

QUALITAN

Annual Newsletter, 2024





ABOUT QUALITAN

The QUALITAN project is a three-year **(2022-2024)**¹ EU-funded technical assistance whose main objective is to enhance access to standards compliance services by the private sector particularly MSMEs, to reduce costs and enhance consumer protection.

This is through building the capacity of Tanzania Bureau of Standards (TBS)' conformity assessment bodies, improving MSMEs' quality and standards compliance, digitalization of compliance services and awareness.

It is part of the larger EU-funded BEGIN (Business Environment, Growth and Innovation) programme, which is promoting inclusive economic growth, employment and innovation particularly among women and youth and consumer protection.

Message from the Team

Dear Valued Partners,

I am pleased to introduce the second edition of the QUALITAN newsletter, highlighting the strides made in strengthening Tanzania's industrial competitiveness, empowering MSMEs, and enhancing market access.

This edition showcases key milestones achieved in 2024, along with significant accomplishments since the project's inception. Through close collaboration with the Government of Tanzania, the European Union and Tanzania Bureau of Standards (TBS) the project attained significant milestones across all key project components from enhancing capacity of TBS's conformity assessment bodies to strengthening capacity to comply to quality standards.

We are glad to share the progress made under the QUALITAN project in driving Tanzania's industrial competitiveness, empowering MSMEs and improving market access. This newsletter presents the milestones for the implementation year 2024, it also highlights major/key achievements the project has attained from its inception. Through close collaboration with the Government of Tanzania, the European Union and Tanzania Bureau of Standards (TBS) the project attained significant milestones across all key project components from enhancing capacity of TBS's conformity assessment bodies to strengthening capacity to comply to quality standards.

Further, the project implemented various interventions geared towards driving the digital transformation of Tanzania's quality infrastructure. These include development of tools like the Laboratory Information Management System (LIMS), Webstore and the QR Code Traceability systems that simplify compliance, reducing costs, and ensuring MSMEs can easily access certifications that enhance their marketability.

In addition, through support to MSME, the QUALITAN project designed and implemented a catalytic program in collaboration with TBS, Small Industries Development Organization (SIDO) and the private sector. This joint program which contributes to the institutions' existing action plans, led to development a pool of trainers and a training manual to be used in reaching out MSMEs in the country who aspires to acquire TBS mark, an important requirement to access profitable domestic regional and international markets.

Looking ahead, we remain committed to fostering inclusive growth by ensuring MSMEs compliance with quality standards to widen market access, reduce standards compliance costs, and enhance consumer protection. We are grateful for the continued support of all our partners and MSMEs, and together, we will continue to advance Tanzania's industrial development and global competitiveness.

Warm Regards,
Alejandro Riveras Rojas,
Project Manager - QUALITAN,
United Nations Industrial Development Organization



¹ The project timeline has been extended to July 2025.

QUALITAN MAJOR ACHIEVEMENTS TO-DATE

- 1** Developed and implemented 2 Business Plans for 1 Metrology and 8 Testing laboratories and 1 Marketing Strategy for TBS services.
- 2** Designed and implemented 101 Business Plans for Technical Committees for Standards Development.
- 3** Initiated accreditation applications for inspection, incorporating quality management systems and technical procedures; trainings on ISO17020, ISO19011 and capacitating 180 inspectors at 18 entry points throughout Tanzania.
- 4** Harmonized 6 EAC standards related to meat and meat products through an EAC regional harmonization meeting.
- 5** Enhanced TBS capacity to audit 5 additional management systems, including Environmental Management, Energy Management, Business Continuity, Occupational Health and Safety, Petroleum Products and Natural Gas, through IRCA Registered courses.
- 6** TBS' testing and metrology capacities enhanced through the procurement of 38 types of state-of-the-art laboratory equipment, including a Gas Chromatograph/Mass Spectrometry (GCMS), ICP-OES, GCMSMS, LCMSMS, etc., for environmental chemical analysis and food safety.
- 7** TBS' testing and calibration services improved through study tours/ laboratory attachments, trainings on ISO17025 & ISO17043.
- 8** Updated the TBS Digitalization strategy, integrating three major technologies: Laboratory Information Management System (LIMS) QR Code, and Webstore to streamline testing, compliance, and service accessibility.
- 9** Developed and adopted a joint (TBS-SIDO) MSME training program and a manual on training on Quality Standards, Food Safety, and Market Requirements with a catalytic impact by incorporating them as integral part of the SIDO/TBS annual training plan.
- 10** Developed a pool of 20 Master Trainers from TBS-SIDO to roll out the training, reaching 988 (47% of MSMEs women owned; 34% youth owned) MSMEs on specific export-oriented 06 agro-based value chains across 10 regions .
- 11** **Gender Spotlight:**
40% female representation of the training participants (TBS Staff) in over 18 trainings and 8 workshops conducted
47% female entrepreneurs and 34% youth participation—ensuring that women-led businesses thrive in Tanzania's industrial landscape.

