



CELEBRATING

20

YEARS

2002 - 2022

OF STANDARDIZATION,  
METROLOGY AND  
CONFORMITY ASSESSMENT  
IN RWANDA

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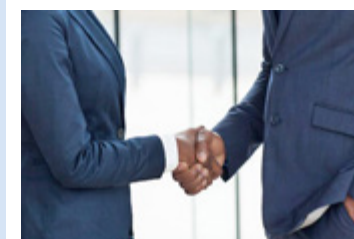
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# Foreword

Welcome to this special edition of the Rwanda Standards Journal focusing on celebrating the journey of twenty years of Rwanda Standards Board providing the services of standardization, metrology and conformity assessment.

Since the Government of Rwanda established Rwanda Bureau of Standards (RBS) in 2004, the institution was mandated to provide the services related to development of standards, testing, metrology and quality assurance. The work to set national standards and to offer standards-related services has since then experienced growth and impacted the industry growth. In 2013, the Government restructured RBS into Rwanda Standards Board (RSB) to ensure the services offered match the fast-growing industrial needs and innovations. Also, the process witnessed the separation of standards development, quality testing, metrology and certification services from inspection services.

Further, RSB priority has from then on been to concentrate on provision of standardization services as mandated in the Rwanda Quality Policy that was adopted by the Government of Rwanda in 2017. 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.

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



**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 and the markets; while carrying forward the upgrade of existing quality infrastructure.**

MURENZI RAYMOND, DIRECTOR GENERAL, RSB

standards. To this end, the institution has been expanding services and ensuring they are internationally recognized so as to find solutions to the major challenges to ensure the increasing number of SMEs and industries, increasing number of innovations comply with standards requirements.

As reflected in the RSB Strategic Plan 2021-2025, we set strategic goals and objectives to build on the achievements so far registered,

identify areas for improvement and new areas to focus on to match our customers' expectations and increasing product diversification to fulfill market demands. In this move, RSB as service provider has been strengthening customer and stakeholder involvement through a number of strategies like the improvement of technology-based service delivery, ensure a comprehensive partnership between the public and private sector, capacity development and empowerment of staff through enhancing skills to position them to deliver against the expectations as embodied in the National Strategy for Transformation (NST-1) and other policies and documents setting strategic orientation for sustainable socio-economic development of the country.

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 and the markets; while carrying forward the upgrade of existing quality infrastructure. Also, we focus on maintaining and expanding the existing international accreditations scope to cover more products and services. This will generally be guided by the demand from industries and stakeholders. Our primary focus on customer satisfaction and ensuring customers are put at the center, all our range of services has proven to sustain the growth of industries and SMEs. Also, establishment of the Zamukana Ubuziranenge Program in 2017 and offering technical assistance services to the industry continue to increase the number of certified SMEs, industries and organizations to enable them to easily access local and international markets, improve the efficiency and ability of internal processes and assure the competitiveness of Made in Rwanda products and services.

Through a number of Information Technologies including Information Management System (IMS), Laboratory Information Management System (LIMS), Customers portal, ISolution as well as other technologies that help create interface with our customers and partners, we have embarked on digitalizing our services to ease access to information for our customers in the country and abroad.

Digitalization of services serves not only to ease clients access to information and services, but is also helping us explore new and smart practices including but not limited to the remote auditing strategy to facilitate efficiency of processes and allow industries to get audited remotely without our staff necessarily going on the ground hence helping RSB to become more efficient and offer reliable services in a timely manner.

We hail the support by the Government of Rwanda in achieving the important milestones and ensuring the institution is a trustworthy service provider in the country and beyond. We are very grateful to our stakeholders and partners who journeyed with us during this 20 years spell. We equally appreciate the devotion by experts from the private sector, academia, Government organizations, civil society organization, research institutions, etc. who have positively responded to our call to join the standards setting work either at national, regional and international level.

We specifically note the good collaboration and support by the Ministry of Trade and Industry (MINICOM), the Ministry of Education and Ministry of Local Government in their collaborative efforts to inculcate the culture of standardization in education and the citizens. RSB is committed to continually supporting the commendable work by regulatory institutions like Rwanda Inspectorate, Competition and Consumer Protection Authority (RICA), Rwanda Food and Drugs Authority, Rwanda Utilities Regulatory Authority (RURA), Rwanda Environment Management Authority (REMA), Rwanda Housing Authority (RHA) and others as provided for in the National Quality Policy and other National Development Strategic documents.

This publication provides achievements registered in the last twenty years, and we look forward to building on them to go further in the years to come.

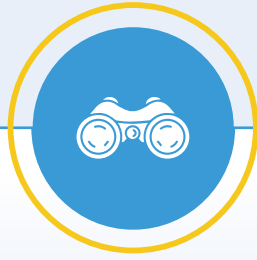
Thank you and enjoy reading...

**MURENZI Raymond**  
Director General, RSB



# RSB Strategic Orientation

## Mission



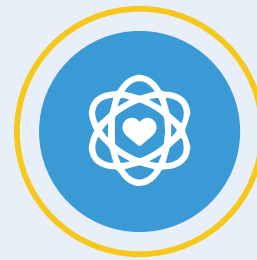
To be a highly reputed party in providing internationally recognized customer-suited standardization, metrology and conformity assessment services

## Vision



To provide quality and safety solutions through the provision of standardization, metrology, testing and certification services for sustainable socio-economic development.

## Core Values



Accountability

Customer focus

Integrity

Transparency

Teamwork

Professionalism

## Strategic Pillars



Institutional Growth

Customer Focus

Operational Efficiency

Governance and Human Capital

Legal & Regulatory Framework

## Strategic Objectives



**SO 1:** To maintain and increase the scale (establishing National Quality Infrastructure Complex (NQI)) and scope of standardization, metrology, quality testing and certification services

**SO 2:** Enhance customer and stakeholder's satisfaction

**SO 3:** Efficient allocation, use and optimization of resources

**SO 4:** To strengthen institutional capacity

**SO 5:** Position RSB as a service provider by aligning its legal framework to international best practices



# Introduction

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 and among other Rwandan Quality Infrastructures, 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 Law no. 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 and currently Rwanda Standards Board developed and published **more than 3359 National Standards** covering the areas of food and agriculture, engineering, service, water and environment, chemistry, chemical and consumer products, etc.

## Core responsibilities of Rwanda Standards Board:

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

- ▶ Establishment and publication national standards;
- ▶ To provide products and quality service certifications and monitor conformity for issued certifications;
- ▶ To provide legal, scientific and industrial metrology services;
- ▶ To drive the effective implementation of the Made in Rwanda Policy and Management of Made in Rwanda Logo,
- ▶ 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;
- ▶ To establish laboratories capable of conducting tests and offering testing services,
- ▶ Disseminating information on standards, technical regulations relating to standards and conformity assessment;
- ▶ To raise awareness and promote the importance of standards and quality service as tools to improve market access, technology transfer and sustainable development;
- ▶ To participate in monitoring standardization at national, regional and international level;
- ▶ To participate in putting in place technical regulations relating to standards;
- ▶ To represent the country at the regional and international standardization organizations ;
- ▶ To act as reference laboratory in the quality compliance;
- ▶ To carry out measurement and comparison of proficiency with same level regional and international institutions;
- ▶ To organize training programs in the area of standardization, metrology and conformity assessment;



- ▶ To advise the Government on defining, devising and implementing the standardization policy;
- ▶ 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 its delivered services for their international recognition, Rwanda Standards Boards has continually expanded its membership within international standards setting bodies; and improving and upgrading the level of its delivered services has been taken a priority to ensure that they comply with the applicable international standards and open up opportunities for market access for Made in Rwanda products and services. To that end, international accreditation and certification bodies have attested the conformity of our services with underlying international standards and the competences to deliver quality and trustworthy services.

