

ISO 9001:2008 Certification Mark



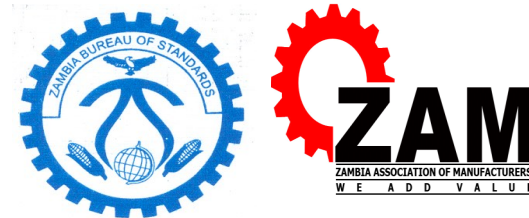
Contact Details

Zambia Association of Manufacturers
Stand No 2374,
Show grounds,
Lusaka

Tel +260211253696, fax: 260211253693
Mobile:+260965787338
Email: c.zulu@zam.com.zm

Zambia Bureau of Standards, Lechwe House
Freedomway-South End
P.O.Box 50259
Lusaka

Phone: +260-1-231385
Fax: +260-1-238483
E-mail: mmbiliyawo@zabs.org.zm



**ZABS-ZAM
Partnership
in
Collaboration
with MCTI**

**ISO 9001:2008
Quality
Management
Systems
Training and
Certification
Project 2014**

About the project

Regardless of size, area of operation or nature, businesses are increasingly facing the challenge of competition .

Weather a company wishes to sell its products/services on the local or international market, the product/ service must on one hand be able to inspire the confidence of the consumer that it is safe and of good quality. On the other hand, regulatory bodies want to ensure that the product meets safety, health and environmental specifications before it can be allowed to be on the market.

The ability for a company to demonstrate that it has systems in place to assure its clients and regulatory bodies can determine whether it gets the business or loose it to a competitor. It is for this reason that COMESA initiated the Regional Integration Support Mechanism (RISM) project to enable businesses in the region to establish and implement Quality Management Systems based on ISO 9001:2008.

In Zambia this project will be implemented through the partnership of Zambia Bureau of Standards (ZABS) and Zambia Association of Manufacturers (ZAM) in conjunction with the Ministry of Commerce Trade and Industries (MCTI). This project aims at preparing

companies for certification. Companies which are committed to go through the whole process up to certification will be given subsidized training in ISO 9001:2008.

Charges

The cost of training is being subsidized by funding from RISM. However, each beneficiary organization will be required to pay a commitment fee of ZMW 1,000 towards training. Only 1 participant will be allowed to receive training per company.

Targeted Beneficiaries

This project, target firms which are ready to work towards certification by the end of 2014. While training will be subsidized, the beneficiary organization will pay the cost of certification. Therefore, below are the requirements to be submitted for consideration to participate in the subsidized training:-

- Motivation for seeking certification to ISO 9001:2008 (should include the commitment date for certification, not more than two pages.)
- Budget to support activities towards certification
- Description of the current practices aimed at assuring quality such as the quality manual and the list of operational procedures if any.
- Specify any prior efforts (if any) towards certification in Quality Management Systems and provide any evidence.

Course Content

The course contents include:-

Module 1: Understanding of the (QMS) (2 days)

Module 2: Documentation required by QMS (2days)

Module 3: Internal audit (4 days)

Certification

Companies whose Quality management system will be established and implemented should make an application to Zambia Bureau of Standards for certification. The first two companies to successfully get certified will have their certification costs funded by RISM (see the certification process over leaf).

The benefits of ISO 9001:2008

- It helps an organization to meet regulatory requirements
- The number of visits by regulatory bodies are reduced
- Providing independent assessment of the organization's quality management systems and capacity.
- Helps improve efficiency of operations, reduce manufacturing costs and helps to avoid wastage.
- It helps improve communication and fosters good employee relations
- Avoids time consuming multiple re-evaluation by purchasers
- Results in greater consistency and traceability of product.
- Increases customer satisfaction and improves customer loyalty.
- It promotes product acceptance
- Facilitates credible marketing on both domestic and international markets.
- It is a credible marketing tool and improves profit.