2024 MILESTONES

Procurement, Installation, and Commissioning of Equipment

Overview

Under the QUALITAN project, a total of 38 types of lab equipment have been procured, benefiting TBS electrical food chemistry, chemistry, metrology and microbiology labs in Dares Salaam. 36 of these equipment have been delivered, with 2 pending delivery (microbial biotyper and PCFC). 30 have been installed with training completed.

Additionally, TBS's technical staff were trained on the operation of the Gas Chromatograph Mass Spectrometry (GCMS) machine. The GCMS is a critical tool used to identify and measure chemicals in food and other products, ensuring



they meet quality standards and are safe for consumers.

The GCMS is a versatile machine employed for bioanalysis, pollutant detection, and fatty acid analysis, among other applications. By enhancing the TBS's capabilities in quality and standards testing, the GCMS supports MSMEs in meeting regulatory requirements, ensuring that Tanzanian

products can access expanded markets globally.

Testimonial

"We are delighted to receive a GCMS equipment from UNIDO under the QUALITAN project. This advanced technology will enhance our capabilities, enabling us to analyze various matrices with greater precision and efficiency."

**— Julieth Machenje,
Senior Quality Assurance Officer, TBS**

"This equipment will enhance our ability to analyze water samples and expand our expertise in detecting pesticide and aerosol residues with greater accuracy."

**— Tatu Yusufu,
Quality Assurance Officer, TBS**

Paul Cibotto, Intertrade I.t.d., Australia, played a key role in installing and setting up advanced machinery, including hydraulic jack calibrators, wire testing machines, circuit testing equipment, battery testers, and power storage systems. These vital technologies will significantly enhance TBS's

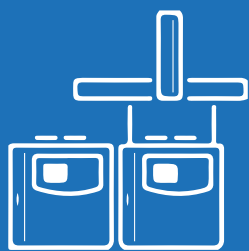


capacity in quality assurance and testing.

"This training provided an excellent opportunity for technical staff to engage with machines they had never seen before, as well as those they had only briefly encountered. It's been a rewarding experience for them to get hands-on with the equipment."

**— Paul Cibotto,
InteTrade Ltd.**

Through the EU-funded QUALITAN project, Paul has helped improve TBS's technical capabilities and enriched the learning experience of the technical staff, bridging the gap between technology and skill development.



38

Types of lab equipments have been procured under QUALITAN project.

Capacity Development of TBS Technical Staff

Trainings of Technical Staff

March 2024

QUALITAN conducted a practical training for TBS's technical staff across various departments, including Planning and M&E, IT, Research & Training, and Compliance & Enforcement. The training focused on project management tools and data analytics, using Microsoft Project Professional 2021 and Power BI.

October – November 2024

QUALITAN collaborated with TBS to organize a workshop validating standards and test methods integrated into the Laboratory Information Management System (LIMS). This initiative is a critical step toward advancing TBS's digital transformation and enhancing testing efficiencies.



QUALITAN organized a comprehensive Lead Auditor Course on ISO 17020 to enhance TBS staff competence in inspection systems, paving the way for future accreditation.



December 2024

QUALITAN organized a series of trainings for TBS ICT staff on Cybersecurity, PMP, Business Analysis and database administration.

July 2024

QUALITAN facilitated a Lead Auditor Course on Business Continuity Management Systems (BCMS) for TBS's technical team. This training will enhance their competence and support TBS in expanding its certification scope.