### MEMBERSHIP IN INTERNATIONAL STANDARDS SETTING ORGANIZATIONS

As a response to continually contribute to internal and cross border trade promotion, RSB subscribed its membership and is an active member of various organizations in standardization, conformity assessment and metrology fields mainly to ensure the following:

- ▶ Access to international/regional standards, technical regulations among others.
- ▶ Represent the county and defend the national position at regional and/or international level
- ▶ Adoption of the international best practices in standardization, conformity assessment and metrology

**Currently RSB is a recognized ISO full member**



RSB bears a valid membership of the following organizations that play an important role in standardization at regional and international levels:

- ▶ 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),

Membership in regional and international standards organizations attracts RSB active participation in standardization activities and thus Rwanda's say in optimizing interests and benefits acquired from standards.

**INTERNATIONAL RECOGNITION OF STANDARDS DEVELOPMENT AND CORPORATE SUPPORT SERVICES**

Rwanda Standards Board established a quality management systems according to ISO 9001 providing requirements for Quality Management System. To ensure compliance of standards development processes and corporate support services to the applicable international relevant standards, the established management system was assessed to check its compliance with the applicable statutory, regulatory, contractual and customer requirements; and since 2017, the quality management system was certified by one of the global leading conformity assessment bodies (**Deutsche Gesellschaft zur Zertifizierung von Management systemen (DQS) Holdings GmbH**).

**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 the East African Community (EAC) level on products certification and inspections 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.

**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.

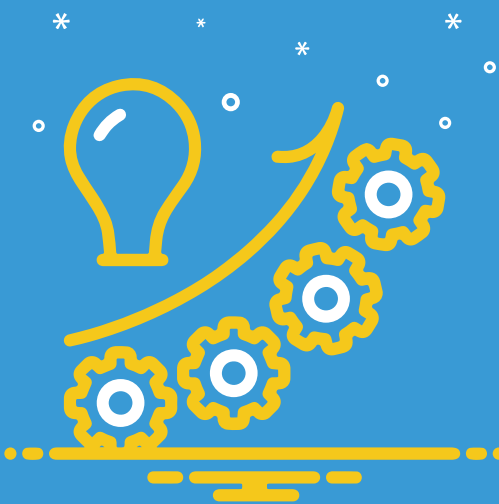
The competence of RSB to provide Quality Testing services was verified and accredited by **RaadVoorAccreditatie (Dutch Accreditation Council, RvA)** on food, agriculture and mycotoxins testing and inorganic chemistry parameters. In the Fiscal Year 2022/2023, the process to extend the accredited scope is ongoing for nine (9) parameters for Biotechnology, Chemistry and Material Testing Laboratories. The accredited scope is reachable at RSB website: [www.rsb.gov.rw](http://www.rsb.gov.rw)

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, EAC).

# Evolution of RSB Services

Having been assigned to undertake all activities pertaining to the development of Standards, Conformity Assessment and Metrology services in the country, RSB:

- ▶ Has registered an active contribution to internal and cross border trade through application of standards
- ▶ Contributes to safety compliance toward consumer protection
- ▶ Contributes in export promotion through provision of third party conformity assessment services and Metrology services.



## Resumé on the evolution of RSB services

2002

- Establishment and operationalization of Rwanda Bureau Standards, with 35 employees

2004-2005

- Publication of the first standard, and within the same fiscal year, 42 Standards were published.

2002-2006

- Three quality testing laboratories were operationalized (Microbiology, General Chemistry and Spectroscopy & Chromatography) with a scope covering 60 tested parameters by 2006; and 920 tested samples between 2005 and 2006. Later on, the number of tested samples progressively increased following the upgrading of the testing capacity as follow; **2746** for 2006-2013; **2563** for 2014-2015; **2815** for 2015-2016; **4248** for 2016-2017; **4674** for 2017-2018; **4250** samples to date.

- Tested parameters were **268** and **289** tested parameters respectively in 2018-2019 and 2019-2020; and **313** tested parameters by September 2022.

2008

- Operationalization of product certification, and a cumulative number of 5 products were certified by 2009; The number of certified products has been steadily growing as follows: 2010-2011 (**31**); 2011-2012 (**65**); 2012-2013 (**119**); 2013-2014 (**178**); 2014-2015 (**250**); 2015-2016 (**331**); 2016-2017 (**420**); 2017-2018 (**513**); 2018-2019 (**667**), 2019-2020 (**821**), 2020/2021 (**1004**), 2021/2022 (**1144**), and **1204** products by end of September 2022; and 745 products with valid certification licences by the end of September 2022. **278** products were granted Made in Rwanda logo as of September, 2022.

2009

- Operationalization of the metrology services including mass, balance, pressure, temperature, electricity and dimensions laboratories
- Legal metrology services on verification of fuel dispensers, oil meters and pre-package control were operationalized;
- Also in Metrology: Small volume laboratory (2010); Force and Flow Laboratory (2013); Restructuring of Electricity Laboratory into 3 Laboratory: Power & Energy, Time & Frequency and AC/DC (2014);

2010

- The first edition of Rwanda Quality Policy describing the role and responsibilities of National Quality Infrastructures was published.

2011

- Operationalization of Material testing Laboratory with a wide range of construction materials including steel bars and steel products, cement and cement products, roofing sheets, roofing tiles, soil, sand and locks....

2011-2012

- Initial participation in Standards Harmonization at EAC Level and 135 EAC Harmonized standards were adopted

2013

- Rwanda Bureau of Standards became an ISO full Member
- Rwanda Bureau of Standards restructured and changed the name to Rwanda Standards Board with 5 divisions and 131 employees.

- Rwanda Standards Boards published its first 5 years Strategic Plan with 4 pillars, one of them with a component of international recognition of its delivered services.



2013-2014

The first management system certified. To date, a cumulative number of 100 certified management systems has been registered.

2016

RSB Quality Management System get certified against ISO 9001 by DQS

2017

RSB launched Zamukana Ubuziranenge (ZU) Programme, a programme to support food manufacturing SMEs in food safety promotion. The programme later on extended its services to other products and services.

HACCP and FSMS Certification schemes were accredited by RvA

Mass, Balance and Temperature Metrology Laboratories were accredited by DakkS

2018

National Testing Laboratories accredited by RvA

The second edition of Rwanda Quality Policy published

Operationalization of Laboratory designation scheme (14 external laboratories have been designated)

2019

Accreditation Scope extended for HACCP and FSMS Certification Schemes (B Food Chain Category) and Testing Laboratories

Small volumes laboratory acquired DakkS accreditation

SB was assigned the administration of MiR Policy & Management of MiR Logo by MINICOM

Track and trace and protected quality marks programme launched

2020

RSB handed over all regulatory functions related to the enforcement of standards

The UNECE welcomed RSB as Gender Responsive Standards Initiative (GRSI) Initiative signatory

Re-structuring of RSB as Alignment to the Rationalization of Rwandan Public Service

2021

Ministry of Public Service and Labor authorized RSB to operationalize the RSB SPIU.

RSB initiated the implementation of the new structure

2022

Celebration of 20 years of offering standardization, metrology and conformity assessment services; Launch of Made in Rwanda Cup and raising awareness through sports

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# Standards Development, Training & Technical Assistance







# Over 20 years, more than 3000 standards have been developed

Standards are the basis for all the process of the standardizing work. They are documents established by consensus from different technical experts (from research, industry, exporters, importers, 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 draft 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 adoption with reference to the relevant procedures, directives and guidelines.

The voting process is the key to consensus. If that's 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 of standards, Rwanda Standards are published in the Official Gazette of the Republic of Rwanda and only RSB holds control over IPR 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.

