

CATEGORY SIX- CONFORMITY ASSESMENT BODY OF THE YEAR

MCIT/RQID/20/110 /F06



Eswatini Quality Awards

Entry Form

2024

Category Six

Conformity Assessment Body of the Year

***Property of the Government of the Kingdom of Eswatini – Ministry of Commerce, Industry and Trade -
Regulatory and Quality Infrastructure Development Department***

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Category	Description	Tick (✓)
1	Testing/Calibration/Verification Conformity	
2	Medical/Microbiology Conformity assessment	
3	Inspection bodies	
4	Certification Bodies	
5	Proficiency Testing Schemes	

NB:

- Tick relevant section(s) which your conformity assessment body is applying to participate in
- Deadline for submission of entry form is **30th September 2024 at 12 noon.**
- Supporting evidence is very important

PART 1

A. CONFORMITY ASSESSMENT BODY/ORGANISATION NAME: _____

B. CONTACT PERSON: _____

C. POSITION IN CONFORMITY ASSESSMENT BODY/ORGANISATION:

D. CONTACT DETAILS

OFFICE : _____

MOBILE : _____

FAX : _____

EMAIL : _____

PHYSICAL ADDRESS : _____

POSTAL ADDRESS : _____

WEBSITE : _____

E. PROVIDE A BRIEF DESCRIPTION OF WHAT THE CONFORMITY ASSESSMENT BODY DOES INCLUDING HOW THE PARENT ORGANIZATION/COMPANY BENEFITS FROM THE CONFORMITY ASSESSMENT BODY (CONFORMITY ASSESSMENT BODY, INSPECTION BODY, CERTIFICATION BODY, ETC):

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F. WARRANTY

We hereby submit our entry for the Eswatini Annual Quality Awards and agree to the terms and conditions of the award program as stipulated in the entry form. I warrant that I am authorized to act and sign on behalf of the entering company/organization, and warrant that all information provided in this entry submission is, to the best of my knowledge, true and correct. Falsified information will lead to disqualification of entrants.

Name:

Signature:

Date:

PART 2

ELIGIBILITY:

- A.** The Eswatini Annual Quality Awards are open to Eswatini-registered conformity assessment bodies such as laboratories/organizations in the testing, medical and calibration fields, inspection bodies, etc.).

TERMS AND CONDITIONS

- A. Documentation:** All Eswatini Quality Awards Entry forms required to accept the submission must be filled in completely. The body of the submission, without attachments may not exceed 20 pages.
- B. Supporting Evidence:** Current supporting documents must be attached preferably not more than one year old. No limit to supporting evidence (attachments).
- C. Evaluation and Scoring:**
1. Submissions must be aligned to the aspects of evaluations as outlined in the information checklist.
 2. Marks are awarded for presentation; therefore, the general presentation must be given due attention.
 3. The judges reserve the right not to award a winner in a category, when a score of less than 70% is achieved.
- D. Submissions:** Electronic and hard copy submissions will be accepted. For electronic submissions, evidence must be provided through hyperlinking of files. For hard copies submission evidence must be provided and clearly marked as annexes.
- E. Deadline for submissions is 12 noon, 30th September 2024 for both hardcopy and online submission.**

F. Address for Submissions:

Physical Address

Regulatory and Quality Infrastructure Development Department

Gwamile Street

DPMs Office Premises

P.O. Box 451

Tel: 2404 7509/10

Mbabane, Eswatini

rqid@swazi.net

Contact Person

Zanele Mthembu – zanelecynthia@rqid.net

Sybil Sthembiso Dlamini – sybilsthemviso@rqid.net

Phindile Priscilla Dlamini – phindilepriscilla@rqid.net

G. Adjudication Process:

1. Adjudication process will take not less than 2 weeks.
2. The judge's decision is final.
3. The winners in each category will be notified by the relevant contact person.

