meaning but all definitions agree with the idea that.. it is familiarity with someone or something, that can include information, descriptions, facts, and/or skills acquired through experience or education. It can refer to theoretical or practical understanding of a subject. It can be implicit (as with practical skill or expertise) or explicit (as with the theoretical understanding of a subject); and it can be more or less formal or systematic.

So many interesting discussions are linked with Tanzania Bureau of Standards because the institution ensures quality products are used in the market, but are you well informed on the services its offers in the society...?

Knowing TBS functions is actually an important tool to know how to work with them for the improvement of the economy.

Some of the main functions of TBS include:

- a) To undertake measures for quality control of commodities, services and environment of all descriptions and to promote standardization in industry and trade;
- b) To make arrangements or provide facilities for the testing and calibration of precision instruments, gauges and scientific apparatus, for the determination of their degree of accuracy and traceability by comparison with standards approved by the Minister responsible for Industry and Trade on the recommendation of the Board of Directors of the Bureau, and for the issuance of certificates in regard to them;
- c) To make arrangements or provide facilities for the examination and testing of commodities and any material or substance from or with which, and the manner in which, they may be manufactured, produced, processed or treated;
- d) To approve, register and control the use of standards marks in accordance with the provisions of this Act;
- e) To grant, renew, suspend, vary or cancel any



The advertisement features a central graphic of a hand holding a yellow smiley face card, set against a background of interlocking grey gears. The text "CUSTOMER LOYALTY USE TBS TESTED PRODUCTS" is displayed in large, bold, yellow and white letters. A large white double quotes mark is positioned on the left side of the text area.

- license issued for the use of any standards mark;
- f) To assist industries in setting up and enforcing quality assurance and environmental management systems procedures;
- g) To prepare, frame, modify or amend National Standards;
- h) To encourage or undertake educational work in connection with standardization quality assurance, metrology, testing and environment;
- i) To assist the Government or any other person in the preparation and framing of standards;
- j) To co-operate with other Government agencies, representatives of any industry or any other statutory corporation or person with a view to securing the adoption and practical application of standards;
- k) To provide for the inspection, sampling and testing of locally manufactured and imported commodities with a view to determining whether the commodities comply with the provisions of this Act or any other law dealing with standards relevant to those commodities;
- l) To inspect and register premises in accordance with the provisions of this Act;
- m) To certify and register food, food products and cosmetics regulated under this Act;
- n) To act as the custodian of the National Measurement Standards of weights and measures and from time to time adjust, replace or cancel any standards where the adjustment, replacement or cancellation is necessary for the maintenance of conformity to the international standards;
- o) To be the signatory of the mutual recognition arrangement with other national metrology institutes;
- p) To collect, publish and disseminate literature and other materials on standardization and other related subjects and to provide facilities for the members of the public to have access to the materials;
- q) To carry-out, promote or assist in research on standardization and related subjects;
- r) To participate in, or to make arrangements for conferences, workshops, seminars and discussions on matters connected with the activities of the Bureau;
- s) To co-operate with regional and international organizations in all matters related to standardization and quality assurance and represent the country in such matters;

- t) To publish from time to time an updated version of a National Standard for the quantities and units of measurement to be used, which shall be in conformity with the latest version of the International System of Units

When you know TBS functions you have the knowledge of what they do and this helps you to communicate with them more hence address issues that are helpful to you and the society at large.

Acquiring the knowledge of entering be it a shop or supermarket and looking for the standards mark and the expiring date of a product before purchasing it is important for an individual. This helps the consumer to know if a product is suitable for consumption. Hence important for an individual to learn.

Trade fairs are among the best opportunities to acquire knowledge on various aspects of life, including quality matters. Instead of going to the Mwalimu Nyerere Grounds to do shopping for household and other needs, why don't you learn a little on the various brands available there and the quality issues surrounding the brands? You never know you may get some useful information which may help you, be it health-wise or economically.

Knowledge is power, it is said, it can change the way of thinking of someone simply because you have the information be it little, but it can come handy in times of need.

Standards serve as a knowledge base and catalyst for innovation. They are a source of knowledge for research, development and wellbeing, for they reflect the current state of technology as a result of the participation of numerous experts in the relevant fields.

Also standards help researchers and non-researchers alike. They contain knowledge that is worth having for living.

Go out and acquire that knowledge today!!!

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 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 within 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 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 customers 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, professionalism, friendliness, expertise of your employees, how well you keep your customers informed and the after sales service provided.

The last person to buy from you or use your service is 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 of 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?

Customer service can be done by when a new customer comes on board your service they automatically receive a thank you email. The use of auto responders 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.

Also sending them messages with contact email address, phone number or your mailing address if they wish to get in touch with you is important. 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 (Quality management systems – Requirements), against which the Bureau is certified, there are various ways we use to measure the level of satisfaction to our clients on the services we provide. These include the use of emails, hotline number and surveys. The responsible unit therefore addresses all the feedbacks produced.

A business owner can decide to 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-service 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 our 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 jobs.

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 impressions 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 ISO 9001 standard. This standard 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.



TANZANIA BUREAU OF STANDARDS



TBS CONTACTS

Tanzania Bureau of Standards (TBS) – Headquarters
Junction Morogoro/ Sam Nujoma Roads
Ubungo Area
P. O. Box 9524
Dar es salaam,
Tanzania
Tel: (022) 2450206/
2450949/2450298
Fax (022) 2450959

TBS Import and Export Control Office
TPA Tower, 8th Floor Sokoine Drive
P. O. Box 9524
Dar es salaam,
Tanzania
Tel: +255737776717
+255737776718
+255737776721
Fax (022) 2450959

EASTERN ZONE
Junction Morogoro/ Sam Nujoma Roads Ubungo Area
P. O. Box 9524
Dar es salaam,
Tanzania
Tel: (022) 2450206/
2450949/2450298
Fax (022) 2450959

CENTRAL ZONE
Kambarage Tower, 6th Floor
P.O. Box 2956
Dodoma, Tanzania
Tel. No: +255 26 2520310

LAKE ZONE
NSSF Building, 3rd Floor
P.O. Box 1814
Mwanza, Tanzania
Tel. No: +255 28 2501127

NORTHERN ZONE
Ngorongoro Tourist Centre,
6th Floor
P.O. Box 2399
Arusha, Tanzania
Tel. No: +255 27 2520143

SOUTHERN HIGHLANDS ZONE
NHIF Building, 7th Floor
P.O. Box 1674
Mbeya,Tanzania
Tel No: +255 25 2502848

SOUTHERN ZONE
PSSF Building, Sokoine House,
3rd Floor
P. O. Box 1396
Mtwara,TANZANIA
Tel. No: +255 23 2334477

WESTERN ZONE
NSSF Building (Mafao House),
2nd Floor
P. O. Box 1276
Kigoma, Tanzania
Tel. No: +255 28 2804023



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