In 2004, two years after the establishment of Rwanda Bureau of Standards, the three first standards that were developed are:

**RS 1: 2004**, Containerized natural mineral water — Specification

**RS 2:2004**, Potable Water — Specification

**RS 3: 2004**, Code of Practice for Processing, Handling and Distribution of Alcoholic Beverages.

After five years, that is in 2007, around **401** standards were published by RBS dominated by Food and Agriculture standards.

In 2012, 10 years after the establishment of RSB, there was an addition of **377** standards totalling a number of **778**.

In 2017, that is after fifteen (15) years, Rwanda Standards reached **2195** including adopted, harmonized and Standards of Rwanda origin.

Currently in **2022**, after twenty (20) years, the total of **3359 standards** have been published, and are embodied in the Online Catalogue for Rwanda Standards.

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

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

## Statistical Status of Rwanda Standards

**AUGUST 30<sup>TH</sup> 2022**

Adopted Standards						Harmonized Standards			Standards of Rwanda Origin
ISO	IEC	ASTM	CODEX	AOAC	IEEE	EAS	ARSO	AFSEC	
1638	387	121	17	121	14	487	77	4	
<b>2,298</b>						<b>568</b>			<b>441</b>
<b>TOTAL</b>				<b>3359</b>					

### STATISTICS BY FIELD

<b>Engineering</b>	<b>1784</b>
<b>Food and agriculture</b>	<b>801</b>
<b>Chemistry</b>	<b>507</b>
<b>Services</b>	<b>83</b>
<b>Water and environment</b>	<b>184</b>



Rwanda's economic growth is boosted by promotion of industrialization, product diversification and exports. To match that vision, 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 our stakeholders' 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/TC 282	Water reuse
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 100,000 International Standards developed by the leading international standards setting bodies such as ISO, ASTM, ARSO, EU standards, Codex Alimentarius, ISO/IEC, OIML, AOAC, IEEE, etc.

## Our Standards Publication, Training and Technical Assistance 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.



## ACCESSIBILITY OF 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.

- discount of 20% is allocated for 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%;
- 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;
- 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;
- 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).



### RWANDA AND INTERNATIONAL STANDARDS ARE NOW ACCESSED 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 submits 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 more than 23,000 ISO standards** covering almost all aspects of technology and manufacturing. However, soft copies can be bought as well after payment at RRA accounts.

## Zamukana ubuziranenge program and technical assistance services establish a quality and safety maturity model to support startup industries in the standardization journey to meet standards requirements



Zamukana Ubuziranenge Program (also known as Small and Medium Enterprises (SMEs) and MSMEs Maturity Model) is a program that was introduced by Government of Rwanda through the Ministry of Trade and Industry (MINICOM) and Rwanda Standards Board (RSB) in 2017. The program aims to gradually support Small and Medium Enterprises towards compliance with standards requirements and hence position them to acquire product and system certification.

Specifically for industries and service providers, this program intends to systematically develop and support MSMEs/SMEs to reach the desired quality and safety performance but also build a strong quality and safety culture. The maturity model serves as a strategic tool that benchmarks the company's quality and safety management system but also serves as performance measurement systems (PMS) implying that SME's are evolving and transformed from lower food safety performance to the better level. In addition, it gives businesses a clear picture of both strengths and weaknesses within the quality and safety management system, giving insights on the potential needs for changes and adjustment. The maturity model recognizes systems problems and factors which are involved in attaining quality and safety goals. The key characteristics of the model is that it reflects the company's status in terms of standards or procedures' compliance and robustness of safety systems in comparison with where it is targeting to be. It also maps where the business think they are currently against where they actually are, which is eventually the gap in the quality and safety systems helping in the development of improvement roadmap.

The **Zamukana Ubuziranenge Program** is linked to the existing RSB certification systems. As such, it prepares SMEs to enter into products (S-Mark) and systems certification (Hazard Analysis Critical Control Points (HACCP) and Food Safety Management Systems (FSMS) as well as other certification schemes. The standards requirements are structured in way that consider the context and nature of SMEs and are associated with different quality and safety performance levels. For each maturity level, the model defines the key measurable factors and tools that a company





needs to move from lower safety performance to the higher. In the event that a company's quality and safety performance level has been established, there would be a time allowed to stay at this stage to build a strong foundation which will help the SME to move to the better performance level. This level can also be used to develop product quality and safety improvement roadmap using key measurable factors and tools of the upper level. Each standard level has the minimum requirements which an SME needs to fulfill so as to be qualified to that particular level and encourage further growth.

In the beginning, the Program focused on promoting food safety and targeted Small and Medium Enterprises (SMEs) and Micro, Small and Medium Enterprises (MSMEs) owned by Women, Youth and People with Disability. As a result of the instant impact it created, the program scope was later expanded to include all industry startups in sectors (food, non-food and services). The Program is based on conducting MSME or SMEs initial assessment to establish their standing vis-à-vis relevant standard requirements, and therefore assessed industries are categorized according to **Red, Yellow, Orange and Green** Colors.

#### **ZAMUKANA UBUZIRANENGE PROGRAM FOLLOWS AN INDUSTRY-CENTERED APPROACH**

Following initial assessment results, the enterprise undertakes training and coaching process prior to undergoing the final assessment to evaluate the industry's performance and its readiness to be certified. Zamukana Ubuziranenge Programm is implemented in an industry-centered approach, accompanying the SME in the journey to compliance with quality and safety standards through training and coaching activities carried out in an on-plant basis.

Through the Zamukana Ubuziranenge Program (based on accompanying an SME following a Food Safety Maturity Model), more than 700 SMEs and Cooperatives were assessed, trained and coached on relevant standards; and the big number was from the agro-processing cluster.

Rwanda Standards Board conducts countrywide awareness campaigns to all interested MSMEs, SMES and Coop-



eratives to join. Thanks to the support by the Government of Rwanda, all services under Zamukana Ubuziranenge including on-firm technical assistance are offered free-of-charge. In addition to this, to support and promote certification and value addition of Made in Rwanda products that are able to compete at domestic and export markets, the Rwanda Development Board (RDB) supports MSMEs, SMEs or Cooperatives that are positioned to acquire product certification through granting 50% of the total product certification cost. RSB has also facilitated SMEs to pay the remaining 50% in installments to ensure that no one is left behind in the process to acquire certification marks.

Through the Zamukana Ubuziranenge Programme, since 2017, capacity development for more than **700** SMEs was done and of those more than **500** SMEs were positioned to certification; seeing about **400** SMEs acquire S-Mark and Made in Rwanda certifications.

#### **HOW TO JOIN THE ZAMUKANA UBUZIRANENGE PROGRAM**

- Visit RSB website: [www.rsb.gov.rw](http://www.rsb.gov.rw) and fill the application form;
- Submit your application via e-mail to [info@rsb.gov.rw](mailto:info@rsb.gov.rw)
- Also get all information you need by contacting RSB at telephone 0788303492 or 3250 (toll-free)
- For physical contact, you can visit RSB Head Office in Kicukiro, at KK 15 Rd, 49

#### **Technical Assistance service is provided for industries and services with urgent need to meet standards requirements**

The Entrepreneurship Development policy published in April, 2020 defines the capacity building, awareness and know how as enabling factors to promote productivity and enhanced market access, increased competitiveness



and improved health and safety of domestic products and export commodities. This raises a need to promote awareness and uptake of standards in the targeted value chains as to maximize exploration of the existing opportunities and positioning local farmers, processors and manufacturers in expanding their access to domestic and export markets through certification to the existing product/service quality and safety standards as stipulated in the applicable international best practices (protocols, agreements, treaties, conventions, regulations among others) guiding the global trade.

