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ETHIOPIAN NATIONAL ACCREDITATION OFFICE

Improving food safety

World Accreditation Day



JUNE 2020



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ETHIOPIAN NATIONAL ACCREDITATION OFFICE

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1. Part one

1.1 Message from the Director General



1.2 Mr. Araya Fesseha, ENAO Director General

The global annual initiative on June 9, established by ILAC and IAF to promote the value of accreditation declares that this year World Accreditation Day theme is “Accreditation: improving Food safety”. It focuses on how such work supports food safety and boosts the confidence of consumers, suppliers, purchasers and specifies in the quality and safety of food.

Food Safety refers to handling, preparing and storing food in a way to best reduce the risk of individuals becoming sick from food borne illnesses. It is a global concern that covers a variety of different areas of everyday life.

The principles of food safety aim to prevent food from becoming contaminated and causing food poisoning. This is achieved through a variety of different avenues, some of which are:

- Properly cleaning and sanitizing all surfaces, equipment and utensils
- Maintaining a high level of personal hygiene, especially hand-washing

- Storing, chilling and heating food correctly with regards to temperature, environment and equipment
- Implementing effective pest control
- Comprehending food allergies, food poisoning and food intolerance

Regardless of why you are handling food, whether as part of your job or cooking at home, it is essential to always apply the proper food safety principles. Any number of potential food hazards exists in a food handling environment, many of which carry with them serious consequences.

According to World Health Organization key Facts evidences:

- Access to sufficient amounts of safe and nutritious food is key to sustaining life and promoting good health.
- Unsafe food containing harmful bacteria, viruses, parasites or chemical substances, causes more than 200 diseases – ranging from diarrhoea to cancers.
- An estimated 600 million – almost 1 in 10 people in the world – fall ill after eating contaminated food and 420 000 die every year, resulting in the loss of 33 million healthy life years.
- US\$110 billion is lost each year in productivity and medical expenses resulting from unsafe food in low- and middle-income countries.
- Children under 5 years of age carry 40% of the foodborne disease burden, with 125 000 deaths every year.
- Diarrhoeal diseases are the most common illnesses resulting from the consumption of contaminated food, causing 550 million people to fall ill and 230 000 deaths every year.
- Food safety, nutrition and food security are inextricably linked. Unsafe food creates a vicious cycle of disease and malnutrition, particularly affecting infants, young children, elderly and the sick.
- Foodborne diseases impede socioeconomic development by straining health care systems, and harming national economies, tourism and trade.

- Food supply chains now cross multiple national borders. Good collaboration between governments, producers and consumers helps ensure food safety

A joint statement released by IAF and ILAC introduces the importance of accreditation in food safety, noting how it ensures competent and impartial inspection, certification and testing services in all parts of local, national and international food chains. In doing so, accreditation supports the United Nations' Sustainable Development Goals (SDGs), particularly Good Health and Well-being (SDG 3)

Accreditation bodies assess CABs in a variety of different key functions, assessing them against standards which have been developed by the global community through the International Organization for Standardization (ISO) and International Electro technical Commission (IEC). These standards cover functions such as inspection, certification and testing. With inspection bodies, certification bodies and laboratories accredited to these standards, they have been

Independently checked as being able to deliver competent and impartial inspection, certification and testing services in all parts of local, national and international food chains.

Ethiopian National Accreditation Office ensure the competence and impartiality of inspection, certification and testing services in local, national and international food chains. The accreditation service provided by ENAO in testing laboratories, medical laboratories and Inspection bodies are proven to be deemed competent by AFRAC/ILAC evaluators' team through re-assessment conducted on 13-17 may 2019. The office is already established a system and granted accreditation to system certification according to ISO/IEC 17201:2012 and also working on expanding the existing scope of accreditation on system certifications to include food safety schemes ISO 22000 and environmental management system.

Accreditation reduces risk for government, businesses and customers because regular surveillance ensures that certification bodies are independent and competent. Users of certification are protected from poor services when they are confident that the certification body they use is accredited by ENAO.

