

Journal

RWANDA

STANDARDS

ISSUE 19-FEBRUARY 2020 | NOT FOR SALE

FOCUS ON

**NATIONAL QUALITY
INFRASTRUCTURE**

REGULATORS

TAKE

BENEFICIARIES

VIEWS





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RSB CERTIFICATION MARKS



RSB STANDARDISATION MARK



Made in Rwanda logo



RSB ISO-9001 REGISTERED



BY RSB



BY RSB



RSB ISO-14001 REGISTERED

FOREWORD



Welcome to yet another edition of the Rwanda Standards Journal focusing on the National Quality Infrastructure (NQI).

The NQI is the link between institutions that provide quality related services to economic actors, consumers and covers the regulatory framework within which those institutions operate and ultimately offer technical support to institutions to improve their operations and service delivery hence become competitive at national, regional and international markets.

The NQI cuts across various Government and Private Agencies responsible for Standardization, Quality control, Inspection, Certification and Accreditation. It offers modalities for better coordination and demarcation of responsibilities to avoid overlaps and duplications between institutions responsible for standards setting, certification and standards enforcement.

Rwanda is member of World Trade Organization (WTO) and has joined Regional Economic Communities including EAC, COMESA, CFTA and CEPGL, has signed several trade agreements and is among the very few countries worldwide that have embarked on the process of domestication of Sustainable Development Goals (SDGs) targets as reflected in the National Strategy for Transformation (NSTI) hence opened up access to wider markets and ultimately increasing demand for safe and quality products and services. All require the existence and maintenance of a strong National Quality Infrastructure to support sustainable development of the country.

It is in this regard that National Quality Policy was put in place in 2018, clearly elaborating the National Quality Infrastructure institutions' functioning and mandate. It offers a framework for establishment and implementation of standards, testing, conformity assessment, metrology and accreditation services.

Standards play a key role in the NQI as they define criteria or requirements to be fulfilled by products, services, processes or people to ensure their fitness for purpose, quality, health and safety as well as environmental protection therefore enabling competitiveness of products and services on national, regional and international markets, give assurance to the purchasers, consumers or government authorities that products or services conform to stated requirements as defined in standards, market requirements or technical regulations and offer professional judgment regarding quality.

Furthermore, there is need for conformity assessment procedures to be performed by recognized / accredited testing laboratories, inspection and certification bodies. Laboratories should have access to metrology and regular calibration services to ensure that their testing facilities are giving reliable results.

In this edition, you will read about the importance of the National Quality Infrastructure in the realization of Rwanda's development goals and the roles played by different Government, Regulatory and private sector Institutions in making the National Quality Infrastructure operational, effective and efficient.

Finally, we are grateful for the collaboration with our partners like Rwanda Food and Drugs Authority, Rwanda Utilities and Regulatory Authority (RURA), Rwanda Environment Management Authority (REMA), Rwanda Housing Authority, Rwanda Private Sector Federation (PSF) to mention but a few.

Enjoy reading....

Raymond MURENZI

Director General

NATIONAL QUALITY INFRASTRUCTURE CONTRIBUTING TO THE NATIONAL ECONOMIC GROWTH

THROUGH STANDARDS SETTING,
METROLOGY, CONFORMITY ASSESSMENT
AND ACCREDITATION



The National Quality Infrastructure (NQI) is a network of institutions from both Government and Private sector that provide quality related services a key ingredients to the promotion of Made in Rwanda and hence spur national economic growth. We caught up with the Director General of Rwanda Standards Board to explain to our readers the NQI, its advantages and challenges. Below are the excerpts.

Q What does the National Quality Infrastructure (NQI) mean?

A National Quality Infrastructure is a network of institutions that provides quality related services for economic actors and consumers. It can also mean totality of institutional framework (public and or private) needed to provide acceptable and verifiable evidence that products, services, processes

and personnel meet predefined specifications/requirements whether required by the market place or the Government Authorities. It also covers the regulatory framework within which those institutions operate and aims most importantly at providing technical support to companies so that they can improve their production processes and be competitive at national, regional and international markets.

Q What are the foundations and pillars of the NQI?

A The National Quality Infrastructure is centered on five main pillars: Standards, Metrology, Testing, Certification and Accreditation which in turn supports Conformity assessment activities that are necessary to demonstrate compliance to stated requirements. Conformity assessment covers three main activities:- Testing, Inspection, Certification and Accreditation.

The above pillars further refer to the ability to develop, publish and disseminate national standards, technical regulations, conformity assessment procedures and any related technical information to interested parties;

Secondly the availability of a National Metrology System enabling access to scientific, industrial and legal metrology services providing reliable and accurate measurements that guarantee fair trade, protection of health and safety of the citizens and industrial development, among others;

Also the existence of conformity assessment service providers institutions in particular inspection and certification bodies as well as testing laboratories providing recognized or accredited services for giving assurance to purchasers, consumers or regulators that products, services, systems, bodies and persons conform to requirements of the standards or technical regulations and other market requirements;

And finally the accreditation system to give assurance of competence of conformity assessment service providers.

It should be noted that, this system cannot be complete without a Technical Regulation Framework which defines modalities of collaboration between the National Standards Body, Regulators and other Government entities responsible for development and enforcement of technical regulations and which defines a common approach to regulation in line with international best practices as well as TBT and SPS Agreements.

Q How do the National Quality Infrastructure components of Standards setting, Metrology, Conformity Assessment and Accreditation interact?

A As stated above, the National Quality Infrastructure is the institutional framework that establishes and implements standards, conformity assessment, metrology and accreditation services. In that system, standards play a key role as they define criteria or requirements to be fulfilled by products, services, processes or people to ensure their fitness for purpose, quality, health and safety as well as environmental protection and hence competitiveness on national, regional and international markets.

In order to determine compliance and give assurance to the purchasers, consumers or government authorities that products, services or people conform to stated requirements defined in standards, market requirements or technical regulations and to provide a professional judgment regarding quality, there is need for conformity assessment procedures performed by recognized/ accredited testing laboratories, inspection and certification bodies.

The laboratories should have access to metrology and calibration services to demonstrate that their testing facilities are giving reliable results. Calibration is also needed in provision of certification services where company's equipment need to be calibrated regularly to ensure manufacture of quality and safe products.

On the other hand, conformity assessment service providers (certification bodies, inspection bodies and testing laboratories) need to be accredited to demonstrate their technical competence.

Standards are therefore considered as the cornerstone of all activities of NQI as they are performed basing on applicable standards.

All these activities are interrelated but each has its role from one point to another but they interact at all times.

© What is the contribution of policy making in supporting the good functioning of the NQI?

Ⓐ Policy making ensures the economic sustainability of those institutions in the NQI and enables us to think in a global perspective because when we talk about standards, we are talking about trade and international relations and the need to ensure competence and continuity of every and each institution so as to provide competent and reliable services.

The NQI cuts across various Ministries and Agencies responsible for standardization, quality control, inspection, certification and accreditation both public and private. For example RSB is under Ministry of Trade and Industry, Rwanda Foods and Drugs Authority is under Ministry of Health, Rwanda Utilities Regulatory Authority is under the Prime Minister's office, and Rwanda Housing Authority is under Ministry of Infrastructure etc. There is therefore need for better coordination, modalities for working together and a clear demarcation of responsibilities

to avoid overlaps and duplications between institutions responsible for standards setting and standards enforcement.

The Rwanda Quality Policy that was approved in 2018, clearly demarcates the roles and responsibilities of each and every institution and recommends the setting up of a clear coordination mechanisms among quality infrastructure called the Quality Council and advisory Forums (Standards Stakeholder Forum, Testing Laboratories Forum and Certification Bodies Forum and National Technical Regulation Forum) to improve synergies between NQI institutions, Consumers and Private Sector.

The contribution of policy makers would be to support the fast tracking of the above mentioned law and its implementing orders as well as the formation and operationalization of the above mentioned fora to ensure effective implementation of the Quality Policy and sustainability of the NQI institutions.

© How has RSB been faring in the establishment and functioning of the NQI?

Ⓐ Establishment and strengthening of the National Quality Infrastructure started around 1999 where preparatory activities of creation of the Rwanda Bureau of Standards (RBS) started with the establishment of a Focal Point on Quality under the Ministry in charge of trade and industry.

Three years later in 2002 Rwanda Bureau of Standards was established to undertake activities related to the development and publication of national standards, undertake conformity assessment activities and provide metrology services in the country. After around eight years of existence, the Bureau underwent a restructuring in line with other Rwandan public Institutions to enhance service delivery, efficiency and effectiveness of National Quality Infrastructure institutions; and hence competitiveness of Rwandan products and services on national, regional and international



markets. This was done as an outcome of Rwanda Quality Policy enacted in 2010 to have a recognized Quality Infrastructure in line with international best practices and to improve synergies between all NQI institutions. It should be noted that another key outcome of the policy is the recommendation of separation of regulatory functions carried out by RBS (inspection services) with non-regulatory functions; and RSB was left with the responsibilities of standards development, trainings, certification, testing and metrology. All regulatory functions were therefore moved from RSB to other institutions and RSB fully remained a service provider.

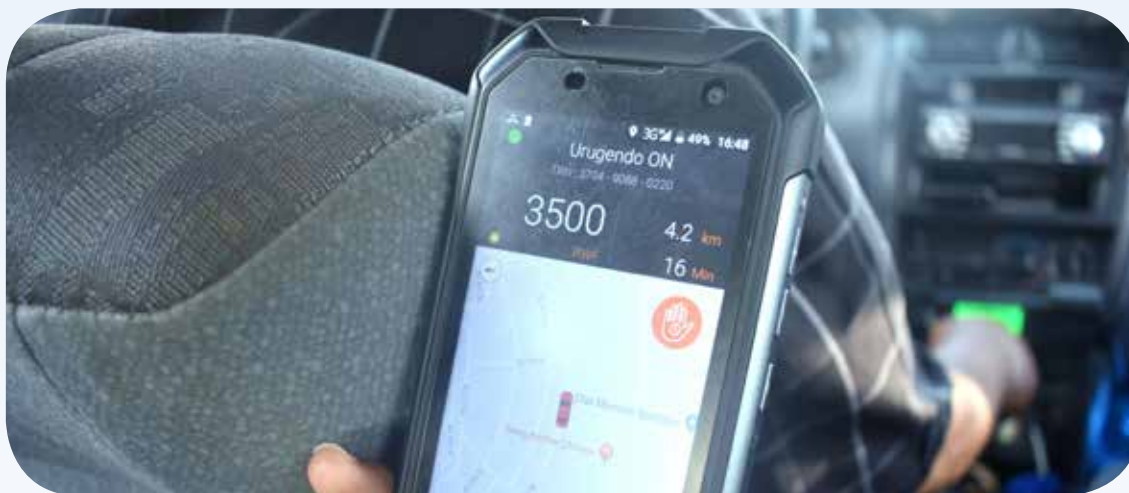
The Policy was revised in 2018 to have a fully functional, internationally recognized National Quality Infrastructure, to build sustainable NQI institutions and to put in place mechanisms for assisting SMEs to comply with standards requirements towards certification. The revised policy is currently being implemented.

© What opportunities does the Rwanda NQI offer?

Ⓐ Rwanda has set ambitious targets for growth and prosperity in national strategy for transformation (NST1) and in various policies and strategic plans. The country also is increasingly seeking to compete on quality, and not just price, to reach larger markets, gain greater access to international value chains, benefit Made in Rwanda Products and Services and create more affordable choices for Consumers.

This cannot be achieved without a fully functional, robust and effective National Quality Infrastructure which can support the Government and enterprises in managing their quality competitiveness and regulatory system.

In particular; the Rwanda NQI offers opportunities to the private sector to invest in the National Quality Infrastructure i.e. setting up of testing laboratories. This was not the case before. To date we are having more than 50 private testing laboratories spread across the academia and private sector companies;



It also offers an opportunity to use appropriate standards aligned to regional and international ones can create, quality, safer and sustainable and satiable competitive products and services;

More to that, the knowledge from standards and measurement techniques enable more innovation and product development and Made in Rwanda brand is more recognized on exports markets;

And lastly, it increases domestic commercial activity, consumer and environmental protection are enhanced, technical barriers to regional and international trade are reduced, improved synergies and collaboration between NQI institutions and reduced duplications and functional overlaps, enhances a recognized Rwandan NQI and trust of Made in Rwanda products and services on targeted markets. The NQI also offers greater participation in global trade and stronger balance of payments, hence economic development, prosperity and wellbeing of the Citizens.

🕒 **How is the work of the NQI contributing in standards setting at national and international level? What are the benefits?**

Ⓐ As one of the building block of the National Quality Infrastructure, the work of standards setting is central to activities of NQI. Standards are developed both at national, regional and international levels through technical committees, entities comprising of relevant experts from manufacturers, Regulators, Government institutions, Academia, research institutions, Consumer Associations and other interested parties. Rwanda Standards Board (RSB) handles the secretariat of Technical Committees and collaborates closely with public and private institutions to set relevant, market driven and consensus based standards. **The Policy recommended that once published there is no need for Regulators to waste time organizing other consultations while developing technical regulations. Those should be based on standards whenever possible.**

Through participating in regional and international standardization activities, the country gets a lot of benefits including representing its views and interests in international standards setting fora and shaping the development of international rules governing

international trade. As Rwanda we need to make sure that we are effectively contributing to regional and international standards setting activities for example today more than 50% of East Africa Standards were set when Rwanda was not a member of the East African Community, some of these standards are not applicable in Rwanda and this calls for more efforts in developing standards relevant to Rwanda and the region.

© How is the work of the NQI contributing to the national economic growth?

ANS: It is generally recognized that enhanced trade leads to economic growth, the impact of which ultimately is poverty reduction. One important factor essential for trade is a supply side that gains market access through competitive and safe products. This can only be achieved through developing and implementing appropriate quality standards, provision of reliable conformity assessment activities, setting a transparent technical regulation regime and expanding primary processing and value adding, increasing the competitiveness of local manufacturing and a vigorous pursuit of exports to difficult markets – all of which relate directly to an effective and productive National Quality Infrastructure.

© What are the challenges facing the Rwanda NQI?

Ⓐ Whenever there are opportunities, there are challenges. Rwanda is rapidly growing with a lot of industries and services coming up. Above 90% of these industries are MSMEs with low capacity/skills in standards implementation. This presents us with challenges of effectively monitoring them and avail resources to facilitate them produce good and quality products to the consumers.

