

New Vision

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ISO CERTIFICATION

Making sense of ISO certification

By Reagan Ssempijja

Just like product certification, ISO certification is a statement to a company's stakeholders, employees and senior management that the business is operating to a certain set framework in order to achieve its company objectives, be it customer satisfaction, production or environmental objectives, among others.

According to Ronald Ahimbisibwe, the principal certification officer at the Uganda National Bureau of Standards (UNBS), a management system is a company's structure for managing its processes and activities that transform inputs of resources into a product or service, which meets the company's objectives, while satisfying the customer's quality requirements, complying with regulations, meeting environmental and public health objectives.

If a manufacturer's quality management system meets standards, then consumers are assured of a quality product, once the standard for the product has been agreed upon.

"Final inspection of a product is not usually a reliable way of assuring that the product will give the desired performance or satisfaction. It is a well-known fact that the required level of quality can only be built into the product through management of processes. A properly established quality management system will help reduce costs, improve the conformance of the product to the requirements of standards and create an image of being a reliable supplier," Ahimbisibwe explained.

UNBS adopted many ISO management system standards and has embarked on certification of management systems for enterprises. These include certification to the following management systems.

Categories of ISO certification

Ahimbisibwe says UNBS has 15 categories of ISO certificates that are given out to various systems of companies. These are ISO 9001, which is for quality management systems (QMS). Ahimbisibwe says this category is given to systems that have met the minimum quality standards.

"We also have ISO 22000. This one is for food safety management systems (FSMS).

IF THE QUALITY MANAGEMENT SYSTEM OF A MANUFACTURER MEETS STANDARDS, THEN CONSUMERS ARE ASSURED OF A QUALITY PRODUCT, ONCE THE STANDARD FOR THE PRODUCT HAS BEEN AGREED UPON

This standard ensures safe food supply throughout the chain and provides a framework of internationally harmonised system for the global approach," Ahimbisibwe says.

ISO 14001 is given for environmental management systems (EMS). EMS refers to the management of an organisation's environmental programme in a comprehensive, systematic, planned and documented manner.

Ahimbisibwe adds that there is also the ISO 45001 certification, which is the occupational health and safety management systems (OH&S). It is a proactive process in which an organised set of components enables an organisation to accomplish a set of goals.

Energy management system

Ahimbisibwe says this is a system of computer-aided tools used by operators of electric utility grids to monitor, control, and optimise the performance of the generation and/or transmission system. The ISO certification awarded for this is ISO 50001.

ISO/IEC 27001 is the certification given for information security management system (ISMS). An ISMS is a set of policies and procedures for systematically managing an organisation's sensitive data. The goal of an ISMS is to minimise risk and ensure business continuity by pro-actively limiting the impact of a security breach.

"IEC 20000 is the certification given to information technology service management system (ITSM). ITSM refers to the entirety of activities directed

by policies, organised and structured in processes and supporting procedures that are performed by an organisation to design, plan, deliver, operate and control information technology (IT) services offered to customers," Ahimbisibwe explains.

Among other certificates, UNBS has the GMP/GHP for

food services and cosmetics.

UNBS also issues the laboratory recognition scheme (LRS) based on ISO/IEC 17025 competence for testing and calibration laboratories. Hotel and catering services certification, integrated management systems certification and this involves two or more management

systems combined," Ahimbisibwe says.

Who qualifies

Any company that has a well-defined system qualifies for an ISO certificate, depending on which kind of service they offer.

The first step is understanding the category of ISO certificate they want and,

then, filling the application form. After, UNBS will go ahead to conduct an audit on the applicant and, if they pass the audit, then they will be given the ISO certification.

The certification is renewed every after 12 months, to ensure consistence in the quality of the system of a particular company.



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Measurement Solutions Limited

We are an ISO 9001: 2015 Certified company by NEMKO-Norway (Q NET).

P.O.Box 37542 Kampala, Uganda.
Tel: (Office line) +256414660855
Tel: +256 772951371 (Managing Director)
Tel: +256 772427193 (Technical Director)
Website: www.msluganda.com
Email: rhona@msluganda.com
simon@msluganda.com

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ISO unlocks opportunities

By Reagan Ssempijja

Do you want to be known for quality? Does your company or organisation observe world standards? If so, you need ISO certification. The benefits of ISO certification are diverse, according to BB Sinha, the managing director of Nemko.