ENAO conduct regular visits to certification organizations, and observe their staff conducting food safety audits, to ensure that both the organization and its staff maintain

competence in their operations. ENAO require the organizations they accredit to be free of conflicts of interest or undue influence from interests that may benefit from a certification decision. Businesses seeking food safety certification should choose a certification body that has been assessed as competent by an IAF accreditation body. ENAO will request to extend scope of Multi Lateral Arrangement /MLA/ and Mutual Recognition Arrangement /MAR/ after providing the service to CABs.

Finally I would like to use this opportunity to pass my message to conformity assessment bodies to use ENAO globally accepted accreditation service.

1.2 Messages from Deputy Director General



1.3 Mr. Getnet Tsigemelak, ENAO Deputy Director General

Accreditation is an impartial means of assessing and conveying formal demonstration of the technical competence, impartiality and professional integrity of conformity assessment bodies and an effective quality infrastructure tool used worldwide. Ethiopian National Accreditation Office (ENAO) acts as a sole independent body to provide accreditation service to conformity assessment bodies. ENAO is a signatory to the International Laboratory Accreditation Cooperation (ILAC Full Member) commits to:-

- Maintain conformity with the current version of ISO/IEC 17011 Conformity assessment – General requirements for bodies providing assessment and accreditation of conformity assessment bodies and supplementary requirements documents.
- Ensure that all laboratories that are accredited comply with appropriate laboratory standards (currently ISO/IEC 17025 General requirements for the competence of testing and calibration laboratories and ISO 15189 Medical Laboratories – Requirements for quality and competence).
- Ensure that all inspection bodies that are accredited comply with appropriate inspection standards (currently ISO/IEC 17020 Conformity Assessment – Requirements for the operation of various types of bodies performing inspection).

ENAO entered into an agreement with ILAC to use the ILAC MRA Mark in combination with our own Symbol. The accredited laboratories and inspection bodies are able to use the Accredited CAB Combined ILAC MRA Mark. This allows these facilities to provide an instantly recognizable link to the ILAC MRA on their reports and certificates containing the results of calibration, testing and inspections carried out under the scope of their accreditation.

The MRA promotes trust and builds confidence among accreditation bodies through their ability to determine a laboratory and inspection body's competence to carry out testing, calibrations and inspections. In turn, this confidence facilitates the acceptance of testing, calibration and inspection results between economies when the results can be demonstrated to have originated from accredited laboratories and inspection bodies. The MRA supports global trade by removing a technical barrier to trade in the form of retesting and re-inspection every time a product enters a new market. This cuts time and cost for industry, and supports regulatory and public policy frameworks. ENAO is committed to its goal of achieving the principle of products and services being “tested or inspected once, accepted everywhere”. It supports international trade by promoting international confidence and acceptance of accredited testing and inspection reports, proficiency testing program provisions and reference material producers. Technical barriers to trade, such as the retesting of products each time they enter a new economy is reduced. In this way, the free-trade goal of “accredited once, accepted everywhere” becomes a closer reality.

ENAO is also a member of International Accreditation Forum in the scope of certification accreditation and recently provide accreditation service to system certification according to ISO/IEC 17021-1:2015 - Conformity assessment — Requirements for bodies providing audit and certification of management systems — Part 1: Requirements within the sub scopes of ISO 9001 and scheme specific requirements. And working to expand the existing scopes in environmental management system, food safety management system and product certification.

How does the MRA benefit you?

For Government – The MRA provides governments with a credible and technically robust framework on which to further develop and enhance government to government bilateral and multilateral international trade agreements. The long-term aim is the fully accepted use and recognition, by both public and private industries, of inspection bodies and accredited laboratories, including results from accredited laboratories and inspection bodies in other countries. In this way, the free-trade goal of “a product tested or inspected once, accepted everywhere” will be realized.

For Regulators – The MRA acts as an internationally recognized ‘stamp of approval’ to demonstrate compliance against agreed standards and requirements. Consequently, risk is minimized, as decisions will be based on reliable results. Duplication is also minimized as test, calibration and inspection data included in submissions for product approvals can be evaluated without re-testing and re-inspection. Many specifies, such as government agencies, have recognized the importance of credible accreditation programs that are developed against internationally recognized standards. Accreditation and the ILAC MRA help regulators meet their own legislated responsibilities by providing a globally recognized system to accept accredited test and inspection reports.

