RWANDA STANDARDS

Journal

ISSUE 20 JUNE 2020 | NOT FOR SALE

RWANDA STANDARDS BOARD YOUR RELIABLE STANDARDIZATION SERVICES PROVIDER

FOCUS ON RSB SERVICES PROFILE

INTERNATIONALLY RECOGNIZED SERVICES OF RSB TRIGGERING CUSTOMER CONFIDENCE

RWANDA ENACTS METROLOGY LAW TO REGULATE THE USE OF MEASUREMENTS IN THE COUNTRY

RSB
Rwanda Standards Board
ISO 9001 Certified


Net Weight: 500g (8.8oz)


Excel


Tetra Pak

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Published by:
INSIGHT
+250 784 807 755
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insightmagrw@gmail.com

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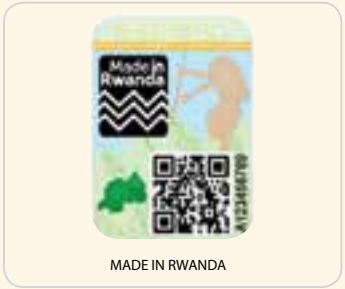
RSB CERTIFICATION MARKS



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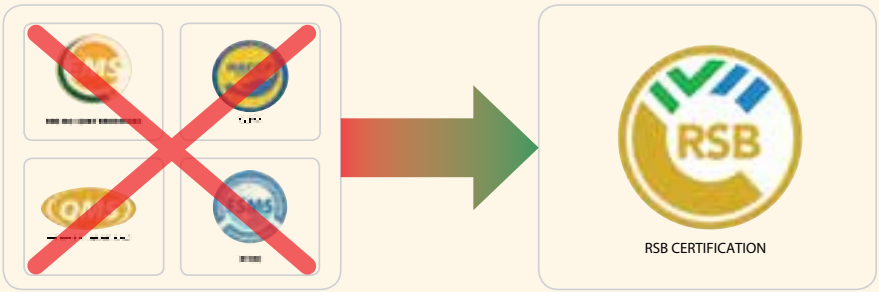


FOREWORD

Welcome to this edition of the Rwanda Standards Journal focusing on Rwanda Standards Board services profile.

The focus of this issue explains our priority to concentrate on provision of standardization services as mandated in the Rwanda Quality Policy that was reviewed and adopted by the Government of Rwanda in 2018. This is yet another important effort to ensure standardization services rank among the key drivers of the national economic transformation; and underpin implementation of the Quality Policy while separating the regulatory functions from service provision.

In effect, this means RSB now only offers standardization services, namely: standards development at national and international levels, standards education and awareness, quality testing, certification and metrology services. This edition of the Standards Journal profiles the services offered, existing scopes and opportunities associated with international recognition of our services.

RSB aspires to positively contribute to Public and Private Sector development through promoting Made in Rwanda products and services and build their capacity to ensure they comply with relevant standards. Thus, one major challenge that needs to be addressed is to ensure the increasing number of SMEs and industries, increasing number of innovations comply with standards requirements.

As reflected in our new strategic plan, we are consolidating and building on the achievements so far registered, identifying areas for improvement as well as new areas to focus on to match the country's socio-economic priorities, our customers' expectations and product diversification on the market. In this move, it is anticipated that RSB as service provider will enhance customer and stakeholder involvement through a number of strategies like improvement of technology-based service delivery, empowerment of staff through enhancing skills positioning them to deliver against the expectations of the National Strategy for Transformation (NST); and ensure a comprehensive partnership between the public and private sector.

To achieve effective service delivery to all our stakeholders we are majorly focusing on increasing the range of services offered in standards, conformity assessment and metrology as demanded by the industry; while carrying forward the upgrade of existing quality infrastructure. Primary focus on customer satisfaction and ensuring customers are put at the center all our range of services will sustain the growth of industries and SMEs. Also, standardization services continue to increase the number of certified SMEs, industries and organizations to enable them easily access local and international markets, improve the efficiency and ability of our internal processes and assure the competitiveness of Made in Rwanda products and services.

Also, we focus on maintaining the existing international accreditations and extend their scope to cover more products and services. This will generally be guided by the demand from industries and stakeholders. We are confident that with the establishment of new regulatory institutions like Rwanda Food and Drugs Authority and Rwanda Inspectorate, Competition and Consumer Protection Authority (RICA) the good work being done by institutions like Rwanda Utilities and Regulatory Authority (RURA), Rwanda Environmental Management Authority (REMA), Rwanda Housing Authority (RHA) and others will be complemented. We hope that RSB now focusing on providing services of standardization, conformity assessment and metrology, conflicts of interest and overlaps will be greatly minimized.

Last but not least, with RSB becoming purely a service provision entity will facilitate ease in accreditation of our services. In the quest for accreditation two principles are very important; Impartiality and Confidentiality. It was very difficult for RSB to achieve some accreditations when it was the same institution setting standards, carrying out testing, certifying, regulating and conducting market surveillance activities. In simple terms, you cannot be the jury and judge at the same time.

Looking forward to offering you fast and reliable service.

Thank you and enjoy reading....

MURENZI Raymond

Director General

RWANDA STANDARDS BOARD

YOUR RELIABLE STANDARDIZATION SERVICES PROVIDER

In the present environment of increased globalization, empirical evidence suggests that standardization and its conformity assessment companions have a very important role to play in technological progress, health, safety, environmental protection, quality promotion, productivity and trade promotion. It is where originated the initiative of the Rwandan Government to establish Quality Infrastructures in the vision of supporting the achievement of the set strategic development goals. Rwanda Standards Board is a Governmental Agency that was created in 2002 with the overall mission of providing standards based solutions for trade promotion and consumer protection.

Started as Rwanda Bureau of Standards as per the Lawnº 03/2002 of 19/01/2002 determining its mission, organization and functioning; and restructured in 2013 to increase productivity and efficiency, Rwanda Bureau of Standards changed its name into Rwanda Standards Board (RSB) established by Rwanda Government Legislation N° 50/2013 of 28/06/2013 determining the mission, organization and functioning of the Rwanda Standards Board to undertake all activities pertaining to the development of Standards,

Conformity Assessment and Metrology services in the country. Currently, Rwanda Standards Board has developed and published more than 2700 Standards covering the areas of food and agriculture, engineering, service, water and environment, chemistry, chemical and consumer products.

CORE RESPONSIBILITIES OF RWANDA STANDARDS BOARD:

The following are the core responsibilities of Rwanda Standards Boards as defined by the Government of Rwanda:

i. **Establishment and publication national standards;**

ii. To provide products and quality service certifications and monitor conformity for issued certifications;

iii. To provide legal, scientific and industrial metrology services;

iv. **To drive the effective implementation of the Made in Rwanda Policy and Management of Made in Rwanda Logo,**

Rwanda Standards Board has developed and published more than 2700 Standards covering the areas of food and agriculture, engineering, service, water and environment, chemistry, chemical and consumer products.

v. To carry out research in the areas of standards and metrology for the setting up of measurement standards and reference materials in the field of chemical metrology;

vi. To establish laboratories capable of conducting tests and offering testing services,

vii. Disseminating information on standards, technical regulations relating to standards and conformity assessment;

viii. To raise awareness and promote the importance of standards and quality service as tools to improve market access, technology transfer and sustainable development;

ix. To participate in monitoring standardization at national, regional and international level;

x. To participate in putting in place technical regulations relating to standards;

xi. To represent the country at the regional and international standardization organizations;

xii. To act as reference laboratory in the quality compliance;

xiii. To carry out measurement and comparison of proficiency with same level regional and international institutions;

xiv. To organize training programs in the area of standardization, metrology and conformity assessment;

xv. To advise the Government on defining, revising and implementing the standardization policy;

xvi. To establish and develop relations and collaboration with other institutions at

national, regional and international levels with similar mandate, whether public or private.

WE PROVIDE INTERNATIONALLY RECOGNIZED SERVICES

In the vision of strengthening our services for their international recognition, we have upgraded them for their compliance on the applicable international standards and attestation of conformity and competences on various schemes were issued by the internationally recognized certification and accreditation body.

» International recognition of Standards Development and Corporate Support Services

To ensure compliance of standards development processes and corporate support services to the applicable international relevant standards, Rwanda Standards Board established a quality management systems according to ISO 9001 providing requirements for Quality Management System, and the established management system was assessed to check its compliance with the applicable statutory, regulatory, contractual and customer requirements; and therefore certified by one of the global leading conformity assessment bodies **(Deutsche GesellschaftzurZertifizierung von Management systemen (DQS) Holdings GmbH).**

In addition to proven competence and professionalism in standardization related field, Rwanda Standards Board is an active member of the following but not limited to these regional and international standardization organizations:

- International Organization for Standardization (ISO),
- International Electrotechnical Commission (IEC),
- International Organization of Legal Metrology (OIML),
- Codex Alimentarius,
- African Organization for Standardization (ARSO),
- The African Electrotechnical Standardization Commission (AFSEC),

» International recognition of our Certification Services

Rwanda Standards Board is a certification body that provides both products and management systems certification services.

To ensure compliance with the applicable international requirements, Rwanda Standards

Board's management systems comply with ISO 17021 on the requirements for bodies providing certification of management systems and ISO 17065 on the requirements for bodies providing products certification respectively.

The same established management systems were assessed and found to be in line with the applicable international requirements: the Hazards Analysis and Critical Control Points (HACCP) and Food Safety Management Systems (FSMS) Certification Schemes were assessed and accredited by **RaadVoorAccreditatie (Dutch Accreditation Council, RvA)** on food manufacturing and farming of plant categories.

In the same vision, various intra-region peer assessments at EAC level on products certification were conducted and evidenced compliance of Rwanda Standards Board certification services to the requirements of ISO 17065.

