QUALITY AWARDS 2025

1 INTRODUCTION

The SADC Annual Quality Awards were approved by SADC Committee of Ministers of Trade (CMT) in June 2009. The aim of these awards is to recognise and appreciate organisations and individuals who are contributing to quality advancement in all sectors of SADC, by having measurement and quality management systems, procedures and processes that are in line with local, regional and international practices and standards and who use quality principles to advance and support national and regional economic development and growth.

The competition is also designed to encourage SADC industry, especially Small and Medium Enterprises, to stretch themselves in terms of sustainable quality of industrial production and service delivery. It gives entities and individuals an opportunity to be regionally recognised and celebrated with an award of a trophy and a certificate.

2 OBJECTIVES OF THE AWARDS

The following are the objectives of the SADC Annual Quality awards:

a) To recognise organisations that excel in continuous quality improvement.
b) To motivate organisations to adhere to acceptable quality business norms.
c) To encourage organisations to comply with local, regional and international quality standards.
d) To encourage application by organisations of the quality assurance, quality control and quality management practices.
e) To enhance understanding of quality principles, business methods and all national and SADC harmonised standards that promote competitiveness.
f) To recognise individuals that excel in their contributions to the SQAM Quality drive.

3 CATEGORIES:

The SADC annual Quality Awards provide for **five** categories of awards. In the first **four** categories, two awards per category are available, one for Small and Medium Enterprises **(SME)**, and one for Large Enterprise – **(LE).** The *fifth* category is an individual award.

4 ORGANISATION OF THE COMPETITION

The SADC Quality Award competition is run at two levels: Member States level and regional level. Member States must run a national level competition in each category and identify the winner of each category which can enter the regional (SADC) competition. National Quality Awards Focal Points are responsible for submitting the entry forms to the regional SADC Quality Awards competition.

In 2024/25, the competition received 30 entries in total from all categories. The entries were from four Member States, namely Eswatini, United Republic of Tanzania, Zambia and Zimbabwe. Eight companies and one individual emerged as winners in this year's competition with Eswatini and Zambia leading in numbers of the winners, with three companies each, followed by Zimbabwe with one winner in the category of Product of the year, while the United Republic of Tanzania produced the winner in the category of individual of the year. No company emerged as winner in the category "Exporter of the year representing – SME". Below is the short description of the winners:

1. **Company of the Year (COY)- Large Enterprise (LE).** For this category, **Eswatini Meat Industries** (EMI), was recognised as the winner. EMI is the leading meat processing company in the Kingdom of Eswatini and has established itself as a prominent player in the local market as well as exporting to Europe. It is equipped with advanced technology and adheres to strict quality control measures, ensuring that the products meet international standards. The company's commitment to excellence is reflected in its emphasis on maintaining a strong cold chain. By implementing robust logistics and transportation systems, EMI ensures that its products are stored and transported at optimal temperatures, guaranteeing their quality and safety throughout the supply chain.

2. **Company of the Year (COY) - Small and Medium Enterprise (SME).** In this category the **National Disaster Management Agency (NDMA)** from the kingdom of Eswatini emerged as the winner. The NDMA is a government agency established to coordinate disaster management affairs in the Kingdom of Eswatini. The Executive and management of NDMA provides leadership in ensuring work systems and processes are practical, efficient and customer needs centered. NDMA uses customer feedback mechanisms for improving their services, products and processes. It uses ISO[1] 9001:2015 as basis to emphasises the importance of gathering and responding to customer feedback as part of the quality management system.

3. **Product of the Year (POY) - Large Enterprise (LE)**. The Zimbabwe based **Saint-Gobain Construction Products** with **Rhinolite Multipurpose Plaster** achieved the top position under this category. Rhino Lite Multipurpose Plaster is a lightweight, multipurpose finishing plaster suitable for internal application onto brickwork, concrete block, concrete and Rhino Board and as a finishing plaster onto sand cement basecoats. The organisation has been certified by Standards Authority of Zimbabwe (SAZ) to ISO 45001:2018; ISO 14001:2015; ISO 9001:2015 and has also attained SAZ product mark. The organisation has

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[1] International Organisation for Standardisation

also implemented a WCM (World Class Manufacturing) system and is currently attaining a foundation site. All the systems run concurrently to form an Integrated Management System (IMS).

4. **Product of the Year (POY) - Small and Medium Enterprise (SME).** The **Swazi Tiles Investments** from the Kingdom of Eswatini won this category with its **Double-Roman Roof Tiles**. Swazi Tiles has various Policies and Procedure in place to ensure that Product aligns to the SANS[2] 542:2020 standard and procedures align with ISO 9001:2015, allowing the company to provide the best product quality to customers. It has established a Quality Management System (QMS) that aligns with relevant industry standards, ensuring that all processes and products conform to these benchmarks. This system provides a structured framework for managing quality throughout our operations.

5. **Service of the Year (SOY) - Large Enterprise (LE). Zambia Industrial Commercial Bank (ZICB) of Zambia** was awarded as the winner in the category of Service of the year – large enterprise**.** ZICB operations are organised around customer needs, from onboarding to service delivery, which is enhanced through digital solutions and effective resource allocation. Regular reviews ensure alignment with stakeholder values, sustainability goals, and quality benchmarks. ZICB's service delivery is anchored on a robust combination of innovative systems, efficient processes, and customer-centric strategies. ZICB employs a robust Quality Management System (QMS) to ensure consistent and efficient service delivery. Key components include Policy Frameworks, Monitoring and Evaluation Tools, Key Performance Indicators (KPIs) among others.

