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URS

Project Report
TF/UGA/04/001/2008

August 2008

Agro Processing and Private
Sector Development
Uganda Integrated Program
Phase II

Development & Implementation
of Training Program in ISO
22000:2005 Food Safety
Management Systems and ISO
9001:2000 Quality Management
Systems in the Food Industry in
Uganda

Contract Ref.: 16001587

Funded By



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Implemented By



United Registrar of Systems



Auditor/Lead Auditor Training Courses for Food Safety & Quality
Contract Ref.: 16001587
A project funded by UNIDO

Implemented By



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Abbreviations

BSE	Bovine Spongiform Encephalopathy
URS	United Registrar of Systems
EU	European Union
SAARC	South Asian Association for Regional Cooperation
CPC	Consumer Protection Council
CSP	Country Strategy Paper
ISO	International Organization for Standardization
UNIDO	United Nations Industrial Development Organization
QMS	Quality Management System
FSMS	Food Safety Management System
HACCP	Hazard Analysis and Critical Control Points
UKAS	United Kingdom Accreditation Services
IRCA	International Register for Certificated Auditors
UNBS	Uganda National Bureau of Standards
UIP	Uganda Integrated Program
WTO	World Trade Organization
EC	European Commission
BSI	British Standards Institute
IAF	International Accreditation Forum
R&D	Research & Development



A Overview

Increasingly open trade in food and farm products can potentially benefit both consumers and producers through greater variety of foods/products or new export income earning opportunities. However, the potentially negative impacts of this trend include the possibility that food-borne diseases are more easily transmitted among countries even more rapidly - posing health risks to consumers and financial risks to food producers/processors who fail to attain rigorous and increasingly *globalized* food safety standards. Increased trade also implies potentially increased costs, as food scares become increasingly global.

As a result, globalisation of food trade requires the development of a more integrated and preventive approach to food safety and quality. As international trade in food and farm products increases, it is becoming increasingly difficult to resolve the food quality and safety problems of any one country without collaborative international efforts to develop integrated, preventive strategies.

The economic consequences of contaminated food and farm products can be potentially devastating, with the estimated US\$6 billion in costs incurred by the United Kingdom in response to the Bovine Spongiform Encephalopathy (BSE) crisis is just one recent example. Failure to attain international food quality and safety standards can result in significant financial losses for food exporting countries (for example, exports of red chilli spices from SAARC countries to the EU being affected by aflatoxin problems – a food quality issue related to safety, Or, ban from EU on the Seafood Imports from Kenya).

Whereas, food quality and safety systems in developed countries have evolved over time, through the incorporation of many diverse scientific, technological, legal and societal advances. In developing countries, food quality and safety systems are still extremely diverse and tend to be far less organised, comprehensive and effective. Most food quality and safety systems in developing countries are challenged by problems of rapidly growing populations, urbanisation and natural environments that expose consumers to a wide range of potential food safety risks. The informal sector is often a significant producer and distributor of fresh and processed food products (including '*street*' foods) for direct consumption. Self-provisioning occurs in rural and urban areas and is correspondingly important in terms of food supply. All of these factors make effective food quality and safety regulation and control much more difficult to achieve.

Even when food standards in developing countries are aligned with recognised international standards, the lack of technical and institutional capacity to control and ensure compliance essentially makes the improvements in regulation and standards less effective. Inadequate technical infrastructure - in terms of food laboratories, human and financial resources, national legislative and regulatory frameworks, enforcement capacity, management and coordination - weakens the ability to confront these challenges. Such systemic weaknesses may not only threaten public health but will also result in reduced trade access to global food markets.

Against this backdrop, international assistance to help strengthen the institutional and technical capacity of Food regulators, producers, distributors and service providers is a very welcome proposition. In this report, we have covered the activities carried out under the project of "Development & Implementation of Training Program in ISO 22000:2005 Food Safety Management Systems and ISO 9001:2000 Quality Management Systems in the Food Industry of Uganda". The project was funded by UNIDO under its project "Agro Processing and Private Sector Development Uganda Integrated Program Phase II". The courses included participants from various stakeholders in food businesses of Uganda.

URS Pakistan
August 2008



B Project Partners

United Registrar of Systems

United Registrar of Systems is the pioneer in introducing food safety certification and training schemes in the region. Through its resource of auditors and trainers, URS has been offering training and 3rd Party Certification services to the food sector for over seven years. URS was the first certification body in the world that successfully designed a verifiable HACCP/Food Safety Management Systems and achieved accreditation from United Kingdom Accreditation Services (UKAS). URS Pakistan played a key role in designing and approval of this scheme.

URS partners, CMC International, is one of the first training organizations in Pakistan offering IRCA Approved Auditor/Lead Auditor Training Courses in the Food Safety. URS has an in-house capability of delivering these courses and have been delivering courses in the region.

URS has been quite active in introducing the concept of Food Safety Management to all scores of the society through its Annual National "Safe Food" conferences. Safe Food Conference has been successfully organized since 2002 and has become a mega event creating a common platform for the food professionals, industrialists, academia representatives, regulators and consumer councils. Over 2500 delegates from 300+ organizations from various food processing, packaging, trade, academia and regulatory sectors have attended our Safe Food Conferences.