Another training session was held to strengthen the capacity of TBS's technical team on ISO 29000 management systems for the petroleum, petrochemical, and natural gas industries, aimed at enhancing quality and safety measures in these sectors.

TBS's Public Relations & Marketing Team received specialized training on digital communications, including graphic design and video editing, to improve their ability to design engaging visuals for awareness campaigns aimed at MSMEs.



November 2024

A training session for 180 TBS inspectors from 18 entry points across Tanzania was conducted to implement ISO 17020 standards and adopt risk-based inspection procedures, further enhancing the quality and consistency of inspections. A Trainer-of-Trainers approach, supported by a standardized manual and risk-based checklist, will ensure the sustainability of this initiative.



Study Tours

QUALITAN organized a study tour at the Namibia Standards Institute (NSI) to familiarize TBS technical staff with the workings of an accredited inspection system using a risk-based approach with checklists. The TBS staff also witnessed a 'mock' inspection to gain hands-on training and information on the procedures implemented by an inspection system, acquiring knowledge on inspection activity work under a controlled system, documentation and record keeping, and report presentations. Through these initiatives, UNIDO is actively working to increase the skills and capacity of TBS, directly impacting the growth and development of MSMEs in Tanzania.



QUALITAN organized another study tour for TBS technical staff at the accredited laboratory in Cairo, Egypt. The purpose was to enhance the services of TBS, particularly those linked to providing accredited proficiency testing (PT) services and operating a Laboratory Information Management System (LIMS) in an accredited laboratory.

The study tour enabled TBS to initiate the accreditation process for its proficiency testing services and enhanced its understanding of LIMS, thereby improving the efficiency of laboratory operations.

QUALITAN project organized a Study Tour for TBS technical staff to gain good practices from South African Bureau of Standards (SABS) in key areas including Public Relations and Marketing; Planning, Monitoring and Evaluation; Research and Training; and System Certification.

The study tour aimed at strengthening TBS' M&E strategies, enhancing PR efforts, improving accreditation scopes: ISO 14001 & ISO 45001, and boosting the capacity of Viwango Academy to effectively train MSMEs positioning TBS as a leader in supporting industrial growth and standardization for Tanzania's sustainable development.



MSMEs Engagement Programme

Overview

The QUALITAN project is dedicated to enabling MSMEs to thrive and make meaningful contributions to sustainable industrial growth in Tanzania. Through targeted trainings and capacity-building efforts, the project supports MSMEs in enhancing their production processes, meeting quality standards, and accessing profitable local and international markets.

In 2024, the project reached out to 988 MSMEs across 10 regions, focusing on six key products: flour, honey, fish, edible oil, spices, and rice. The training demographic was diverse, with 53% male, 47% female, and 34% youth representation.

Training of Trainers (ToT)

From 25th June to 3rd July 2024, UNIDO, in collaboration with TBS and SIDO, organized a workshop for 20 technical staff from these institutions. The goal was to equip them with the skills and knowledge necessary for effective delivery to 1000 MSMEs across 10 regions, including Dar es Salaam, Tanga, Singida, Ruvuma, Mwanza, Geita, Shinyanga (Kahama), Kilimanjaro, Kagera, and Kigoma. This training focused on drafting materials and guidelines for MSMEs on quality standards, market requirements, and innovation. Additionally, the workshop involved validating the training materials through a thorough training needs assessment (TNA), ensuring their relevance and practicality.



Launching MSMEs Engagement Program



The launch of the MSME training program took place on 26th July 2024, with participation from 33 stakeholders, including Blueprint, Standard and Innovation (BSI) Committee members, President's Office, Planning and Investment, and MSMEs.

Martino Vinci, Acting Head of Section for Infrastructure and Regional Cooperation at the EU Delegation in Tanzania, stated that the QUALITAN Project supports MSMEs in expanding their businesses and accessing

broader markets. He emphasized that MSMEs producing high-quality goods contribute to food safety and should continue receiving support.

"The private sector should play a role in ensuring that locally produced goods meet quality standards. Currently, there are many Tanzanian companies that have successfully gained access to the European market."