» International recognition of our Metrology Services (Calibration and Verification of measuring equipment Laboratories)

Rwanda Standards Board provides Metrology Services (Calibration and Verification of measuring equipment) in line with ISO 17025, the international standard providing the requirements for Quality Testing and Metrology Laboratories, as basis for competence attestation of a quality testing/metrology laboratory.

This competence of RSB to provide metrology services in the area of mass, balance, volume and temperature measurements was verified and accredited by **Deutsche Akkreditierungsstelle (DakkS).**

In the view to demonstrate competence to provide accurate measurements, RSB participates on regular basis in inter-comparisons with other national metrology organizations at regional/continental level to ensure provision of accurate measurement.

> This competence of RSB to provide Quality Testing services was verified and accredited by RaadVoorAccreditatie (Dutch Accreditation Council, RvA) on food testing parameters.

» International recognition of our Quality Testing Laboratories

Rwanda Standards Board provides laboratory quality testing services in line with ISO 17025, the international standard providing the requirements for Quality Testing and Metrology Laboratories, as basis for competence attestation of a quality testing/metrology laboratory.

This competence of RSB to provide Quality Testing services was verified and accredited by **RaadVoorAccreditatie (Dutch Accreditation Council, RvA)** on food testing parameters.

In addition to this, Rwanda Standards Board participates in proficiency testing (PT) and other inter-comparison tests, which result in maintaining the qualification of Rwanda Standards Boards Laboratories as reference laboratories at regional level (COMESA, EAS).

WE DEVELOP AND DISTRIBUTE RWANDA STANDARDS THAT ARE BENCHMARKS FOR QUALITY AND SAFETY OF PRODUCTS AND SERVICES

Standards are the basis for all the processes of the standardizing work. They are not mere information; they are documents established by consensus from different technical experts (from research, industry, exporters, sector players, academia, regulators, development partners, Consumer Associations, etc). Standards development is a consensus process that begins with the development of a draft that meets market needs within a specific area or sector.

To get this consensus, technical experts meet in Technical Committee (TC) meetings, and come up with a drat committee document to be shared with the general public in order to get comments even from those who did not get a chance to participate in the TCs. After 60 days of public review standards are sent, if no comments, to RSB Board of Directors for approval.

RSB develops national standards either indigenous or adopted at regional /international level with reference to the relevant procedures, directives and guidelines.

The voting process is the key to consensus. If

that is achieved then the draft is on its way to becoming a Rwanda Standard. If agreement is not reached then the draft will be modified further and voted on again.

RSB follows the following principles while developing National Standards:

- Respond to a need in the market
- Developed through a multi-stakeholder process
- Based on global expert opinion
- Based on a consensus

After the approval, Rwanda Standards are published in the Official Gazette and only RSB holds control over Intellectual Property Rights for their use, distribution and sale. Whoever needs the standards will have to follow the established policies on the same.

The objective of these policies is to preserve the integrity, authenticity and also to avoid misuse of the content of the national standards.

> We get your needs covered through participation in international standardization activities.

WHO DEVELOP NATIONAL STANDARDS?

National Standards in Rwanda are developed by more than 1200 experts who come from industry, government, consumer organizations, academia, non-governmental organizations with the support of the technical units of the National Standards Division, namely Food and agriculture, Chemistry and Environment (FACE) Standards Unit and Engineering and Urban Planning (EUP) Standards Unit. As at the end of the Fiscal Year 2019/2020, RSB has developed a total of 2764 standards, in the following areas:

No.	Sector	No. of Standards Developed
1.	Engineering	1598
2.	Food and agriculture	640
3.	Chemistry and pharmaceutical products	337
4.	Water and environment	123
5.	Services	65
6.	Standardization	1

RSB is committed to continually increasing the number of national standards as they are the driving tools for product formulation, conformity assessment, consumer protection, innovation, technology and research promotion.

We get your needs covered through participation in international standardization activities.

RSB has been participating in 23 standards setting Technical Committees (TCs) and Sub-committees of the International Organization for Standardization. Our aim is an increased participation in order to pave and strengthen the way of locally made products to international markets. The table below shows TCs in which RSB takes part in the standard development work. The Board attends international physical and online meetings via ISOlution system to underpin Rwanda's voice and position in developed standards.

ISO/TC 301	Energy management and energy savings
ISO/PC 318	Community scale resource oriented sanitation treatment systems
ISO/TC 176/SC 2	Quality systems
ISO/TC 176	Quality management and quality assurance
ISO/TC 323	Circular economy
ISO/TC 34/SC 17	Management systems for food safety
ISO/TC 34/SC 3	Fruits and vegetables and their derived products
ISO/TC 268	Sustainable cities and communities
ISO/TC 205	Building environment design
ISO/TC 268/SC 1	Smart community infrastructures
ISO/IEC JTC 1/SC 40	IT Service Management and IT Governance
ISO/IEC JTC 1/SC 27	Information security, cybersecurity and privacy protection
ISO/TC 34/SC 4	Cereals and pulses
ISO/TC 34/SC 5	Milk and milk products
ISO/TC 283	Occupational health and safety management
ISO/TC 207	Environmental management
ISO/TC 54	Essential oils
ISO/TC 285/WG 1	Conceptual framework
ISO/TC 285/WG 4	Social impacts
ISO/TC 285/WG 3	Field testing methods
ISO/TC 285	Clean cookstoves and clean cooking solutions

Beyond participating in international standards setting work, through our services especially our library, customers have access to more than 60,000 International Standards developed by the leading international standards setting bodies such as ISO, ASTM, EU standards, etc.

TYPES OF STANDARDS AVAILABLE

From our library and online platforms, you can access standards that were developed through three methods:

1. **Development of indigenous standards (home-grown standards, purely local standards)**
2. **Harmonization process (East African Standards (EAS), African Organization for Standardization (ARSO) standards)**
3. **Adoption process (using standards by international standardization bodies such as ISO, IEC, ASTM and IEEE)**

INTERNATIONAL STANDARDS

- ASTM Standards adopted as Rwanda Standard
- ISO Standard adopted as Rwanda Standard
- Codex Alimentarius Commission Standards adopted as Rwanda Standard
- ISO/IEC Standard adopted as Rwanda Standard
- OIML Standards adopted as Rwanda Standard
- IEC Standards adopted as Rwanda Standard
- AOAC Standards adopted as Rwanda Standard
- IEEE Standards adopted as Rwanda Standard

HARMONIZED STANDARDS:

- East African Standard adopted as Rwanda Standard
- ARSO Standards adopted as Rwanda Standard

> RSB is committed to continually increasing the number of national standards as they are the driving tools for product formulation, conformity assessment, consumer protection, innovation, technology and research promotion.

OUR STANDARDS EDUCATION AND TRAINING SERVICES ARE KEY TO YOUR SUCCESS

For the Rwandan people to participate effectively and efficiently in Standardization and implement developed tools, Rwanda Standards Board, through National Standards Division, conducts training programs for the general public, private sector and government institutions on the importance of standardization. The trainings offered are as follows:

> Online catalogue where information on all standards published can also be accessed via RSB website; and the library is also available for perusal of the full content of different standards.

RS ISO 9001:2015	Quality management systems — Requirements
RS ISO 19011:2011	Guidelines for auditing management systems
RS ISO 22000: 2018	Food safety management systems — Requirements for any organization in the food chain
RS 184:2017	Food Safety System based on Hazard Analysis Critical Control Points (HACCP) — Requirements for any organization in the food chain
RS ISO/IEC 17025:2017	General requirements for the competence of testing and calibration laboratories
RS ISO 14001: 2015	Environment management system — Requirements with guidance for use
RS EAS 38: 2014	Labeling of pre- packaged foods — General requirements
RS ISO 45001:2018	Occupational Health and safety Management Systems
RS ISO 50001: 20018	Energy Management Systems
RS CAC/RCP 1-1969 (2005)	General principle for food hygiene — Code of practice
Products standards	as specified in the standards catalogue accesible at our website.

To receive one of our training, follow the below steps:

- Fill in the training application form available of the RSB website.
- Submit the filled training application form to the training coordination office via **info@rsb.gov.rw**
- The training coordinator prepares a training quotation
- All training fee must be paid and proof of payment presented to the training coordinator two weeks before the training due months
- Training will be conducted after fulfilling all the above requirements

ACCESSIBILITY TO THE STANDARDS

Depending on the sectors in which standards have been developed, Stakeholders including specific industries/SMEs, Government institutions, Academia or Consumer Associations, are notified of the new standards, and they are requested to observe and implement the requirement set in the new or revised standards. Online catalogue where information on all standards published can also be accessed via RSB website; and the library is also available for perusal of the full content of different standards.

This facility is open to all during working hours. (From Monday to Friday, starting at 7:00am to 5:00pm)

Discount of 20% is allocated to Small or Medium Enterprises (SMEs), client buying more than one copy of standards for any purpose of multiplying standards copies including but not limited to training purpose.

Membership subscription (to have full access to Rwanda Standards) can be guaranteed to government and other interested institutions, on given price approved by the Board of Directors.

PRICING OF STANDARDS

Rwanda Standards are priced basing on technical part of the standards i.e. from scope up to Annexes (if any). Therefore, preliminary pages together with bibliography (if any) and cover page are not be charged;

a) Once the Standard is revised, the client is entitled to the first copy of the revision for free to replace the old edition, other edition of the standards will be charged as per the approved scheme;

b) The price of Standards covers all types of published Standards (i.e new and revised, standards of Rwanda origin and those adopted ones);

c) Discount of 20% is allocated to Small or Medium Enterprises (SMEs), client buying more than one copy of standards for any purpose of multiplying standards copies including but not limited to training purpose. It important to note that when it is needed to make more than one copy, the first copy of the standard is charged 100%;

d) Membership subscription (to have full access to Rwanda Standards) can be guaranteed to government and other interested institutions, on given price approved by the Board of Directors. The license agreement specifies the period, the use for downloaded standards and termination of the license;

e) Selling other regional and international standards considers the set schemes from the relevant organizations. RSB can sell adopted regional/international standards in accordance with this pricing scheme whenever it does not compromise their own commercial terms;

f) Adopted international standards which are freely accessible must not be charged, they are freely distributed to any client in need (e.g: CODEX STAN, OIML);

g) Withdrawn publications no longer carry the status of Rwanda Standards. However, recognizing that withdrawn publications can be important for research and litigation purposes, RSB endeavors to ensure that copies continue to be available for sale and continues to hold and protect the copyright over them.