URS has a proven track record of working with over 100 organizations for their food safety and quality management systems needs including firms like Mitchell's, National Foods, English Biscuit Manufacturers and Pakistan Beverages (Pepsi).

CMC International

CMC International (UK) Ltd was formed in 1992 by Chris McHale, and soon earned an enviable reputation for providing consultancy to both large and small organisation with a practical non-bureaucratic approach.

The company then expanded its product range to include training and developed a range of training courses. The company became an IRCA registered training organisation in 1996 and now have a number of IRCA registered courses.

All trainers and consultants are registered IRCA Auditors or Lead Auditors with a wealth of practical experience in manufacturing and service industry sectors.

CMC International (UK) Ltd are an ISO 9001: 2000 and IRCA registered training organisation who specialise in management systems training and consultancy. IRCA registered courses are now run on a regular basis in Greece, India, Pakistan, Malaysia, Mauritius, USA, Turkey, UAE, Indonesia, Thailand and the UK.

The company offers a wide range of training and consultancy services including IRCA registered Auditor/Lead Auditor courses that are delivered by experienced trainers and consultants with experience in the manufacturing and service industries. Training courses are delivered on either an in house basis or as public courses. In house courses can be adapted to suit the particular requirements of clients.

The consultancy services range from initial advice to full project management in all aspects of quality, environmental and health & safety management. Over the past ten years, the company have acted as consultants to many organisations of various sizes from sole traders to multi national organisations and are approved consultants to many local Business Links.

Accreditations & Affiliations

International Register of Certificated Auditors – IRCA

URS offered the Auditor/Lead Auditor Training courses for Food Safety and Quality in partnership with CMC International which is accredited by International Register for Certificated Auditors (IRCA). The International Register of Certificated Auditors (IRCA) is the world's first and largest



international certification body for auditors of management systems. Located in the UK in the centre of London, IRCA certifies more than 11,500 auditors in over 105 countries worldwide.

IRCA has approved over 90 training organizations, who together provide training for over 50,000 students each year in over 100 countries.

IRCA offers certification programs that recognize the competence of auditors who audit quality, environmental, occupational health and safety, software development, information security and food safety management systems.

IRCA is a division within the Institute of Quality Assurance but operates as a separate, independent organization.



C Food Safety – The Ugandan Case

The current food safety system in Uganda is severely hampered by an obsolete food law and lack of resources for building a sound food safety control infrastructure. The country is lacking laboratory facilities, and necessary scientific expertise and research. The current food act does not address the new technological developments in the food industry particularly safety of Genetically Modified Foods, or International Food regulations as required by the World Trade Organization (WTO) and the European Commission (EC) for food residues, packaging and other phytosanitary requirements, Codex Alimentarius and others.

The private sector's primary food safety role is to take responsibility in producing safe products and cooperate with the government in establishing and complying with food safety standards. The consumers share responsibility for food safety control system. The National Bureau of Standards (UNBS) has developed and is continuing to put in place standards related to food hygiene and safety which will be incorporated in the proposed Food safety Law.

There is an increasing presence and magnitude of food additive and contaminants cases concerns. This is compounded by low levels of sanitation and hygiene, low latrine and water supply coverage. Environmental and demographic issues cannot be just ignored. Apart from food safety being a health and environment issue, it can also be a big economic issue. In 1997 a ban was imposed on fish exports to the European Union (EU) markets because the country's fish processors and exporters failed to meet the new EU Hygiene and Processing quality standards for fish exports. There was also a scare that Uganda had the intention to spray chemicals on the lakes to fight the Water Hyacinth weed, which had invaded the water bodies at alarming rates with serious impacts on the fisheries industry. This fear was further compounded by the use of poisons by some unscrupulous fishermen to catch fish. Endosulfan, a broad-spectrum insecticide commonly used to control pests in crops was detected in poisoned fish.

Uganda lost over US\$ 36.9m when export of first ban to Europe was imposed in 1999. The community lost about US\$ 720,000 per month due to low sales of fish, over 2,000 workers were laid off when the fish processing factories were operating low capacity. For processed food, Uganda depends heavily on inputs and must guard against products that are substandard in quality or beyond their expiration date.

Food borne illness is recognized to be a significant public health problem in Uganda, though data are lacking that would permit accurate quantification of morbidity and mortality associated with food borne hazards. Much of the burden of illness results from basic sanitation failures that occur in food production, processing, retailing, and handling in the home. Achieving basic food hygiene is made difficult by the lack of necessary sanitation infrastructure in many areas of the country and segments of the food system.

With the introduction of ISO 22000 in 2005, the businesses in the developing countries are facing pressure from their buyers from developed part of the world to comply with this international standard as a measure to increase confidence in terms of safety of the food supply chain. The current project was aimed at helping the Ugandan food related businesses to understand the implications of a Food Quality & Safety Management Systems and developed a local resource of Auditor/Lead Auditors who can, after appropriate training, help the local businesses in implementation and raising awareness in general public.



D Main Activities Carried Out

D1 Preparation of Course Material

The IRCA Lead Auditor Courses are run in accordance with a pre-defined protocol established by IRCA itself. The course material used by URS complies with IRCA guidelines and is standardized internationally to ensure consistency and uniformity of training approaches. The course material for the ISO 9001:2000 was published for 20 participants along with supporting handouts and exercises.