For Industry users– The MRA ensures that businesses that depend on test, calibration and inspection data have greater confidence in the accuracy of the test, calibration and inspection reports they purchase, because they have been generated by facilities assessed as being competent to carry out these specific activities. Users should check the current scope of the laboratory and inspection bodies accreditation when purchasing such services. For Manufacturers – The MRA ensures that manufacturing businesses can derive significant savings. Rather than bearing the costs of setting up internal assessments to confirm the quality of the testing, calibration and inspection results on their products, businesses can choose to defer to the assessments of internationally recognized competent accreditation bodies that are ILAC signatories, and in addition benefit from the market access the ILAC MRA provides.

For Consumers – The MRA provides additional confidence to the general public and consumers purchasing testing, calibration and inspection services on their sample, instrument or product. By insisting that the calibration, test, or inspection results are from an accredited facility, they can be confident the facility has been assessed by an independent accreditation body, that itself has been recognized as meeting international standards of competence.

Since its establishment ENAO provides a total of 95 accreditation service with 125 scopes. Once the CABs are accredited according to accreditation process those accredited laboratories shall continually maintaining their competency and management system throughout the accreditation cycle and ENAO will conduct follow up assessment in order to confirm the continuity of the competency and system maintenance. There are 34 laboratories, inspection bodies and medical laboratory that unable to maintain their accreditation and compelled to be withdrawn according to ENAO accreditation Process. Therefore, getting accreditation for conformity assessment bodies is an accomplishment whereas maintaining accreditation is an achievement.

2. Part two

2.1 Message from IAF and ILAC

Joint Statement

by Xiao Jianhua, Chair IAF, and Etty Feller, Chair ILAC

World Accreditation Day
2020(#WAD2020)

Accreditation: Improving food safety

World Accreditation Day 2020 highlights the role of accreditation in improving food safety.

Accreditation has a crystal-clear objective: it aims to assure businesses, end users and regulators that a conformity assessment body (CAB), such as a certification or inspection body, testing, calibration or medical laboratory, has the required technical competence and operates impartially. This competence is assessed by accreditation bodies against international standards and requirements.

Simply applied to food, accreditation helps improve food safety. Building on World Accreditation Day 2019 which highlighted the role of accreditation in adding value to supply chains, the 2020 World Accreditation Day spotlights accreditation's role in improving food safety. It does this across the whole of the food supply chain from farm to fork,

through food production, processing and packaging, storage and transportation, to retail and catering, helping build layers of assurance in the supply chain. Accreditation bodies assess CABs in a variety of different key functions, assessing them against standards which have been developed by the global community through the International Organization for Standardization (ISO) and International Electrotechnical Commission (IEC). These standards cover functions such as inspection, certification and testing. With inspection bodies, certification bodies and laboratories accredited to these standards, they have been independently checked as being able to deliver competent and impartial inspection, certification and testing services in all parts of local, national and international food chains.

In April 2019, a Joint Statement issued by the Food and Agriculture Organization of the United Nations (FAO), the World Health Organization (WHO) and the World Trade Organization (WTO)¹, highlighted the toll on humans of foodborne diseases. Accreditation aims to help support the

reduction of these incidences through organizations in the food supply chain. Accreditation is used across the globe to help meet this goal: from the use of accredited certification in Australia through the PrimeSafe scheme for meat and seafood supply; to the European Union using the accreditation of laboratories to support food security in Europe; to accredited inspection to help commercial catering establishments deliver safer food in France.

World Accreditation Day 2020 with Accreditation Improving Food Safety, sets out to illustrate how in just the one area, food safety, accreditation contributes to the Sustainable Development Goals, in particular SDG 3 of Good Health and Well-Being. World Accreditation Day 2020 comes just two days after the second ever World Food Safety Day² which aims

driving up the performance of to highlight the need for safe food. Through accreditation bodies and subsequently accredited certification bodies, inspection bodies and laboratories, the conformity assessment community continuously strives to help deliver safer food. World Accreditation Day 2020 enables the International Accreditation Forum (www.iaf.nu), the International Laboratory Accreditation Cooperation (www.ilac.org) and their members to highlight how accreditation is improving food safety. IAF and ILAC provide a range of information to explain accreditation's role in improving food safety, including further illustrations of its use