He says the benefits depend on the category of ISO certificate a company has. Sinha says most companies have the ISO 9001, which is for quality management systems whose benefits are unlimited.

"With this kind of certification, one has objective proof that one's organisation attaches importance to quality and, that, one's company has been checked regularly by an independent party. This commitment increases confidence in one's company," Sinha said.

He adds that a company achieves higher operating efficiency with the ISO certificate. Organisations that consider quality management to be an integral part of their business operations usually achieve a higher operating efficiency than those that do not.

A certified ISO 9001 quality management system increases the quality of one's services and raises one's staff's awareness," Sinha says.



Calibration laboratory at Measurement Solutions Limited

A certified ISO 9001 quality management system ensures clear processes and communication structures, tasks and responsibilities throughout the organisation. This increases the involvement of one's staff, which improves the working atmosphere and reduces the pressure of work.

Sinha says most importantly, ISO certificates give one international

recognition. This is something that every company needs to achieve, if they are to grow on a high speed and stay competitive in the market.

With ISO certification, one can detect and identify problems in good time, which means that one can quickly take steps to avoid the same mistakes in future.

"One makes it clear to one's staff, partners, clients and the outside world

that customer satisfaction is at the core of one's business," Sinha says.

What beneficiaries say

Simon Rwashana, the technical director of Measurements Solutions Ltd, says his company is operating with an ISO 9001 of 2015. Measurements received this certification in December, last year, after becoming the first privately-

owned calibration company.

"We test industrial measurement equipment and took over this role from the Uganda National Bureau of Standards. After becoming the first privately-owned calibration company, we then went for the ISO 9001 certification to offer proof of our credibility," Rwashana says.

Ever since they got the certification from Nemko Ltd, Rwashana says the company has given confidence to its customers, which has given them more customers, hence outcompeting most companies.

Interesting to note, Measurements Solutions is the first private company to be ISO certified in Uganda and Rwashana says this is something every company needs sooner than ever.

The other beneficiary of ISO certification is Keltron Development Ltd. The company got its ISO Certificate 9001 of 2015 this year, in March.

Rose Namarome, the procurement manager, says due to the nature of their business, they needed to assure their clients about the quality of their equipment. There was no better way to do it, than adopting the ISO 9001 certification.

"We have had this certificate for a short period of time, but we can already see the benefits. A section of our customers have appreciated our products and we believe this will fetch even more clients in the business," Namarome says.



KELTRON DEVELOPMENT SERVICES LTD

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ISO 9001:2015 Certified

The Power House, Plot 379 Wavumuno Rd, Munyonyo, P. O. Box 7377, Kampala, Uganda.

Tel: +256 (0) 755 766 968, +256 (0) 755 766 966

Email: keltron@keltronug.com, Website: <http://www.keltronug.com>

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Aggreko International, Electrical and Mechanical Installations at the Thermal Power stations.



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Jacobsen International. Electrical installation of a 50MW heavy fuel oil-fired thermal power plant at Namanve Power station

Camp Design and Installation



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CONGRATULATIONS!!

To Companies Certified in January - March 2019 by Nemko AS

S/N	Company	Standard
01	Keltron Development Services Ltd Kampala	ISO 9001 2015
02	Saraya Manufacturing (U) Ltd, Jinja	ISO 9001 2015
03	Modern Distilleries, Jinja	ISO 9001 2015
04	Nile Surgicot Ltd, Jinja	ISO 9001 2015
05	Royal Techno Industries Ltd Kampala	ISO 9001 2015
06	Measurement Solutions Ltd Kampala	ISO 9001 2015
07	Global Village Tea Co. Ltd Bushenyi	ISO 9001 2015
08	Interior Technologies Ltd, Kampala	ISO 9001 2015
09	Hima Cement Ltd Kasese	ISO 14001 2015 Recertification
10	Greenfields Uganda Ltd Entebbe	ISO 22000 2005 Recertification

Morten Celius
Nemko AS

Aage Hammerstad
Nemko AS

Address: Nemko AS, P. O. Box 73 Blindern N-0314 Oslo, Norway.