However, the material for ISO 22000:2005 Auditor Course was customized. The ISO 22000 standard references the local laws and regulations which need to be covered during the course. As for Uganda, the main contact in Uganda National Bureau of Standards (UNBS), Mr. Samuel Balagadde had helped the trainers in covering the legal and regulatory requirement with a handout and presentation on Ugandan Food Related Laws and Regulations. A summary of legal and regulatory requirements was also compiled for submission to the CMC International Head Office for their records and further reference.

See annexure A for presentation on legal requirements and legal register.

D2 Selection of Participants

The selection of participants was primarily a responsibility of UNIDO Uganda Integrated Program – Food Component. Mr. Samuel Balagadde, UNIDO UIP Food Component Coordinator selected the participants from various stakeholders. A total of 27 participants attended both of the courses. 14 participants attended both of the sessions while rest attended either of the two. In total, 19 participants attended the ISO 9001:2000 Lead Auditor course (because of a no show delegate who could not be replaced) while ISO 22000 course was run on full capacity of 20 participants.

The delegates selected for the course represented a number of stakeholders in the food sector. These include Uganda National Bureau of Standards, Ministry of Agriculture Animal Industry and Fisheries, Food Industries, Fisheries, Food Safety and Quality Assurance Consultants, Academia, Hotels and Food Analysis Laboratories.

See annexure B for a detailed list of Participants and attendance lists.

D3 Baseline Assessment of Delegates

Each trainee's initial competence and understanding of food safety and quality was assessed and documented through a formal pre-course exercise. This information helped the trainers establish the initial baseline for the target group and customize the course contents and delivery to the specific needs of the participants. This baseline was also used to benchmark improvement in the knowledge and understanding of the trainees with the help of continuous assessment and post-course exercise.

As the lead auditor courses are fairly complex and challenging in terms of the course requirements and contents, the pre-course assignments also help in making sure that all the participants have the minimum level of pre-requisite information thus increasing the probability of successful completion.

See Annexure C for Sample Pre-Course work for both courses.

D4 Course Scheduling

The courses were scheduled back to back in two consecutive weeks on the recommendation of the project beneficiaries. The ISO 9001:2000 course commenced from August 04-08, 2008 while ISO 22000:2005 course was scheduled from August 11-15, 2008. The courses were planned as full time residential courses where participants were subjected to rigorous training and exercises for at least 10 hours a day.

The courses were delivered by Mr. Zeeshan Zafar, Lead Auditor & Trainer, and Mr. Jahanzeb Ali Khan, Lead Auditor, Trainer and Food Sector Specialist of URS Pakistan.



Both of the trainers were pre-approved by the project donors and later consent from the project beneficiaries was also obtained.

See annexure D for detailed course program for both of the courses.

D5 Course Delivery

The courses were delivered by the trainers by following the guidelines and protocols defined by IRCA for its course delivery. Each course was delivered over five days following concepts of blended and Accelerated Learning.

Each session of the course was started with a formal definition of the learning objectives as per IRCA guidelines. Learning objectives described in outline what successful students would know and be able to do by the end of the course.

The courses included a number of lecture sessions followed by exercises and role plays. The course exercises enabled delegates experience new ideas and skills, reflect on what they have learnt and discuss the strengths and weaknesses with the tutors in order to address areas of weakness and improve their overall auditing ability.

See Annexure E for Pictorial Presentation of the Course Delivery

D6 In-course Continuous Assessment

At the end of each day, delegates undertook a 15-minute assessment on the topics covered during the day and concepts that have been discussed earlier in the week. Each assessment consisted of 5 short answer questions that are worth a total of 10 marks.

On an ongoing basis the tutors made an assessment of each delegate based on the following criteria:

- Attendance for the full duration of the course
- Participation as part of the group.
- Achievement of learning objectives by demonstration via exercises and presentations
- Timekeeping.
- Contribution to discussions.

Assessment of Learning Objectives

Throughout the course, exercises were given that were assessed by the tutor to ensure achievement of the learning objectives as required by the IRCA. Delegates who scored low were offered additional tuition in order to gain a full understanding of the objective.

Delegates were required to pass the continuous assessment, which is a combination of the tutor assessment, achievement of the learning objectives and the end of day assessments if they were to be awarded a Certificate of Successful Completion. All of the delegates completed the in-course continuous assessment successfully and were to appear in the final exam.

D7 Final Examination

On day five, delegates were required to appear in the IRCA approved examination papers. The pass mark for this examination was 70% with a minimum of 40% in each of the four sections. The exam included a combination of Multiple Choice Questions (MCQs), short and long answers on awareness of the standards and auditing practices. The final section of the exam included three audit scenarios where delegates were asked to assess a case situation and identify areas of concerns or non-conformances. The duration of the exam was 2 hours with 20 minutes allowance for extra time as exams were taken in English language.

A total of 10 (53%) delegates passed the final exam for Quality Management as compared to 8 (40%) delegates for Food Safety. Delegates who failed the paper will be allowed to take one re-sit (on a different paper) provided that they have passed the continuous assessment.