PART 3
(Areas to be adjudicated)

NB: Entries should contain comprehensive responses to each question

General Requirements (20)

- 1.** Discuss how the organization handle impartiality and independence and demonstrate how does the organization identifies and eliminates risk concerning impartiality? (5)
- 2.** Demonstrate how Top management commits to confidentiality? (5)
- 3.** Discuss the vision, mission and values for your organization? (10)

4. Management System for conformity assessment bodies (91)

- 4.1 How does the conformity assessment body address Quality Management System documentation requirements?
 - i. Provide evidence for Quality Manual, Quality Policy and quality objectives. (5)
 - ii. Describe and provide evidence of all necessary procedures (e.g. document control procedure, record control, internal audit, etc.)? (10)
 - iii. Describe and provide evidence of your organizational structure. (5)
 - iv. How does the organization ensure that responsibilities are clearly defined? (5)
 - v. How does the conformity assessment body ensure effective communication of QMS?(5)
- 4.2 How does your conformity assessment body
 - i. plan internal audits, (10)
 - ii. conduct internal audits Comply to internal audit schedule (10)
 - iii. deal with non-conformances raised from an internal audit? (10)

4.3 Describe and give evidence on how the conformity assessment body ensures that there is continual improvement:

- i. Identification and measurement of target goals for short- and longer-term strategies (8)
- ii. Impact of key performance measures in key areas of business such as revenue, customer satisfaction, complaints, turnover, market share growth etc. (8)
- iii. Examples of key success factors of processes that ensure growth of business (5)
- iv. How does your conformity assessment body conduct management reviews? (10)

5. Service to the Customer (Is your conformity assessment body aware of its customer base and needs) (34)

- i. Describe and give evidence on how customer needs are identified and incorporated into your organizational objectives? (6)
- ii. Clearly describe and provide evidence on the methods used by your conformity assessment body for assessing needs and satisfaction of customers and stakeholders e.g. surveys, customer interviews, consultations, etc. (10)
- iii. Describe and give evidence on how your conformity assessment body obtains information from customers (current, former, potential and customers of competitors)? (10)
- iv. Describe and provide evidence on ways in which the conformity assessment body deals with customer complaints (Policies, procedures, results). (8)

6. Test and Calibration Methods and Method Validation (64)

6.1 How does your conformity assessment body ensure production of accurate test results? (20)

a) Describe and give evidence how your test methods are validated?

b) Describe and give evidence on how uncertainty of measurement for your methods are determined

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6.2 Describe and provide evidence how you ensure effective quality control? Note that the answer must include: (15)

- a) A procedure in place
- b) Use of CRM and QC Charts
- c) intermediate checks/or use of secondary standards

6.3 Describe and give evidence how your equipment is serviced and calibrated
Note: the answer must include: (10)

- a) Calibration/service schedule in place
- b) The percentage of compliance to the schedule

6.4 Describe and provide evidence how measurement traceability is conducted.
Note: the answer must include: (10)

- a) Calibration of equipment done by accredited institutions
- b) Measurement standards traceable to International Organizations

6.5 Does your conformity assessment body participate in a relevant Proficiency Testing Scheme or Interlaboratory comparison? Note that the answer must include: (9)

- a) Name of the PTS or Interlaboratory comparison
- b) PTS Score
- c) PTS report

7. Accommodation and Environmental Conditions (10)

Describe and give evidence how your conformity assessment body ensures that environmental conditions in the conformity assessment body are conducive for testing? Note: answer must include:

- a) Procedures and records
- b) Controls that are in place to maintain the testing environmental conditions?

8. Personnel (20)

Describe and provide evidence how your organization ensures the Competency of Technical staff in your conformity assessment body (personnel involved in the testing)? Note: answer must include:

- a) A training procedure
- b) A documented Training plan

- c) Supervision of staff performing tests
- d) Evaluation of the competency of technical personnel

9. Health, Safety and the Environment (22)

- 9.1 Describe and provide evidence how your conformity assessment body contributes to environmental protection? (10)
 - i. Describe how you deal with waste management (all waste)
 - ii. Describe any energy management initiatives/processes introduced at your conformity assessment body

- 9.2 Describe and provide evidence how your conformity assessment body ensures the safety of its employees/visitors. Note that the answer must include; (12)
 - i. Use of PPE
 - ii. Identification of potential Hazards and mitigations or risk assessment
 - iii. Safety inductions
 - iv. Emergency preparedness

10. Participation in activities of NLAS/ any Conformity Assessment work (4)

Describe and provide evidence on your organization's participation in the National Laboratory Association/Conformity Assessment Body Association of Eswatini (NLAE)

- i. Current paid up membership subscription (2024)
 - a) Organizational Membership
 - b) Individual membership (number of employees)
- ii. Which NLAS / conformity assessment activities have your lab/employees participated in during the last 12 months?
- iii. Are your employees actively participating in NLAS /conformity assessment activities? (e.g. in any NLAS committee, workshop presentations, duties, etc.)