Secondly there is lack of clear modalities of collaboration and communication between Standards setter (RSB) and standards enforcers like Regulators and other Ministry Departments. There is need for more collaboration and communication so that overlaps and duplication of roles are reduced.

Another challenge is that of insufficient funds allocated to capacity building of staff to get international recognition and alignment of National Quality Infrastructure (NQI) to International Best Practices, participation in international standardization activities, proficiency testing and inter comparison to get or maintain certification and accreditation of NQI services.

In order to have a sustainable NQI, the Government has injected a lot of funding to ensure SMEs comply with standards, this shouldn't be the case because SMEs should be the ones to fund the services that they are getting from Government. On a positive note we are happy that SMEs are taking advantage of this Government facility, many of them are responding positively to the trainings we offer, getting certified and exporting their products.

Furthermore, we are faced with a challenge of not effectively and efficiently participating in International Standardization activities. As Rwanda we need to be in that international platform and be part of standards setters and not become just takers or consumers of standards from other countries but to be part of standards setters at the international level. The world has become a global market; Rwandan products are being exported to international market, therefore Rwandan Standards, concepts and ideas need to be incorporated in International standards.

UNDERSTANDING RWANDA'S NATIONAL QUALITY INFRASTRUCTURE

STANDARDIZATION-METROLOGY AND CONFORMITY ASSESSMENT: KEY PILLARS OF NATIONAL QUALITY INFRASTRUCTURE



Everyone in daily life aspires to get quality product, quality service, being in suitable and comfortable conditions, conducive work environment, etc. We all feel sad when something we expected to perfectly run fails. We feel frustrated when we buy a product to only see that it cannot serve the purpose when at home. It gets a bad feeling when we witness huge losses of resources to only acquire unfitting, harmful and non-operational systems or technologies. On the contrary, it gets the best feeling to see a motherland embracing technology advances in different domains; services becoming

the most appreciated globally and products equally competing at national, regional and global markets. It is amazing to see IT-driven continuous change of lives, advanced education, technology and research; progress in infrastructure development, public health protected, economic development, etc. All these are the fruits of either a good performing or least performing Quality Infrastructure.

United Nations Industrial Development Organization (UNIDO) states that setting up a Quality Infrastructure System is one of the most positive and practical steps that a developing nation can take on the path



forward to developing a thriving economy as a basis for prosperity, health and well-being. Further, the National Metrology Institute of Germany (PTB) holds that the Quality Infrastructure is a system of institutions which jointly ensure that products and processes meet preset specifications. Most notably, PTB explains that the Quality Infrastructure aims at providing technical support to companies so they can improve their production processes and at ensuring compliance with regulations or international requirements.

A Quality Infrastructure is a system contributing to governmental policy objectives in areas including industrial development, trade competitiveness in global markets, efficient use of natural and human resources, food safety, health, the environment and climate change. UNIDO adds that the Quality Infrastructure System covers essential aspects such as policy, institutions, service providers, and

the value-adding use of international standards and conformity assessment procedures.

BMZ (2004) holds that Quality Infrastructure refers to all aspects of standardization, testing, quality management, metrology, certification and accreditation that have a bearing on conformity assessment. This includes both public and private institutions and the regulatory framework within which they operate. This institutional complex plays a vital role within national innovation systems, especially in a context of rapid growth of global trade and value chains, and higher concerns with consumers and environmental protection.

Efforts to accurately explain the impact of quality services contribute immensely to improve the understanding of all parties that take part, in one way or another, in shaping the future of Quality Infrastructure both at policy, entrepreneurial and academic levels; and shed light on the contribution



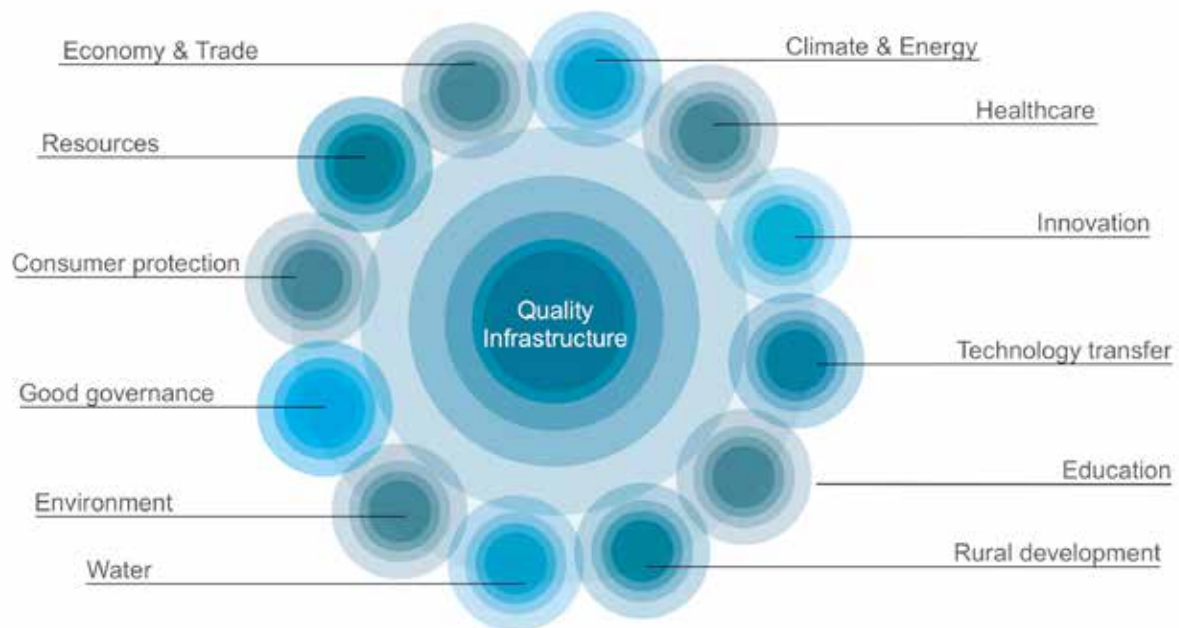
of quality infrastructure institutions in the good performance of innovation systems, how they enhance the performance of economic agents and improve the outcomes of social, economic and environmental policies.

At the international and regional levels, three separate but interdependent and interlinked main pillars of knowledge are essential for developing a National Quality Infrastructure (NQI) that enables sustainable development through enabling full participation in international trade and satisfy the technical requirements of the multilateral trading system. These are standardization (capabilities to develop, publish and disseminate standards to interested parties), Metrology (access to physical, chemical, biological standards of measurements and provision of calibration and legal metrology services), and Conformity Assessment (inspection, testing and certification).

The work of Rwanda's National Quality Infrastructure (NQI) is intertwined among the services of Rwanda Standards Board (RSB), Regulators, policymakers, private sector and all other stakeholders who participate in standards setting and enforcement initiatives. The mandate of RSB being to develop standards, provide conformity assessment (testing and certification), and calibration and verification (Metrology) services to enhance the competitiveness of Rwandan products, fair trade and consumer protection through marketing of products and services that comply with quality and safety standards; serves as the foundation of the whole NQI intervention process.

QUALITY INFRASTRUCTURE.

A CROSS-SECTIONAL MISSION IN SUPPORT OF PUBLIC POLICY



Source:



STANDARDS, A FOUNDATION OF THE NATIONAL QUALITY INFRASTRUCTURE



We cannot talk about quality without standards. Standards are a foundation of NQI. They provide the reference framework and basis for comparison of products and services. Standards facilitate trade by enhancing product performance, safety, productivity and customer confidence in the product or service. They are vehicles for dissemination of knowledge, innovative advances in technology, and sharing of good management and conformity assessment practices. Through the work of RSB and different stakeholders including Regulators, public institutions, Private Sector, Non-Governmental Organizations (NGOs), Researchers and Members of the Academia, Rwanda has developed a wide range of standards covering

the areas of agriculture, civil engineering, mechanical engineering, manufacturing, distribution, transport, medical devices, information and communication technologies, the environment, energy, quality management, conformity assessment, services, etc.

WHAT IS A STANDARD?

According to International Organization for Standardization (ISO) and International Electrotechnical Commission (IEC)-ISO/IEC Guide 2, a standard is a document that is established by consensus, approved by a recognized body, that provides for common and repeated use, rules,



guidelines or characteristics for activities or their results; aimed at achieving the optimum degree of order. ISO and IEC emphasize that Standards should be based on the consolidated results of science, technology and experience; and aimed at the promotion of optimum community benefits.

As afore- mentioned, standards are set through the work of Technical Committee (TC) comprising different stakeholders both in public, private and civil society sectors (Standards Users, Manufacturers, Government, Consumers and other persons or bodies concerned with their work).

TYPES OF STANDARDS

Given their use and intended purpose, standards can be:

- **Company-specific:** Set up by a company to ensure smooth running and expected quality, safety and profitability.
- **Industry-specific:** Set up by a company to ensure smooth running and expected quality, safety and profitability
- **Horizontal across industries:** Implementable by industries across the globe (e.g. ISO 9000 standards for Quality Management Systems; ISO 14000 standards for Environmental Management Systems, etc.)
- **Geographically-based:** (National -country-specific standards, Regional-established by regional economic blocks, **International Standards**-set up internationally)
- Specifications for products or services- Standards laying down products or service specifications and answering the question-WHAT?
- Code of practice –Standards answering the question-HOW? Things are done
- Standards laying down Test Methods, Sampling or Vocabularies,
- Systems and services standards: they articulate how specific systems are built, services performed to ensure customer satisfaction, etc.

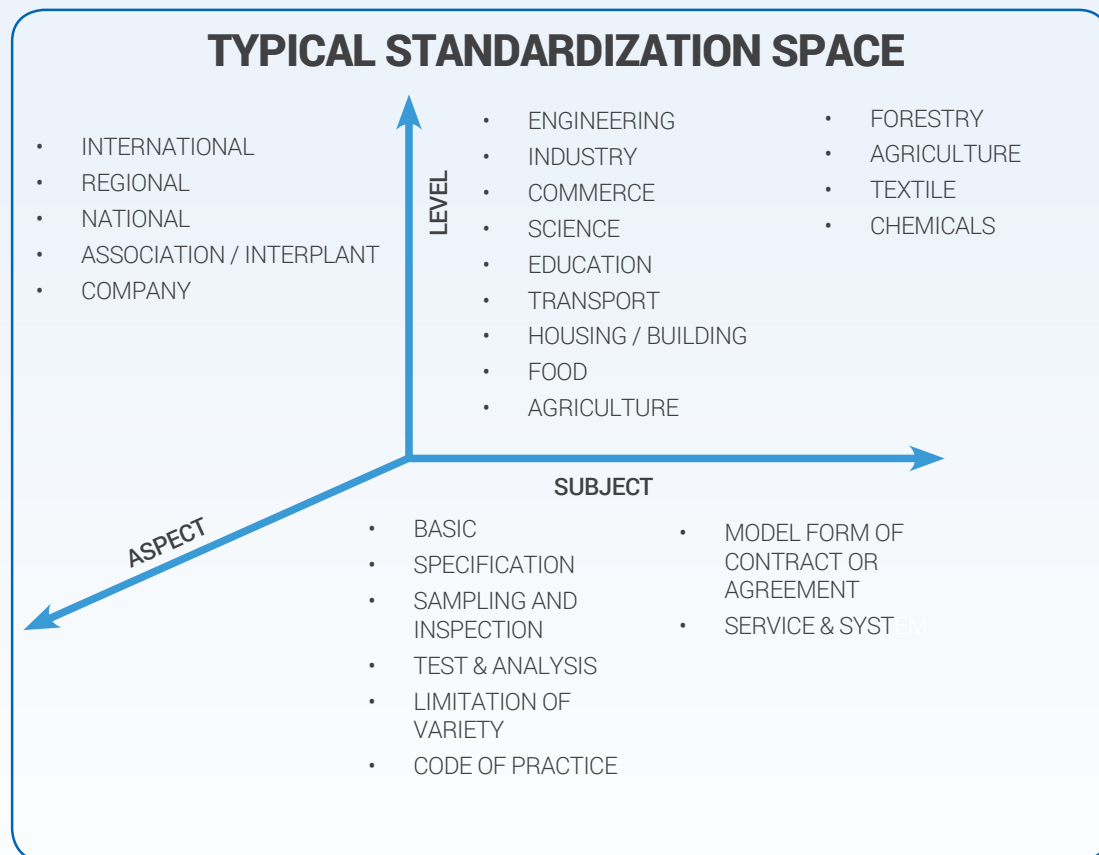


Figure explaining the standardization space

Standards setting considers the World Trade Organization (WTO) principles as stipulated in the WTO Technical Barriers to Trade (TBT) Agreement:

- **Transparency**—Easy access to essential information; adequate time and opportunity to provide comments for public, stakeholders in the marketplace and other countries.
- **Openness**—Participation by anyone on a non-discriminatory basis.
- **Impartiality and Consensus**—No favouring of particular interests. Consideration of all views and attempted reconciliation of conflicting arguments.
- **Effectiveness and Relevance**—Address regulatory and market needs, scientific and technological developments.
- **Coherence**—Avoid conflict with other regional and international standards.

Standards setting follows a Transparent process as required by the WTO

WTO requires the standards setting work to be as transparent as possible to avoid conflicting requirements, provisions or statements that would result into Technical Barriers to Trade (TBTs) and thus hampering free-trade and free-flow of services in global market.

Considering this principle, during standards setting work in Rwanda, RSB publishes the Standards Work Program twice a year (every six months) and ensures the Work Program is accessible to all stakeholders in the country and abroad. Also, an early notice is issued and draft standards are notified to all stakeholders. Texts of the standards are provided for ease of commenting by the public and adequate comment period (usually 60 days) is given to all interested parties prior to consideration of comments and publication of final standard.

TWO PUBLIC ANNOUNCEMENTS;

1st announcement at the initiation of a project:

Publication of the work program in Rwanda standards journal or RSB Newsletter, Website or notification to WTO members to promote the work

2nd announcement at public comment stage:

when the standard is available as a draft for public comment (DRS), to provide further opportunity for public consultation

CONTENTS OF RWANDA STANDARDS ARE AGREED ON BY CONSENSUS

In agreeing upon the contents of Rwanda Standards, Committees and Sub-Committees reach decisions by consensus. In cases where a Committee or Sub-Committee cannot reach agreement by consensus, the relevant procedures are invoked to

examine whether the disagreement can be resolved or whether the project can be redefined to avoid such disagreement.