D8 Evaluation and Results

The exam papers were evaluated against the guidelines for marking question papers given by IRCA. The guidelines provide a set of correct answers. However, tutors are required to assess the delegate responses based on relevance and suitability even if these are not directly as per model answers.

The exam papers were evaluated on a three stage process. Firstly one of tutor assessed the papers and marked according to his judgment. This was repeated by a second evaluation by the Second Tutor on the course. Finally, CMC International Course Manager verified the markings and developed final score.

The results once verified by the course manager were communicated to all the participants via email with copies to the UNIDO Uganda Integrated Program Food Component Representative, Mr. Samuel Balagadde.

D9 Certificates Issuance

Certificates were issued according to the final grades of the delegates. Participants who successfully completed the final exam were issued certificate of successful completion while certificates of participation were issued to the rest of the participants. Certificates that are issued are valid for three years from the date of examination.

See Annexure F for Copies of Training Certificates

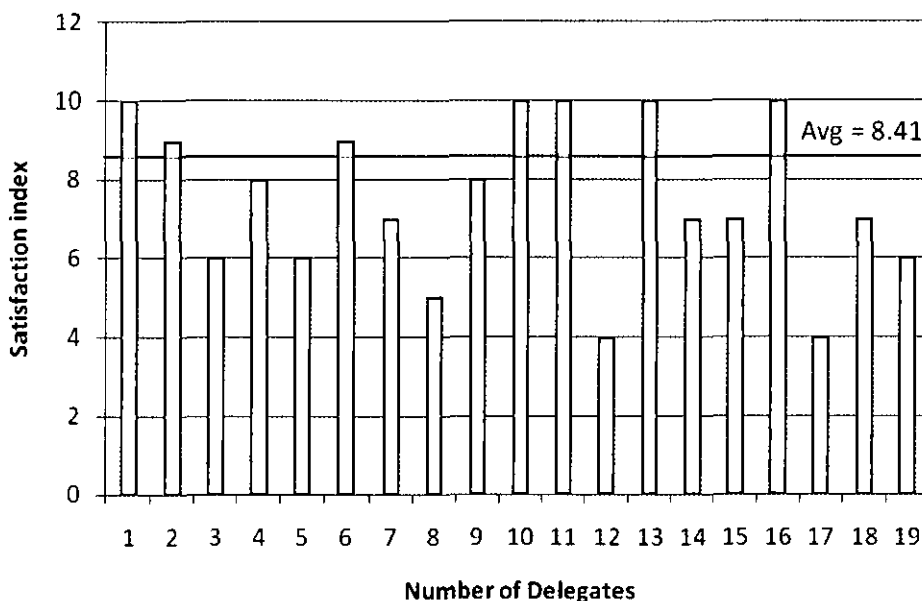
D10 Delegate Feedback Analysis

A formal feedback form was used to obtain input on the course performance from all the delegates. The delegates were asked to rate the course delivery, course contents and tutors performance on a number of indicators along with identification of areas for further improvement.

See Annexure G for Completed Feedback Forms

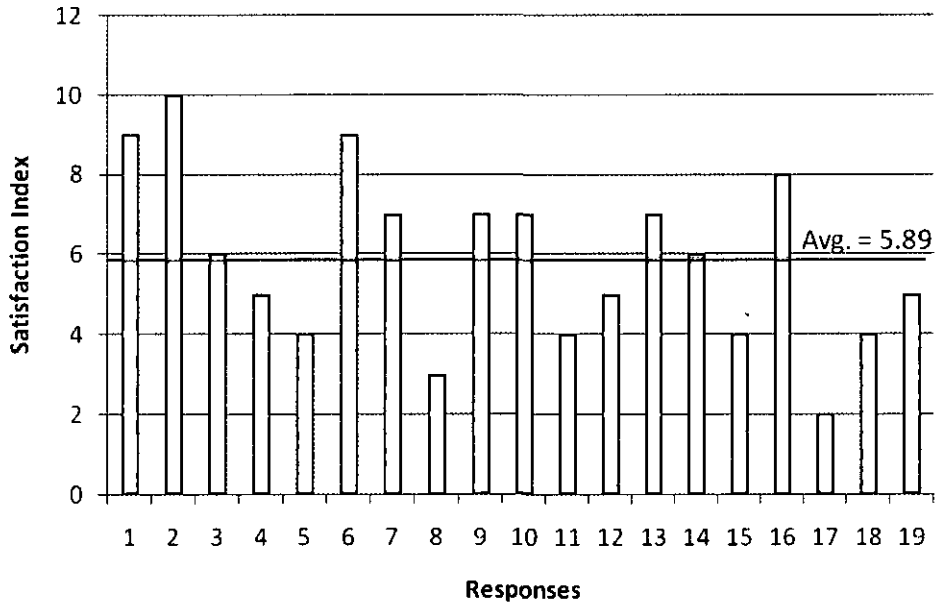
The feedback obtained is compiled and analyzed to obtain the trends. Following are some of the results from ISO 9001:2000 Course;