6. **Service of the Year (SOY) - Small and Medium Enterprise (SME).** The **Safety Management Training Services** (SMTS) based in Zambia was awarded the winner in this category**.** SMTS Zambia offers a range of services designed to ensure the health, safety, and environmental compliance of organisations which includes Workplace Safety Courses, Management Training, Industry-Specific Solutions, Tools and Equipment Skills and Consultancy services. SMTS Zambia prioritises a robust system of management to ensure the delivery of exceptional products and services. Key aspects include Compliance and Standards, Quality Assurance, Competence and Materials. SMTS Zambia invests heavily in its workforce through comprehensive training programs. This includes internal training with rigorous verification. Before conducting an audit, training or consultancy service, the company ensures to thoroughly verify, correct and up-date information. Trainers and consultants are supervised by highly competent senior trainer and consultant.

7. **Exporter of the Year (EOY) - Large Enterprise (LE). Bigtree Beverages** from Zambia is the winner of the category of Exporter of the Year – Large Enterprise**.** Bigtree Beverages produces a variety of non-alcoholic beverages, including fruit-flavored juices, carbonated soft drinks, energy drinks, packaged drinking water, and functional beverages containing natural herbal extracts. Bigtree has

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[2] South African National Standard

emerged as a leader in carbohydrate management and the reduction of intense sweeteners, meeting the demands of evolving consumer preferences. The company prioritizes quality, speed, cost, safety, and morale in every aspect of business. Quality assurance and food safety have always been of paramount importance to Bigtree. With prestigious certifications, such as FSSC[3] 22000, backing quality standards, adherence to stringent controls and food safety protocols, providing consumers with the utmost confidence in the purity and safety of every sip.

8. **Individual of the Year**. The winner for the Individual of the Year category is **Prof. Bendantunguka Phillibert TIISEKWA,** from the United Republic of Tanzania**.** Prof. Tiisekwa is a food processing business academician who has has assisted individuals as well as institutions in Tanzania, Rwanda, Lesotho and Ghana to improve food product safety and quality and services by promoting use of various Food Safety Management Systems including ISO standards. In 2006 he established the Morogoro Food Processing Innovative Cluster that brought together 17 small scale food processing business with the aim of upgrading their food processing business so that they could be formally fulfill standards requirements and increase their business. After retirement Prof. Tiisekwa continues to work on a part time basis as a lecturer in Food Safety and Quality Management at Sokoine University of Agriculture. He has been a member of a standards committee at the Tanzania Bureau of Standards (TBS), member of the Ministerial Advisory Board of the then Tanzania Food and Drugs Authority and above all, a small-scale food processor. He spearheaded the establishment of MSc at Sokoine University of Agriculture, Food Quality and Safety Assurance programme.

Full details of results of the competition can be found below:

CATEGORY	NAME OF COMPANY/PRODUCT/SERVICE	ACHIEVEMENT
Company of the Year (COY)- Large Enterprise (LE)	**Eswatini Meat Industries (Eswatini)**	**Winner**
	Said Salim Bakhresa Company Ltd (Tanzania)	First Runner up
	Tobacco Processors Zimbabwe (Pvt) Ltd	Second runner up
Company of the Year (COY) - Small and Medium Enterprise (SME)	**National Disaster Management Agency (Eswatini)**	**Winner**
	Legacy Manufacturers Limited (Zambia)	First Runner up

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[3] A certification scheme for food safety management systems based on ISO 22000 and sector specific Prerequisite Program (PRP).

CATEGORY	NAME OF COMPANY/PRODUCT/SERVICE	ACHIEVEMENT
	CAPS Ltd (Tanzania)	Second runner up
	ZimTrade (Zimbabwe)	Certificate of recognition
Product of the Year (POY) - Large Enterprise (LE)	**Rhinolite Multipurpose Plaster - Saint-Gobain Construction Products (Zimbabwe)**	**Winner**
	Bigtree Cornflakes - Nyama Soya Ltd (Zambia)	First Runner up
	Bwana Sukari Sugar - Kilombero Sugar Company Ltd (Tanzania)	Second runner up
Product of the Year (POY) - Small and Medium Enterprise (SME)	**Double-Roman Concrete Roof Tile - Swazi Tiles Investments (Eswatini)**	**Winner**
	Strike Dishwashing Liquid - Formula Chemicals (Pvt) Ltd (Zimbabwe)	First Runner up
Service of the Year (SOY) - Large Enterprise (LE)	**Zambia Industrial Commercial Bank (Zambia)**	**Winner**
	Cerba Lancet Eswatini Laboratories (Eswatini)	First Runner up
	Bitumen World (Pvt) Ltd (Zimbabwe)	First Runner up
Service of the Year (SOY) - Small and Medium Enterprise (SME)	**Safety Management Training Services (Zambia)**	Winner
	Rannah Investments (Pty) Ltd (Eswatini)	Certificate of recognition
Exporter of the Year (EOY) - Large Enterprise (LE)	**Bigtree Beverages (Zambia)**	**Winner**
	RFG Eswatini (Pty) Ltd (Eswatini)	First Runner up
	East Coast Oils and Fats Ltd (Tanzania)	Second runner up
Individual of the Year	**Prof. Bendantunguka Phillibert TIISEKWA (Tanzania)**	**Winner**
	Goodwill Matsebula (Eswatini)	First Runner up
	Tazviona Lois Ngonyamo (Zimbabwe)	Second runner up