It is a practice for Technical Committees within standards setting bodies to have a provision of voting in case this consensus is not achieved. For RSB, 2/3 of TC members should vote in favor of the standard or otherwise refer the matter to the Standard Project Committee (SPC).

RESPONSIBILITIES OF TECHNICAL COMMITTEE

A Technical Committee (TC) is composed of experts with knowledge and skills relevant to the area the standard will be needed in. The Committee is responsible for preparation and maintenance of the standards or undertake such other work as might be referred to them by SPC. It is also responsible for the content of the standards that it and its Subcommittees (SCs) produce; as well as providing the Rwanda's inputs in regional and international standardization work.

MEMBERSHIP TO INTERNATIONAL ORGANIZATIONS

Rwanda is a member of the regional and international standards setting bodies such as International Organization for Standardization (ISO), International Organization for Legal Metrology (OIML), Codex Alimentarius Commission, International Measurement Confederation (IMEKO) and African Organization for Standardization (ARSO), African Electrotechnical Standardization Commission (AFSEC), ITU, East African Community (EAC), and AFRIMET. Rwanda also has working relationships with international organizations such as IEEE, International Electrotechnical Commission (IEC), and ASTM. International Membership to these organizations confers Rwanda the right to access to a collection of international standards which can be adopted at the



national level free of charge, enable the country to be a standards setter and its participation in conformity assessment and metrology fora. These international bodies also provide technical assistance which support the country's embracing of the culture of standardization.

About the benefits of standards

Standards account for numerous benefits for both the industries, Government, consumers, academia and research institutions, etc. Some of the benefits are the following:

GOVERNMENT

- **Achievement of public policy objectives**
- **Access to technology**
- **Lower regulatory and procurement costs**
- **Promotes exports, trade, and economic growth**
- **Compliance with WTO requirements etc**

CONSUMERS

- **Greater products / services selection**
- **Easier Choices**
- **Lower costs**
- **Better, more efficient quality**
- **Enhanced safety and reliability**
- **Consumer protection**

ACADEMIA, RESEARCH, TECHNOLOGY AND INNOVATION

- **Source of knowledge**
- **Provision of up to date information**
- **Based on the relevant consolidated findings of science, technology and experience**
- **May be used in education and research**

FIVE ELEMENTS DESIGNED TO BE A PERFECT MATCH!



Source:



STANDARDS DEVELOPMENT, REVIEW AND HARMONISATION IN THE EYES OF TECHNICAL COMMITTEE MEMBERS



MUGAMBIRA SHEMA

Mugambira Shema is the Technical Committee Chairperson for Quality Management and Quality assurance especially in the service industry. The Technical Committee on Quality Management and Quality Assurance began in 2008, it has since then worked on national, regional and international standards in the service sector.

According to Mugambira, their major role is to work in collaboration with RSB and standards users in the service sector to develop standards.

The Technical Committee on services mainly comprise of representatives from RDB, Hospitals, PSF, Office of Ombudsman, BNR, RRA, Academia, Banks, Hotels, Office of the Ombudsman, Rwanda Consumer's Rights Protection Organization (ADECOR) and consultancy firms.

Since inception, a number of standards have been developed and reviewed. One of the notable standards the Committee is proud to have developed and reviewed is the ISO 9001:2015 Quality management systems, Rwanda Standard on Sustainable Procurement, Rwanda Standard on Quality Management in Higher Education Institution, Rwanda Standards on Hotel management to mention but a few.

Committee members have participated in international Technical Committee (TC) meetings in Mexico, Ireland, and Hong Kong to mention a few.

In reviewing or developing a Rwanda Standard, Mugambira clarifies that the idea begins with RSB suggesting a standard, or as a result of demand from sector players or adoption of international standards, then members sit to review its relevance, usability and what the standard is coming to solve, after assessing the advantages of the standard and its proved that

the standard is coming to solve an existing problem, TC members come together and begin the process of drafting that particular standard. From the TC, it is then forwarded to RSB Standards Division who in turn present it to the public for review, comments and opinions. Then the TC meets again to study comments from the public and assess whether they can be incorporated in the standard. The standard is then published.

Mugambira asserts that, this will go a long way in standardization of Made in Rwanda products and achieve Rwanda's target of becoming a service-driven economy.



NATASHA BARANYUZE

Natasha is a member of the Technical Committee on Pharmaceutical Products. She is a pharmacist by profession and an inventor / innovator of a hair shampoo made from *Bidens pilosa* (Inyabarasanya).

While working as a Pharmacist, Natasha was inspired by the need to finding an affordable solution to fungal diseases with no side effects hence the invention of the hair shampoo.

The Pharmaceutical Products Technical Committee comprises of representatives from Ministry of Health, Rwanda Biomedical Centre (RBC), National Industrial Research and Development Agency (NIRDA), Rwanda National Police , Academia Pharmacies , Rwanda Consumer's Rights Protection Organization (ADECOR) and other organizations.

As a sector player in the pharmaceutical products as an innovator, Natasha joined the TC on Pharmaceutical products in June 2019 and she is now a member of the Committee developing standards on the East African Community level.

Natasha encourages women to be active in technical committees and standards setting activities because experience has proved that women are as capable as their male counterparts.

Natasha was inspired by the need to finding an affordable solution to fungal diseases with no side effects hence the invention of the hair shampoo.

SOBANUKIRWA ISHYIRWAHO RY'AMABWIRIZA NYARWANDA Y'UBUZIRANENGE



I kigo cy'igihugu gishinzwe ubuziranenge (RSB) cyashyizweho muri 2002 gihabwa insingano zo gushyiraho, kwigisha no kumenyekanisha amabwiriza y'ubuziranenge ndetse no kugeza ku baturarwanda izindi serivisi z'ubuziranenge zitandukanye.

Uretse gushyiraho amabwiriza y'igihugu y'ubuziranenge, kuva mu mwaka w'2007, RSB yatangiye kugira uruhare mu gushyiraho no guhuza amabwiriza y'ubuziranenge ku rwego rw'Akarere (Umuryango w'Ibihugu by'Afurika y'Iburasirazuba, EAC); mu gihe ku ruhando mpuzamahanga u Rwanda rwatangiye kugira uruhare mu gushyiraho amabwiriza mpuzamahanga y'ubuziranenge muri 2010 ubwo rwinjiraga mu muryango mpuzamahanga w'ubuziranenge (ISO).

Muri iyi nkuru, madamu Mukeshimana Athanasie, umuyobozi w'ishami rishyiraho amabwiriza y'ubuziranenge muri RSB arasobanura byimbitse uko amabwiriza nyarwanda y'ubuziranenge (Rwanda Standards) ashyirwaho.

Ubwo iki kigo RSB cyatangizwaga, habanje kubaho kwiubaka no kwisanisha ku ruhando mpuzamahanga nkuko Mukeshimana abivuga: "Habanje igikorwa cyo kubaka ubushobozi bw'abakozi, ndetse no kugirana umubano n'ibindi bigo bishinzwe ubuziranenge n'ibigo mpuzamahanga harimo n'ibyo mu karere."

Mu mwaka w'2004 nibwo hashyizweho ibwiriza rya mbere nyarwanda ry'ubuziranenge- ibwiriza rirebana n'amazi yo kunywa.



NI NDE USABA KO AMABWIRIZA Y'UBUZIRANENGE ASHYIRWAHO?

Kugira ngo ibwiriza nyarwanda ry'ubuziranenge rishyirweho bishobora kunyura mu ubusabe bw'umuntu wikorera wenda yaba afite uruganda, ikigo cy'a Leta cyangwa Minisiteri runaka, cyangwa na RSB ikabona ko hakurikijwe iterambere ry'urwego uru n'uru cyangwa icyerekezo cy'igihugu ibwiriza runaka rikenewe kugira ngo rifashe kunoza imikorere cyangwa ubuziranenge bw'ibikorwa. Iyo ubusabe cyangwa impamvu y'ishyirwaho ry'ibwiriza runaka igaragaye hakurikiraho gusesengura kw'ababishinzwe muri RSB, aho ubusabe bwose bushyirwa hamwe bukigwaho, bwamara gusesengurwa hagakorwa gahunda y'umwaka hashingiwe ku byifuzo bya bene bwo no kuri politiki y'igihugu nko kuba ubu hariho gahunda ya 'Made in Rwanda' harebwa ibicuruzwa biri muri uwo murongo, icyo gihe RSB ireba ibyihutirwa tukabikorera ya gahunda y'umwaka. Iyo gahunda y'umwaka rero icyo imaze kwemezwa iratangazwa ku bihugu bigize

umuryango mpuzamahanga w'ubucuruzi (World Trade Organization), ikanashyirwa ku rubuga rwa RSB kugira ngo imenyeshwe abantu bose."

Madamu Mukeshiyaremye akomeza agira, ati: "Hakurikiraho umushinga wo gukora ibwiriza ry'ubuziranenge. Ukorwa n'abakozi muri RSB cyangwa se hakifashishwa impuguke zinyuranye. Iyo umushinga umaze kuboneka wohererezwa akanama gashinzwe tekinike, ako kanama kaba kagizwe n'abarebwa n'iryo bwirizwa ryose, bese bakicara bakareba wa mushinga w'ibwiriza bakawigaho bakawunoza neza, hanyuma tukabyohereza mu binyamakuru no ku rubuga rwa RSB, mujya mubona ibyo twohereza mu Imvaho Nshya kugira ngo n'abatabashije kuja muri ako kanama ka tekinike batangeho ibitekerezo. Tubimaza mu kinyamakuru amezi abiri, yarangira nta bitekerezo bindi tubonye umushinga ugashyikirizwa inama y'ubuyobozi bw'ikigo kugira ngo iwemeze. Iyo tubonye ibitekerezo



turabyakira bigasuzumwa maze bikaba byadufasha kurushaho kunoza amabwiriza ashwirwaho.”

Mukeshimana avuga ko buri muntu wese yemerewe gusaba ishyirwaho ry’amabwiriza abinyujije mu kwandikira RSB.

Aho amabwiriza y’ubuziranenge ahurira n’izindi serivise z’ubuziranenge

“Izindi serivise z’ubuziranenge hari ugupima, izo kugenzura ibicuruzwa, hari na serivise zo gutanga ibirango, ndetse n’iz’ibipimo n’ingero: izo zose zishingira ku mabwiriza y’ubuziranenge, aya mabwiriza adahari n’izo serivise ntizishobora gukorwa.”

“Ubuzima bw’ibwiriza ry’ubuziranenge bumara imyaka itanu, ariko mu gihe dusanze rya bwiriza

ritagihura n’igihe tugezemo, dushobora kurihindura mbere y’uko icyo gihe kirangira. Amabwiriza rero arahindurwa, agahuzwa n’igihe, agahuzwa n’ikoranabuhanga rigezweho n’ubushakashatsi aho bugeze.”

KUMENYEKANISHA AMABWIRIZA AMAZE KWEMEZWA

Mukeshimana avuga ko binyuzwa mu nzira zose zihuza ikigo RSB n’abagenerwabikorwa bacyo.

Ati: “Icyo dukora cyihutirwa ni ukuyatangaza mu igazeti ya Leta, kugira ngo abanyarwanda bose bayamenye, icya kabiri dukora duhamagara abafatanyabikorwa bose tukabamenyesha ya mabwiriza yose yarangiyeyeho, ikindi kandi ashirwa ku rubuga rwa murandasi rwa RSB ubishatse wese agashobora kumenya ayo



mabwiriza. Dufite kandi n'isomero umuntu wese ashobora kuyasangamo akayasoma. Dukora n'amahugurwa yiyongera kuri ibyo, ni amahugurwa areba abagenerwabikorwa bose."

"Ushaka amabwiriza ashobora kugana RSB akayasoma, ashobora no kunyura kuri website y'ikigo akayasoma, akareba ibwiriza yifuza akatwandikira tukarimwoherereza mu buryo ashaka."

Yongeraho ko ngo iyo habayeho kuvugurura amabwiriza abaguze aya mbere babona amashya binyuze mu kubimenyeshwa n'umukozi ubishinzwe uba anafite imibare y'abaguze, iyo rihindutse ngo arabamenyesha bakaza gutwara iryavuguruwe kugira ngo badakomeza gukoresha irishaje.

Kugeza ubu ngo hamaze gushyirwaho amabwiriza abarirwa arenga 2700 akaba arimo ay'ibiribwa, ajyanye n'ubuhinzi, areba ikoranabuhanga, ibinyabutabire, kurengera ibidukikije n'ibindi. Ayitabirwa cyane akaba ari mu byiciro by'ibiribwa n'ubuhinzi.

Aha, Mukeshimana asobanura ko impamvu amabwiriza ajyanye n'ibiribwa ari yo yitabirwa cyane kubera ko inganda nyinshi usanga zikora ibiribwa, ikindi kandi ibiribwa kikaba bikora ku buzima bw'abantu bityo, bigakenera gukorerwa igenzurwa ryimbitse.

Ku rwego rw'Akarere ka Afurika y'Uburasirazuba RSB imaze kugira uruhare mu gushyiraho amabwiriza arenga magana atanu (500) arebana cyane n'ibicuruzwa byambukiranya imipaka.

U Rwanda kandi rukomeje kugira uruhare mu ishyirwaho n'ikoreshwa ry'amabwiriza mpuzamahanga y'ubuziranenge hagamijwe kongerera amahirwe ibicuruzwa bikorerwa mu gihugu kugira ngo bibashe kugezwa no gupiganwa ku masoko mpuzamahanga.

RSB igaragaza ko imbogamizi zagiye zigaragara zishingiye ku kuba abantu batarumvaga mbere impamvu y'amabwiriza y'ubuziranenge, ariko bikaba ngo bitangiye kugenda bihinduka abantu bamaze kumenya akamaro kayo ndetse banitabira kuyashyira mu bikorwa.

CONFORMITY ASSESSMENT

A PILLAR TO OPERATIONALIZE THE NATIONAL QUALITY INFRASTRUCTURE



Standards are only effective if they are utilized and are more used than not in our everyday life, knowingly or unknowingly. In several cases, the importance of standards is realized and acknowledged when fatal failures occur due to non-compliance of set standards. The conformity assessment tools such as inspection, testing and certification are used to demonstrate compliance to standards, either in the voluntary or mandatory sphere.