Course Admin and Arrangements

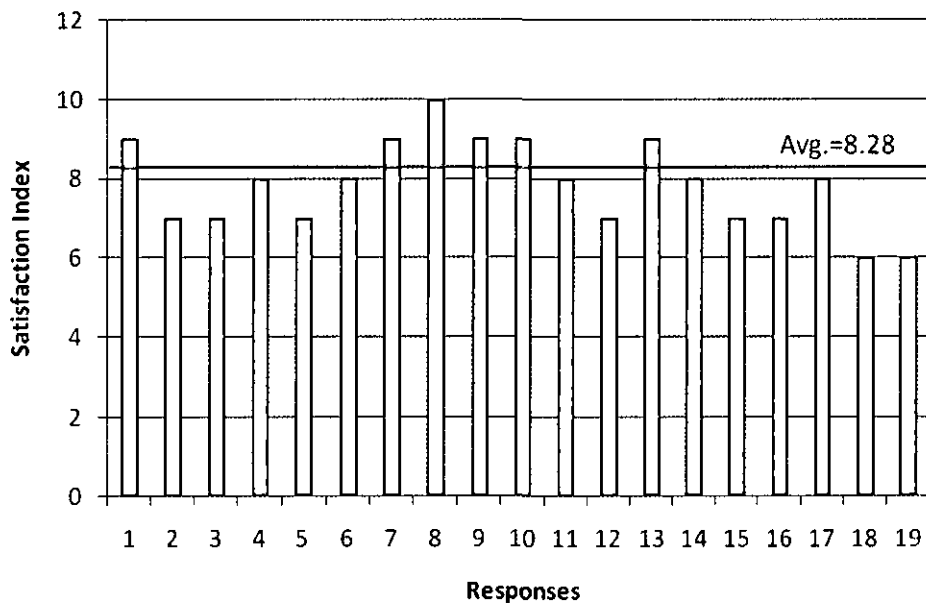




Suitability of Venue

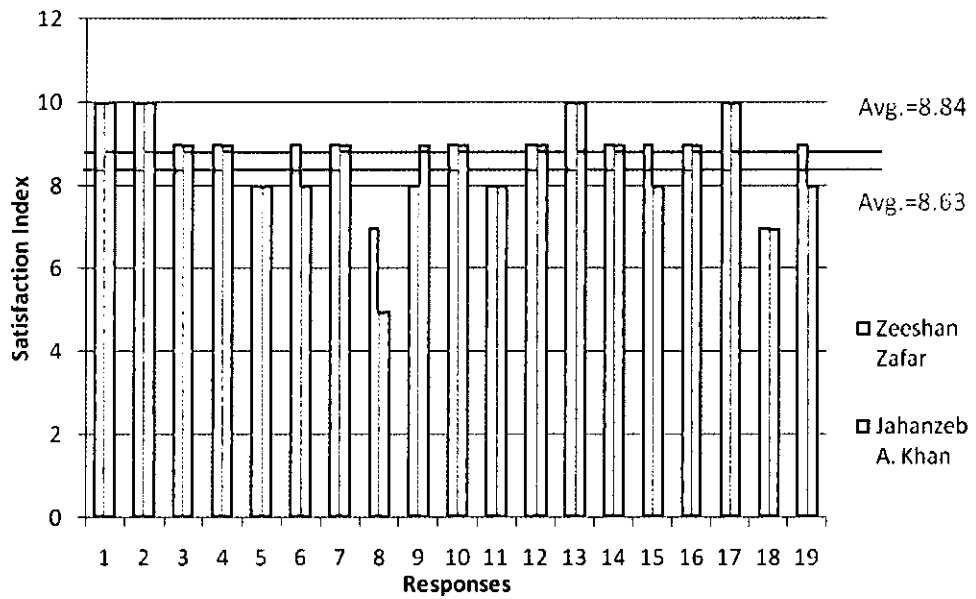


Documentation Quality

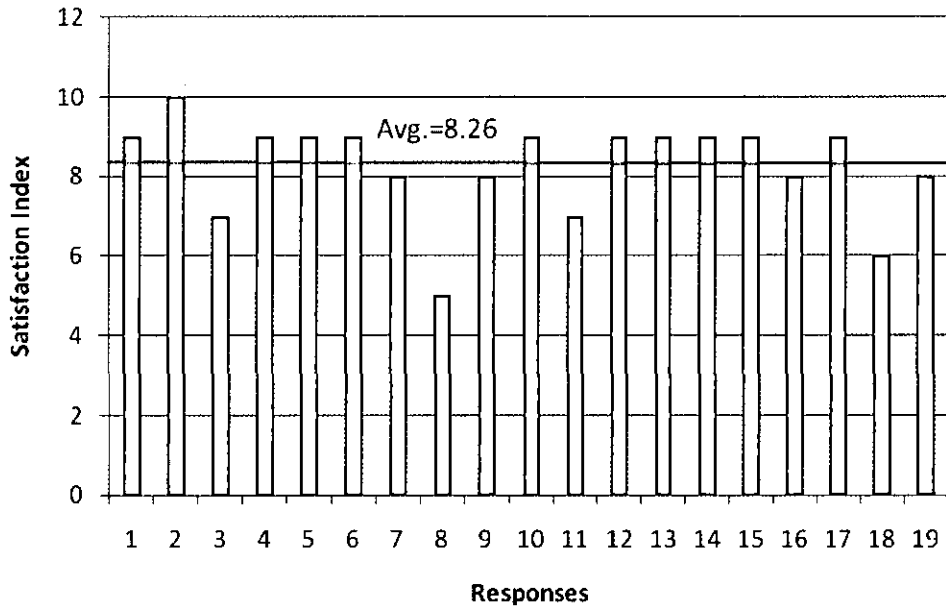




Tutor Knowledge and Effectiveness

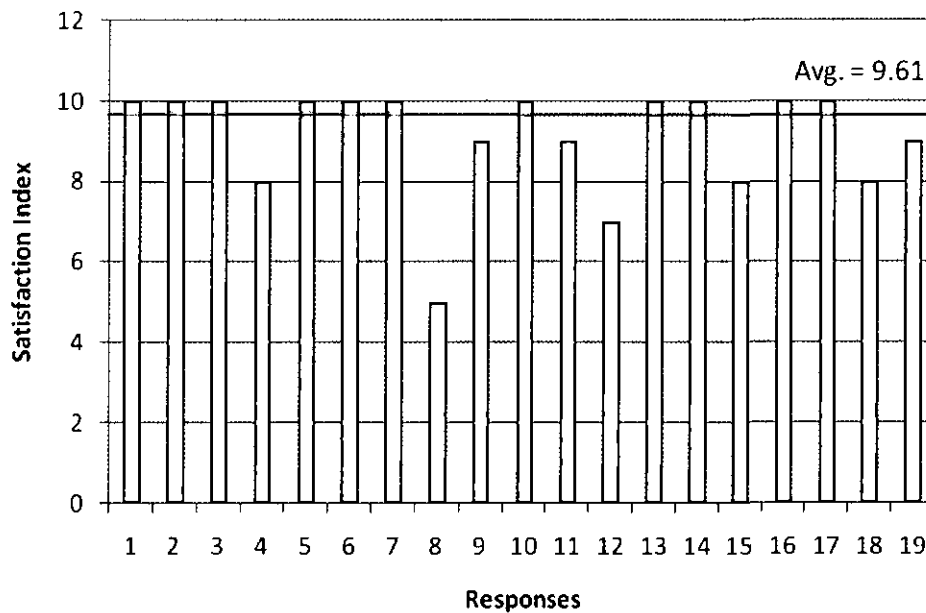


Presentation Skills & Use of Visual Aids





Course was Beneficial



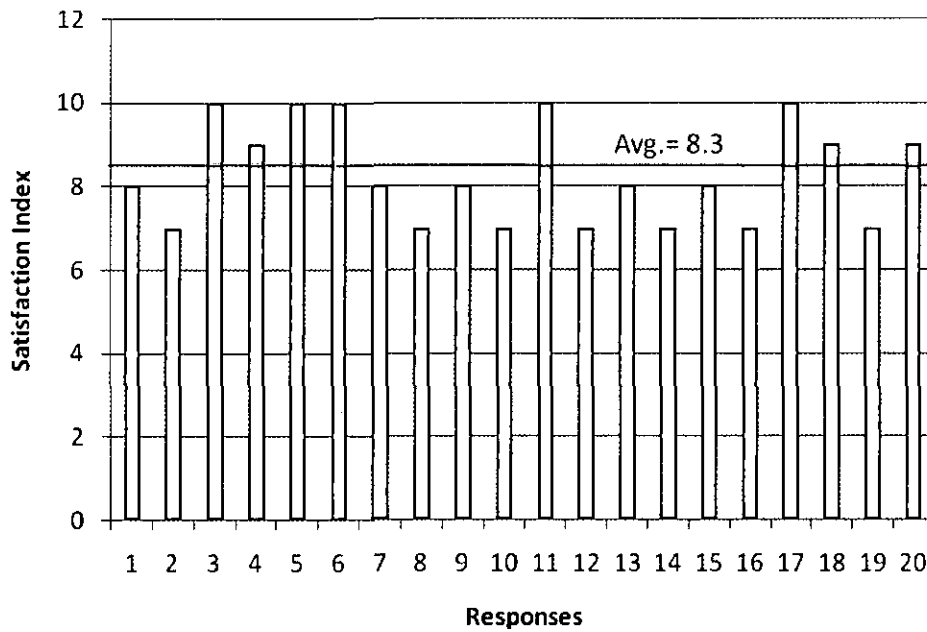
Suggestions for Improvement – Comments.

- Soft Copy of training Material should be provided.
- Help should be provided in Auditor Registration
- Delegate Manual can be improved by including a table of content and aligning it with the visual aids i.e. slides
- Group work was cumbersome due to excessive discussion and arguments which was time consuming and made it difficult to reach to the conclusion
- The course duration should be extended to 8 -10 days
- Need more time in order to effectively absorb all the course contents thus adding more value to the course
- Include videos for scenarios and more role plays for auditing
- Ensure that exercises are done immediately after presentation of related materials to enable reinforcement
- Improve time management
- Spend more time on priority audit areas and less on the support
- Standard should be analysed with a focus on implementation as well to improve the understanding further.
- More emphasis on how to determine a nonconformity and report writing
- More time to prepare for the course and cover all the material, the course is so congested
- Participants should undergo an intensive ISO 9001:2000 awareness training prior to the lead auditor training to enable the tutors go through the course easily
- The time allocated to do exercises is short to internalise case studies. Case studies should be given to the delegates as homework. Also these documents are good for follow up reading so they should be left with the delegates
- More practical and ideal examples.
- Training documents can be improved by providing a copy of slides and extra space to record explanatory notes
- There is a need to respect the copyright of BSI and ISO in case the royalties are not paid
- Improve language and speed.