BUY RWANDA AND INTERNATIONAL STANDARDS ONLINE

RSB is using the print on demand system but currently soft copies of standards are also provided to clients, whereby after payment of the requested standard at Rwanda Revenue Authority, a client can submit a proof of payment to RSB Library and gets the purchased standard.

Standards and their prices are available through our online standards catalogue (http://www.portal.rsb.gov.rw/catalogue.php)

RSB as member of ISO has the responsibility for the sale and distribution of ISO publications in Rwanda either in their original form or as translations or national adoptions.

For this purpose, from our library, YOU CAN CONSULT FREE OF CHARGE about 23196 ISO standards covering almost all aspects of technology and manufacturing. However, soft copies can be bought as well after payment at RRA accounts.

SALE OF ISO STANDARDS

ISO members have the primary responsibility for the sale and distribution of ISO publications in their national territories, either in their original form or as translations or national adoptions. For this purpose ISO has increased access to their standards whereby an "ISOlutionwebstore" platform has been developed to enable customers to buy ISO standards via ISO member's website (RSB website). In addition to the wide access to Standards, the platform will offer to Rwandan customer's top of class products at local prices and in Rwandan local currency.

RSB STANDARDS PAYMENT PROCESS AND METHODS

DO YOU NEED TO BUY A STANDARD?

Standard request to RSB

Advice ticket generated from RRA system

Advice ticket issued

Payment to RRA by client

Proof of payment presented to RSB

Standard issued to client (Hard/soft copy)

PAYMENT METHODS

- Cash Payment is made at RRA's account in any Bank
- Electronic transfer is made at RRA account in **Banque Nationale du Rwanda (BNR)**
  Account no: 1200046
  Swift code: BNRWRWRW

  Bank of Kigali (USD)
  Account no: 00040-0315129-09
  Swift code: BKIGRWRW

HELP DESK

If help is needed on the above service please refer the following contacts:

RRA: (+ 250)788463938

RSB: (+ 250) 788503153/788467453

RSB customer ePortal: portal.rsb.gov.rw

WORKING HOURS:

Monday to Thursday:
From 7h00 a.m-5h00 p.m

Friday: From 7h00 a.m-3h00 p.m

Email: info@rsb.gov.rw | Website: www.rsb.gov.rw | Toll Free: 3250

WHO USE STANDARDS?

Standards users are in different categories and this is linked to the need and intended use of those standards.

USERS ARE:

- Industries/ SMEs wishing to comply with standards requirements and to improve their competitive edge
- Government institutions or regulators for referencing the standards in Technical Regulations or quality control purpose
- Clients with non-profit purpose including but not limited to academia, research institutions and NGOs
- Those who use standards in the standards development process (official nominated by Technical Committee members of the Rwanda Standards Committees)
- All other interested parties or stakeholders who access Draft Rwanda Standards made available for comments to during public review period.
- Consumer Associations who refer to standards in their consumer advocacy efforts

DISTRIBUTION OF RWANDA STANDARDS

- Rwanda Standards cannot be copied or shared on an electronic network without explicit authorization from RSB.
- Draft Rwanda Standards or Rwanda Standards in hard or soft copy, is permitted free of charge exclusively for TC members and the general but at the time of public review period

REPRODUCTION OF RWANDA STANDARDS

The reproduction of Rwanda standards in hard copy or electronic formats, for the purpose of meetings the following principles apply:

- Only purchased copies of original RS can be reproduced, but each page of each electronic/hard copy must include a watermark with an acknowledgement such as Copied by (name of End User) with the permission of RSB;
- Permission to reproduce Rwanda Standards should formally be given by RSB in an appropriate form (email, letter, licensing agreement);
- RSB's published content by anyone requires written approval by RSB and entails payment of a fee in accordance with pricing scheme.
- The total number of pages of the RS reproduced must not be more than 25% of the document the material is reproduced in

For incorporating RS or parts of RS in national regulation and internal end user documents such as manuals, procedures among others, the following rules apply:

- The End User must seek authorization and document must carry an acknowledgement as described above;
- All Rwanda Standards, national adoptions, their Drafts and other works must carry a copyright notice in a suitable place that is clearly visible, together with an abbreviated copyright notice on each page;
- Having contributed to the development of the Rwanda Standards; committee members, their employers and nominating organizations are not thereby entitled to reproduce the content of the published standard. Requests to do so require written permission from RSB.

INTERNATIONALLY RECOGNIZED SERVICES OF RSB NATIONAL QUALITY TESTING LABORATORIES TRIGGERING CUSTOMER TRUST

The National Quality Testing Laboratories Division (NQTLD) is one of the five divisions that constitute Rwanda Standards Board and is composed of three units:

- Chemical Laboratories Unit (Organic , inorganic , petroleum food , agriculture and mycotoxins Laboratories)
- Biotechnology Laboratories Unit (Microbiology laboratory)
- Materials Testing Laboratories Unit (building materials, non-destructive mechanical, polymers and textiles laboratories)

WHY IS PRODUCT TESTING IMPORTANT?

The quality and safety of a product must comply with the standard specifications before it is introduced on market. Testing laboratories infrastructure is one of the basic requirement for manufacturing industries.

When a manufacturer doesn't have testing facilities, it is recommended to seek testing service for raw material used in production process and final/End product in order to comply with the quality requirement of the given product.

> They cannot trust it unless it gets tested.

Laboratory testing plays an essential role throughout the entire production process (research and development, reception of raw material, manufacturing steps and finished product).

Before distribution of products, testing service should be requested in ordered to minimize risks and loss related to non-compliant products.

For manufacturer and distributors, testing service prevent complaint and dissatisfaction of customers.

WHAT ARE THE CRITERIA FOR SELECTION OF A COMPETENT TESTING SERVICE PROVIDER?

1. **Competent Human resources**

   Laboratory tests shall be performed by qualified ,trained and motivated personnel

2. **Laboratory equipment and test methods**

   Laboratories shall have appropriate equipment and right test methods with capacity to produce accurate and precise laboratory test results.

3. **Appropriate laboratory infrastructure**

   Testing analysis shall be conducted in suitable environment with predefined, monitored and controlled conditions

4. **Laboratory Quality control and Assurance.**

   Quality control plans are regularly prepared and implemented to ensure the laboratory quality test results

   Laboratories shall participate periodically in inter laboratory comparisons and proficiency testing schemes in order to verify laboratory performance.

5. **Laboratory accreditation**

   The laboratory accreditation is an achievement showing the laboratory performance.

It has a range of marketing advantages, and international recognition of technical competence.

WHY CHOOSING RSB TESTING SERVICES

1. RSB testing laboratories fulfill all criteria mentioned to be selected as competent testing service provider
2. Since 2018 , Laboratories are accredited by Dutch Accreditation Council (RvA) member of International Laboratory Accreditation Cooperation (ILAC) for more details visit: **www.rsb.gov.rw or www.rva.nl**
3. All laboratories operate in accordance with the International standard ISO/IEC 17025 "General requirements for the competence of testing and calibration laboratories" since 2007.
4. Testing service is provided within seven (7) working days.
5. The laboratories operate five (5) days a week from **Monday 7H00-17H00 up to Friday 7H00-15H00**
6. The testing scope covers more than 280 tests/ analytes in various food and non-food products

A detailed testing scope is available at RSB website:www.rsb.gov.rw

All laboratories operate in accordance with the International standard ISO/IEC 17025 "General requirements for the competence of testing and calibration laboratories" since 2007.


INYANGE
Chocolate
Milk

DISCOVER THE BENEFITS OF THE UNEQUALLED SERVICE IN MATERIALS TESTING

RSB Materials Testing Laboratories strive to guarantee the quality of materials before use as well as their safety as required by the National or International Standards. Our Materials Testing Laboratories test the quality of various imported goods and locally manufactured products against the standards requirements. As for other RSB Laboratories, Materials Testing Laboratories is a potential service provider to RSB - Quality Assurance Unit, RSB - National Certification Division as well as to external customers. Working in line with ISO/IEC 17025 principles, we continue to be proud of the contribution of Materials Testing Laboratories to ensure consumer's protection and trade promotion.

Operational since 2011, RSB Materials Testing Laboratories have been progressively expanding their testing capability by choosing technological testing solutions that increase customer confidence to our tests results. That is the reason why most of our testing equipment are software controlled and designed following international standard test methods.

Even though construction materials samples are the most frequently brought to us by our customers, our testing capacity goes beyond to cover polymers testing, and has basics capacity in Leather and textile testing.

The labaratories have in place Non-Destructive

Testing (NDT) facilities based on X-rays fluorescence principle and on FTIR molecular spectroscopy, modern techniques whereby materials are tested without damage for quick identification of their type and can still be used if they meet standards requirements after test.

Materials testing labaratories strives to continually meet customer satisfaction; where possible, our customers can propose test methods and researchers are free to bring samples and suggest test methods on their own in order to validate their research works.