For standards to be effective, active participation of stakeholders, such as business and industry associations, public authorities, professional bodies, trade associations, consumer organizations, environmental organizations and regulatory bodies, in standards development is imperative because it promotes dissemination and uptake. Standards may also be referenced in technical regulations aimed at protecting of the consumer and the environment, and in health and safety assurance.



Conformity assessment is an integral pillar of the NQI that serves as a bridge between standards and the market. Conformity assessment when applied correctly, helps businesses to improve competitiveness and facilitate trade, as customers have greater confidence and trust in goods and services purchased. Manufacturers can use conformity assessment to create a market advantage as they can demonstrate that their products and services fulfill requirements established in standards and technical regulations through the use of product certification marks and test certificates.

QUALITY CONTROL LABORATORIES TO SUPPORT CONFORMITY ASSESSMENT

With the aim to effectively establish a well-functioning NQI, the Government of Rwanda in 2010 adopted a National Quality Policy; which was further revised in 2017. The Rwanda Quality Policy advocates for strengthening the capacity of quality testing laboratories in the country to ensure their service contributes in promotion of quality in the country. The Policy requires quality control laboratories,

either public or private implement international good laboratory practices (ISO/IEC 17025 on general requirements for competence of calibration, testing laboratories and ISO 15189 on particular requirements for quality and competence of medical laboratories).

The Rwanda Quality Policy encourages establishment of quality testing laboratories in two ways: sectoral approach or combined approach. In the sectoral approach, each quality institution dealing with quality and safety matters has its own quality control laboratories whereas in combined approach, all the quality testing matters are handled by only one National Quality Control Institution. The Policy states that the advantage of the latter approach is that one piece of equipment can service the quality control demands in more than one sector without the need to procure the same equipment for each institution as it is done currently. In order to optimize resources, minimize duplication of duties, wastage of resources on equipment and reagents, better coordination. Also, the policy provides for the approach to set up National Quality Testing Laboratories (NQTL) to serve as National Quality Reference Laboratories



and to act as the dispute settlement facility between the private sector, public institutions and any other parties involved in procurement processes either public or private procurement.

Rwanda Standards Board (RSB), being the standards and quality services provider, houses the National Quality Testing Laboratories. RSB has established 12 Testing Laboratories in the areas of Microbiology, Inorganic Chemistry, Organic Chemistry, Food and Agriculture, Petroleum, Mycotoxin, Building Materials, Polymer and Leather, Non Destructive, Destructive Mechanical, Pharmaceutical active ingredient, Pharmaceutical elemental and inorganic impurities. The laboratory testing scope increased from 160 parameters in 2012 to 368 parameters by the end of Financial Year 2018 /2019. Also, the number of samples tested per annum increased from 2,746 samples in 2013 to 4,864 by the end of Financial Year 2018/2019.

Rwanda Standards Board National Quality Testing Laboratories have been internationally accredited by the Dutsch Accreditation Council (RvA), the National Accreditation Body for The Netherlands and one of global leading accreditation bodies.

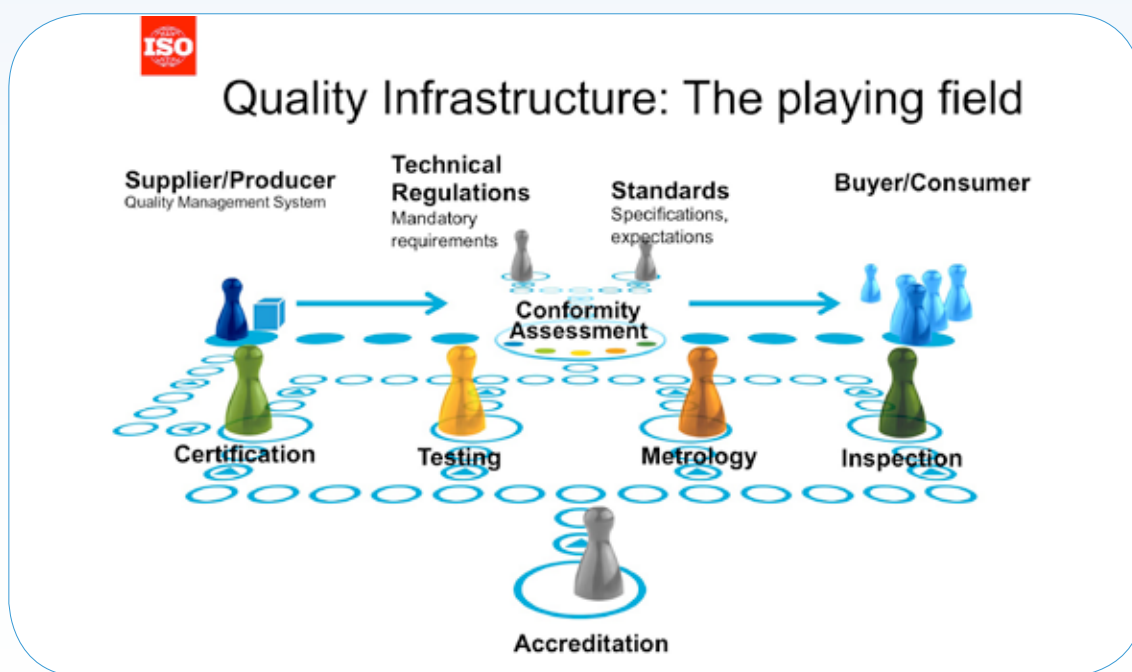
The accreditation covers the biochemical laboratories (namely Microbiology laboratory, Food, Agriculture and Mycotoxin Laboratory and Inorganic Chemistry Laboratory); and attests that the mentioned laboratories have demonstrated trustworthy competence to generate technical valid results in a competent way and work in accordance with the requirements of the management system based on EN ISO/IEC 17025:2005 standard on General Requirements for the Competence of Testing and Calibration Laboratories. Talking about laboratory accreditation, Mr Raymond Murenzi, Director General of Rwanda Standards Board (RSB) notes that laboratory accreditation is the basis for attesting that you offer internationally recognized and trusted test results, and ensuring customers that our testing laboratories offer services in accordance to International Standards and that the results generated are accepted and trusted worldwide.

He added that accreditation of National Quality Testing Laboratories will greatly contribute to the promotion and competitiveness of Made in Rwanda products, especially those exported to regional and international markets. Another function not to overlook is ensuring public safety through offering conformity assessment services of produced products and those traded on local market.



STRENGTHENING THE CONFORMITY ASSESSMENT PILLAR

OF THE NQI, AN OPPORTUNITY TO GET
DOMESTIC PRODUCTS TO THE EAC
MARKETS AND BEYOND



Without an effective and properly resourced testing facility at the National Standards Body, RSB, the private sector immediately has less opportunity to test their products in Rwanda, and instead are forced to have various product samples tested in neighbouring countries, increasing cost but also causing a longer lead time in receiving

back the test results. Without effective publicly available testing facilities, Rwanda was falling behind other African countries, and therefore, took the initiative to strengthen and develop its testing facilities and in-house capabilities for the benefit of Rwandan industry and its citizens.

**BACKGROUND:**

To overcome technical barriers to trade, Rwanda has been working hard to develop a reliable quality and regulatory infrastructure in line with the international best practices and the East Africa Community (EAC) standards, quality assurance, metrology and testing (SQMT) requirements enshrined through the EAC SQMT Act 2006. The EAC SQMT Act 2006 is the most detailed Standards, Conformity assessment and Metrology legislation at the EAC Level. This Act spells out the necessary Quality Infrastructure needed in partner states for them to meet international requirements and allow smooth trade and consumer protection as required under the WTO TBT and SPS Agreements. The Government of Rwanda approved the National Quality Policy in October 2010 to mainstream regulatory and non-regulatory functions of the Quality Infrastructure by separating inspection services from standards, testing, certification and metrology to form two independent agencies. This National Quality Policy has since been updated in 2018.

Throughout this process, the Rwanda Standards Board (RSB) has received technical assistance support from Trade Mark East Africa (TMEA) through the procurement of a select number of pieces of testing equipment able to test an array of testing parameters (e.g. mycotoxins, including aflatoxins in cereals etc.), as well as the provision of additional training to expedite RSB's staff knowledge and confidence in using this cutting-edge technology.

The objective from the outset has been to upskill the Rwanda Standards Board's (RSB) staff capacity to conduct quality and safety tests of Rwanda products in support of trade in Rwanda and export to the East African Community (EAC) region and beyond. The testing competences have focused on the main export products namely: coffee, honey, tea and minerals and essential oils, covering product quality and contaminants such as antibiotics and pesticides residues. The specific objective of the TradeMark East Africa (TMEA) technical assistance interventions were to provide RSB with the capabilities to undertake quality tests of commodities to international standards to enable producers and exporters to



expand trade and increase exports of their products on the regional and international markets. The project has also supported RSB in attaining ISO/ IEC 17025: 2005 level of quality management that has helped to facilitate the fast-tracking of RSB's application for international recognition of its testing laboratories and services through the process of accreditation by RvA (Dutch Accreditation Council), which was attained in 2018.

Support by development partners including Trade Mark East Africa (TMEA) enabled upgrading the capacity of testing laboratories through acquisition of High Technology equipment such as :HPLC – FLD (High Performance Liquid Chromatography - Fluorescence Detector) 1260 affinity series HPLC and staff capacity building.

With 42 clients coming to RSB each month requesting tests, thanks to the continual laboratory upgrade and capacity building effort, the number of samples tested by the RSB's National Quality Testing Laboratories was 2,563 in the 2014/2015 financial

year growing to 4,248 in the 2016/2017 and for the 2018/2019 financial year. In addition, the samples analysis turnaround time of mycotoxins, minerals and essential oils reduced significantly from 60 days to 7 days, and RSB's scope of testing across all its equipment, has increased from 225 parameters in the 2014/2015 financial year to parameters in the 2018/2019 financial year.

These improvements have helped to facilitate business leaders in Rwanda to make their testing transactions in the shortest possible time instead of having to wait 60 days before receiving their laboratory test reports. Considering that product certification includes laboratory testing, the number of days to acquire the S-mark, for example, has also reduced. Previously, samples were being subcontracted abroad and the cost of transporting those samples was also a logistical and administrative burden for businesses. Having effective laboratory testing at RSB allows for better access and regular communications with RSB laboratory technicians, saving on costs, and assurances that test reports will be available within 7

working days (minimizing the amount of opportunity time lost). This is a service the businesses of Rwanda cannot afford to miss!

Opportunities in strengthening the conformity assessment pillar of the Rwanda NQI:

This important initiative to support RSB with their testing operations presented the Rwanda private

sector with a great opportunity to lower their overhead costs through removing the need to send samples abroad. In addition, having domestic testing services available will support the Government's "Make in Rwanda" initiative and remove the reliance on foreign testing laboratories.

BENEFICIARY TESTIMONIES:



Mr. Jean Pierre Bajeneza
Director of Product Certification Unit
Rwanda Standards Board (RSB)

Acquisition of the HPLC for Rwanda Standards Board Testing Laboratories was good news for us as the Division offering certification services under the same roof. It resulted in an increase of testing parameters and thus permitting us to easily get testing services for mycotoxins especially aflatoxins M1, M2, B1, B2 and total aflatoxins, which we greatly needed for certification and quality inspection purposes. Before, we barely relied on the results of yeast and moulds to make decision on the safety of

products. Today, with the new HPLC equipment, we can get more parameters tested and have accurate and reliable results. This enables evidence-based approach for certification decision making.

Further, Certification being a process, acquisition of the HPLC helps the industry to close the non-conformity raised while monitoring their in-house processes and taking corrective actions as recommended by the Certification Body. Before the equipment was available, we had some industries and partners who requested us to test their products for export or to comply with any other market requirements; and we referred them to foreign laboratories because some of the parameters we could not test for them. That implied more expenses than they could pay if given the service in the country.

We are grateful that we have in hand the possibility to test for the full package at a-go to determine the safety of products."

Today, with the new HPLC equipment, we can get more parameters tested and have accurate and reliable results.



Mr. Trevor Augustine
General Manager
MINIMEX Ltd

Aflatoxin has recently become a hot topic of discussion in the food business world. In our day to day food safety checks, we perform Liquid Chromatography with a limited level of accuracy. Thanks to TradeMark East Africa's support to the Rwanda Standards Board to avail the HPLC, we are now comfortable with the testing results generated. It provides more accuracy.

Some of our clients are high quality demanding due to the nature of the service they offer. We supply our products especially to United Nations Peace Keeping Mission (MONUSCO) in the Democratic Republic of Congo, some breweries, etc. We also export our product to other countries in the region. Before RSB acquired that equipment, we used to seek conformity assessment services abroad as the third-party attestation of quality was a requirement for some of our clients. This caused delays and high costs on our side. With high technology testing equipment, we are happy with the results and it also helps us maintain our clients. Our products are effectively tested, and our clients are happy today as they have never complained of the quality or safety of our

products. We are glad that the new equipment will be instrumental in streamlining the compliance of cereal products with quality standards in Rwanda."



Mr. John Karenga
Plant Director
Inyange Industries Ltd

We analyze the levels of Aflatoxin M1 in Inyange products to ensure compliance with quality standards. Before Rwanda Standards Board acquired the HPLC testing equipment, some of our clients would not rely on the test results provided by Inyange itself as producer but rather required third party tests, which we acquired from Europe or other continents. The results could be available in longer periods of time and at high costs. It is now pleasant that RSB testing laboratory has the capacity and whenever we submit our samples, we get the results in lesser time and testing costs are relatively lower. It has helped us fast-track our business, deliver in convenient time and the countries where we export our products have never complained about the quality of our products."



Mr. Peter Mugisha
Quality Control Specialist
Africa Improved Foods

Africa Improved Foods engages in processing of fortified flours. Our Nootri products are consumed in the health sector in collaboration with the Ministry of Health to fight malnutrition in children and are also used by pregnant and breastfeeding mothers. We have Super-cereal Plus product that is supplied to the World Food Programme to be fed to infants between six to 24 months of age. Other Nootri products are available on the market for general use. Given the nature of our work, there is inevitable need for aflatoxin analysis in raw materials (maize) and finished products. We usually perform quality tests in our laboratory but also need to compare the results by our test kits with those provided by Rwanda Standards Board testing laboratories. In our raw materials selection, we refer to national standards and company requirements to ensure the products to be received are aflatoxin-

free. The nature of our products and their intended use require high accuracy testing equipment, so RSB acquiring HPLC has been an opportunity for us as its high level of accuracy has greatly assured our quality control. Before the equipment was acquired, we had challenges that would be due either to the testing capacity of the equipment used or our internal controls. With the new HPLC, we no longer observe such challenges. In addition, sometimes we could request RSB to test for some parameters but they could not. We are happy today that RSB laboratories have the capacity to answer all our requests."