<https://publicsectorassurance.org/topic-areas/food-safety-agriculture/>

3. Part three

Message from Quality Manager and Accreditation Teams leaders

3.1 Message from Quality Manager

ENAO was established as an autonomous federal government office having its own legal personality on 2010 G.C. The mandate of ENAO is to accredit, by formal third-party recognition, the competence of Conformity Assessment Bodies (CABs) to perform specific activities, such as test, calibrations, certifications and inspections. ENAO provided accreditation service for medical Laboratory is 74, Testing 38, Inspection 12 and certification 01 scopes since it is established.

ENAO established off-site assessment arrangement due to the current COVID 19 pandemic case and all follow assessments will be conducted accordingly. This helps to ensure the CABs maintain the accreditation granting on the specific scopes.

Now a day the office used different opportunities to increase its service and awareness creation regarding quality and benefits of accreditation for the Government, community and the customers. World Bank project is one of the opportunity and which supports on the expansion of scopes on Calibration, Proficiency testing, Textiles, Leather and Agro-processing. Expanding Accreditation service on:-

- Inspection Bodies on food, abattoirs, textile and leather products ,
- System certifications, Food safety management system certifications and Product certifications,
- Calibration and Proficiency Testing
- Trainings on traceability, flexible scope, method validation and verification and measurement uncertainty to ENAO assessors and staffs those activities planned and accomplished until 2022. Quality council of India conducted for Calibration, Inspection and certification activities.

This year's ILAC and IAF theme focuses on how accreditation improves food safety, supporting the confidence of consumers, suppliers, purchasers, regulators and specifies in the quality and safety of food.

World accreditation day Moto of 2020 is **“Accreditation: Improving Food Safety”** which is aligned with the current World Bank project activities and the office working to enhance accreditation service on food safety.

Mrs.Meseret Tessema

3.2 Message from Laboratory Accreditation Team

Why Laboratory Accreditation need?

Laboratory test results impact many areas of our daily lives: assurance of safe drinking water, food safety, health care, environmental monitoring, providing energy, mineral exploration and various production processes. Regulators and others rely on the competence of laboratories to deliver the results on which important decisions are made. Accreditation enhances the public confidence in those test results. Increasingly, regulators and suppliers require laboratory test results to be accredited to the ISO/IEC 17025 standard.

How accreditation Body Evaluate Competency of Laboratory?

Under ISO/IEC 17025, a laboratory's competence is assured via an on-site assessment process and participation in applicable Proficiency Testing programs. The on-site assessment process is a thorough examination of the laboratory's Management System and Quality System. All the quality system elements addressed in ISO 9001 certification are covered. All

the technical factors necessary for producing quality data are also examined, including:

- technical competence of staff
- validity and appropriateness of test methods
- Facility and environmental condition
- suitability, calibration and maintenance of test equipment and measurement traceability
- quality assurance of test and calibration data
- records and documents

This on-site assessment process assures that the laboratory is capable of producing accurate, traceable and reproducible data. The process is repeated at regular intervals to ensure the laboratory maintains their capabilities. It is a very intensive process conducted by a team of technical experts from ENAO.

International Arrangement

ENAO is an associate member to ILAC Arrangements based on mutual evaluation and acceptance of other MRA Partner laboratory accreditation systems. Such international arrangements facilitate acceptance of test / calibration results between countries to which MRA partners represent. This developing system of international mutual recognition agreements between accreditation bodies has enabled accredited conformity assessment bodies to achieve a form of international recognition, and has allowed test data accompanying exported goods to be readily accepted on overseas markets among the countries which have already qualified as significant to ILAC Arrangements. This effectively reduces costs for both the exporters and the importers, as it reduces or eliminates the need for products to be re-tested in another country.

Conclusion

Laboratory accreditation within the Ethiopia and worldwide is gaining

favor for procurement and regulatory purposes. Confidence in test data is paramount to product acceptance. Users are looking for assurance of high-quality products and the means to evaluate suppliers without incurring the costs associated with auditing each supplier. Reliance on third-party accreditation to perform this function for suppliers of test data is an attractive option. The use of ISO/IEC 17025 as the accreditation criteria is also considered valuable for international acceptance of test data.