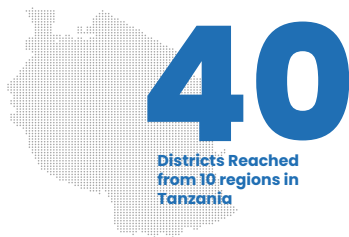
- Martino Vinci, Acting Head of Section for Infrastructure and Regional Cooperation at the EU Delegation to Tanzania

MSMEs Training Rollout

From August to September 2024, UNIDO, in partnership with TBS and SIDO, conducted a series of comprehensive training sessions for MSMEs across ten regions: Dar es Salaam, Tanga, Singida, Ruvuma, Mwanza, Geita, Shinyanga (Kahama), Ruvuma, Kagera and Kigoma. This training program focused on six agro-value chains: rice, honey, spices, edible oil, fish, and flour. A total of 988 MSMEs across 40 districts participated, gaining tools and techniques to improve production processes, product quality, and market access, all while ensuring compliance with quality standards to enhance their economic competitiveness.



KEY IMPACT



VOICES FROM THE FIELD: MSMEs Testimonials



"Before the training, we often operated without proper record-keeping, which led to losses. We relied on mental notes and postponed tasks, only to forget and suffer financially. The training opened my eyes to the importance of accurate record-keeping, employee management, and efficient market research."

- Mr. Razaro Ramadhan, sunflower oil producer from Manyoni district, Singida region



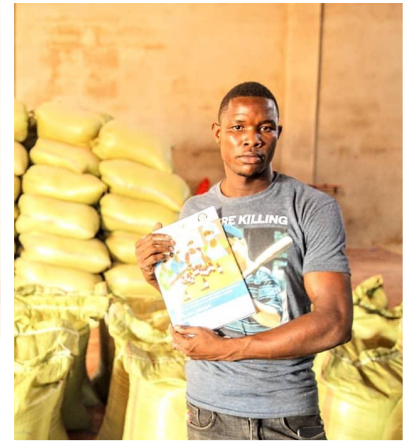
"The absence of a TBS quality mark on my products was a barrier to market expansion. This training has been a game-changer, providing me with the tools to improve production, enhance product quality, and develop market strategies. I'm now confident that we can achieve the TBS quality mark, which will validate our products and broaden our market reach."

- Agness Missoji, CEO of Mama Josephine Afya Bora, a flour production MSME in Dar es Salaam



"Before this training, I relied on traditional methods to process my honey, which limited its market potential. The insights gained have empowered me to adopt new techniques that align with quality standards, positioning my honey for international markets."

- Mr. Emily Bakoye Bwire, beekeeper from Ushirombo in Geita region



MSME Summit 2024

The MSME Summit 2024, themed “Make in Tanzania; Made for the Globe,” brought together key stakeholders to discuss the challenges and opportunities facing MSMEs in Tanzania.

UNIDO participated in a panel discussion on issues such as compliance, innovation, and competitiveness.

Dr. Ali Qazilbash, International Conformity Assessment Expert at UNIDO, provided valuable insights on improving MSME performance in global markets.

Dr. Qazilbash highlighted Tanzania’s global positioning, noting that; Tanzania currently ranks 43.3 on the Quality Infrastructure for Sustainable Development (QI4SD) Index, with significant room for improvement in quality infrastructure to support industrial development and market access.



“Proof of compliance must be ratified through good hygiene and manufacturing practices, certification, and hazard analysis critical control points. Once these standards are met, rejection rates will significantly decrease.”

*– Ali Qazilbash,
International Conformity Assessment Expert*

Driving TBS' Efficiency Through Digital Transformation

The QUALITAN project is at the forefront of the digital transformation of the Tanzania Bureau of Standards (TBS). Key initiatives include developing the Laboratory Information Management System (LIMS), QR Code Traceability System, and Webstore platform to improve lab operations, product traceability, and access to TBS services. These tools are being developed in collaboration with stakeholders such as Tanzania's electronic Government Authority (e.GA).

At a workshop validating the Standards and Test Methods integrated into the LIMS system, Alejandro Rivera Rojas, QUALITAN project manager, commented: "UNIDO, through the EU-funded QUALITAN project, is facilitating the strengthening of TBS's digital capabilities by providing modern and scalable digital infrastructure. This includes the Integrated Standards, Quality, Metrology, and Testing (iSQMT) system, accelerating TBS's digital transformation."