Testing with high accuracy paves the way for our clients and consumer confidence. As we have started exporting our products to other countries in the region, reliable test results establish the foundation for ease of market access."

The nature of our products and their intended use require high accuracy testing equipment, so RSB acquiring HPLC has been an opportunity for us as its high level of accuracy has greatly assured our quality control.

PRODUCT AND SYSTEM CERTIFICATION, A HAND IN CONFORMITY ASSESSMENT



Antoinette Mbabazi, National Certification Division Manager Rwanda Standards Board

Conformity assessment refers to steps taken by both manufacturers and other parties to evaluate whether products, processes, systems, or personnel adhere to the requirements identified in a specified standard.

Conformance testing — an element of conformity assessment, and also known as compliance testing, or type testing — is testing or other activities that determine whether a process, product, or service complies with the requirements of a specification, technical standard, contract, or regulation. Conformity assessment refers to majorly four

aspects i.e. Certification, Inspection and Quality testing and accreditation.

ROLE OF CERTIFICATION IN CONFORMITY ASSESSMENT

It is important to note that certification is a third party exercise issued after a third party audit. First party audit is where you do self-assessment (Internal Audit) of an institution's own system, second party audit is an audit relationship between a supplier and a customer and third party audit is

done by a certification body in an independent/neutral perspective. It is offered to a company that requires an attestation that its product / service is in compliance with certain standards.

“As a certification body, we give a statement following our findings. If you demonstrate compliance and if you do not comply, we will issue you a report showing your conformity and non-conformity status. The certification statement is only issued when there is evidence of total conformity” said Antoinette Mbabazi, National Certification Division Manager, Rwanda Standard Board.

CERTIFICATION THEREFORE PLAYS THE FOLLOWING ROLES:

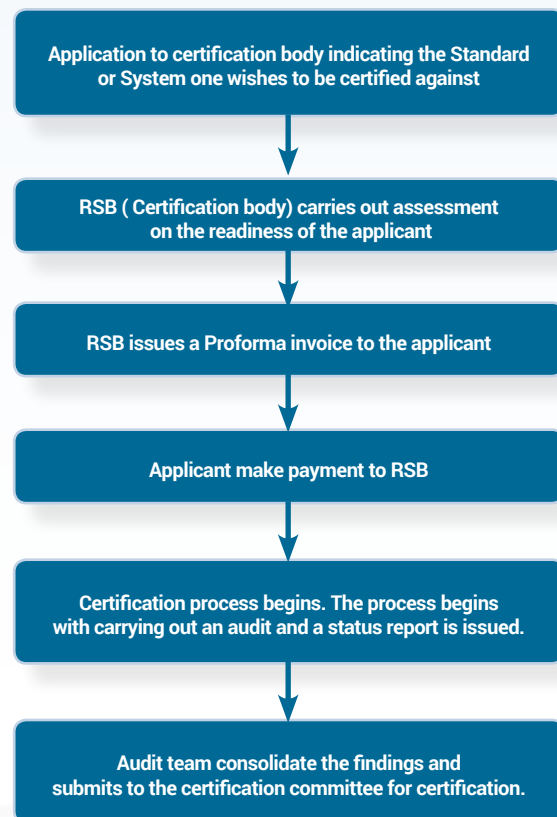
- Enhanced brand reputation: Certification proves your commitment to industry best practice and enables you to stand out above the crowd.
- Cost savings: Third-party certification helps to reduce multiple supplier audits and any associated costs.
- Managed business risk: Certification also makes it easier to measure performance and better manage business risks.
- Streamlined operations and reduced waste: Helps to improve the quality of your products and service and helps you to reduce waste, rejections and customer complaints.
- Gain Marketing Advantages: A certified product may display the trademark indicating that the product has undergone evaluation and testing to verify that the product will perform as indicated.
- Meet Regulatory Requirements: Some countries or states have specific regulations permitting only certified products to be sold in their jurisdiction.

To Ensure Consistency: Certification bodies conduct consistent inspections to verify that manufacturing practices remain consistent over time.

PROCESS OF CERTIFICATION

Rwanda Standard Board has two types of certifications: Product certification and System certification which all the types focus on three things; ability to give a service an impartial, consistent and competent manner. Product certification is done only once a year different to system certification done thrice a year.

THE PROCESS



After issuance of a certification certificate, RSB continues to monitor if the company or product still conforms to the requirement by signing a contract with the client before he / she begins use of the certification status. The contract is signed between legal representatives of RSB and the institution receiving the certificate specifying the role and obligations of each party.

"It is important to note that the certified body is obliged to maintain the status quo that led to the certification whereas the certifying body has the obligation to continue monitoring the compliance of the institution or product that has been certified for the period of validity of the certification". Says Antoinette.

The certifying body has the sole responsibility to monitor the continual compliance of a company or product during the validity period of the certification and makes sure that the product and market surveillance is conducted at least once in 12 months alongside other audits-special audits and inspection which from time to time may depend on the judgement of the certification body especially when there is a client's complaint or regulator. These audits are sometimes called un-announced audits since they are done in 'coveit' and not communicated.

CERTIFICATION, CONSUMER CONFIDENCE AND PUBLIC RELATIONS

The confidence of a consumer is important in business, Rwanda standard Board makes sure that information for public relations and communication purposes is publically announced by displaying on RSB website and regularly updating the relevant news website and responding to inquiries on the certified products or systems as soon as they arise.

However, some public relations information regarding certification has strong confidential procedures.



CERTIFICATION AND EXPORT PROMOTION

In the modern trade, the certification itself is referred as a marketing tool. Most consumers make buying decision by just looking at the certification mark. It is always value addition if the certification has been issued by a competent certifying body or agency.

"Certification offers some kind of trust and an added advantage when accessing market. In East Africa through the EAC Trade protocols, the S - Mark has given Rwandan product a special recognition among EAC member countries," Antoinette remarked.

ACCREDITATION OF RSB CERTIFICATION SERVICES

Some RSB certification services have been accredited in order to build and demonstrate confidence that the certification services are being offered in an impartial, competent and consistent manner.



In essence certification is supposed to add value, therefore by being certified. It is a testimony that the certifying body understands has enough knowledge about the particular the sector.

FUTURE PLANS

According to Antoinette acquiring and maintaining accreditation is an expensive undertaking. Increase of the accreditation scope is market driven. It should be noted that as per international best practices, certification is voluntary while inspection is mandatory. Certification can only be mandatory

where a regulatory body has directed so based on their judgment for consumer protection purposes. Increase of accreditation always come with demand.

So far RSB food safety management schemes have been accredited to cater for food manufacturing, farming of plants, Restaurants and Hotels, agriculture and catering. In future RSB intends to continue creating awareness in the education sector, financial sector and tourism sector.

INSPECTIONS AND REGULATORS' WORK, A POWERFUL ARM

TO ENSURE STANDARDS AND NATIONAL QUALITY POLICY ARE IMPLEMENTED



The Rwanda Quality Policy aspires for development and enforcement of technical regulations. In addition, the Policy stipulates that the Government fosters the development, implementation and maintenance of technical regulations for legitimate reasons across all relevant authorities (Ministries or agencies responsible for agriculture, construction, electricity, environment, health, industry and trade, telecommunication and

ICT, tourism, transport, petroleum and mineral resources, etc) that are based on a National Technical Regulation Framework that fully meets the requirements of the WTO/TBT Agreement, the EAC Trade Protocol, utilizes the quality infrastructure and also acceptable to the main trading partners, in order to access markets and increase the competitiveness of Rwandan products.



The role of Regulators is to carry out the Government mandate to oversee the implementation and administration of technical regulations and are given the appropriate regulatory powers to enforce sanctions for non compliance.

Also, the Quality Policy stipulates that in line with WTO/TBT and Sanitary and Phyto-sanitary (SPS) agreements as well as obligations of EAC/SQMT Act, technical regulations are based wherever possible on relevant national, regional or international standards (or parts thereof containing the technical requirements) to gain acceptance and their easy implementation. In this regard, coordination with National Standards Body is of paramount importance.

The Government ensures the provision of public facilities, for inspections and testing of products together with services falling within the scope of technical regulations. It furthermore ensures that harmful practices against consumers are minimized by ensuring that all producers, distributors and suppliers of goods and services abide by the relevant technical regulations, and monitor harmful practices such as cheating, false or fraudulent activities and

take appropriate actions against them. Regulated entities are called to prove their compliance to requirements of technical regulations.

In order to ensure the proper implementation of technical regulations, the Government establishes and maintains an adequate infrastructure to develop, implement and monitor consumer protection policies; and to ensure that relevant measures are implemented for the benefit of all population sectors. It is in this context that Regulatory Institutions such as Rwanda Utilities and Regulatory Authority (RURA), Rwanda Environment Management Authority (REMA), Rwanda Food and Drugs Authority (Rwanda FDA), Rwanda Housing Authority (RHA) and other inspectorate and regulatory institutions have been established to regulate different sectors and other institutions are still to be put in place.

ACCREDITATION OF SERVICES AND SYSTEMS MEANS THE NQI IS MATURING



WHAT IS ACCREDITATION OF SERVICES?

Certification only comes when industries or organizations have implemented standards and have been able to attest compliance. This, for any industry, does not happen easily without Top Management commitment, involvement and readiness to avail resources (competent human resources, adequate infrastructure, equipment and technology). If customers comply with the standards, RSB get clients to certify. In the same sense, without a Certification Body certifying industries, we would not be in position

to apply for accreditation as accreditation process leans on assessing competence in service delivery; which is acknowledged through offering certification services.

In a very short and easy way, accreditation means third party attestation that a given institution, system or service has proven competence to offer relevant service as required by International Standards.



WHAT DOES ACCREDITATION OF FOOD SAFETY SCHEMES MEAN TO THE PEOPLE IN FOOD PROCESSING BUSINESS?

- Having internationally accredited services is value added to RSB services; and to our stakeholders dealing in food products which requires food safety management system certification. Accredited certification gives the global market more confidence in their products.
- Accreditation of RSB food safety schemes assures international customers that our processes comply with standards requirement, and our claim that a client's system comply with standard requirements is internationally credited as we are competent to do so.
- In addition, accreditation of certification systems is key to unlocking competitiveness and sustaining businesses on global markets.
- Acquiring the service from RSB, which is a domestic Certification Body, has many advantages to us. The service cost will be undoubtedly lower because stakeholders were required to pay for the services rendered by international Certification Body and that increased the service costs.

- Accreditation of Rwanda Standards Board Food safety certification schemes is very important in a country with fast-growing industry sector like Rwanda. It is a mark of confidence to our customers and hence a powerful marketing tool for Made in Rwanda products. Customer confidence is one of the priorities to boost any business.

LACK OF NATIONAL ACCREDITATION BODY

The ability of the local firms to provide quality products and services that are competitive on local, regional and international market is hindered by the lack of national accreditation authority which would ensure that bodies providing conformity assessment services have required competences to perform those operations. In that regard, depending on the requirements of the export market, the certification and testing services are sometimes outsourced to internationally recognized conformity assessment bodies at high cost and sometimes impossible to compensate by trade gain.

SUCCESS STORIES ON ACCREDITATION OF HACCP AND FSMS CERTIFICATION SCHEMES



Claudine S. Ngutete
Quality Manager
Inyange Industries

Getting to know that Rwanda Standards Board food safety certification schemes have been internationally accredited was good news to us. We had been certified by an external Certification

Body, but after getting that information, we have now already applied to be re-certified by RSB and are ready for their services soon.

Acquiring the service from RSB, which is a domestic Certification Body, has many advantages to us. The service cost will be undoubtedly lower because we were required to pay for the service cost, pay accommodation fees for experts to conduct certification audits and other related expenses. Having internationally accredited services is value added to RSB services; and to Inyange as a company dealing in food products which requires food safety management system certification. Accredited certification gives the global market more confidence in Inyange products.

The service cost will be undoubtedly lower because we were required to pay for the service cost, pay accommodation fees for experts to conduct certification audits and other related expenses.



Angélique Karekezi
Managing Director
RWASHOSCCO Ltd

Our company is Hazard Analysis and Critical Control Point (HACCP) and ISO 22000 Food Safety Management Systems certified. We acquired certification from Rwanda Standards Board and we knew it would be a start point to our customers' conviction, but not all it needed. Those certifications eased acquisition of our FAIRTRADE certification since our systems had been well established. However, we have been waiting for this important addition-accreditation of RSB Food Safety certification schemes.

Accreditation of our Certification service provider is very important as it enhances marketing of our coffee within our ever growing international customer base. The process of our product is wholly done in Rwanda until the finished product. Accreditation of RSB food safety schemes assures our international customers that our processes comply with standards requirement, and that the certification body having attested the compliance is internationally credited to be competent to do so.

Our product "MARABA Coffee" is among the best selling Rwanda Coffee brands worldwide. Our international coffee selling partners are heavily contented that our system certification body is internationally accredited because product and system certification means a big thing in coffee trading. In addition, accreditation of certification systems is key to unlocking competitiveness and sustaining businesses on global markets.

As we interact with our business partners and customers worldwide, certification of our systems has greatly contributed in building our brand; and we believe accreditation of RSB services will also underpin customer confidence of our customers in America, Europe, Asia, Australia and African countries where we export our products.

Those certifications eased acquisition of our FAIRTRADE certification since our systems had been well established. However, we have been waiting for this important addition-accreditation of RSB Food Safety certification schemes.



Antoinette Mbabazi, MSc.
National Certification Division Manager
Rwanda Standards Board

Without the TMEA project and its special design, we would not be talking about accreditation of Rwanda Standards Board Food Safety Schemes today; as accreditation is international recognition of a Certification Body's competence to offer certification services.