Our testing capability is the most extensive and comprehensive of its kind of materials engineering - including but not limited to the following:

I. BUILDING MATERIALS TESTING LABORATORY TESTS THE FOLLOWING PRODUCTS:

- Cement
- Roofing sheets
- Cement Blocks and Bricks
- Paving blocks
- Burnt bricks and blocks
- Clay Roofing tiles
- Concrete
- Sand
- Plastic Pipes
- Floor tiles

CAPABILITIES

- Cement standard consistency
- Compressive strength and/or flexural strength of cement (2days /7days/28 days)
- Base Metal thickness of roofing sheets
- Coating mass (zinc and Aluzinc) of roofing sheets
- Dimensional test of roofing sheets and gauge identification
- Compressive strength of Bricks, blocks
- Dimensional test of bricks, blocks and roofing tiles
- Water absorption of bricks, blocks and roofing tiles
- Flexural strength of roofing Tiles
- Particle size distribution of sand by sieve analysis
- Compressive strength of concrete cubes and cylinders

- Hydrostatic pressure test of plastic pipes
- Tensile test of plastics materials and roofing sheets
- Compression test and ring stiffness test of plastics materials

II. POLYMERS AND TEXTILE LABORATORY TESTS THE FOLLOWING PRODUCTS

- Condoms
- Mattress
- Leather materials
- Papers products
- Papers and boards as Packaging materials
- Textile
- Paints

CAPABILITIES

- Freedom from holes of condoms
- Bursting volume of condoms
- Bursting pressure of condoms
- Pack seal integrity of condoms
- Length of condoms
- Width of condoms
- Thickness of condoms
- Tensile properties of leather and textiles
- Tear resistance of leather and textiles
- Density of leather
- Dimensions of tested polymers, leather and textile
- Fabric weight
- Bursting strength and bursting index of packaging materials

- Elmendorf tear strength of packaging materials
- Melt Flow index of packaging materials
- Friction and dynamic coefficient of packaging materials
- Gurley Air Permeability of packaging materials
- Water absorptiveness: Cobb test of packaging materials
- Density of paint
- Materials gloss Value
- Resistance to abrasion
- Drying time of paints
- Hardness of organic coating(paints)
- Resistance to water penetration of water proofing materials
- Color fastness to washing
- Color fastness to weather conditions of textile
- Color fastness to light of textile
- Paint fineness
- Textile color spectroscopy

III. DESTRUCTIVE MECHANICAL TESTS LABORATORY TESTS THE FOLLOWING PRODUCTS

- Steel bars
- Water tanks
- Other metallic materials

CAPABILITIES

- Tensile strength/Yield strength/elongation of metallic materials
- Three points Bend test of Reinforcing steel bars
- Dimensional test of Metallic materials
- Tensile properties of plastic/metallic sheets
- Resistance to deformation of polyethylene water tanks

IV. NON DESTRUCTIVE MECHANICAL TESTS LABORATORY TESTS THE FOLLOWING PRODUCTS

- Metals and soils elements identification
- Plastics Polymers identification
- Carbon and Sulfur determination in Inorganic materials and in Organic materials including: Steel, Cement, refractory materials, carbides, glass, ceramics, Soil, Fertilizer, Coal, coke, oil, lime, gypsum, Charcoal, Peat, waste water and many more.
- Electrical cables

CAPABILITIES

- Brinell Hardness of metals
- Chemical composition of Metallic materials: elemental analysis by X-rays fluorescence spectroscopy
- Plastics Polymers identification by FTIR molecular spectroscopy
- Chemical composition of soils and rocks: elemental analysis by X-rays fluorescence spectroscopy
- Carbon and Sulfur Analysis
- Resistance of electrical cables

OUR LABORATORIES CONDUCT TESTS FOR CERTIFICATION AND QUALITY ASSURANCE OF LOCALLY MADE AND IMPORTED PAINTS AND COATINGS TESTING SERVICES

Since 2019, with the aim of promoting trade and consumer protection as a core mandate, Rwanda standards Board has realized that the number of local manufacturers of paints did not cease to increase. Consequently, the Standards Board found urgent to avail standards that would support local manufacturers meet customers' needs to make quality and reliable paints for local market and export within the region. In collaboration with the Private Sector including local manufacturers of paints and other relevant stakeholders, RSB developed paint standards. The entire range of locally manufactured paints needs were encapsulated into standards specifications and harmonized with regional standards in paints.

In addition, the Standards Board decided to go further by investing in paints testing equipment. Today, Rwanda Standards Board is equipped with high end technology equipment to provide conformity assessment activities needed for certifications of locally manufactured paints and quality tests services of imported paints.

RSB tests cover the following scope:

Liquid paints:

1. Density of paints
2. Drying time of paint
3. Fineness
4. Color characterization of paints
5. Non volatile matters
6. Impurities: heavy metals
7. pH

Coatings:

1. Dry film thickness of coatings
2. Gross value
3. Color characterization of coating
4. Coating adherence: abrasion resistance & hardness of coatings

The testing scope will be continually upgraded to meet all customer requirements; and expansion will be kept updated on RSB website: www.rsb.gov.rw . Rwanda Standards Board calls local manufacturers of paints wishing certification of their paints products and contractors in construction industries to get paints standards and testing services offered by our testing laboratories. With the institution being ISO 9001 certified, and most of its testing services already accredited and others in ISO/IEC 17025 accreditation process, get testing services from a globally recognized service provider. **Our aim is your satisfaction!**

PROFIENCY TESTING SCHEMES

PROVIDED BY NATIONAL QUALITY TESTING LABORATORIES

The Bureaux of Standards in the EAC region have been given a mandate to organize Proficiency Testing (PT) Schemes as part of the EAC SQMT improvement. In the EAC region, the EAC PT Scheme is an annual activity, currently with one PT round covering many the matrices in the scheme.

What is PT? An evaluation of participant performance against pre-established criteria by means of inter-laboratory comparisons (ISO/IEC 17043 Conformity assessment — General requirements for proficiency testing)

Proficiency Testing (PT) is one of the analytical tool laboratories use to benchmark with peers and also demonstrate their competences.

PT participation provides a quality assurance tool to laboratories and take necessary remedial action to facilitate improvement, with an aim of producing accurate and reliable test results.

Following PT schemes are provided at EAC level:

- Edible vegetal oil
- Edible common salt
- Wheat flour

- Maize flour
- Fruit juice
- Sugar
- Honey
- Skim milk powder
- UHT milk
- Meat and fish
- Skin cosmetic lotion
- Black tea
- Fertilizer
- Animal feeds
- Gin
- Laundry soap

PT schemes organized by Rwanda Standards Board:

- Sugar
- Skin cosmetic lotion
- Laundry soap

Additional information can be accessed from the EAC SQMT website: **http://www.eac-quality.net** and then click on Testing, or from the websites of the respective PT providers indicated above.

BENEFITS OF PARTICIPATION IN PT SCHEMES

Many laboratories operate in isolation from other laboratories and do not have ongoing opportunities to compare their data with others. Without such opportunities there are risks that a laboratory's data may have errors, biases or significant differences compared to similar laboratories

Participation in Proficiency Testing Programs has the potential benefits for all type of testing.

Below are some examples:

- Confirming competent performance of laboratory personnel
- Identifying testing or measurement problems
- Comparing methods and procedures
- Improving performance
- Educating staff
- Instilling confidence in staff, management and external users of laboratory services
- Comparing operator capabilities
- Generating reference materials
- Determining method precision and accuracy
- Satisfying regulators and accreditation bodies
- Providing laboratories with additional risk management

Many laboratories operate in isolation from other laboratories and do not have ongoing opportunities to compare their data with others.

RSB OFFERS LABORATORY DESIGNATION SERVICE

With reference to the East African Community Standardization, Quality Assurance, Metrology and Testing (SQMT) act 2006, especially in its Article 12 which stipulates that Partner States may establish or designate Organization to function as Testing Laboratories to provide scientific and technical services to perform conformity assessment services for technical regulation or compulsory standards, the EAC Testing Technical Sub-Committee (EAC-TTSC) has developed a procedure with criteria to be used for designation of Testing laboratories in Partner States based on ISO/IEC 17025 General requirements for competence of Testing and Calibration Laboratories.

Under this basis, Rwanda Standards Board was appointed as the National Quality System institution with responsibility to establish laboratory designation scheme and facilitate existing testing laboratories with interest of being designated.

National Quality Testing Laboratory under Rwanda Standards Board is providing different facilitation to existing testing laboratories in the Country; the facilitations include:

i) Identification of testing laboratories in different disciplines;

ii) Awareness training on the ISO/IEC

17025 as the standard under which the designation is based on;

iii) Initial drafting of all Quality management systems required documents;

iv) Review of the designation application and developed documents from different laboratories;

v) Assessments and recommendation to the Minister responsible to designated;

vi) Follow up and surveillance audit for designated laboratories;

vii) Awareness training on review and changes in current version of ISO/IEC17027:2017;

WHY SHOULD A LABORATORY SEEK DESIGNATION?

- Regional recognition,
- Improved service performance (e.g. Tracking of testing /calibration records),
- Improved productivity and cost reduction,
- Improved confidence between customer and service provider,
- Provides protection against liability claims,
- Customer satisfaction,
- Improved national and regional reputation and image of the laboratory,
- Prepares the laboratory accreditation readiness.

BENEFITS OF LABORATORY DESIGNATION TO THE LABORATORY OWNER AND CUSTOMERS

- A system to continuously improve both the management and technical aspects of the business Improved customer service and higher customer satisfaction with laboratory testing;
- Laboratory designation gives assurance to the client that the data they rely on was generated in a competent laboratory;
- A competitive support over competitors who are not designated in a regional accepted quality system;
- Clearly the general public benefits from laboratory designation as well. Consumers want assurances that the products and services they purchase meet their expectations and conform to specific requirements. Reliable test data means consumer goods of consistent quality that conform to applicable standards.
- Laboratory designation process is cheaper than accreditation process but prepares the laboratory for accreditation when deemed necessary.