Further, in August 2020, after observing challenges faced by MSMEs and Industries in standards compliance, the Government of Rwanda mandated RSB to provide technical assistance on quality standards implementation with a main focus to the identified Made in Rwanda Policy identified priority sectors, where their development is seen as one of the strategic interventions to drive the NST1 economic transformation pillar. Any client in need for technical assistance applies and pays for the services via normal RSB service acquisition channels.



# Quality Testing



CELEBRATING  
20  
YEARS  
2002-2022

OF STANDARDIZATION, METROLOGY AND  
CONFORMITY ASSESSMENT IN RWANDA



# They cannot trust it unless it gets tested!

## From establishment of three laboratories to offering internationally recognized services to boost consumer trust and business growth

The quality and safety of a product is ascertained through compliance with the standard specifications before it is introduced on market. Testing laboratory infrastructure is one of the basic requirement for manufacturing industries.

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 order to minimize risks and loss related non-compliant products.

RSB National Quality Testing Laboratories strive to guarantee the quality of food and non-food products before use as well as their safety as required by the National or International Standards. Our Quality Testing Laboratories test the quality of various imported goods and locally manufac-



tured products against the standards requirements. RSB Quality Testing Laboratories make a trustworthy potential service provider to RSB - National Certification Division, Regulators, as well as to external customers. Working in line with ISO/IEC 17025 principles, our 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.

Specifically regarding materials testing, we have put 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. We also promote research and, 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.

We continue to be proud of the contribution our testing laboratories are making in ensuring consumer protection and industry and trade promotion.

Rwanda Standards Board's National Quality Testing Laboratories Division (NQTLD) is composed of chemical laboratories, biotechnology laboratories and materials testing laboratories:

- ▶ Chemical Laboratories Unit comprising: Organic testing laboratory, inorganic testing laboratory, food, agriculture and mycotoxins testing laboratory and Petroleum testing laboratory.
- ▶ Biotechnology Laboratories Unit: Microbiology laboratory
- ▶ Materials Testing Laboratories Unit offering testing services for building materials, non-destructive mechanical, polymers & textiles laboratories.

## Chronological evolution of testing service and extension of accreditation testing scope

### ESTABLISHMENT OF LABORATORIES

- 2002 -2006** Establishment of Testing Laboratories Unit composed by two sections (Chemistry & Microbiology) with four laboratories:
  1. General Chemistry, 2. Spectroscopy
  3. Chromatography, 4. Microbiology.
- 2007** Restructuring of Chemistry section into three laboratories:
  1. Organic testing laboratory, 2. Inorganic testing Laboratory, 3. Food and agriculture testing laboratory.
- 2009** Mycotoxins testing laboratory was established.
- 2011** Establishment of: Building Materials Laboratory, Non-Destructive Tests laboratory, Polymers, Textile and Leather testing laboratory, Mechanical and Metallurgy laboratory.
- 2013** Testing Laboratories Unit was restructured into National Quality Testing Laboratories Division (NQTLD) with 4 units: Biotechnology Unit, Chemistry Unit, Medical and pharmaceutical testing laboratory Unit and Materials Testing Laboratories Unit.
- 2018** Medical and pharmaceutical testing laboratory Unit was transferred to Rwanda Food and Drug Authority, following the establishment of the Regulatory institution.
- 2020** Cook Stove Testing Laboratory was established
- 2021** Electrical and Electronics Testing Laboratories were established.



**EVOLUTION OF THE TESTING SERVICES OFFERED BY NQTLD LABORATORIES**

Years	2002-2006	2007-2016	2017-2022
Number of tested samples	<1000	2000-3000	3000-4500

Source: RSB

**EXTENSION OF ACCREDITATION SCOPE FOR OUR QUALITY TESTING LABORATORIES REMAINS A PRIORITY**

**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.

**Steady and continual upgrade of accreditation in our quality testing scope**

Years	2018	2020	2022-2023
Accredited laboratory and number of parameters	Microbiology : 6	Microbiology: 9	Extension ongoing for 9 parameters for Biotechnology, Chemistry and Material Testing Laboratories
	Food, Agriculture and Mycotoxin Laboratories : 5	Food, Agriculture and Mycotoxin Laboratories: 7	Microbiology Laboratory: 3
	Inorganic Chemistry Laboratories : 1	Inorganic Chemistry Laboratories: 4	Organic Chemistry Laboratory: 2 Non-Destructive Laboratory: 1 Destructive Laboratory: 1 Electrical and Electronic Testing Laboratory: 1 Building Material Laboratory: 2

Source: RSB



**Laboratory accreditation supports industry, trade and export promotion**

- ▶ 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.
- ▶ 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.
- ▶ 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.



## Our laboratories fulfill the following criteria for selection of a competent testing service provider?

- ▶ **Competent Human resources**  
Laboratory tests shall be performed by qualified, trained and motivated personnel
- ▶ **Laboratory equipment and test methods**  
Laboratories shall have appropriate equipment and right test methods with capacity to produce accurate and precise laboratory test results.
- ▶ **Appropriate laboratory infrastructure**  
Testing analysis shall be conducted in suitable environment with predefined, monitored and controlled conditions
- ▶ **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.
- ▶ **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

- ▶ **RSB testing laboratories fulfill all criteria mentioned to be selected as competent testing service provider**



- ▶ 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](http://www.rsb.gov.rw) or [www.rva.nl](http://www.rva.nl)
- ▶ All laboratories operate in accordance with the International standard ISO/IEC 17025 "General requirements for the competence of testing and calibration laboratories" since 2007.
- ▶ Testing service is provided within seven (7) working days.
- ▶ The laboratories operate five (5) days a week from Monday 7H00-17H00 up to Friday 7H00-15H00
- ▶ 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](http://www.rsb.gov.rw)

## National quality testing laboratories provide proficiency testing schemes and inter-laboratory comparisons services

### PROFICIENCY TESTING SCHEMES

The Bureaux of Standards in the EAC region are mandated to organize Proficiency Testing Schemes as part of the EAC Standards, Quality Assurance, Metrology and Testing (SQMT) improvement. In the EAC region, the EAC Proficiency Testing (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.

Participating in PT 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.

### INTER-LABORATORY COMPARISONS SERVICE OFFERED TO LOCAL LABORATORIES

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 of the benefits:

- ▶ 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



## RSB continues to offer laboratory designation service

East African Community Standardization, Quality Assurance, Metrology and Testing (SQMT) act 2006, especially in its Article 12 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) 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.

Rwanda Standards Board offers laboratory designation services to Government and private institutions laboratories upon request. RSB provides technical facilitation to the laboratories in the Country, including:

- ▶ Identification of testing laboratories in different disciplines;
- ▶ Awareness training on the ISO/IEC 17025 as the standard under which the designation is based on;
- ▶ Initial drafting of all Quality management systems required documents;
- ▶ Review of the designation application and developed documents from different laboratories;
- ▶ Assessments and recommendation to the Minister responsible to designated;
- ▶ Follow up and surveillance audit for designated laboratories;

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

### LABORATORY DESIGNATION OPENS UP ACCRUED BENEFITS INCLUDING:

- ▶ Services recognition at regional markets,
- ▶ 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 for 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

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.

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 been increasing and those are from different provinces of the country.

List of designated laboratories in different fields is accessible at RSB website [www.rsb.gov.rw](http://www.rsb.gov.rw).

### Our testing services have gone digital

Testing services can be provided without need for the client to physically come to the RSB offices. The cost of testing service is calculated based on parameters and sample/product to be tested.