Certification only comes when industries or organizations have implemented standards and have been able to attest compliance. This, for any industry, does not happen easily without Top Management commitment, involvement and readiness to avail resources (competent human resources, adequate infrastructure, equipment and technology). If customers did not comply with the standards, RSB would not had clients to certify. In the same sense, without a Certification Body certifying

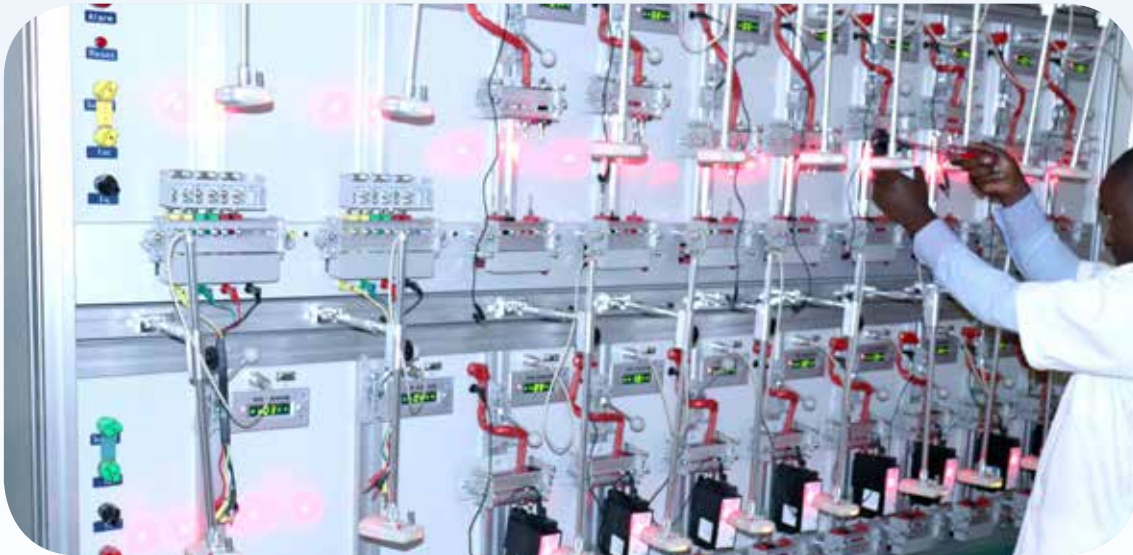
industries, it would not be in position to apply for accreditation as accreditation process leans on assessing competence in service delivery; which is acknowledged through offering certification services.

I appreciate very much TMEA support and highly commend its project model which enabled us achieve outstanding results. Besides this, I do not see any other model that anyone would apply for the sake of acquiring accreditation for systems to be built from scratch. The model includes the sustainability plan component which is built on gradual interoperability, i.e involving local consultants mentored under regional and international consultants. It permitted SMEs capacity building through exchange of feedbacks back and forth within the whole cycle: from the industry to the international consultant level and vice-versa; as well as enhancing RSB staff capacity and system building on the other hand.

**This, for any industry,
 does not happen easily
 without Top Management
 commitment, involvement
 and readiness to avail
 resources (competent
 human resources,
 adequate infrastructure,
 equipment and
 technology).**



METROLOGY, YET ANOTHER IMPORTANT PILLAR OF THE NATIONAL QUALITY INFRASTRUCTURE



Standards development and conformity assessment are dependent on reliable measurement systems which fall under the discipline of Metrology. Metrology is the pillar that deals with the development of national primary measurement standards that maintain the highest level of accuracy for the country and are traceable to the international measurement system.

Metrology is the science of measurements, accuracy, traceability, precision and reliability in different sectors such as in trade, health, transportation, and other services. Through the services of calibration and verification of measuring equipment, it facilitates fair trade, innovation, regulation and protection of consumers. Metrology is an essential component of

the NQI as it plays an important role in the protection of consumers by ensuring the use of accurate measuring instruments, reduction of disputes and transaction costs; having metrological controls reduces unfair trade practices. Also, it ensures that measuring instruments used in trade are fit for their intended purpose and meet international standards.

Metrology comprises of Scientific Metrology; this deals with the organization and development of measurement standards and with their maintenance; Industrial Metrology which helps to ensure the adequate functioning of measurement instruments used in industry, in production and testing processes for ensuring quality of life for citizens and for academic



research through calibration services. Another area of metrology is Legal Metrology; this originates from the need to ensure fair trade, specifically in the area of weights and measures. Legal metrology is primarily concerned with measuring instruments and packaged goods quantity controls which are legally controlled, and the main objective of legal metrology is to assure citizens of correct measurement results when used in official and commercial transactions. Metrological activities, calibration, testing and verification are valuable inputs to ensure the quality of many industrial processes and the quality of life related activities. They help to establish and demonstrate traceability, ensure readings from the instrument are consistent with other measurements, determine the accuracy of the instrument readings

and to establish the reliability of the instrument i.e. that it can be trusted.

Today, RSB has established laboratories in different measurement fields such as mechanical, chemical metrology, electrical metrology and legal metrology. Established Industrial Metrology laboratories provide reliable and traceable measurements for safety, performance, assure equity in trade and include: Mass Laboratory (Traceability of mass measurements), Balance Laboratory, Temperature laboratory, Electricity laboratory, Time and Frequency laboratory, Pressure laboratory, Volume laboratory, Dimensions laboratory, Flow laboratory, Force Laboratory, Acoustic and Vibration laboratory, Dosimetry laboratory.

RSB also offers Legal Metrology services. The purpose of legal metrology is to control the usage of measuring equipment in trade, law enforcement, health services and environmental protection through type approval, initial and periodic verifications and inspections; Control pre-packaging operations; Manage regional and international relationships in the area of legal metrology.

RSB National Metrology Division offers the following Legal metrology services: Verification of trade masses, Verification of balances, Verification of fuel dispensers, Verification of bulk meters, Verification of energy meters, Verification of water meters, Verification of medical equipment, Pre-packed products control and Licensing of maintenance/repairs operators.

Rwanda Standards Board continues to increase the capacity of her metrology laboratories; three metrology laboratories i.e. Mass laboratory, Balance laboratory and Temperature laboratory have been internationally accredited by Germany Accreditation agency (DAkkS), one of the world's leading accreditation bodies. This paves way to international recognition not only of our measurements but also the products from our industries. Our exported tea, coffee, food products, textiles and so forth will be more competent on international market as the measurements applied to them are accepted worldwide. It therefore facilitates access of Rwandan goods and services to external markets.

EFFECTIVENESS AND EFFICIENCY OF THE NQI DEPENDS ON EMPOWERING SYNERGY

The Rwanda Quality Policy as revised and adopted by the Government of Rwanda in November 2018 encourages effectiveness and efficiency among all the NQI institutions. In this endeavor, to enhance Stakeholder engagement in national, regional and international standardization activities, to promote Public Private Partnerships and to improve synergies between public and private conformity assessment service providers (testing laboratories and certification bodies), the Policy holds the creation of a National Standards Stakeholder Forum (SSF) made up by representatives of Private Sector Federation, Managers of NSB technical divisions as well as Consumer Association and Non Governmental Organizations (NGOs) with mandate to promote standardization and related activities.

In addition, the policy stipulates establishment of a National Quality Testing Laboratory Forum (NQTLF) made up by representatives from public and private Quality Testing Laboratories and a National Certification Bodies Forum (NCBF) composed of representatives from public and private certification bodies. Those Committees are meant to facilitate free flow of information, identification and assessment of standards needs of interest for Rwanda; inter-comparisons and peer assessment, sharing of knowledge, testing facilities and other best practices among others. A National Quality Council must be put in place to promote engagement in standardization of Private Sector, Policy Makers, Regulatory Bodies and representatives of Academia and Research Institutions to enhance development of market driven, consensus based and relevancy of Rwanda standards. The Council will constitute a platform that will promote cooperation and coordination between the National Standards Bodies and its Stakeholders.



RSB RECEIVED TRADE MARK EAST AFRICA CEO AWARD FOR 2019



Mr Raymond MURENZI receiving the TMEA CEO award 2019.

On 27th December 2019, Rwanda Standards Board (RSB) received the Trade Mark East Africa (TMEA) CEO Award 2019. The Award was presented to Rwanda Management by TMEA Rwanda Country Director Ms. Patience Mutesi Gatera.

At the presentation of the award, Ms Mutesi noted that RSB was selected to be this year's Winner following its result-driven spirit which saw the testing costs reduced and more locally made

products accessing the market. She added that RSB ensured funded projects' sustainability and performance at the highest. She recalled that, in this regard for example, TMEA supported accreditation of RSB laboratories and food safety certification schemes until 2016, and the partnering institution appreciated how RSB has ensured the accreditation is continued and sustained today. This also goes hand in hand with continual capacity building of Small and Medium Enterprises (SMEs) through the Zamukana Ubuziranenge Program. Further, TMEA



recognized the strong partnership between both institutions, and the good relationship with RSB has resulted into ownership of supported programmes, good collaboration with the Private Sector and other TMEA programs being implemented by Government and Private Sector institutions.

Mr Raymond MURENZI, Director General of RSB enthused: "We are very grateful to the partnership with TMEA. This has been one of the most successful inter-institutional engagements you can dream of. Thanks to our good relations and collaboration, we have been able to gradually build the institutional capacity through human resource capacity development, upgrade of services and capacity building for our customers. We now see locally made products easily traded across the national borders, and our commitment is to ensure we remain on the same track."

Since 2011, TMEA has been a key partner to RSB and its partnership played a major role in shaping and the future of standardization in Rwanda

through capacity building of RSB and Private Sector, support to laboratory upgrade, accreditation of labs and services, etc. Some of the partnership results are: acquisition of High Technology laboratory equipment, capacity building of testing laboratories and accreditation thereof for Food Agriculture and Mycotoxin laboratory, Microbiology laboratory and Inorganic Chemistry laboratory. TMEA also supported establishment of Laboratory Information Mgt System (LIMS) to ease inter-laboratory communication, information access and ensure improved customer service. Among other achievements are: support to develop RSB Strategic Plans (2013-2018; 2018-2023), capacity building for both RSB, Private Sector and local consultants in ISO 9001, ISO 22000 Food Safety Management Systems (FSMS), Hazard Analysis and Critical Control Points (HACCP) and Certification of RSB against ISO 9001-Quality Management System. Further, the partnership saw RSB food safety certification services of HACCP and FSMS acquire international accreditation; and TMEA supported development and implementation of RSB Communication Strategy, and many more interventions.

RWANDA FOOD AND DRUGS AUTHORITY

PROTECTING LIVES OF RWANDANS THROUGH REGULATION AND INSPECTION OF FOODS AND DRUGS SUB SECTOR IN RWANDA

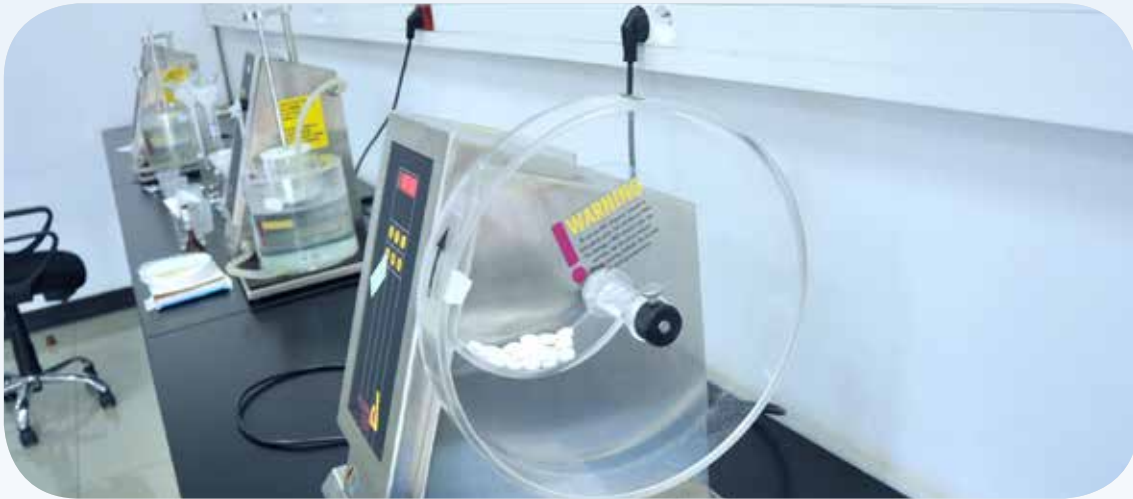


Alex Gisagara, Head of Food and Drugs Inspection and Safety Monitoring at RwandaFDA

Rwanda Food and Drug Authority (Rwanda FDA) is a regulatory body that is mandated to deal with compliance and safety of Foods and Drugs in Rwanda.

It was established by the Law No 003/2018 of 09/09/2018 determining its mission, organization and functioning with clear mandate and scope of protect public health through regulation of human and veterinary medicines, vaccines and other biological products, processed foods, poisons, medicated cosmetics, medical devices, household chemical, tobacco and tobacco products.

In enforcing this mandate, Rwanda FDA works under guidelines, forms and standards. The body started by developing the necessary guidelines and regulations key in the implementation of their regulatory function and mandate. These included food and drugs assessment and registration i.e. any product to be marketed in Rwanda being from Rwanda or imported should be registered. Registration means first doing scientific assessment to determined the composition of that product versus set standards. For Medicine against the pharmacopoeia. (Pharmacopoeia is the official publication containing a list of medicinal



drugs with their effects and directions for their use) for food Rwanda FDA relies on standards developed by Rwanda Standards Board (RSB) and other international standards (CODEX).

Once a product has been assessed against existing standards and once it is found to complying, it is registered and issued with a registration number and authorized to be marketed in Rwanda.

Furthermore, RwandaFDA carries out premise licensing. For any premise that manufactures or deals in the sale of Human and Veterinary medicines, Cosmetics, food products etc. has to be registered. This applies for manufacturers, Importers, whole sellers and retailers. Premises must be meet required safety standards for that particular business.

"For manufacturers of food or medicines, we have to carry out inspection of premises to ensure that the premise meets required standards. This follows certain guidelines. For example if it is milk processing there are certain requirements, cheese manufacturing premises have their own requirements, equipment etc." said Alex Gisagara, Head of Food and Drugs Inspection and Safety Monitoring

We ensure that the product that is going to be marketed in that premise is safe for human consumption". Added Gisagara

Import and export control is another function of Rwanda FDA. The institution issues import and export permits for food, medicines, medical devises and equipment, detergents, chemicals etc. as listed in the scope. It is done through issuance of import visas and good manufacturing practices license.