DESIGNATED LABORATORIES IN RWANDA

The designation scheme was initiated in 2015, and the first 11 laboratories were designated in 2018. Since 2018, the number of laboratories seeking designation services has being increasing and those are from different provinces of the country.

Laboratory designation may cover the entire scope of laboratory or a small part of the testing scope that is why the designation scope is defined at time of designation.

List of designated laboratories in different fields is accessible at RSB website: www.rsb.gov.rw .

WANT TO BE COMPETITIVE? ENJOY THE SERVICES OF INTERNATIONALLY ACCREDITED TESTING SERVICES PROVIDER!

The National Quality testing laboratories being one of the five divisions that constitute Rwanda Standards Board was first accredited bases on ISO 17025 in 2018 with 6 parameters in Microbiology and 6 parameters in chemical testing; and is house to a gradually increasing accredited scope to meet customer expectations.

In February 2020 National Quality testing laboratories increased its accredited scope to 20 parameters, 9 parameters in Microbiology and 11parameters in chemical testing. Specific accredited parameters are accessible at **www.rsb.gov.rw**

> Testing laboratory involves multistep processes that are susceptible to multiple sources of error. These errors can lead to significant result variability and decreased accuracy, which in turn can potentially lead to incorrect diagnosis and inappropriate treatment.

WHAT IS LABORATORY ACCREDITATION?

Laboratory accreditation is a third party assessment of a Calibration or Testing laboratory by the Laboratory Accreditation Body, to evaluate the laboratory's compliance to the requirements of ISO/IEC 17025 and any addition applicable accreditation policies.

WHY TESTING LABORATORY SHOULD BE ACCREDITED?

Testing laboratory involves multistep processes that are susceptible to multiple sources of error. These errors can lead to significant result variability and decreased accuracy, which in turn can potentially lead to incorrect diagnosis and inappropriate treatment. Production of quality data on which decisions are based on Good Laboratory Practice (GLP), guidelines and other international conventions. High quality laboratory results are also required to protect the health and safety of consumers.

Laboratory accreditation is a widely accepted process of evaluation of a laboratory's quality, performance, reliability and efficiency. It is a means to promote and enforce better quality in testing laboratory and to ultimately reduce testing errors. Accreditation also increases the credibility of the results and services delivered by a laboratory through providing recognition that it is compliant with quality and competence standards considered necessary for accurate, reliable and safe testing. The value of accreditation lies in promoting the delivery of reliable results to the customers.

HOW DOES LABORATORY ACCREDITATION FACILITATE TRADE?

1. As governments increase technical barriers to trade in an effort to regulate their markets, Accreditation provides assurance to trading partners that an exporting country is competent to test, inspect or certify to the trading partners' requirements, thus overcoming trade barriers by assuring compliance to the WTO/TBT Agreement.

2. Accreditation of laboratories ensures that test results can be reproduced to a sufficient degree in any accredited laboratory. It is an independent method of monitoring laboratory competence and performance and it assures the validity of results to users. An accredited laboratory can establish Mutual Recognition Agreements (MRAs) with counterpart bodies. These agreements ensure equivalency of systems in different countries. There is automatic acceptance of test results from accredited laboratories, which are parties to a given MRA. Costs are reduced because there is no need for duplicate testing by both exporters and importers and this serves to eliminate technical trade barriers and facilitate trade.

3. Using accredited laboratories also facilitates economic growth. The accrediting process relies on a uniform approach to determining laboratory competence – an approach that has been accepted and implemented across many borders. Because of internationally accepted testing and measurement practices, data generated by an accredited laboratory may lead to the more ready acceptance of exported goods in overseas markets.

WHY TRUST OUR SERVICES BY OUR QUALITY TESTING LABORATORIES?

i) National Quality Testing Laboratory is a service provider and provide equal treatment to its clients. NQTLD clients include Manufacturers, Importers, Exporters, Non-governmental Organizations, Government Departments, Research institutions and individual researchers;

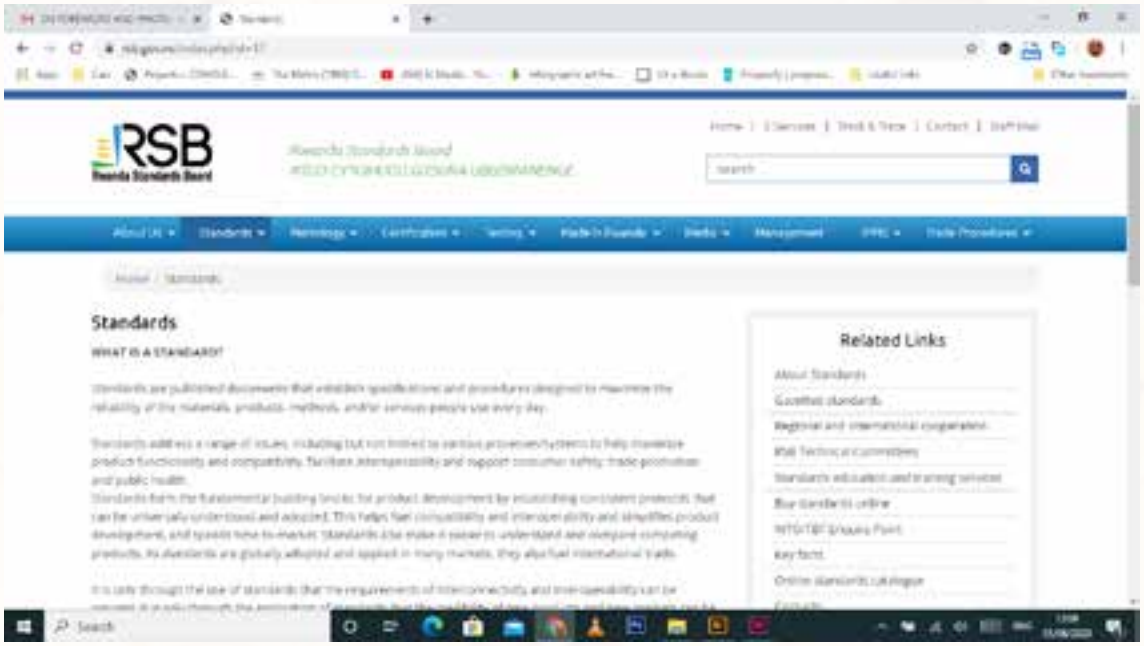
ii) The laboratories operate five (5) days a week from Monday 7H00-17H00 up to Friday 7H00-15H00, and the samples received are tested within 7working days whenever possible;

iii) National Quality Testing Laboratory is equipped with modern automated equipment operated by trained, qualified and motivated personnel and is accredited by the Dutch Accreditation Board (RVA) based on ISO/IEC 17025 "General requirements for the competence of testing and calibration laboratories"

iv) To confirm maintenance of accuracy in its performance, National Quality Testing Laboratories regularly participate in inter laboratory comparisons and proficiency testing schemes and take appropriate action when the results do not comply.

v) The RSB Management is committed to hearing from the clients through National Quality Testing Laboratories customer care desk, filling of customer feedback and when deemed necessary the client meets the laboratory management to ensure clients optimize the satisfaction from our services.

OUR TESTING SERVICES HAVE GONE DIGITAL



Testing services can be provided without need for the client to physically come to RSB offices.

The Testing scope and service flowchart is available at RSB website **www.rsb.gov.rw**

Get detailed information through:

- **Hotline : 3250**
- **Via email : info@rsb.gov.rw**

The cost of testing service is calculated based on parameters and sample/product be tested.

Samples/product and parameters are indicated under testing scope available on testing menu tab.

The testing service acquisition is as follows:

- Request of proforma invoice through e-portal service on RSB website
- Appropriately fill the sample submission form invoice
- The proforma invoice is sent to the customer by his/her email.
- After payment, properly filled sample submission form(s) with proof of payment are submitted to National Quality Testing

Laboratories reception desk, also called Sample Control Centre.

- The customer is allowed to send samples and specified document using his/her own chosen courier and upon his /her expense.
- When the analysis is completed, the customer is notified via SMS or by email for collection of test report.

Upon request, scanned copy of test report is sent to the customer. Laboratories operations; registration, data of tested samples and test reports are digitally managed through Laboratory Information Management System (LIMS)

In near future, e-test report will be automatically generated by LIMS and sent to the customer.

Annex to declaration of accreditation (scope of accreditation)
Normative document: EN ISO/IEC 17025:2017
Registration number: **L 638**

BAAD VOOR ACCREDITATIE

of **Rwanda Standards Board**
National Quality Testing Laboratories

This annex is valid from: **19-02-2020** to **01-01-2023** Replaces annex dated: **20-12-2018**

Location(s) where activities are performed under accreditation

Head Office

Location	Abbreviation/ location code
Kicukiro District KK15 Rd, 49 Kigali City Rwanda	KCR

No.	Material or product	Type of activity[1]	Internal reference number	Location
		Microbiology		
1	Drinking water	Enumeration of Total viable counts	SOP-1 in accordance with ISO 6222	KCR
2	Food,feed and environmental samples	Enumeration of Total viable counts Horizontal	SOP-2 in accordance with-ISO 4833-1	KCR
3	Food,feed and environmental samples	Enumeration of Total coliforms/Horizontal	SOP-3 in accordance with ISO 4832	KCR
4	Food and feed	Enumeration of of *E. coli 1* Horizontal	SOP-8, part-2 in accordance with ISO 16649-2	KCR
5	Drinking water	Enumeration of Total Coliforms & *E.coli*	SOP-4 in accordance with ISO 9308-1	KCR
6	Food, feed and environmental samples with water activity > 0,95%	Enumeration of yeasts and moulds at 25°C; streak plate	NQTLD/MIC/SOP-5 in accordance with NEN ISO 21527-1	KCR
7	Food, feed and environmental samples with water activity < 0,95%	Enumeration of yeasts and moulds at 25°C; plate, culture medium	NQTLD/MIC/SOP-6 in accordance with NEN ISO 21527-2	KCR