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

The Testing scope and service flowchart is available at RSB website [www.rsb.gov.rw](http://www.rsb.gov.rw)

Get detailed information through:

- ▶ Hotline : 3250
- ▶ Via email : [info@rsb.gov.rw](mailto:info@rsb.gov.rw)

### Why trust the service delivered by our quality testing laboratories?

- ▶ National Quality Testing Laboratory is a service provider and provide equal treatment to its clients. NQTLD clients include Manufacturers, Importers, Exporters, Non-Governmental Orga-

## 2015

Year when the designation scheme was initiated

## 2018

Year when the first 11 laboratories were designated



nizations, Government institutions, Research institutions and individual researchers;

- ▶ The laboratories operate five (5) days a week from Monday 7H00-17H00 up to Friday 7H00-15H00, and the samples received are tested within 7 working days whenever possible;
- ▶ National Quality Testing Laboratory is equipped with modern automated equipment operated by trained and qualified 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"
- ▶ 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.
- ▶ 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.

CELEBRATING

# 20

YEARS

2002-2022

OF STANDARDIZATION, METROLOGY AND CONFORMITY ASSESSMENT IN RWANDA

# Certification Services





# 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 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 September 2022, seven hundred forty five (745) products have valid product certification marks “S-Mark” in different categories ranging from Agro processing, construction materials, cosmetics, consumer products, light manufacturing; and a number of products were in certification process. In addition, as of September 2022, one hundred ninety two (192) products have been granted MIR logo; and the number gradually increases.

By the same time, RSB has certified about a hundred (100) systems in the areas of Food Safety Management Systems (ISO 22000 & RS 184 HACCP-Hazard Analysis and Critical Control Points), Quality Management Systems (ISO 9001), Environmental Management Systems (ISO 14001), Occupational Health and Safety Management Systems (ISO 45001). More companies are still in the in systems certification process and new clients are joining in the already established schemes such as Organic certification, Good Agriculture Practices Certification and Certification of Persons.

## RSB offers Product and System/Services Certification

### 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 can I apply for Product Certification?

- Fill-in application form available at RSB website
- Pay Certification Fee
- RSB conducts audit of the production line & take samples
- Product testing
- Submission of audit report to client
- Closure of corrective actions (if any)
- Certification decision by independent Committee
- Issuance of certificate of conformity
- Surveillance audit
- Market surveillance
- Re-certification (towards the end of 2 years)



### 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 for acquiring MIR logo.



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.

### 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

## Summary of Five Years Evolution for Product Certification (From 2016-2022)

S/No.	Financial Year	New Certified Products
1.	2016-2017	86
2.	2017-2018	92
3.	2018-2019	123
4.	2019-2020	154
5.	2020-2021	183
6.	2021-2022	140

#### 2019-2020

During Financial Year 2019-2020, the targeted number of new products to be S-Mark certified was one hundred and twenty (120) new products. The numbers of products to be certified were allocated in quarters as follows (Q1: 25 products, Q2: 25 products, Q3: 40 products, Q4: 30 products).

From 01<sup>st</sup> July 2019 up to 30<sup>th</sup> June 2020, **one hundred fifty-one (151)** new products were certified making a cumulative number of eight hundred fifty-one products (**854**). The current performance in product certification is 125.83% (for all quarters compared to the annual targets). Over achievement was due to many new applications received as a result of Zamukana

#### 2020-2021

Ubuziranenge Program, Made in Rwanda Logo awareness campaign.

During Financial Year 2020-2021, the targeted number of new products to be S-Mark certified was one hundred twenty-five (125) new products. The numbers of products to be certified were allocated in quarters as follows (Q1: 25 products, Q2:35 products, Q3: 35 products, Q4: 30 products).

From 01<sup>st</sup> July 2020 up to 30<sup>th</sup> June 2021, **one hundred eighty-Seven (183)** new products were certified making a cumulative number of one thousand and thirty-Seven products (**1,037**). The current performance in product certification is 146.4% (for all quarters compared to the annual targets). Over achievement was due to many new applications received as a result of Zamukana Ubuziranenge Program, Made in Rwanda Logo awareness campaign especially in the sector of paints and Awareness carried out by NSD especially in the sector of cosmetics and detergents.

#### 2021-2022

During Financial Year 2021-2022, the targeted number of new products to be S-Mark certified was 100 new products. From 01<sup>st</sup> July 2021 up to 30<sup>th</sup> June 2022, **140** new products were certified; and from July-September 2022 (Quarter 1, FY 2022/2023) **57** products were certified making a cumula-

tive number of **1, 201**. The current performance in product certification is **140%**.

The new certified products were grouped into twelve (12) groups including: Foods and Foods Products; Coffee and Tea Products, Juices and Fruits Based Soft Drinks, Liquors (Gins, Whiskey, Vodka and Brandy), Banana and Plant Based Alcoholic Drinks, Beer and Wines, Construction Materials (including Electrical Cables), Papers and Paper Bags, Honey and honey products, chemical, Cosmetics and consumer products, Packaged Drinking and Mineral water, Leather and Textiles Products, and Cook Stoves.





## Certification of persons, a new scheme to support a knowledge-based economy

Rwanda Standards Board has been carrying out product and management system certification since 2006 but now RSB has embarked on offering certification of personnel.

One may ask why certification of persons! Globalization is making boundaries that have been historically defined by states rapidly disappearing. Nowhere is this more evident than in the areas of professional certifications in many industries. We can all agree that it is now easier to find a job online.

Rapid changes in technology, service delivery systems and workforce mobility have increased the need for systems that promote the transnational use of qualified persons and services. Professionals must now be educated to compete in a global marketplace.

Envisioning to be a knowledge-based economy and acknowledging the important contribution of competent labour force to sustainable development, the Government of Rwanda has put in place various mechanism at national level and ratified various protocols and agreements at regional and international level to ensure skills development and labour mobility hence the need for certification of persons

Additionally, government and private interests want to increase international trade in services by creating more transparency between differing certification systems and promoting the portability of qualified persons.

Personnel Certification has been identified as a vital element in verifying competence in the increasingly mobile and global workforce. It emphasizes the value of identifying the industry-recognized credentials that is known worldwide and ensures that the qualifications and competencies required by an organization are met.

Certification of persons is the process by which a person proves that he or she has the knowledge, experience and

skills to perform a specific job and the tasks in which they have been trained.

Certification of persons is not only a way of confirming their professional competence, but also one of the most important qualification control mechanisms in the regulated sphere where the person has no rights to pursue their professional activities without an adequate proof of their competence.

Certification also plays an important role in ensuring public and work safety in order to prevent circumstances in which untrained personnel's performance because of their professional incompetence or non-compliance to professional requirements may result in harm to the environment and public safety.

Certification of persons, in contrast to education, requires that there be a systematic analysis of the knowledge, skills and abilities to perform each of the specific tasks that make up a job and mechanisms to assess that the knowledge, skills and abilities have been attained.

Many traders must be licensed before they can do their work, and this is analogous to people who need certification before embarking to productive and decent jobs.

People seek certification in high-risk occupations gas exploration, refinery operations, petrochemical processing, boiler and pressure vessel manufacture and operation, and aviation.



**Using certification systems to identify qualified personnel provides more assurances than solely requiring education that the competencies individuals bring to the job match employer need and improves the quality of the workforce.**



Certification of persons which involves standards, is a form of a risk mitigation strategy, it could be said it deals with two types of human error: 1) having sound knowledge and good skills, but following a bad plan in good faith and getting the wrong result, or 2) not having sound knowledge and using poor skills to produce the wrong result, even while following a good plan

RSB certification of persons conduct well-planned and structured evaluations using objective criteria for competence and grading in order to ensure impartiality of operations and reduce any conflict of interest."