The project also supports capacity-building efforts for TBS staff in ICT and conformity assessment. A study tour to an accredited Egyptian lab provided practical insights into LIMS implementation. Modern equipment, such as portable computers and video conferencing tools, ensures these systems are operational.

These interventions aim to harmonize Tanzania's Quality Infrastructure, reduce compliance costs, and enhance consumer protection, particularly for MSMEs seeking certification. The QUALITAN project also contributes to global efforts to strengthen quality infrastructure, improving Tanzania's standing in the international Quality Infrastructure for Sustainable Development (QI4SD) Index.

"The QUALITAN project's interventions, including the development of LIMS, QR Code traceability, and the Webstore, are pivotal in enhancing TBS's ICT systems and transforming the agency digitally."

- Alejandro Rivera Rojas,
QUALITAN Project Manager



December 2024 – QUALITAN organized a series of workshops and trainings. In the picture, TBS technical staff who attended a validation workshop for the Laboratory Information Management System (LIMS) in Morogoro.

PRESS COVERAGE

Guardian NEWS

UNIDO unveils training programme for MSMEs

Small and medium enterprises (SMEs) in Tanzania will benefit from a new training programme unveiled by the United Nations Industrial Development Organization (UNIDO) on Tuesday.

The programme, which is part of the UNIDO-led QUALITAN project, aims to improve the competitiveness of MSMEs through digital marketing, financial literacy, and technical skills training.

UNIDO Director General Liang Hui said the programme is a key component of the organization's efforts to support industrial development in Tanzania. He noted that MSMEs are the backbone of the Tanzanian economy and that the programme will help them access new markets and improve their productivity.

The programme will be implemented in 10 districts across Tanzania, with a focus on the manufacturing and services sectors. It will involve training over 10,000 MSME owners and managers over the next 12 months.

The training will cover a range of topics, including digital marketing, financial literacy, and technical skills. It will be delivered through a combination of classroom-based training and on-the-job training.

UNIDO is a specialized agency of the United Nations that works to promote sustainable industrial development. It provides technical assistance, financing, and policy advice to governments and businesses in developing countries.

MWANANCHI

Kitaiifa Kimataifa Biashara Makala

UNIDO kuwanoa wajasiriamali kutoka mikoa 10 kuboresha biashara

Ahamisi, Julai 25, 2024



By Marandishi Wetu Mwananchi Digital Mwananchi

Serikali inavyopaisha wajasiriamali wadogo ubora, masoko kimataifa

MAKALA 11

“Tameshiaa mwanachama wa mafunzo kwa wajasiriamali wadogo na wa kati 1000 kwa ajili ya kuhimiza vivuvinjo vya ubora, kamati za chabata na mabiji ya masoko, tawala za wakulima, wakulima, wakulima zao zitatimwa na uchumi zila.”

Wajasiriamali wadogo na wa kati (MSMEs) watakuwa wakikumbwa na changamoto za ubora wa bidhaa zao na kufika kwa masoko kimataifa. Serikali inavyopaisha ubora wa bidhaa zao kwa kutoa mafunzo kwa wajasiriamali wadogo na wa kati 1000 kwa ajili ya kuhimiza vivuvinjo vya ubora, kamati za chabata na mabiji ya masoko, tawala za wakulima, wakulima, wakulima zao zitatimwa na uchumi zila.

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Wajasiriamali 1,000 kupeva mafunzo uzalishaji bidhaa bora

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UNIDO, TBS kushirikiana kuongeza wataalam wa ukaguzi kidijitali

MOROGORO

MBEYA WAZINDUA WIKI YA NENDA KWA USALAMA BARABARANI

PARTNERS

Our work would not be possible without the support of our partners, including the Government of Tanzania through the President’s Office, Planning, and Investment, the Tanzania Bureau of Standards (TBS), the Small Industries Development Organization (SIDO), and our donor, the European

Union. We are also grateful to our private sector partners, such as the Tanzania Women Chamber of Commerce (TWCC) and the Tanzania Chamber of Commerce, Industry, and Agriculture (TCCIA) and Media partners who share our commitment to advancing Tanzania’s industrial development.



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