No.	Material or product	Type of activity[1]	Internal reference number	Location
8	Milk and milk products	Enumeration of yeasts and moulds at 25°C; plate, culture medium	NQTLD/MIC/ SOP-7 in accordance with ISO 6611	KCR
9	Food and feed	Determination of *Salmonella spp* / Horizontal	SOP-10 in accordance with ISO 6579-1	KCR
		Inorganic analyses		
10	Wheat flours	Determination of moisture content; Gravimetry	NCTLD/FAL/SOP-2 equivalent to ISO 712	KCR
11	Wheat flours	Determination of total ash by incineration; Gravimetry	NQTLD/FAL/SOP-3 equivalent to ISO 2171	KCR
12	Maize and wheat flours	Determination of nitrogen content and calculation of the crude protein content; Kjeldahl method	NGTLD/FAL/SOP-5 equivalent to ISO 20483	KCR
13	Wheat flours	Determination of crude fat content; Gravimetry	NQTLD/FAL/SOP-6 equivalent to ISO 11085	KCR
14	Maize and wheat flours	Determination of crude fiber content; Gravimetry	NQTLD/FAL/SOP-9 equivalent to ISO 6541	KCR
15	Sunflower oil	Determination of Refractive index; Refractometry	NQTLD/ICH/SOP-18 equivalent to ISO 6320	KCR
16	Potable, drinking and mineral water	Determination of pH; potentiometry	NQTLD/ICH/SOP-15 equivalent to ISO 10523	KCR
		Organic Chemistry		
17	Milk and milk powder	Determination of aflatoxin Mi content; high-performance liquid chromatography	NQTLD/FAL/SOP-31 equivalent to ISO14501	KCR
18	Maize flour	Quantitative determination of Aflatoxin Bland Total Aflatoxin; High Performance Thin Layer Chromatography (HPTLC)	NQTLD/FAL/SOP-43 in house method	KCR
		Trace Metal Analysis		
19	Potable, drinking and mineral water	Determination of copper; Flame Atomic Absorption Spectrometry (FAAS)	NQTLD/ICH/SOP-35 in house method	KCR
20	Potable, drinking and mineral water	Determination of Zinc; Flame Atomic Absorption Spectrometry (FAAS)	NQTLD/ICH/SOP-34 in house method	KCR

This annex has been approved by the Board of the Dutch Accreditation Council, on its behalf,

J.A.W.M. de Haas

[1] If there is a referral to a code starting with NAW, NAP, EA or IAF, this concerns a scheme mentioned on the RvA-BRQ10-list.
if no date or version number is mentioned for a normative document, the accreditation concerns the most current version of the document or scheme.

Dutch Accreditation Council RvA

RSB CERTIFICATION SERVICES FACILITATE MADE IN RWANDA PRODUCTS TO ACCESS INTERNATIONAL MARKETS

Certification is defined as "third party formal procedure which involves auditing individuals or organizations, goods or services, procedures or processes, and events or situations, to attest (issue a written statement-Certificate) that the attributes, characteristics, quality, qualification, are in accordance with established requirements or standards. Certification of a management system is also called "registration". Certification services in Rwanda Standards Board (RSB) started in the year 2006 when the first product was granted the certification mark.

Since then certifications of products and systems have drastically increased and played key role in promoting exports, consumer protection, promoting trade in general, improvement of made in Rwanda products quality and environmental protection.

Currently by end of May 2020, six hundred twenty three (623) products have valid product certification marks "S-Mark" in different categories ranging from Agro processing, construction materials, cosmetics, consumer products, light manufacturing. More than one hundred (100) products are still in certification process.

RSB OFFERS ELECTRONICALLY PROTECTED CERTIFICATION MARKS

RSB provides certification marks that are electronically traceable through Track and Trace System initiated to ensure protection of certification marks and promote traceability of each product. This development is helping enterprises, regulators in avoiding counterfeits of products and certification documents.

It ensures confidence to consumers who can have access to product information using mobile phone application of RSB verification application (Android version for smart phones) or sending SMS to 3250 for those consumers with non smart mobile phones.

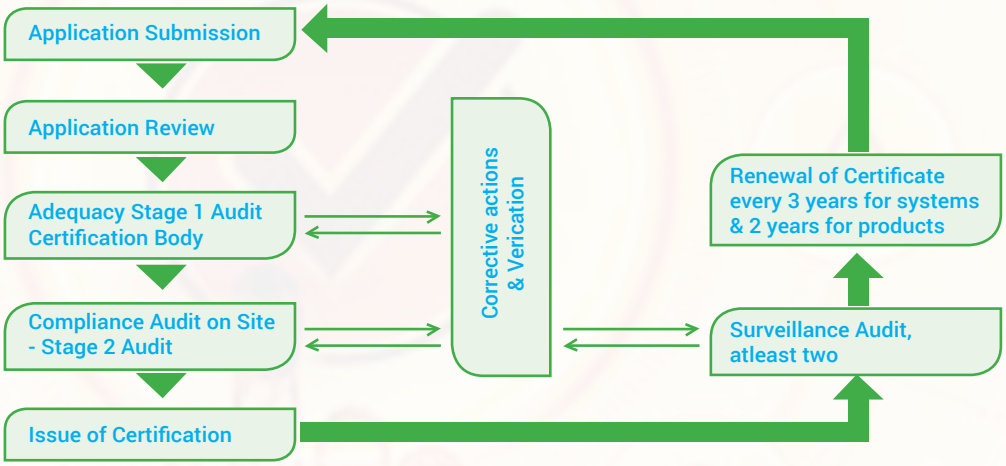
RSB offers two types of certification: product certification and system certification.

RSB STANDARDISATION MARK

1. PRODUCT CERTIFICATION

The Product Certification is an attestation following assessment that; attributes, characteristics, quality, or status of goods (products), are in accordance with established standards. RSB certification scope covers food and beverages, construction materials, cosmetics, paper based products and other industrial products. Certified Products are given a Standardization Mark (S-Mark), to be displayed on the product.

How to apply for Product Certification



WE ISSUE THE MADE IN RWANDA LOGO

The Made in Rwanda (MIR) Policy provides for a MIR logo that acts as a symbol of quality assurance. The logo is displayed on products that represent the core objective of the MIR Policy and fulfill the requirements

MIR logo with S-Mark

MIR logo without S-Mark

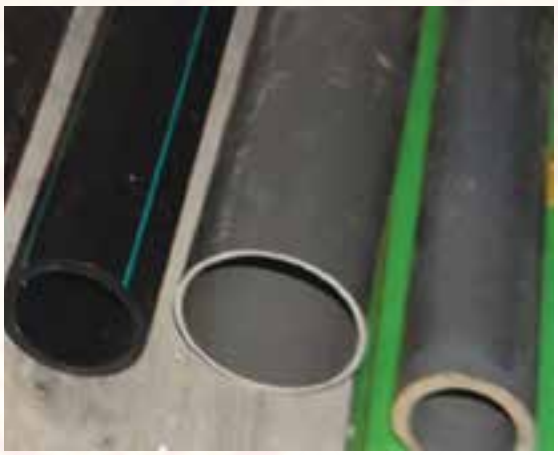
Criteria for Made in Rwanda Logo

- Company registration
- Brand name registration (Temporary registration is accepted)
- Compliance with EAC rules of origin
- Product compliance with standards, statutory and regulatory requirements.

As at the end of the Fiscal Year 2019/2020, fifty two (52) companies totaling one hundred and thirty one (131) of their products have been granted the MIR logo; and the number gradually increases.

Benefits of Product Certification

- The Mark is a powerful marketing tool for all manufacturers especially exporters.
- It is a key to international market access, especially EAC, it eliminates the need for products to be re-tested all the time;
- Displaying the Mark gives a product real point of-sale differentiation resulting in more sales and greater revenue;
- The Mark provides credibility when negotiating any contract especially in exports and tender submissions.
- Increase in the customer confidence for the product
- It improves customer satisfaction through structured complaint handling procedure.
- Audits help in improvement of product quality



2. SYSTEM CERTIFICATION

RSB performs Management Systems Certification in a competent, consistent and impartial manner. The service provided meets requirements for bodies providing audit and certification of management system EN ISO/IEC 17021-1:2015 for which standard it was granted accreditation. The accreditation covers the requirements for a Hazard Analysis and Critical Control Point (HACCP) based food safety system RS 184:2017 and ISO 22000: 2018 Food Safety Management System, both in food manufacturing and farming categories.

Other systems certification services offered include Quality Management Systems (ISO 9001:2015) and Environmental Management Systems (ISO 14001:2015).

RSB System Certification Mark

Benefits of system certification

- Ensuring quality and safety of product/ services throughout the Organization
- Gaining market access (local, regional, continental and International)
- Protection of own-brands and reputation
- Maintaining consumer confidence in products/Services
- Remove barriers to trade
- Improve operational effectiveness
- Continual improvement

1. Food Safety Management System ISO 22000

"Requirements for any organization in the food chain"

> Does your food establishment have a food safety management system?

A Food Safety Management System is a wise investment to ensure that a business survives and thrives.

Effective food safety management will demonstrate that your organization took the reasonably expected food safety hazards into consideration and put in place control measures to deal with them.

ISO 22000 specifies requirements for a food safety management system which are applicable to all organizations, regardless of size, and is implementable in any aspect of the food chain. ISO 22000 is used to demonstrate compliance with applicable statutory and regulatory food safety requirements.

2. RS 184 - Hazards Analysis and Critical Control Points, another Food Safety Management system offered by RSB

Hazard Analysis and Critical Control Point (HACCP) system is an internationally accepted system of preventive food safety management applying to food and pharmaceuticals businesses. HACCP standard is proactive and preventative, rather than reactive in ensuring food safety.