Using certification systems to identify qualified personnel provides more assurances than solely requiring education that the competencies individuals bring to the job match employer need and improves the quality of the workforce.

Certification is a public statement or declaration by a third party that one has passed an examination, and otherwise met specified criteria demonstrating that one has the necessary competencies to successfully perform the jobs that comprise a specific occupation.

Certifications are granted for a limited period of time and must be renewed to ensure that individuals continue to possess the competencies required to perform the job.

Certification systems require that employers and other stakeholders participate in identifying the knowledge, skills and abilities (competencies) that an individual must have to do a job properly and participate further in defining the certification requirements including the assessment mechanisms that should be used to identify those individuals who possess the requisite competencies. In the light of the above, RSB has solicited good will and technical cooperation from key stakeholders.

RSB certification of persons is reliable since it involves experts in the relevant fields and is based on an international accredited standard ISO 17024

Having released its first fruits as auditors and trainers in the area of quality management system, RSB is now poised to launch the welders certification scheme, and many more schemes thereafter.



Pursuant to the national strategies and with the increased risk for businesses, need of public protection; variations in education and training and the flourishing informal welding sector this calls for Welders' certification scheme.

#### BENEFITS OF CERTIFICATION OF PERSONS

- ▶ Promotes public protection and growing specialization of personnel;
- ▶ Compensates for variations in education and training and thus facilitate the global job market;
- ▶ Reduces risk for business and its customers.
- ▶ Certification for persons is one means of providing assurance that the certified person meets the requirements of the certification scheme;
- ▶ Certification process enhances reliability since a Certification Body is a third party.
- ▶ Promotes the transnational use of qualified persons and services.
- ▶ Professionals' certification can enhance career.
- ▶ Certification do set the individual apart from their peers and hence the industry.
- ▶ Certification is a Mark of accomplishment, evidence that one has met the rigorous assessment process established by RSB.
- ▶ Offers a competitive edge, thus one has a head-start compared to non-RSB certified individuals
- ▶ Increases prospects of a better living and can increase carrier prospects
- ▶ A commitment to growth in pursuit of opportunities to learn and increase ones' skills and technological know-how by applying to higher levels
- ▶ For employers, it is proof of achievement that the organization can attract better qualified welders and welding inspectors and hence retain and attract customers

## System Certification

RSB performs Management Systems Certification in a competent, consistent and impartial manner. The services provided meet 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: 2015 Food Safety Management System, both in food manufacturing category.

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



RSB Single system Certification logo

#### 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

#### 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.

## International accreditation acquired by our certification services opened door to more export markets

#### WHAT IS ACCREDITATION OF A CERTIFICATION SERVICE?

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 Rwanda Standards Board (RSB) 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.

Accreditation against ISO 22000 eased the burden of hugely expensive certification cost formerly carried by local companies as they sought certification services from internationally recognized bodies.



**Despite the fact that we were certifying companies in Rwanda, it was important that we get that accreditation from a very recognized international body. This is an opportunity for Rwanda to move faster towards economic prosperity because with this accreditation, it has made it easier for Rwandan products to enter and compete in the international market.**

MR. RAYMOND MURENZI, DIRECTOR GENERAL RSB



CELEBRATING

20

YEARS

2002-2022

OF STANDARDIZATION, METROLOGY AND CONFORMITY ASSESSMENT IN RWANDA

# Metrology Services





# RSB offers metrology services for industry, health and consumer protection

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

Measurement provides a standard for everyday interactions and processes. From weight, temperature, length, even time, the money or currency we use, measurements play a very important role in our everyday lives. 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.



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.



- ▶ 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.

### THE IMPORTANCE OF METROLOGY - 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.



**METROLOGY** is the science of measurement. It includes all theoretical and practical aspects of Industrial and Legal metrology measurement services offered by Rwanda Standards Boards' National Metrology Division through Mechanical, Electrical and Chemical Metrology laboratories as well as Legal Metrology.

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:

- ▶ **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.

### 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.

### 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.
- ▶ **Moisture meter calibration laboratory:** Moisture meter calibration laboratory conducts calibration of moisture meters in cereal and cereal product industries, coffee and tea factories.

### 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

## 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.



**The assurance of measurements will give accurate results which will impact on delivering good services and satisfying customer quality expectations in industrial processing of different products, health laboratories results thus the global trade is done in a fair way.**





## Upgrade in metrology services offered to health establishments constitute 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



**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.**



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.

CELEBRATING  
**20**  
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# Testimonials from Stakeholders





# We grew with RSB services and we are happy that they are a pride for the sustainable development of our country- Inyange Industries



Jean Claude BAHATI, Food Safety Manager

Inyange Industries Ltd is a local food processing company that specializes in production of milk and milk products (Pasteurized milk, UHT milk, Fermented milk, yogurts, butter, and Ghee), fruit-based products (juices, nectars, and drinks), and natural mineral water (still and sparkling). All these products are sold under the brand name "INYANGE". They are available to the local market, as well as regional market via distributors.

To achieve its main goal of supplying high quality and safe food products, Inyange Industries Ltd has opted to collaborate with Rwanda Standards Board, a well experienced Certifying Body for Food Safety Systems. Through this collaboration, all Inyange products are guaranteed the S - mark, and the company Food Safety Management System (FSMS) is certified against ISO 22000:2018 standard.

Numerous benefits from the compliance with the RSB certification schemes have been gained to mention:

- Increased productivity,
- Access to the new markets (regional and international),
- Enhanced customer satisfaction, cost savings, increased market shares and environmental protection.

Equally, we have also saved the cost on laboratory tests that we used to get from outside the country. We used to export samples for laboratory analyses. Today, we are happy that RSB laboratories are equipped with modern instruments to carry out most of the tests requested by

our clients. Furthermore, the RSB metrology division provides good services for calibration of our processing equipment.

RSB provides valuable training to improve and sustain the business and organizes several forums during which participants learn from each other and gain experiences.

Through the same collaboration, Inyange employees are members and even chairpersons of the RSB Technical Committees for development of food products standards.

Inyange Industries Ltd recognizes the positive impact of collaboration with RSB on its business. A lot has been achieved, not only, in terms of business growth but also carrier development of its employees.

We recommend a long-lasting collaboration between RSB and food business operators for the betterment of Rwandan Citizens.

**Congratulations to RSB Management Team as they are celebrating 20 years of standardization!!!!!!**



# Customers enjoy SAFINTRA Rwanda Limited's products quality



Vikrant Srivastava Executive Director, Safintra Rwanda LTD

**Safintra Rwanda Limited congratulates Rwanda Standards Board for unequalled professional performance in providing standardization, testing, metrology and certification services in Rwanda!**

Since we commenced our Kigali operations in October 2008, Safintra has partnered with Rwanda Standard Board (RSB) since its inception and set the goal to always abide by standards requirement to ensure sustainable business. Our industry has established itself as a market leader in the building construction industry of Rwanda.

We have acquired RSB certification marks (S-Mark) for all roofing sheets and tube products. As a result, our products such as Romantile, Versatile, Maxcover, Covermax, Resincot, Dumuzas and Tubes enjoy customers' trust thanks to RSB services.

RSB quality mark (S-Mark) on our products has proved to serves the following purposes;

- Provide quality assurance of any product or good
- Improve the confidence of the customer while buying the good
- Provide a safeguard to the health of the customer
- Mitigate product rejections

Safintra Rwanda Limited and RSB have always collaborated in the implementation of the standards for roofing and tubular products, thereby ensuring that consumers at the market enjoy the finest products in their projects.

Safintra Rwanda Limited is a proud member of the Safal Group. The Safal Group is Africa's largest building solutions supplier that offers superior quality and lasting value to millions of customers on the continent.