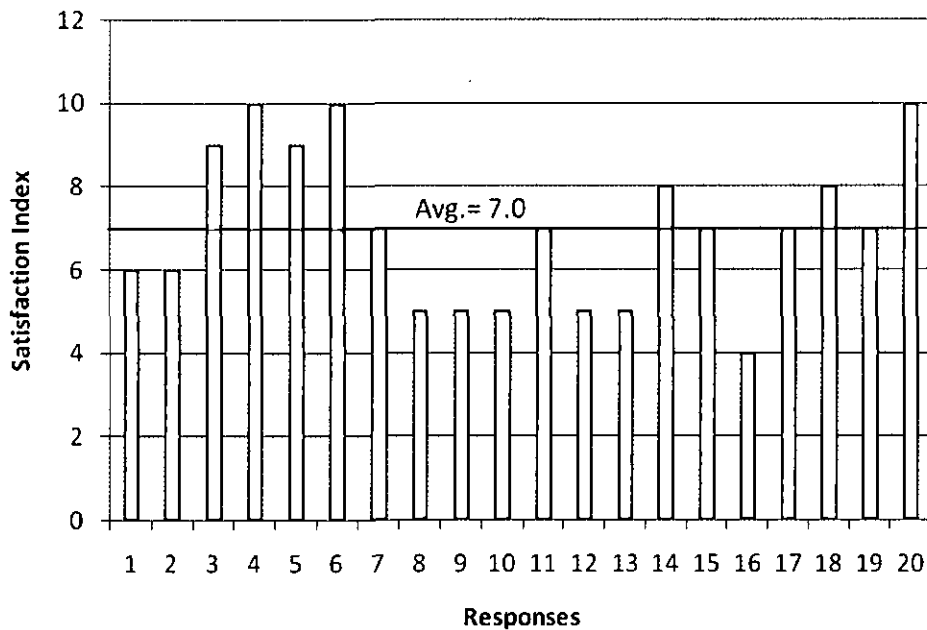
Feedback from ISO 22000:2005 Course



Course Admin & Arrangements

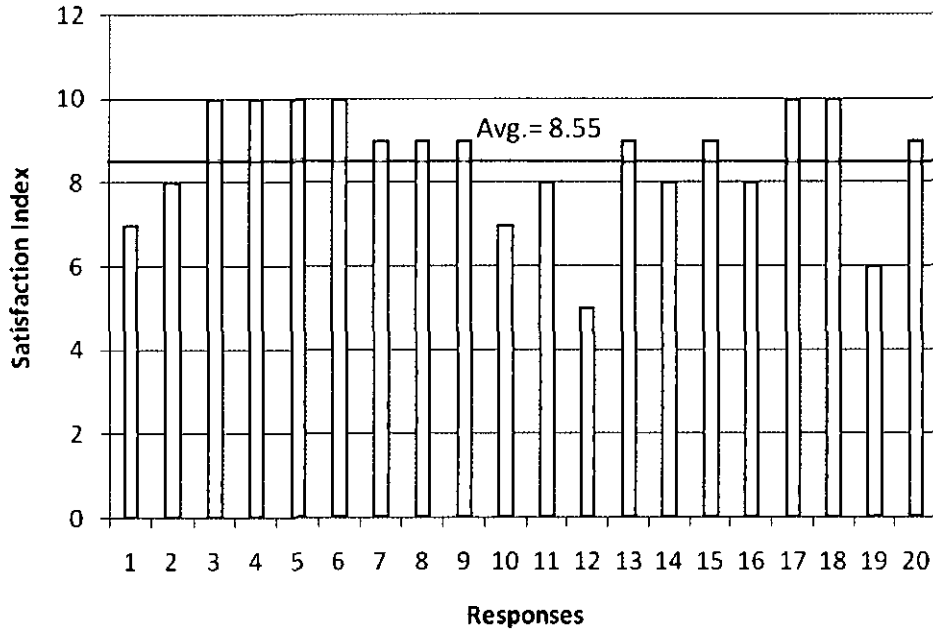


Suitability of Venue

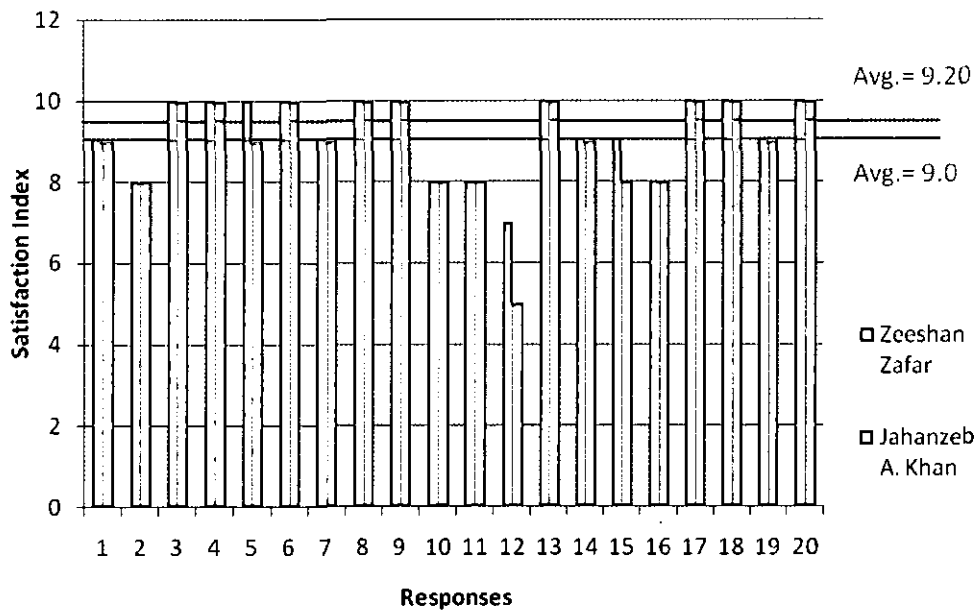




Documentation Quality

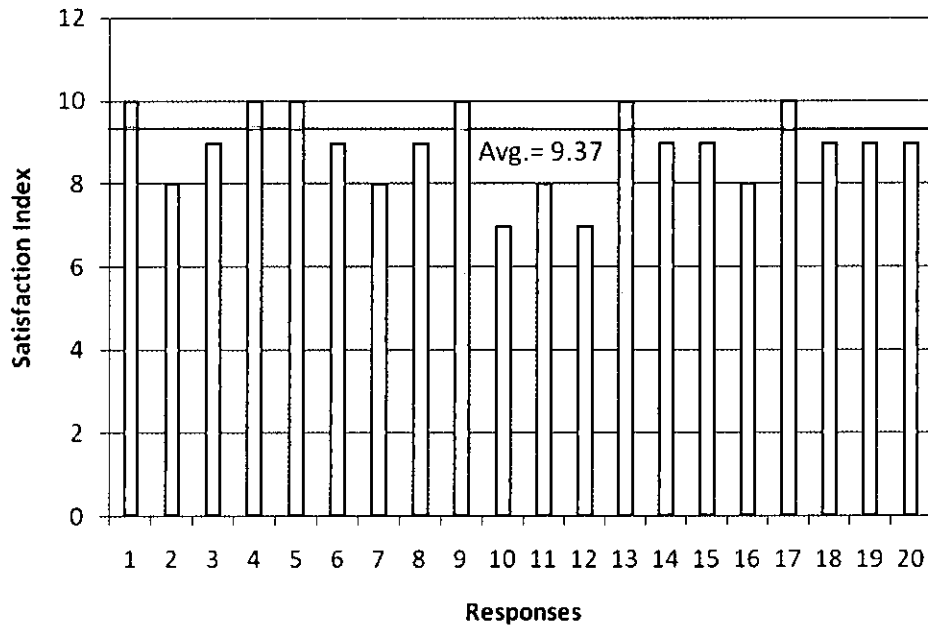