"Import Visas are issued after verifying that the product you intend to import into the country first of all is allowed or approved in Rwanda and meets required quality and safety standards then the importer is issued with an approval to import that particular product. Once at the various ports of entry into the country Rwanda FDA issues a release of verification certificate. Good manufacturing practices license applies to local and foreign manufacturers. During registration of manufacturers, they are required to submit scientific data for a particular product, for registration to be complete we visit the premises to physically ascertain that whatever was provided in the hard copy exists physically" Gisagara emphasizes.



Rwanda FDA has to see physically verify the whole manufacturing chain from sourcing of raw materials, mixing, production, packaging, and storage.

Post market surveillance is another key function of Rwanda FDA. This is done either through carrying out random sampling of the regulated products or after receiving customer complaints about a certain product, Rwanda FDA carries out inspections and tests to assess the validity of the clients' claims for all the products the institution regulates.

RwandaFDA works with RSB in setting up of standards through participation in technical committees during the development of standards that deal with drugs, foods, cosmetics to mention but a few. Our inputs are considered in the development of these standard. We also consider relevant standards in implementing our mandate.

ADVICE TO THE CLIENTS

Clients should have a habit of reading product manuals for the products they are going to buy. "Most times people do not take the initiative to read product manuals before buying or consuming products. This is very bad" emphasizes Mr. Gisagara.

Visual inspection of products before buying or consumption of a product is equally important. For example if you know chocolate is supposed to be solid and find it in liquid form, it should not be taken but instead we call upon you to report to RwandaFDA for action or better still for people with access to smart phones and internet, should Google for details of the products.

In future for medicine Rwanda FDA is in the process of introducing the E-verification mechanisms.

Gisagara advises that clients should have the habit of reading on the product they are going to buy. Without forgetting visual inspection to see if the product has been expired, goods that are already in bad condition for their safety reasons.

HOW TO ACQUIRE THE PROTECTED IMPORT INSPECTION MARK/STICKER



- ✓ Issued to the company that is registered and authorized to import the products
- ✓ The product name and brand names are recognized as accepted imports in Rwanda
- ✓ Issued to the product found to comply with laws and regulations into force, on quality and safety requirements.

USE OF PROTECTED IMPORTS INSPECTION MARK

- ✓ The protected import inspection mark is to be displayed on imported product shall be protected and electronically traced.
- ✓ The issued imports inspection protected logo (sticker) should be applied on either the primary, secondary or tertiary packaging of the product, but preferably the primary packaging which must retain the sticker in case of breakdown into small portions during retail trade.
- ✓ For unpackaged product, the imports inspection protected logo shall be used in a way which allows its appearance and electronic tracking.
- ✓ The logo shall be applied at a position where the first opening of the products instantly breaks the seal.

CRITERIA TO ACQUIRE MADE IN RWANDA LOGO



- ✓ Issued to the company registered and authorized to manufacture the product
- ✓ The product name and brand names are registered as the company's intellectual property
- ✓ The product shall be in compliance with the provisions of the rules of origin as applied in Rwanda.
- ✓ The product shall have a valid certification (s-mark) to attest its quality and safety.

USE OF MADE IN RWANDA LOGO ON LOCALLY MADE PRODUCTS

- ✓ The Made in Rwanda logo to be displayed on locally made product shall be protected and electronically traced.
- ✓ The issued Made in Rwanda protected logo (sticker) should be applied on either the primary, secondary or tertiary packaging of the product.
- ✓ For unpackaged product, the Made in Rwanda logo shall be used in a way which allows its appearance and electronic tracking.



REMA ENFORCING ENVIRONMENTAL MANAGEMENT STANDARDS

PROTECTING LIVES OF RWANDANS
AND FOSTERING SUSTAINABLE
ECONOMIC GROWTH.



Eng. Coletha Ruhamywa, Director General/REMA.

Rwanda Environment Management Authority (REMA) is a public institution mandated to preserve and protect the environment. It looks

at all aspects of environmental protection and climate change related laws and regulations including their enforcement.



REMA is mandated to ensure that:

- Environment and Climate Change issues are mainstreamed in all development sectors for improved sector performance and productivity;
- Vulnerability to climate change is reduced;
- Pollution is effectively controlled and environmental regulations for sustainable development are complied with. Environmental research and planning is improved to support sustainable development and livelihoods; and that Environmental governance is strengthened.

REMA is a key player towards the achievement of the national goal of sustainable development as set out in Rwanda's Vision 2020, Vision 2050 and National Strategies for Economic Development and Poverty Reduction.

In the implementation of the different policies, REMA works hand in hand with other institutions in the implementation of different policies and laws.

"One of the institutions we closely partner with is Rwanda Standards Board especially in as regard to implementation of Environmental Management laws and Standards" Eng. Coletha Ruhamya, Director General REMA.

In enforcing environmental management standards, there are standards that we ask our stakeholders to comply with. For example when enforcing laws on waste water discharge laws, there must be national and international standards in place to guide us in enforcing these laws. Another good example is air pollution or emission, standards are needed to help us enforce these laws.

According to Eng. Ruhamya, these standards are not static. They evolve from time to time in line with the evolving economy and technological advancements.



REMA participates in National Standards setting committees on Environment, Health and Safety that is charged with developing standards on environmental management.

The culture of standards uptake in Rwanda is progressing positively, many industries and companies are increasingly acquiring ISO 14001:2015, Environmental Management Systems certification. ISO 14001:2015 standards require companies or institution to implement an environmental management system in their operations. This helps companies improve their performance in terms of resource efficiency and use hence avoiding undue disruptions that may result from abuse of the environment.

The Rwandan economy is rapidly growing and as it grows, it presents us with new challenges especially

in regard to environmental protection. Rwanda's development goal and vision clearly provides mechanisms on how to address these challenges as they come. We are currently encouraging E-mobility (Electric vehicles and bikes), this is going to present us with new challenges in regard to disposal of batteries from motorbike. REMA is working with other government agencies like RSB, RURA, Kigali City Council and Ministry of Infrastructure to mention but a few to find solutions to these new emerging challenges.

Conclusive, Eng. Ruhamywa calls upon companies to embrace the culture of standardization especially to be able to incorporate environmental management systems in their day to day operations. This will save them from unnecessary costs, be able to coexist with their neighbors and surroundings very well hence sustainable economic growth.





RWANDA MOUNTAIN TEA ENSURING QUALITY TEA



Rwandan Tea is well known all over the world for its infusion and enhanced brightness. According to Statistics from the National Agricultural Export Development Board (NAEB) indicates that in the Financial Year 2018/2019, Rwandan exported 30.573 tons of tea, generating more than \$83 million from a total area of 27,112 hectares under tea production. By 2024, Rwanda expects to produce 65,099 tons of tea and generate \$209 million through exports.

Rwanda Mountain Tea produces some of the finest teas in Rwanda by investing in tea processing facilities, expert monitoring and guidance in crop production.

Starting in 2006 onwards, Rwanda Mountain Tea Ltd became a leading indigenous private investor in tea factories and plantations, acquiring majority shares in a number of formerly government-owned estates, including; Nyabihu and Rubyaa (in Western and Northern region), Kitabi (in Southern region), and Gisakura and Mata (in South-western region).



In addition, as part of its expansion plan, Rwanda Mountain Tea Ltd has invested in setting up a tea factory at Rutsiro (Western region), specialized in producing organic black CTC, orthodox black and green tea. Another recent addition is Gatere Tea Company in Nyamasheke district that is scheduled to be commissioned before the end of the year.

Rwanda Mountain Tea Ltd investments in the tea sector targets improvement in tea production through better farming practices and acquisition and expansion of tea plantations across the country. The cycle has been completed by upgrading and building modern tea factories; and establishing a blending and packaging tea plant to cater for needs of end-consumers of tea in Rwanda and progressively in the region and other parts of Africa. Rwanda Mountain Tea Ltd is recognized globally for producing some of the best black CTC tea in the world, and has won accolades at various tea cupping sessions worldwide.

Some companies in the group have obtained Rainforest Alliance Certificates and others have registered for certification either with Rainforest Alliance or with ISO 22000. All the companies hold Pesticides Residue Certificates.

Besides producing and trading tea, Rwanda Mountain Tea Ltd is a key private investor in renewable energy. It has to date put up 2 hydro power plants along Giciye River that supply 8 MW to the national grid.

It is in the process of building another plant on the same river with a capacity of 7.2 MW. In other related developments, Rwanda Mountain Tea Ltd has signed concession agreements with the Government of Rwanda on 2 existing micro-hydropower plants to generate an additional 4 MW.

The companies in group blend in easily in the communities where they operate, contributing to building schools, health centers, feeder roads, and houses to the very poor. They also contribute to the national program of one cow per poor family by annually giving livestock to the needy families.

RMT offers more than 25,000 jobs to the rural communities in addition to buying green leaf from local out-growers, thereby providing all year round market for their produce. The company blends well with the communities where it operates, contributing to the socio-economic development of such communities through; building schools, health centers, feeder roads, houses for the very poor and bringing potable water to residents.

Finally Rwanda Mountain Tea Ltd is a large tax payer and reinvests its profits in the country, thus contributing to Rwanda's economic development.

The vision of Rwanda Mountain Tea is to be a regional leader in exporting top quality tea to world markets. The tea companies source the green tea leaf from their own plantations and from out growers, and process it into black tea mainly for export markets. So far, the teas from factories under Rwanda Mountain Tea Ltd management attract some of the best prices on Mombasa tea auction market.

The majority of the teas are sold on the Mombasa auction with a few private sales.

Rwanda Mountain Tea Ltd sells 1% of its teas locally in value added through Rwanda Tea Packers, a blending company in which it has majority shares, which blends both CTC black and green tea.



UFACO & VLSCO

CONTRIBUTING TO MAKING
MADE-IN-RWANDA PROGRAM'S
DREAM COME TRUE



Hitimana Sayd, General Manager UFACO & VLSCO

Established in 2017, UFACO & VLSCO was inspired by the Government's Made-in-Rwanda policy, and the phasing out second hand clothes (Caguwa), the company came up to offer solution to Rwandans.

The company designs and sells fashion and fabrics to both domestic market and export market with plans to embrace "Made-in-Rwanda" design, manufacture, and distribute clothes in Eastern and Central African Markets.

Uniforms of different national institutions both public and private are some of the products being made by

the company. Besides the uniforms, it also produces safety warning clothes and African style fashion clothes.

As the Rwandan government seeks to encourage domestic production of certain goods currently imported and promote export diversification through a "Made in Rwanda" campaign, UFACO & VLSCO has contributed to Rwanda's local production.

Currently, UFACO & VLSCO has 700 employees, all of whom are Rwandans, said Hitimana Sayd the Company General Manager.



According to Mr. Hitimana, 90 percent of clothes made by the factory are sold in Rwanda while 10 percent are sold to neighboring Democratic Republic of Congo and soon plans are under way to export to Europe and the United States.

All the workers of UFACO & VLSCO knew nothing about garment making, but now they can make clothes by themselves after being trained by the factory. They are now able to make all styles of clothes and formal suits.

The partnership between UFACO and VLISCO and VLISCO NL Ltd a Dutch based garment manufacturer has enabled UFACO & VLSCO tap into the rich expertise of VLISCO NL Ltd.

VLISCO NL Ltd manufacturers unique real Dutch wax fabrics, Cotton fabrics and boosts of more than 10 sales offices and over 1,100 employees in Africa alone.

The collaboration aimed to influence Africa's fashion landscape and help bridge the gap for Caguwa on local markets and save foreign exchange that is spent on the imports and create jobs to the youth.

Collaboration with RSB

In order to ensure that fabrics meet desired quality, samples are taken to Rwanda Standards Board for testing and the company is now working towards acquiring ISO 9001 certification from Rwanda Standards Board.

The uptake demand of the UFACO & VLSCO products in local markets

The demand for UFACO & VLSCO products on the Rwandan market is very high owing to Government ban of importation of second hand clothes and Made in Rwanda Policy.

"Dealers in second hand clothes are changing the narrative of business because they have lost their chain of business. They have signed agreements with us and made orders with for us to supply to them," Adds Hitimana.

These numerous bookings is a confirmation that the local market is vibrant and possess numerous potential for growth.

UFACO & VLSCO is thankful to the Government of Rwanda for the conducive policies, like the Made-in-Rwanda Policy, tax incentive to mention but a few to facilitate.

AT DDC BEAUTY AND CARE PRODUCTS, QUALITY IS PUT FIRST



Ms Dusabe Denise Claire the Proprietor of DDC Beauty and Care Products

DDC beauty and care products is a premium beauty care company that deals with cosmetology and aesthetics products mainly for hair and skin.

DDC Beauty and Care Products Company is passionate about beauty, aesthetics and everything regarding skin treatment.

According to the Proprietor of DDC Beauty and Care Products, Ms Dusabe Denise Claire, often people struggle with skin complications and related diseases, many of them buy counterfeit and substandard products. This is very dangerous because it exposes people to risks of suffering from diseases like cancer and skin diseases.



All DDC Beauty and Care products are imported from renowned brands in Europe and tested and accepted by RSB at the port of entry Rwanda.

“Thanks to the new Track and Trace technology introduced by RSB, when buyers comes into our shop, we show them how to verify the authenticity of our products with the help of their mobile phones”.

By doing so clients are able to verify the quality, composition, manufacturer, date of manufacture and expiry, batch number etc. of our products.

“Whenever we go for shopping in Europe or America we bring samples from our suppliers to Standard body for testing to make sure that they meet the set standards” notes Ms. Dusabe.

Cosmetics are very sensitive products. They can cause life-long consequences if wrongfully applied

to human skin. RSB has issued standards for all our products which we follow to ensure safety of our products.

Furthermore, Cosmetology is a lucrative business capable of creating jobs and boost the economy once exploited well. Dusabe believes that a big number of local cosmetology practitioners are happy with the efforts of RSB in developing Rwanda Standards tailor-made for Rwanda in the Cosmetics sector. This has facilitated growth of the sector.

Respecting and adhering to sector standards and regulations is the first step towards boosting sector and fight against counterfeit and substandard products.



SPERANZA GROUP

ENSURING QUALITY AND
ADHERENCE TO STANDARDS
ACROSS THE VALUE CHAIN.