Messay Gemechu (Laboratory accreditation team leader)

3.3 Message from Medical Laboratory Accreditation Team

Today, a patient focused medical laboratory is oriented on the quality, early diagnosis and cost effective. The laboratory medicine has defined priorities such as laboratory automation, consolidation of laboratories, integrated diagnostics organization and LIS,

The health care sector is regulated by different factors – prices of health care services, market structure, capacity, public opinion, advertisement and of course, the quality. Quality in the health care is the level of excellence of the health provided in relation to the current level of knowledge and technical development with customer orientation and patient centered. One and key of the priorities in medical laboratory is improvement of quality management system for patient safety. Laboratory attempts to improve quality aim to reduce diagnostic errors and decrease turnaround time with traceability of all laboratory procedures.

molecular diagnostics. accreditation of laboratories aiming to improve the quality of patient care including analytical quality, quality assurance, Clinical effectiveness, patient focus, timeliness, and Cost effectiveness, value for money and appropriate use of resources.

Ethiopian National Accreditation Office provides formal recognition to competent Medical laboratories, thus complies ILAC requirements, ISO 15189 standards, ENAO Policy and Procedures since 2013. ENAO is legally identifiable, impartial, and independent of external influences. Accreditation is a good way to demonstrate competence of the laboratory, is a tool to recognize laboratories world-wide, is linked to periodical audits stimulating to keep and improve the quality, leads to high standard of services for clients (e.g. patients, health care providers)

Why we accredited medical laboratories?

- Accreditation is a good way to demonstrate competence of the laboratory
- Accreditation is a tool to recognize laboratories worldwide
- In some countries accreditation is mandatory or will be mandatory in the future including Ethiopia
- Accreditation and the linked periodical audits are a stimulant for keeping the quality system alive
- Improve quality of our services
- High standard of services for clients – patients, physicians
- Interest of management – institute and hospital
- Better documentation of processes and responsibilities

Clients are encouraged to check with the laboratory as to what specific tests or measurements they are accredited for, and for what ranges or uncertainties. Starting the process of accreditation is particularly an interest in improving the quality of lab services with better documentation of processes and responsibilities or interest of

Currently ENAO provided recognition for 31 health institutes (diagnostic labs, Hospitals and health center) since 2013 and there are 13 institutions on process to receive their recognition

management. The first step before accreditation is building enthusiastic team with education on quality management system, selection of methods for accreditation, describing the processes in the lab, developing or improving the metrology system, definition and structure of documents, preparation of a quality manual, SOPs etc.

The accreditation of labs improves laboratory medicine and all processes in laboratories, which include – reduction of errors in the pre-analytical, analytical and post analytical processes, facilitation of accurate and rapid diagnostics, participation in acceleration and efficiency of treatment, facilitation of personalized laboratory medicine development, and stimulates continuous improvement.

Accreditation is more an instrument than the aim that increases the quality of services for clients – patients, physicians. Accreditation is not about who the best is, but who has a system of standard procedures. Improvement of quality system in labs is ambitious and never ending story.

award. It shows that the total accredited lab becomes increased. Now a day's numbers of new applicants are increase though time to time.

Finally, through a system of international agreements accredited laboratories receive a form of international recognition, which allows their data to be more readily accepted by customers. This recognition helps to reducing or eliminating the need

for retesting in another laboratory and gives confident.

ENAO also provided an awareness training for CABs those found in inside and outside the country on ISO 15189. Don't forget that quality system is about people, with people and for people.

ZewduAyele

Delegate Medical accreditation team leader

3.4 Message from Certification Accreditation Team

Food Safety Management System

This year's world accreditation day theme says "Accreditation improving food safety" so I would like to say something about food safety certification. Food safety is increasingly demanded by consumers and even more so, since a few unfortunate food crises situations in recent years. This demand, coupled with the competitive food industry, generates the need to adopt extra measures, apart from those strictly required by legal regulations, which guarantee the safety of the products.

Some buyers require their clients to be audited against Hazard Analysis and Critical Control Points (HACCP) and

Good Manufacturing Practices (GMP) requirements. Both, HACCP and GMP are based on the Codex food safety requirements.