Benefits of Food Safety Management

- Organized and targeted communication
- Resource optimization
- Improved documentation;
- Better planning, less post-process verification;
- More efficient and dynamic food safety hazard control
- All control measures subjected to hazard analysis;
- Systematic management of prerequisite programs

3. Organic and Good Agriculture Practices

Food safety in fresh produce (fruits and vegetables) is a key concern for consumers, government, and the food and farming industry.

At farm level, food safety standards are often referred to as "Good Agricultural Practices" (GAP) standards. Currently, Rwanda Standards Board (RSB) has started developing a Rwanda GAP standard as the route to develop the export in the horticulture sector, promote and enforce good practices to ensure safe food for local consumers.

At the same time, growers and exporters are looking for GAP certification that will give them better access to local, regional and international markets.

Many farmers are interested in implementing GAP practices in order to decrease the risks of food safety problems, and protect themselves and their customers from contaminated products. As more buyers require third-party food safety certification for growers and processors to sell into markets such as hotels, restaurants, schools, hospitals and retail stores, even small farms face pressure to become GAP certified.

4. ISO 9001: 2015 Quality Management System

Why is Quality important in your organization?

Business success may simply be the extent to which your organization can produce a higher-quality product or service than your competitors are able to do at a competitive price. When quality is the key to a company's success, quality management systems allow organizations to keep up with and meet current quality levels, meet the consumer's requirement for quality, retain employees through competitive compensation programs, and keep up with the latest technology. The processes must be thoroughly understood and managed so that the most efficient use of available resources is made, to ensure that the needs of all the stakeholders' customers, employees, shareholders and the community are met.

Benefits of implementing ISO 9001

- Customer Satisfaction: Attaining customer satisfaction is a great achievement for the organization that will assist in capturing the market, or increase the market share.
- Consistent Products: Enhance the effectiveness by improvement in the resources and time usage.
- Increase in production: Improved production is achieved due to proper evaluation techniques being applied, and better training of the employees.
- Less rework: Quality is measured continuously due to the appropriate procedures that ensure immediate corrective actions on occurrence of defects. Reduction increases customer confidence, and increase in business.

- Increased financial performance – Investment in quality management systems are rewarded by improved financial performance.
- Increase in market share, reputation and capability to react to industry opportunities.
- Improvement in internal communications – encourages frequent interaction between project departments or groups, and promotes harmony.

All these factors contribute to improved quality, and customer satisfaction.

5. ISO 14001:2015 Environmental Management System

Implementation of Environmental Management System (EMS) ISO 14001:2015 means that part of the management system used to manage environmental aspects fulfills compliance obligations, and address risks and opportunities. EMS is applicable to any organization, regardless of size, type and nature, and applies to the environmental aspects of its activities, products and services.

The purpose of EMS standard is to provide organizations with a framework to protect the environment and respond to changing environmental conditions in balance with socio-economic needs. A systematic approach to environmental management can provide top management with information to build success over the long term and create options for contributing to sustainable development.

What are the benefits of implementing ISO 14001?

- Protecting the environment by preventing or mitigating adverse environmental impacts.
- Mitigating the potential adverse effect of environmental conditions on the organization,
- Assisting the organization in the fulfillment of compliance obligations,
- Enhancing environmental performance;
- Controlling or influencing the way the organization's products and services are designed, manufactured, distributed, consumed and disposed by using a life cycle perspective that can prevent environmental impacts from being unintentionally shifted elsewhere within the life cycle;

- Achieving financial and operational benefits that can result from implementing environmentally sound alternatives that strengthen the organization's market position;
- Communicating environmental information to relevant interested parties. RSB offers Certification in Environmental Management System ISO 14001.

6. Occupational Health and Safety Management System (OHSMS) based on ISO 45001:2018

The overall aim of an OHSMS is to help organization to improve continually its Occupational Health and Safety (OHS) performance through the effective management of occupational risks and hazards at workplace. Moreover, any organizations without depending on the nature, the size or the role can manage work hazards that affect health and safety of employees by implementing OHSMS.

By achieving certification of ISO 45001, your Institution/Organisation will be able to reap numerous benefits:

- Recognized nationally and worldwide as a safe and working place to work with
- Improving its ability to respond to regulatory compliance issues
- Reducing the overall costs of incidents
- Reducing downtime and the costs of disruption to operations
- Reducing the cost of insurance premiums
- Improving morale, as well as reducing absenteeism and employee turnover rates
- Improving employee motivation through the provision of a safer workplace and participation process

The process for applying for any system certification remains the same as that for applying for product certification. Product and system certification application forms are available at our website: www.rsb.gov.rw

You can also contact us:

E-mail address: info@rsb.gov.rw

Physical address

KK 15 Rd, 49 - Kicukiro

Hotline: 3250

Telephone : (+250) 788303492

P.O.Box 7099, Kigali – Rwanda

ENJOY THE SERVICES BY AN ACCREDITED CERTIFYING BODY

Accreditation means formal recognition by an independent body generally known as "an accreditation body" that a certification body operates according to international standards to ensure their impartiality, competence and consistency.

RSB has acquired accreditation of the following Certification Schemes:

- ISO 22000- Food Safety Management System(FSMS)
- RS 184 – Hazard Analysis and Critical Control Point (HACCP)
- Scope: Food Manufacturing and Farming of plants

RSB certification services were accredited in order to build and demonstrate confidence that the certification services are being offered in an impartial, competent and consistent manner. Therefore this is a testimony RSB has the competence to offer reliable certification services.

Made in Rwanda products now find it easier to enter and compete in the international market following the accreditation of our food safety certification schemes by Dutch Accreditation Council (RVA), an internationally recognized standards accreditation body.

The accreditation is an attestation to the competence in carrying out certification for Hazard Analysis and Critical Control Points (HACCP) and Food Safety Management Systems (FSMS or ISO 22000).

HACCP is a widely sought-after certification in the food production, processing and handling industry, including establishments such as restaurants, hotels, catering, abattoirs, fruit juice and vegetable processors and pack-houses. When goods are certified under HACCP, the certification assures buyers and consumers that food has been processed and handled in an environment that minimizes the risk of food poisoning and the spread of food-borne infection. Certifying process is a continuous process not a one off and RSB continues monitoring those companies in the food processing to systemically identify, address and monitor food safety risks that may occur within the food handling process.

On its part, FSMS (ISO 22000) is an internationally recognized, auditable standard applied to ensure that food is safely handled through the value chain. It includes and goes beyond the HACCP principles.

This certification made it easy for local companies were initially facing a lot of difficulty in getting certification from internationally recognized bodies because it used to be expensive to transport the team of experts, accommodate them and to pay for the certificate plus the time it took to acquire it.

Standards compliance promotes quality, opens doors to broader market access and increases competitiveness leading to export opportunities. Accreditation of certification services and getting more Made in Rwanda products certified is meant to contribute in promoting Rwanda's trade and socio-economic growth.


DECALITRES
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DO NOT RESET WHILE COUNTING

RSB OFFERS METROLOGY SERVICES FOR TRADE, INDUSTRY, HEALTH AND CONSUMER PROTECTION

Impact of Metrology in our Daily Lives Defines the Relevancy of that Domain

Measurement provides a standard for everyday things and processes. From weight, temperature, length, even time is a measurement and it does play a very important role in our lives.

The money or currency we use is also a measurement. And think of the rumble that can be caused if it was not there or if exchanges would not be possible to convert it into other communities' currencies. We would have been living in the age old barter system days and all these technological advances would have not been made.

> Thanks to these measurements present with us, the world is the same as we see it today.Without measurements, the world would be the place of total chaos

- There would be no fixed boundaries of people's homes and farmlands. Just imagine the degree of chaos without any legal records of people's lands. Anyone would claim any piece of land they want.

- Business of elastics would increase drastically as there would be no fixed size of pants for any individual. There wouldn't be any trade as there would be no means to fix the price.
- Length of cricket pitch would be different in every match.
- Tailors wouldn't have existed.
- Mechanics wouldn't be that efficient in their work as then they wouldn't have all those spanners of different size for different nuts and bolts.
- Concepts like boiling point, freezing point, specific heat, humidity etc. wouldn't have existed- big blow to scientists.
- Geometry wouldn't have existed- big blow to mathematicians.
- Engineers wouldn't have much role to play in the world.
- All those calorie conscious people would have really tough time as they wouldn't be able to keep track of their calorie intake.
- Metrology services impact economic and social aspects through improving the quality of health, enabling industrial development, fair trade transactions, technological innovations, improving the quality of service, ensuring road safety and environmental protection, to name but a few.

WHY DO WE MEASURE?

- Metrology is the science of measurement
- One can manufacture, only one can measure
- Metrology facilitates fair trade through harmonized written standards, consistent measurement standards and internationally accepted certificates.
- Metrology drives innovation because it enables and drives industrial innovation in advanced production and instrumentation.
- Metrology supports regulation by providing measurement references for policy advice, directives, conformity assessment, and verification.
- When paying for a litre of gasoline, it is expected that one litre of gasoline has been delivered!
- A measurement error of 1% in the amount of fuel consumed in a country in a year corresponds to an economic impact of loss of billions.

Metrology advances the protection of citizens Results of blood tests should be independent of the laboratory performing the test. Incorrect doses can be dangerous. Under dosing may not adequately treat an illness. Overdosing, on the other hand, may cause illness or side effects that can be lethal.

METROLOGY is the science of measurement and it includes all theoretical and practical aspects of measurement. The National Metrology Division (NMD) is another important division of Rwanda Standards Board (RSB), offering services through Mechanical and Electrical laboratories, Chemical Metrology and Legal Metrology units or industrial metrology and Legal metrology.