## TUZAMURANE Cooperative appreciates the impact of standardization and RSB services on their business



**Do it the right way, always! Implement and comply with the food standards requirement! This is the most important thing we have come to learn in our journey working with RSB!**

JEAN DAMASCENE HAKUZIMANA,  
REPRESENTATIVE OF TUZAMURANE  
COOPERATIVE



TUZAMURANE Cooperative was created in 2005 and acquired legal status in 2009; it is a Rwanda Co-operative Agency (RCA)-registered cooperative, located in Gahara Sector, Kirehe District, Eastern province. It is owned by 141 cooperative members, including 59 (41.2%) women and 84 men (i.e.58.7%). The Cooperative works with 114 organic certified pineapple (and golden berry) growers, who are also the suppliers. The cooperative specialized in fresh organic pineapples and golden berry farming and producing for local market, and dried organic pineapples and golden berry for export market.

When we attended Rwanda Standards Board awareness training, they informed us about different food and agriculture standards in place like those about dried pineapple, organic farming, environment protection standards, food safety man-

agement system standards, hazard analysis critical control points standard, food hygiene, etc. We got training on those standards to be aware of the requirements as we targeted potential clients from different markets around the world. We refer to those standards in soil management, farm preparation, seed selection, in the whole farming process; we abide with the requirements of those standards and we ensure every farmer records relevant and required information.

Standards have been key to all the success we attained. Today, we have 114 farmer members with organic certified area equal to 117.9 hectares. Of that area, we get 3100 tons of fresh pineapple every year. Of that overall fresh produce, we sell a big portion of it to Inyange Industries, other markets in Eastern province and Kigali and we get the fresh pineapple to be processed and export dried products.

To be successful in food processing and to assure food safety, one needs to implement food quality and safety standards, acquire certifications and make quality and food safety a norm. Since 2015, our product got Standardization Mark (S-Mark) by Rwanda Standards Board (RSB) and since then we get the re-certification every two years. Not even once our certification has been suspended nor questioned either by the Certification Body or the customer. In 2021, we also acquired from RSB the Hazard analysis Critical Control Points (HACCP) certification which is very important for organizations in the food value chain. We also got FAIRTRADE and ORGANIC certifications from international certification bodies.

We are happy that our efforts to meet product quality and safety requirements have been paying off. Since 2015, we export our products to France and our clients appreciate the quality and safety of our products.

## Sina Gerard/Entreprise Urwibutso commends the importance of standardization services in industry growth



**Sina Gérard**  
Owner and Managing  
Director, SinaGerard/  
Entreprise Urwibutso

**W**e have won different quality prizes both at domestic and international levels, including from United States of America, Britain and Germany. All those prizes won are due to implementing standards and promoting the quality culture within our business. We started as an SME and progressively we journeyed with Rwanda Standards Board (RSB) through the Zamukana Ubuziranenge Program. We committed to do everything possible to ensure our customers are provided with quality and safe products. From farm to food processing and distribution we abide by the requirements prescribed in the standards".

Since the beginning, we benefitted from RSB standards training program, then the Zamukana Ubuziranenge program provided us with know-how in food processing with practical on-plant trainings and exercises. We get testing services from RSN National Quality Testing Services, equipment calibration and then certification. As exporters of food products, accreditation that was acquired by RSB testing, Metrology and certification

services means a lot. Thanks to international recognition of RSB services, we were relieved from occasional re-tests for our products prior to accessing export markets. Re-tests as well as undergoing various inspections result into delays, and as you know business today is built on ensuring that customers get quality and safe products on the expected time.

We are grateful to the good leadership of our country. All this is possible thanks to their love for the people and commitment to ensure no one is left behind in the journey to achieve sustainable development. We produce a total of 33 products and 26 of them are certified, while 7 latest additions are in the certification process.

During our journey, we learned that Standards are key to sustainable development. Sina Gerard/Entreprise Urwibutso has been able to achieve impactful milestones due to implementing standards.

We congratulate RSB for life-changing and uplifting 20 years of service provision and industry capacity development!





## RSB services have helped to ensure the quality and competitiveness of the VIVA Products



**Ali M. R. Manji**  
Managing Director,  
VIVA Products Ltd

Since our company, VIVA Products Ltd, got its certification for S- Mark followed by Made in Rwanda logo, we have promoted and given confidence to the local market, where need be we have taken efforts to sensitize the public and appreciate that we do not intend to speak louder and do less for our products, but we have the necessary certification from renowned government agency which seriously monitors

the standards set by the EAC and Rwanda Quality guidelines.

RSB Services have thus been acknowledged as mark of true quality, and due to their efforts to educate the markets, along with the Made in Rwanda drive we started realizing competitive edge over other brands and imported products too.

VIVA Products Ltd was the first mattress manufacturing company to get its brand 'Matelas Dodoma' certified with the 'S- Mark' and we promoted the same, which gave us better opportunity to market and sale in the Rwandan market. It gave the customer the necessary confidence to buy a certified product which they could trust, and this led to our competitors also to enhance their products and apply for the RSB certification.

We are continuously promoting the certification to the general public, and I believe there is more to be done, so many more can understand the value of the Standards implemented, and thus give us better market compared to uncertified products.

The Mark is a powerful marketing tool for all manufacturers especially exporters. This eliminates the need for products to be re-tested all the time; The Mark also provides credibility when negotiating any contract especially government contracts as reflected in Rwandan regulation, exports and tender submissions. There is an improvement in complaints' handling as this cuts costs and increases customer satisfaction.

We have several products like mattress, pillows, bed sets, spring mattress and cushions certified by RSB for S-Mark and also Made in Rwanda logo, under the brand name of Matelas Dodoma, Galaxy and LD.

On behalf of the Shareholders and Staff of VIVA Products Ltd, I take this opportunity to congratulate RSB on the 20th Anniversary for a well achieved journey, and confidently wish you the best for further achievements. The target and objectives of RSB as an organisation have been well expressed and achieved.

May the Almighty God bless the entire RSB team with more success and prosperity in the future.



## CIMERWA appreciates RSB support towards products and systems certification



ALBERT SIGEI, CIMERWA CEO



Over the past 20 years, Rwanda Standards Board has held manufacturers in Rwanda to a higher quality standard effectively putting the country on the map as a quality exporter. We have worked in close collaboration with RSB to raise the standard of our products over the years and we are proud of the journey we have trekked together as partners on the Strengthening of Rwanda journey.

CIMERWA Plc has worked with the Rwanda Standards Board since its inception in 2001 on its journey to produce SIMA NYARWANDA that customers can rely on for strength, quality and durability.

RSB is CIMERWA Plc Key stakeholder, standardization, Metrology and certification service provider through providing product standards, conduct product surveillance audits and issue certificate of product quality mark compliance. It also has designated our Quality Assurance Laboratory as the Laboratory that meets the requirements of Testing Laboratory for Cement industry.

Generally, the services we require from RSB are related to certification of our products, materials testing, certification against ISO Systems standards, and legal compliance audits thus helping us keep our operations under legal and standards requirement norms. This gives confidence to our customers to buy our products.

Over the years, CIMERWA has received several certifications for our products and operations from RSB with the most recent being the Integrated Management System (ISO 9001:2015 for quality management system, ISO 14001: 2015 for Environmental Management System and ISO 45001:2018 for Occupational Health and Safety Management System). This attests to CIMERWA's commitment to quality and our dedication to standard compliance as we are the only IMS certified manufacturer in Rwanda.