The implementation of a HACCP system allows you to identify the value and control the hazards during preparation, processing, handling, sale and supply food related products to the consumer.

However, for the implementation of an effective HACCP, the company must be previously working towards a series of hygienic practices and environmental and operational conditions that cover the entire production process. These procedures are known as prerequisites and constitute the

platform or basis for the production of safe food.

HACCP is mandatory by law in several countries within the food businesses; any other food safety management system is voluntary compliance for organizations in the sector.

Benefits of Food Safety Management System

If the company decides to implement an auditable food safety management system, either as per their client's requirements or as an own method for ensuring safe production, it must be clear where the destination of the products is manufactured as well as the purpose it seeks to achieve with the implementation of this system.

Currently, a food business can choose from a variety of private auditable schemes that also include a HACCP component, such as BRC, SQF and IFS. These standards specifically define the requirements of the food safety management system, whereas the food business that chooses ISO 22000 certification, is able to implement its own system. Therefore, if the business wants to implement a system that will open the door to the commercialization of products worldwide, ISO 22000 standard would be a good choice.

The overall benefits of food safety certification

- Evidence of a commitment to food safety
- Greater control and knowledge about the production process and products
- Differentiation and commercial positioning against the competitors, revaluation of the product and introduction in new markets
- Availability of a tool to manage food safety
- Minimization of the costs of unsafe food in the food chain
- Compatibility with other ISO Standards
- Optimize the traceability system within the organization and through the food chain

Through ENAO accredited certification, ensure the production process or the product meets the requirements established by different organizations or governments. The office offer accreditation for food safety certification bodies to demonstrate their competency against their requirements and ensure food is safe for consumption.

4.Part four

4.1 Major Activities in 2019/2020

Minister of Trade and Industry visited ENAO

Minister of Trade and Industry H.E MelakuAlebel had visited ENAO with the State Ministers H.E EshetiAsfaw and H.E TekaGebreyusis.



The Director General of ENAO Mr. Araya Fesshea had explained the office current conditions and appreciates the support of the government regarding to the new office building support.

Accreditation Council Encourages ENAO effort to accredit more Conformity Assessment Bodies

Ethiopian National Accreditation office conducted its first accreditation council meeting after the reorganized structure of different government organization and reported to the Ministry of Trade and Industry. The Council Chair addressed in his opening speech that accreditation has a vital role to solve technical barrier to trade and will contribute its part for the acceptance of Ethiopian products and service in the export market. He also stated that accreditation will protect sub standard imported products and to export quality products and therefore each council member will play a crucial role for creating accreditation market and promoting

Industry. The meeting was conducted at Capital hotel on 21 December 2019 and chaired by State Minister Ministry of Trade and Industry his Excellency Mr. Eshete Asfaw.

those conformity assessment bodies to be accredited and even the member which has different CABs should come to accreditation and the council members start from its own organization.

ENAO director general Mr. Araya Fesseha presented the office performance to the council members and had given briefings about the challenges and opportunities of the accreditation service for the country.



As the director general had explained ENAO is internationally recognized in testing, Medical and Inspection accreditation, the achievement of this international

recognition gives benefits for Ethiopian exporters.

Even if the office has planned to extend its recognition in the scope of certification and calibration accreditation service for calibration is not provided yet and recently

one certification body granted accreditation in system certification. Lack of PT provider in the country, CRM and calibration

problems are some of the major problem of accreditation.

Ethiopian National Accreditation Office Continuous its international recognition and extends its Mutual Recognition Arrangement Scopes

Ethiopian National Accreditation Office Continuous its international re-cognition in the scope of Medical and testing laboratories and also extends its scope on inspection accreditation. The office continues its accreditation on Medical

laboratories based on ISO 15189:2012, in testing laboratories based on the new revised international standard ISO/IEC 17205:2017 and the new extended scope is inspection accreditation which is based on ISO/IEC 17020:2012.



International recognitions Certificate

The office has recognized internationally since 5 May 2017 in Medical and Testing laboratories based on international standards. The extension of international recognitions in inspection accreditation is as of 23 October 2019. ENAO is now Mutual Recognition

Arrangement /MRA/ signatory member in International laboratory Accreditation Cooperation /ILAC/, African Accreditation Cooperation and full member of International Accreditation Forum.