Speranza Group Ltd (SGL) leading manufacturers and distributors of alcoholic beverages in Rwanda. Established in 2012, Speranza Manufacturers popular alcohol brands like: Speranza Super Gin Ordinary, Super Gin No.1, Speranza Coffee Rum (flavour gin) Speranza Waragi Coconut, Golden Sherry, Blue Hills Vodka and Millennium Hills Whisky.

In 2016, the first product received the RSB standardization mark (S-MARK) certification, to date all products manufactured by the company are S-Mark certified.



QUALITY ASSURANCE STARTS WITH RAW MATERIALS

Before a company manufactures a beverage it makes sure that the ingredients needed are sampled and tested in accordance with the set national and international standards. These standards are adhered to right from transportation of raw materials and ingredients to the final product.

"We make sure that we test raw materials and ingredients we test them against the percentage of quality loss. If a supplier gives us a raw-material that has deteriorated more than 3 per cent according to our policies. We don't break the seals. We send it back. This policy applies for both local and imported raw materials and ingredients," Ssenabulya the Production and Quality Assurance Manager, Speranza Group said.

INSPECTION AND STORAGE

The company has developed a robust storage system that helps maintain the quality of raw materials and ingredients.

Quality is observed across the whole value chain of manufacturing. There are two quality controllers; a blender and ahead supervisor to ensure products are well blended and packaged well.

COLLABORATION WITH RSB TO ENSURE QUALITY

All machinery across the value chain are regularly calibrated by RSB to ensure they give accurate and trusted measurements.



In addition, RSB carries out quality checks, audits and inspection to ensure quality of products.

HOW RSB CERTIFICATION IMPACTS THE ESPERANZA GROUP BUSINESSES?

Owing to the acquisition of the standardization mark (S-Mark) Speranza Group products are now widely consumed in Rwanda and exported to neighboring countries of Congo, Kenya and Uganda. Over 2000 cartoons are exported to neighboring countries every month.

FUTURE PLANS

Speranza aims at becoming the leading beverage manufacturer in East Africa. The company is looking forward to increasing her portfolio in the near future to include water, soft drinks and fermented extracts as an added product.

"The Speranza mineral water will be processed with the finest technology in the coming 4 months," Ssenabulya revealed.

The company also plans to introduce carbonated sodas and shortly, its natural juice will be produced from the best natural concentrates like Mango, Orange, Black Currant and Apple natural flavours.

"Production of Speranza's fermented Banana and Tangawizi extracts is already in the trial phase," Ssenabulya added.



GUSHYIRA MU BIKORWA AMABWIRIZA YA ISO 9001 BYAFASHIJE LTC YAMEI RWANDA LTD KUNOZA IMIKORERE



Bwana GAGA NZARAMBA, Umuyobozi mukuru wa LTC YAMEI Rwanda Ltd

LTC YAMEI Rwanda Ltd ni uruganda nyarwanda rukora rukanakwirakwiza Inzitiramibu mu Rwanda no mu mahanga. Rwanda Standards Journal yaganiriye n'Umuyobozi Mukuru wa LTC YAMEI Rwanda Ltd Bwana GAGA NZARAMBA ku kirango cya QMS baherutse kubona, akamaro kacyo ndetse n'inyungu zacyo kubabagana n'igihugu muri rusange

RS: Mwatubwira icyo uruganda LTC YAMEI RWANDA Ltd rukora?

GN: Uruganda LTC YAMEI RWANDA Ltd rwatangiyeye muri Kamena 2019, ku bufatanye n'uruganda rwo mu gihugu cy'Ubushinwa rwitwaga FUJIAN YAMEI rusanzwe ruri ku rutonde rw'Inganda 13 zemewe n'Ishami ry'

Umuryango w'Abibumbye ryita ku buzima (OMS/WHO) gukora inzitiramibu zifashishwa mu kurwanya Malariya.

Uruganda rwatangiranye abakozi 285, rukaba rufite ubushobozi bwo gukora inzitiramibu 16,000 ku munsu ariko hateganywa gukomeza kongera ubushobozi kugira ngo ruhaze Isoko ry'imbere mu gihugu ndetse runohereze Inzitiramibu mu mahanga.

RS: Ni iki cyabateye kwifuza gushyira mu bikorwa amabwiriza y'ubuziranenge ku mikorere myiza ya QMS?

GN: Amabwiriza y'ubuziranenge ku mikorere myiza afasha ibigo n'uruganda gushyiraho uburyo bw'imikorere bunoze, butanga umusaruro ndetse bukanafasha gukora ibicuruzwa byujuje ubuziranenge bwizewe kandi bikishimirwa n'abaguzi haba imbere mu gihugu ndetse no hanze yacyo. Iyo niyo ntego yatumye twegera RSB kugira ngo duhabwe ikirango.

RS: Ese byabasabye iki?

GN: Kugira ngo duhabwe ikirango cya QMS byadusabye kubanza guhabwa amahugurwa kuri ISO 9001:2015. Aya mahugurwa yadufashije neza uburyo bw'imikorere bwadufasha kugeza ku ntego yacu (Establishing the system), buri rwego rwose mu ruganda rwibutswa inshingano zarwo ndetse n'aho zihurira n'iz'abandi hagamijwe kunoza imikoranire. Uretse aya mahugurwa twabonye n'andi ajyanye n'igenzura (Auditing), aya yadufashije kumenya uko dukorera igenzura imikorere twashyizeho, tukareba ibikorwa neza tukabyubakiraho, ibitameze neza tukabikora ndetse n'ahari imbogamizi tukazirinda izidashobora kwirindwa tukazishakira ibisubizo.



RS: Mumaze gushyiraho uburyo bw'imikorere no guhabwa amahugurwa byasabye iki kugirango muhabwe ikirango cya QMS?

GN: Uru rugendo rwose twarufatanyijemo na RSB, tumaze gushyiraho uburyo bw'imikorere tukanabyigenzurira ubwacu ko bukora neza, twahamagaye RSB kugira ngo iduhe ikirango cya QMS, Abagenzuzi ba RSB baraje bakora igenzura ry'ibanze batwerekaye ibyo tugomba kunoza, tumaze kubishyira ku murongo baragaruka bongera gukora igenzura ryimbitse basanga imikorere yacu ihamye kandi inoze, baduha ikirango cy'ubuziranenge cya QMS.

Nubwo RSB yaduhaye icyo kirango ntabwo twatereye iyo ngo twumve ko bihagije na cyane ko bo bakomeza gukora amagenzura, mu buzima bw'ikigo bwa buri muni duhora twisuzuma tureba ko imikorere yacu ikimeze neza ndetse duharanira kurushaho kuyinza kugirango dutange serivisi nziza n'ibicuruzwa byujuje ubuziranenge.

RS Ni izihe nyungu ikigo kimaze gukura mu ugushyira mu bikorwa amabwiriza y'ubuziranenge?

GN: Guhabwa ikirango cy'ubuziranenge ku mikorere myiza aricyo ISO 9001:2015 byazanye inyungu nyinshi ku ruganda rwacu ndetse no ku gihugu muri rusange mu buryo bukurikira:

Inyungu ya mbere y'ingenzi ni uko byadufashije kunoza imikorere, byoroshya imikoranire hagati y'abakozi bityo akazi karushaho gukorwa neza ndetse n'umusaruro uriyongera.

Byafashije kandi kunoza imikoranire yacu n'abafatanyabikorwa haba mu nzego za Leta n'iz'abikorera, ndetse by'umwihariko inzego zihagarariye abaguzi (RBC) n'abandi.

Indi nyungu y'ingenzi tutakwibagirwa kuvugaho ni ukuba icyemezo cya QMS twahawe cyari igisabwa cy'ibanze cyashingirwaho n'ishami ry'Umuryango w'Abibumbye ryita ku buzima (OMS), kugirango twemererwe kongerwa ku rutonde rw'inganda 13 zibanze zemerewe gukora no gukwirakwiza Inzitiramibu ku Isi.

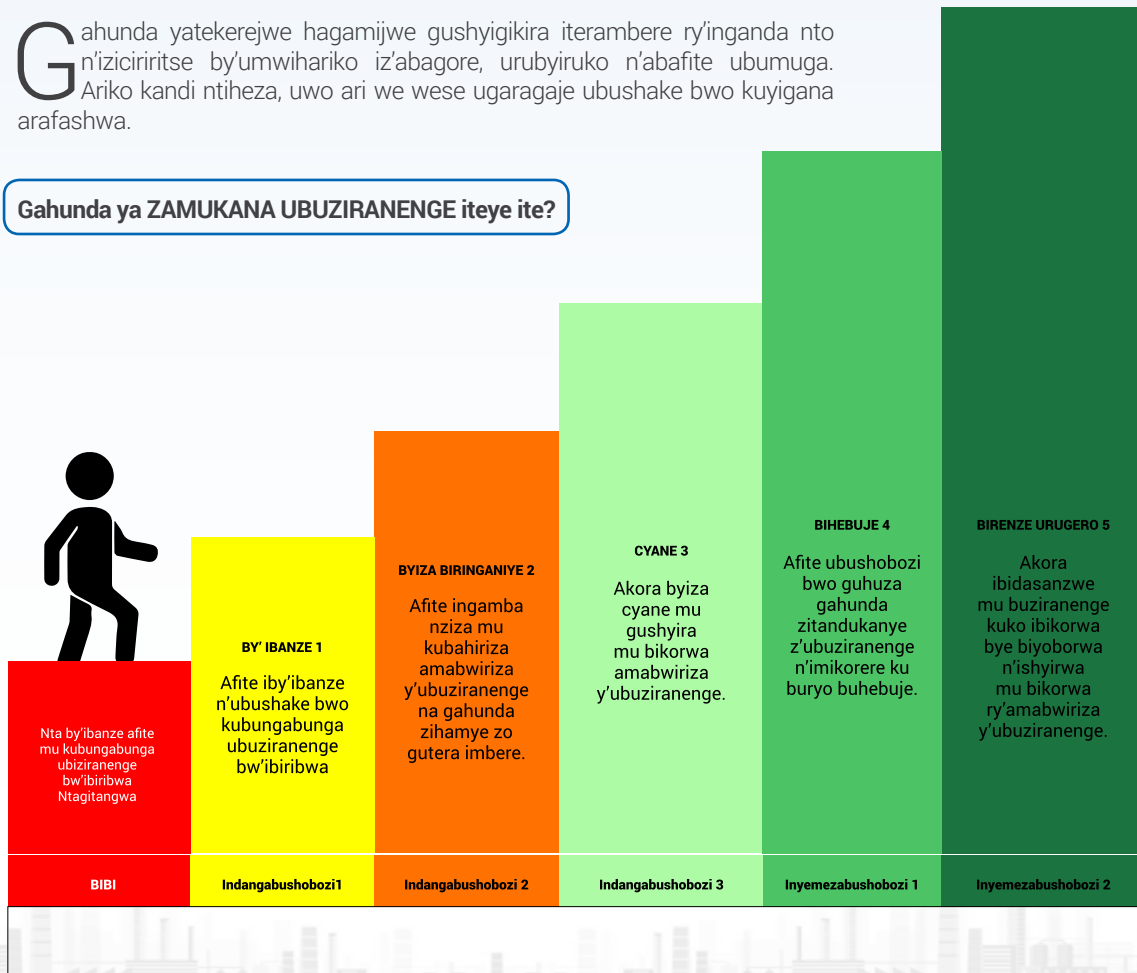
Nyuma yo guhabwa iki kirango cya ISO 9001:2015, twahamagaye itsinda ry'Umuryango w'Abibumbye wita k'Ubuzima (OMS PQ) ribishinzwe riraza rikora ubugenzi bw'imikorere yose y'uruganda basanga imeze neza bwatweretse ibyo dukwiye kunoza kurushaho, ubu tukaba twarabirangije ku buryo dutegereje icyemezo mpuzamahanga cy'Umuryango mpuzamahanga wita k'Ubuzima (OMS) cyitwemerera gukora no gukwirakwiza Inzitiramibu no hanze y'igihugu cyacu, tukaba twizera ko ibi biza kuba byarangiye mu gihe gito cyane.



“ZAMUKANA UBUZIRANENGE, TWIHUTE MU ITERAMBERE!”

Gahunda yatekerejwe hagamijwe gushyigikira iterambere ry'inganda nto n'iziciriritse by'umwihariko iz'abagore, urubyiruko n'abafite ubumuga. Ariko kandi ntiheza, uwo ari we wese ugaragaje ubushake bwo kuyigana arafashwa.

Gahunda ya ZAMUKANA UBUZIRANENGE iteye ite?





- Ni gahunda igamije gushyigikira iterambere ry'inganda nto n'iziciriritse binyuze mu gushingira ku mabwiriza y'ubuziranenge mu gukora ibicuruzwa;
- Kunoza imikorere hagamijwe kongera ubwiza n'ubwinshi bw'ibicuruzwa bikorerwa mu Rwanda (Made in Rwanda) n'igabanuka ry'ibitumizwa mu mahanga;
- Kwimakaza umuco w'ubuziranenge mu nganda na serivisi no kuzamura urwego rw'ubuziranenge mu gihugu muri rusange;
- Gushyigikira gahunda y'iterambere ry'ubukera rugendo n'inama (MICE) hakoreshwa ibiribwa byo mu gihugu byujuje ubuziranenge;
- Gushyigikiraga gahunda yo kurwanya imirire mibi no kuzamura imibereho myiza y'Abanyarwanda hakoreshwa ibiribwa byujuje ubuziranenge.

Iyi gahunda igenewe ba nde?

Ikigo cy'Igihugu Gitsura Ubuziranenge (RSB) cyatekereje kuri gahunda ya ZAMUKANA UBUIZIRANENGE mu rwego rwo gushyikira iterambere ry'inganda nto n'iziciriritse by'umwihariko iz'abagore, urubiruko n'abafite ubumuga.

Nyamara ariko iyi gahunda ntiheza uwo ari we wese ugaragaje ubushake bwo kuyigana arafashwa.

Iyi gahunda ireba cyane cyane inganda na serivisi ziri mu byiciro bikurikira:

- Ibikomoka ku buhinzi n'u bworozi: Ibinyampeke, imboga n'imbuta, amata, inyama;
- Ibikoreshe bikomoka ku ibiti: Intebe, ameza, utubati, ibitanda n'ibindi);
- Imyenda n'ibikomoka ku impu (Textile and garment);
- Amavuta yo kwisiga n'amasabune (Soaps, detergents and cosmetics);
- Service zitunganya uburanga(saloons).





CONTACT US