**Happy 20<sup>th</sup> Anniversary to RSB!**







**FABIOLA UMURERWA**  
CHIEF EXECUTIVE OFFICER, UFACO/VLSCO  
GARMENT



Echoing the words of HE Paul Kagame, “A Strong economic growth, and especially a significant increase in private sector investment, is the only sustainable path forward for Rwanda”, UFACO and VLISCO is committed to working with government and partners to foster the growth of our beloved country. As a company we appreciated Rwanda Standards Board (RSB) support through their services which enabled us to manufacture quality products, and we are committed to continuously upholding high quality standards for our products, contribute to bettering our balance of trade and offer employment to underprivileged Rwandans especially the girls.

**Congratulations to RSB!**

## UFACO & VLSCO: Providing Quality Garments and Contributing to Making Made-in- Rwanda Program a Success

Established in 2017, UFACO & VLSCO was inspired by the desire from the founder Ms Umurerwa to offer employment to underprivileged girls, 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 directly employs over 300 employees, all of whom are Rwandans and indirectly offers employment to close to 10,000 Rwandans involved in the Garments and Textiles industry.

According to Murerwa Fabiola, 95 percent of clothes made by the factory are sold in Rwanda while 05percent 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 offic-

**+ 1,100**

**Number of employees  
in Africa alone**

**+ 10**

**Number of sales  
offices in Africa alone**

es 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.

### Quality Assurance

UFACO & VLSCO sources fabric from renowned global fabric manufacturers. All fabric must be tested by VLISCO NL Ltd in Holland using their







“

RSB is a key partner in our day to day work especially in terms adhering to quality and standards. They not only offer us with standards training, and supervision but also their textile testing laboratory has been crucial in testing our fabrics before they are allowed on the market.

MS UMURERWA FABIOLA

internationally accredited testing laboratory, and a certificate of conformity issued. On arrival in Rwanda, they are again tested by Rwanda Standards Board to ensure the garments conform to National and International Standards.

#### Collaboration with RSB

UFACO and VLISCO is ISO 9001 Certified by Rwanda Standards Board. Company staff have been offered training on Standards compliance,

and importantly RSB carries out regular periodic visits and supervision to ensure compliance to standards.

“RSB is a key partner in our day to day work especially in terms adhering to quality and standards. They not only offer us with standards training, and supervision but also their textile testing laboratory has been crucial in testing our fabrics before they are allowed on the market”. Adds Ms Umurerwa Fabiola

#### The uptake of UFACO & VLSCO products on 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.

“We are proud to supply uniforms to government institutions like the Rwanda Directorate of Immigration and Emigration, Rwanda National Police and Rwanda Defence Forces to mention but a few” Says Ms Umurerwa.

Through the help of government plans are underway to ensure local textile and fabric are provided with price competitive rates to reduce the importation of clothes from China, Turkey, Italy and other countries.

UFACO & VLSCO is thankful to HE the President of Rwanda, MINICOM, RRA, RSB etc for the support and conducive policies, like the Made-in-Rwanda Policy, tax incentive to mention but a few to facilitate.







# Standardization services have been instrumental in ensuring quality of our products




**Mr Jean Marie UZAMUGURA,**  
General Manager AgroPy

(as indicated in the Products section). This makes them easy to identify and it gives the market confidence in the quality and efficacy of our products. In addition to the manufacture of these products, we also have a service arm that offers fumigation, training and monitoring services known as the Py-service.

We ensure that our manufacturing processes meet global standards and produce eco-friendly and natural pesticides. The pyrethrum extract that we receive from our sister-company Horizon-Sopyrwa is treated, processed and synthesized with other materials and chemicals to produce a range of products aimed at our different customer groups. We have been working with Rwanda Standards Board (RSB since the beginning and we use standards, quality testing services, metrology and certification services to ensure our products are genuine and serve the purpose.

**Congratulations to RSB for 20 years offering us quality services!**

AgroPy Ltd. (formerly Agropharm Africa Limited) is a value protection company formed as a joint venture between Horizon Group and British investors. Based in Musanze District, Northern Province, we are a pioneer in the manufacture of natural ecofriendly, liquid and powder pesticides in Rwanda. We do this by adding value to pyrethrum extract as supplied to us by our sister company, Horizon Sopyrwa. In order to differentiate our product offering, we package and develop the products under various brand names

### HOW TO APPLY FOR THE MADE IN RWANDA LOGO

- 1 FILL AND SUBMIT THE ONLINE APPLICATION FORM AVAILABLE ON RSB website [www.rsb.gov.rw](http://www.rsb.gov.rw)
- 2 FILL-IN MADE IN RWANDA LOGO APPLICATION FORM AVAILABLE ON RSB WEBSITE [www.rsb.gov.rw](http://www.rsb.gov.rw)
- 3 SUBMIT THE APPLICATION FORM IN HAND TO RSB OR VIA EMAIL: [madeinrwanda@rsb.gov.rw](mailto:madeinrwanda@rsb.gov.rw)



### UKO WASABA IKIRANGO CYA MADE IN RWANDA

- 1 UZUZA INYANDIKO ISABA IBONEKA KU RUBUGA RWA RSB [www.rsb.gov.rw](http://www.rsb.gov.rw) MAZE UHITE UYOHEREZA UNYUZE KURI URWO RUBUGA
- 2 UZUZA INYANDIKO ISABA GUHABWA IKIRANGO CYA MADE IN RWANDA IBONEKA KU RUBUGA RWA RSB [www.rsb.gov.rw](http://www.rsb.gov.rw)
- 3 SHYIKIRIZA RSB KU BIRO BIKURU INYANDIKO WUJUJE USABA IKIRANGO CYANGWA UYOHEREZE UKOSESHEJE UBUTUMWA BWA INTERINETI KURI EMAIL [madeinrwanda@rsb.gov.rw](mailto:madeinrwanda@rsb.gov.rw)



### CRITERIA TO ACQUIRE MADE IN RWANDA LOGO

- 1 ISSUED TO THE COMPANY REGISTERED AND AUTHORIZED TO MANUFACTURE THE PRODUCT
- 2 THE PRODUCT NAME AND BRAND NAMES ARE REGISTERED AS THE COMPANY'S INTELLECTUAL PROPERTY
- 3 THE PRODUCT SHALL BE IN COMPLIANCE WITH THE PROVISIONS OF THE RULES OF ORIGIN AS APPLIED IN RWANDA
- 4 THE PRODUCT SHALL HAVE A VALID CERTIFICATION (S-MARK) TO ATTEST ITS QUALITY AND SAFETY



### IBISABWA KUGIRA NGO USABA AHABWE IKIRANGO CYA MADE IN RWANDA

- 1 IKIRANGO GIHABWA IKIGO/URUGANDA RWANDITSWE RUKANAHABWA UBURENGAZIRA BWO GUTUGANYA IGICURUZA CYANGWA GUTANGA SERIVISI ISABIRWA
- 2 IZINA RY'IGICURUZA/SERIVISI NDETSE N'IZINA RIKORESHWA MU BUCURUZI BIGOMBA KUBA BYARANDIKISHIJE N'USABA GUHABWA IKIRANGO NK'UMUTUNGO KAMERE MU BY'UBWENGE (INTELLECTUAL PROPERTY)
- 3 IGICURUZA/SERIVISI KIGOMBA KUBA CYUJUJE IBISABWA N'AMABWIRIZA AGENGA INKOMOKO (RULES OF ORIGIN) NK'UKO ATEGANYWA MU RWANDA
- 4 IGICURUZA/SERIVISI KIGOMBA KUBA GIFITE IKIRANGO CY'UBUZIRANENGE (S-MARK) CYANGWA IBINDI BHAMYA KO CYUJUJE IBISABWA N'AMABWIRIZA Y'UBUZIRANENGE







**For more information:**



+250 788 303 492



3250



info@rsb.gov.rw



www.rsb.gov.rw



Rwanda Standards Board



@rwandastandards