Zambia Trade and Industry and Somaliland Quality Institute delegates Visited ENAO

Zambia Trade and Industry Minister Officials lead by Industry Director Mr. Jon. A. Mulongoty and his team visited ENAO and shared experience with deputy director general Mr. Getnet Tsigemelak. During the visit the delegate briefed about the quality infrastructure and the progress of accreditation service in Ethiopia so far and described that the office achieved international recognition with short period of time this achievement is according to the road map set by the office. He addressed that

ENAO is willing to give accreditation service and to give trainings to Zambia technical staffs since the office is deemed competent recognized by independent regional and international cooperation. The delegate also describes that they want to work together with ENAO. On the other hand, the Somalia Land Quality Institutes delegates Visited NQI institutes and discussed with the Institutes officials and signed memorandum of understanding to work together and strengthening Somaliland quality institutes.



Somaliland Quality Institute delegates Zambia Trade and Industry

During the visit the Ethiopian National Accreditation Office deputy director



general Mr. Getnet Tsigemelak presents the activities and achievement of the office.

Ethiopian National Accreditation Office continues its capacity building Program in the support of World Bank Project

Ethiopian National Accreditation continues its capacity building to extend its accreditation services in different scopes. The extension program of the



Contract Agreement was signed with Quality Council of India and based on the agreement QCI experts conducted gap analysis based on the existing quality management system of ENAO, reviewing many documents as well as interviewing key persons, regulatory concern and IAF/ILAC policies and requirements. The gap analysis conducted within the office

accreditation service project is supported by the World Bank project and the project is focused on calibration, Inspection and Certification accreditation Service.



premises, on-site visit of conformity assessment bodies and also observed different industries from private and government organizations for complete analysis of the system. Based on the investigation QCI is expected to develop and revise documents and also training will be provided to staffs and assessors by QCI

ENAO accredited the first Certification body

Ethiopian Conformity Assessment Enterprise accredited on ISO/IEC 17021:2015 and ISO/IEC TS 17021-3 and authorized to certify organizations to ISO 9001:2015 Quality Management System. Even if the existing quality management system has established for certification

scheme there was no any application for this scheme and ECAE is the first accredited enterprise in certification scheme with the scope of system certification (ISO/IEC 17021:2015) and accreditation granted to certify ISO 9001:2015. This accreditation service

expands the scope activity of the office and currently giving service to medical laboratory, testing laboratory, inspection bodies and certification bodies.

In general ENAO has accredited since 2012 up to now in Medical Laboratories for 53 Facilities in 74 Scopes, testing for 29 facilities on 38 Scopes and on Inspection to 12 inspection bodies on 12 Scopes and in certification accreditation one organization accredited so far.

The office conducted different assessor's trainings.

Ethiopian National Accreditation Office conducted training for product and system certification bodies, inspection bodies, testing, and medical laboratory assessors.

The training was provided based on international standards ISO/IEC 17065 for

ENAO, taking the governments need into consideration, its Accreditation services have been extended by adding three schemes and extending some scopes within the existing schemes. However, customer shall always check for maintaining their accreditation certificate from ENAO website, www.enaο-eth.org

product certification, ISO/IEC 17021 system certification, ISO/IEC17025 for testing laboratory, ISO/IEC 17020 inspection bodies and ISO 15189 for medical laboratory assessors.



Based on human resource procedure these trainee assessors will continue to take the second round training if they successfully completed the awareness training program.

ENAO conducts awareness in different regions and in Addis Ababa

Ethiopian National Accreditation Office /ENAO/ conducted awareness trainings in different regions and in Addis Ababa on ISO/IEC standards and the value of accreditation for creating accreditation demand as well as to improve their services and quality of products by implementing international standards.

The awareness training on ISO/IEC 17024:2012 and the value of accreditation was given to the Amhara Regional State COC Agency, Federal TVET Institute and COC Agency officials and experts from

ENAO conducted awareness training in Tigray and Oromia Regional State

The awareness were conducted in Tigray and Oromia regional state on December 31, 2019 in Aksum, 02 January 2020, Mekele and 26 December 2019 in Adama where different organizational representatives attend the training. The awareness focused on the importance of accreditation, how accreditation will

This will help ENAO to increase the number of registered pool of assessors in different scopes of accreditation.

