

DIRECTOR OF CEREMONIES,

PERMANENT SECRETARY, MINISTRY OF LABOUR AND HOME AFFAIRS, MR MOAGI;

THE VICE CHAIRPERSON OF THE BOTSWANA TRAINING AUTHORITY BOARD OF DIRECTORS, MS. YVONNE RAMPA;

REPRESENTATIVE OF THE MINISTRY OF FINANCE AND DEVELOPMENT PLANNING;

BOARD MEMBERS OF BOTA HERE PRESENT;

CHAIRPERSON OF THE STANDARDS SETTING TASK FORCE;

CEO OF BOTA, MR ABEL MODUNGWA;

MANAGEMENT AND STAFF OF BOTSWANA TRAINING AUTHORITY;

DISTINGUISHED LADIES AND GENTLEMEN.

TODAY MARKS YET ANOTHER IMPORTANT DAY IN THE SHORT HISTORY OF THE BOTSWANA BUREAU OF STANDARDS (BOBS) WHEN IT ISSUES ITS SEVENTEENTH ISO 9001 CERTIFICATE TO BOTSWANA TRAINING AUTHORITY IN RECOGNITION OF ITS FULLY IMPLEMENTED QUALITY MANAGEMENT SYSTEM. THIS CERTIFICATION AWARD MEANS THAT THE QUALITY SYSTEM OF BOTA WAS ASSESSED BY A TEAM OF BOBS AUDITORS AND FOUND TO BE IN CONFORMITY WITH THE INTERNATIONAL STANDARD ON QUALITY MANAGEMENT SYSTEMS, THE ISO 9001: 2000 STANDARD.

WHAT TODAY'S AWARD MEANS TO US IS THAT BOTA DOES ITS THINGS IN THE RIGHT WAY, AND NOT ACCIDENTALLY. THIS IS A DEMONSTRATION OF THE COMPANY'S COMMITMENT TO QUALITY.

HENCE, LADIES AND GENTLEMEN, TODAY'S EVENT MARKS THE CONTINUATION OF A LONG AND

FRUITFUL PARTNERSHIP BETWEEN THE BOTSWANA BUREAU OF STANDARDS AND BOTA.

MANY ORGANIZATIONS AROUND THE WORLD ARE HAVING THEIR PRODUCTS AND QUALITY SYSTEMS CERTIFIED IN RECOGNITION OF THE IMPORTANCE OF PROVIDING PRODUCTS AND SERVICES OF CONSISTENT QUALITY. BOTA HAS NOW JOINED THESE MANY ORGANIZATIONS THAT HAVE DEMONSTRATED A FULL COMMITMENT TO PROVIDE A SERVICE THAT CONSISTENTLY CONFORMS TO SPECIFIED STANDARDS.

THE ISO 9001:2000 STANDARD IS ONE OF THE MANY STANDARDS PUBLISHED BY THE INTERNATIONAL ORGANIZATION FOR STANDARDIZATION (ISO) ON QUALITY MANAGEMENT SYSTEMS AND IT DEFINES PROCESSES NEEDED TO REALIZE ACCEPTABLE PRODUCTS CONSISTENTLY.

TODATE, OVER 500,000 ORGANIZATIONS ARE CERTIFIED TO THE ISO 9001: 2000 STANDARD THROUGHOUT THE WORLD DEMONSTRATING THE RECOGNIZED IMPORTANCE OF THIS STANDARD TO BUSINESS.

LADIES AND GENTLEMEN, THE BENEFITS FOR IMPLEMENTING AND MAINTAINING AN ISO 9000 QUALITY MANAGEMENT SYSTEM INCLUDE:

- IMPROVED PRODUCTIVITY AND REDUCTION IN SCRAP WASTE AS WORK IS DONE ACCORDING TO LAID DOWN PROCEDURES.
- IMPROVED SERVICE TO STAKEHOLDERS AS THE STANDARD CALLS FOR CUSTOMER FOCUS.
- AND A STRONG BASIS FOR CONTINUAL IMPROVEMENT.

I WISH TO TAKE THIS OPPORTUNITY TO ENCOURAGE LOCAL CONSUMERS TO DEVELOP AN INTEREST IN QUALITY-GUARANTEED PRODUCTS AND SERVICES. I HOPE AND EXPECT GOVERNMENT AND OTHER MAJOR BUYERS, TO RECOGNIZE AND PRESCRIBE THESE EFFORTS IN THEIR TENDERS WHERE APPLICABLE AND APPROPRIATE. I MUST EMPHASIZE THAT ACHIEVEMENTS SUCH AS THIS ONE OF BOTA ARE A PROOF THAT SERVICES PROVIDED LOCALLY CAN BE OF ACCEPTABLE QUALITY AND CAN BE AS GOOD AS ANY PROVIDED ANYWHERE IN THE WORLD.

NOW, AS A BOBS ISO 9001: 2000 CERTIFIED ORGANIZATION, BOTA WILL HAVE THE PRIVILEGE TO FLY THE BOS ISO 9001 FLAG AT ITS PREMISES, AS WELL AS TO USE THE BOBS CERTIFICATION LOGO ON ITS STATIONERY, ADVERTISEMENTS, BROCHURES, AND COMPLIMENTARIES AND FOR OTHER PROMOTIONAL PURPOSES. IT IS HOWEVER, OBLIGED TO ENSURE THAT IT CONTINUES TO SATISFY THE REQUIREMENTS THAT FORM THE BASIS OF THE CERTIFICATION. ALL THIS WILL BE MONITORED THROUGH SURVEILLANCE AUDITS AT PRE-DETERMINED PERIODS.

DIRECTOR OF CEREMONIES, LADIES AND GENTLEMEN, TO ALL EMPLOYEES OF BOTA, IT SHOULD BE NOTED THAT TO GET CERTIFICATION IS ONE THING AND TO SUSTAIN THE CERTIFICATION IS ANOTHER. I THEREFORE CALL UPON YOU TO STRIVE TO MAINTAIN THE ACHIEVED LEVEL OF EXCELLENCE AND BE PROUD OF YOUR CERTIFIED SYSTEM.

IN CONCLUSION, DISTINGUISHED LADIES AND GENTLEMEN, LET ME ONCE AGAIN CONGRATULATE THE BOTSWANA TRAINING AUTHORITY ON THIS

ACHIEVEMENT AND WISH THEM A SUCCESSFUL AND PROSPEROUS FUTURE.