1. INDUSTRIAL METROLOGY

Industrial metrology helps to:

- Establish and maintain national measurement standards demonstrably traceable to international metrology standards for the relevant metrology quantities.
- Ensure that a national calibration system is established and maintained to disseminate metrology standards to industry, authorities and the society.
- Represent the country at the regional and international Metrology Associations.

Under the three areas of Industrial metrology, i.e: Mechanical metrology, Electrical metrology and Chemical metrology, the following laboratories have been established:

Mechanical Metrology

Mechanical metrology helps to realize, maintain and disseminate the national measurements standards for the following laboratories:

Electrical Metrology

Electrical metrology helps to realize, maintain and disseminate the national measurement standards for the following areas: AC/DC, power & energy, and frequency. Laboratories that were established include :

- **AC/DC laboratory:** conducts calibration of Ammeters, Voltmeters, Multi-meters, Ohmmeters, Inductance meters, Capacitance meters, Voltage Sources and pH meters.
- **Energy laboratory:** Power and Energy Laboratory makes calibration of Single phase mechanical and electronic electricity meters, three phase mechanical and electronic electricity meters and Polyphase electronic energy meters.
- **Time and frequency laboratory:** conducts calibration of Measurement Timers/ Stopwatches, Signal Generators, Spectrum Analyzers, Communications monitors, Noise meters, Frequency meters, Time meters, Oscilloscopes.

2. LEGAL METROLOGY

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 and inspections;
- Control pre-packaging operations;
- Manage regional and international relationships in the area of legal metrology.

NMD 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
- Licensing maintenance/repairs operators

3. CHEMICAL METROLOGY

Chemical metrology helps to realize, maintain and disseminate measurements standards in chemical measurements. Chemical metrology covers organic, inorganic and physical chemistry measurements.

The Chemical metrology laboratory was established and offers calibration services of the following equipments: Ph meter, Alcohol meter, Electrolytic conductivity meter.

- **Dosimetry laboratory:** conducts individual monitoring dosimetry with OSR (Optically Stimulated Luminescence) technology; ionizing radiation leakage survey and Environmental monitoring of ionising radiation.

- **Mass laboratory:** The Mass laboratory offers services of calibration of standard masses and masses from industries.
- **Pressure laboratory:** The Pressure laboratory conducts calibration of different types of industrial pressure gauges and blood pressure gauges.
- **Temperature laboratory:** The Temperature laboratory conducts calibration of equipment(s) including but not limited to thermometers ,laboratory ovens, incubators , cold rooms, autoclaves, fridges and freezers, coolers, furnaces and refrigerators.
- **Dimensions laboratory:** The Dimension laboratory undertakes the following calibrations: Vernier Calipers, micrometer screw gauges, block gauges, tapes, meters, rulers, dipsticks and centrifuges.
- **Flow laboratory:** The Flow laboratory offers the service of calibration of meters and water meters.
- **Volume laboratory:** The Volume laboratory conducts calibration of laboratory glassware (Pipettes, Graduated cylinders, Burettes, Density bottles, volumetric Piston-operated volumetric apparatus (Micropipettes, dispensers, piston burettes,…) and tanks as part of Legal metrology activities.
- **Balance laboratory:** The Balance laboratory conducts calibration of all types of balances and weigh bridges.
- **Force laboratory:** The Force laboratory conducts calibration of compression Machines: 1kN – 3,000kN, CBR testing Machines (rings) 1 – 100kN, Marshall testing machine (rings) 1 – 100kN and tensile testing machines 1–100kN.
- **Moisture meter calibration laboratory:** Moisture meter calibration laboratory conducts calibration of moisture meters in cereal and cereal product industries, coffee and tea factories.

ACCREDITATION OF RSB METROLOGY LABORATORIES, A VALIDATION OF THE ACCURACY AND EFFICIENCY OF RSB METROLOGY SERVICES

Since 2017, four RSB metrology laboratories have acquired international accreditation from by Germany Accreditation Agency (DAkkS), one of the world's leading accreditation bodies.

The metrology laboratories namely; mass, balance, volume and temperature calibration, were accredited in a bid to enhance trust of the metrology services offered and promote exports and facilitate their access to international markets. This is the result of continuing efforts to strengthening metrological services in Rwanda with the objective of supporting economic growth through accurate and efficient measurements system in industries, trade transaction and safety.

With the accreditation of these laboratories, it is an assurance to clients seeking metrology services that there is no difference between measurements carried out in Rwanda with those carried out elsewhere in the world, therefore helping to enhance the Made-in-Rwanda policy as the country's exports are more trusted abroad.

METROLOGY IS AN ESSENTIAL ELEMENT IN ACHIEVING AN EFFICIENT HEALTHCARE SYSTEM

Metrology leads to improved regulatory framework and consequently better public health, consumer and environmental protection and ultimately economic growth, poverty reduction and better quality of life; where measurements are in support of health, for example in the processes of prevention, diagnosis and treatment of disease.

Improvements in the life expectancy and health of individuals has been driven by constant innovation in the diagnosis and treatment of diseases and medical conditions. High quality healthcare is underpinned by the accurate physical, chemical and biological measurements used to diagnose health conditions and ensure therapies are delivered safely and effectively.

The rise in chronic diseases, such as cancer, neurodegenerative disorders and cardiovascular conditions, has resulted in an increase in technologically advanced screening, and diagnostics. Reliable and robust measurements are essential for implementing key healthcare regulations such as the Medical Device Directive, the In-vitro Diagnostic Directive and the legal framework which governs the safety, quality and performance of medicines and therapies. Metrology has had a critical role to play in ensuring that accurate measurements

are available to assess the performance of new diagnostic methods and therapies, and ensure the effective treatment of patients.

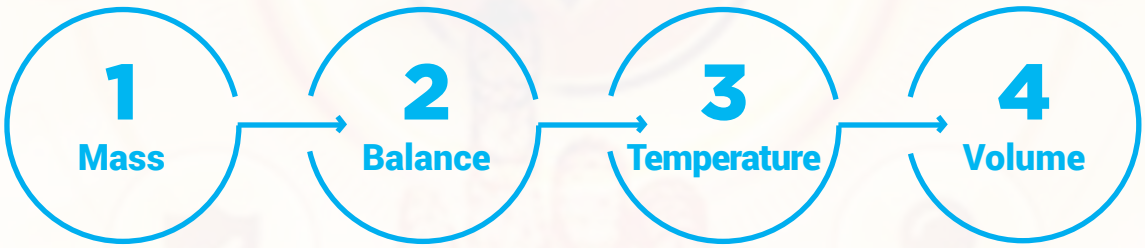
Healthcare systems are constantly faced with new challenges, for example the increased complexity of the measurements involved. Every health-related measurement follows a predefined method; measurements can be simple (such as body temperature, heart rate and blood pressure or how much active principle a tablet should contain), or much more complex (such as the determination of x-ray or scanner radiation doses). It is therefore vital that the measurement and test equipment conform to agreed standards or specifications, producing the same results, independent of where the measurements are made.

Guidelines and regulations that cover medical equipment and methods can only be enforced if the measurements used to verify their compliance are accurate, traceable to internationally agreed reference measurement standards, and performed using approved and correctly calibrated instruments.

As a result, patients, families, health care teams, communities, and policymakers can have confidence in health-related measurements and medicines, irrespective of where they are in the world.

INTERNATIONAL RECOGNITION AND ACCREDITATION

Four Metrology laboratories internationally accredited by Germany Accreditation Body (DAkkS)



For scope of services offered by the National Metrology Division please refer to our website on www.rsb.gov.rw

RWANDA ENACTS METROLOGY LAW TO REGULATE THE USE OF MEASUREMENTS IN THE COUNTRY

Today, metrology permeates every area of human endeavor, and it is virtually impossible to describe anything without referring to weights and measures. Products are bought by size, weight and volume; production processes are regulated by measurements; health care relies on measurements; Science and technology are totally dependent on metrology and all other sectors across the daily life.

In every country, irrespective of its size or level of development, Government has among other mandates to watch over the health and safety of the population, the preservation of the environment, and promoting industrial growth, fair trade and consumer promotion through the putting in place and enforcing of metrology law and regulations. Since the establishment of the Metrology services at Rwanda Bureau of Standards (RBS) in 2006, Rwanda has been heavily investing in upgrading the scope of metrology services offered by Rwanda Standard Board and consequently building the necessary capacity to make metrology services play a pivotal role in industrial and trade advancement, public health and protection of consumers through enabling fair trade.

Where there is use of inaccurate measurements, products and services quality, technology, research and innovation are hindered. In enhancing the role played by measurements in the socio-economic development of the country and complying with international requirements to regulate measuring instruments the Government, in March 2020, published the Law No 70/2019 of 10/01/2020 governing Metrology in Rwanda. The law designates Rwanda Standards Board as the national Organ responsible for Metrology services, Units of Measurement and Measurement Standards to be applied in Rwanda, dissemination of international system of units and provisions for private metrology service providers. Further, the Law stipulates metrological controls that must be conducted as well as administrative faults and sanctions.

Upon promulgation of the law, a number of Ministerial Orders are under development, namely: Order of the Minister determining requirements for obtaining a license to provide metrology services, Order of the Minister determining control requirements for metrological controls and materials that are subject to seizure and modalities for their management, Order of the Minister determining technical regulations in regard to type approval, verification and calibration of the measuring equipment and its modules; Order of the Minister determining the quantity and modalities for control of pre-packaged products; Order of the Minister determining technical regulations for metrological supervision; and an Order of the Minister determining the type of certificate, label or seal, their format, content, duration and other requirements for use.

RSB has started raising awareness of the Metrology Law and recalls that its enforcement started by the time it was promulgated. The Board calls for stakeholders and the general public to consider offered metrology services to facilitate compliance with legal provisions available.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Rwanda Standards Board

ISO 9001 Certified

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