Oromia, Tigray, Southern Nations and Nationalities, Benshangul, Gambela, Somalia, DireDawa, and Addis Ababa.

The awareness on the new standard of ISO/IEC 17025:2017 was provided to different testing laboratories experts from Ethiopian Conformity Assessment Enterprise, Axum University and Addis international catering and training was also provided to Assert Ethiopian Management ISO QAR Plc according to ISO/IEC 17021.

solve the technical barrier to trade and contribute it part for improving the quality of products and services. The participants discussed the challenges in their organizations for the implementation of different standards according to scopes of accreditation.



Awareness training in Tigray



Awareness training in Oromia

A total of 92 participants had attended the training in both regions, they addressed that ENAO should continuously give awareness to the regulators and to the industries in order to create accreditation demand throughout the country.

Awareness training on different standards for different organizations in 2019/2020

No.	Organization	Training	No. of Participants	Date of training	Place
1	Amhara COC Agency	ISO/IEC 17024:2012- conformity assessment – general requirements for bodies operating certification of persons	24	2-3/02/2019	Gonder
2	Ethiopian Conformity Assessment enterprise/ ECAE/	ISO/IEC 17025:2017 General requirements for the competence of testing and calibration laboratories	24	19-23/08/2019	Addis Ababa
3	Federal TVT welding Institute	ISO/IEC 17024:2012- conformity assessment – general requirements for bodies operating certification of persons	35	22-26/10/2018	Addis Ababa
4	Amhara, Oromia, Tigre, Southern Nations Nationalities and Peoples Regional state, Gambela Regional state, Benishangul Gumuz regional state, Somali, Harari, Addis Ababa and Dire Dawa, COC Center Heads and Experts	ISO/IEC 17024:2012- conformity assessment – general requirements for bodies operating certification of persons	31	23-27/10/2019	Adama
5	Axum University	ISO/IEC 17025:2017 General requirements for the competence of testing and calibration laboratories	27	29/12/2019	Axum
6	Tigray Axum and Mekelka for Different offices and universities	General Awareness on Accreditation and accreditation and Its Value	105	31-2/1/2020	Axum Mekele
7	Addis International Catering	ISO/IEC 17025:2017 General requirements for the competence of testing and calibration laboratories	5	10-13/3/2019	Adama
8	ISO QAR	Training on System Certification on ISO/IEC 17021:2012	13	14/10/2019	Mekela
9	Addis Ababa City Administrative Offices different Bureau Heads and Representatives	General Awareness on Accreditation and accreditation and Its Value	11	24/12/2019	Addis Ababa
10	Different government and private Vehicle Inspection Companies	ISO/IEC 17020:2012-Conformity Assessment – requirements for the operation of various types of bodies performing Inspection	26	20/12/2018	Addis Ababa
11	Ethiopian Meat and Dairy Industry Development Institute/ EMDIDI/	ISO/IEC 17021-1:2015-Conformity assessment —Requirements for bodies providing audit and certification of management systems	30	1-2/1/2019	Addis Ababa
12	Oromia Science, Technology, Information Communication Authority	General Awareness on Accreditation and accreditation and Its Value	26	26/12/2019	Adama
		Total	364		

Previous World Accreditation Day Mottos:-

- ★ Accreditation:- Supporting the Work of Regulators (2011)
- ★ Accreditation:- Supporting Safe Food & Clean Drinking Water (2012)
- ★ Accreditation:- Facilitating World Trade (2013)
- ★ Accreditation:- Delivering Confidence in the Provision of Energy (2014)
- ★ Accreditation :- Supporting the Delivering of Health & Social care (2015)
- ★ Accreditation :-A Global Tool to support Public Policy (2016)
- ★ Accreditation:- Delivering Confidence in Construction & Built Environment 2017
- ★ Accreditation:- Delivering a safe World 2018
- ★ Accreditation:- Adding Value to Supply Chain 2019
- ★ Accreditation:- Improving Food Safety 2020