Tutor Knowledge & Effectiveness

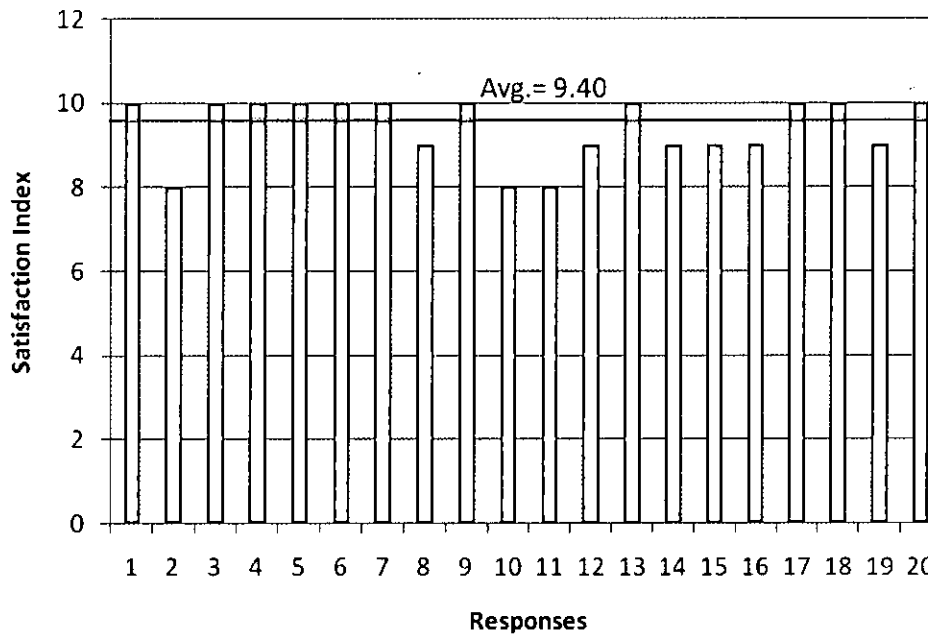




Presentation Skills & Use of Visual Aids



Course was Beneficial



Suggestions for Improvement – Comments

- Include practical audit with a food company to help us appreciate the practices
- Volume of documentation could be reduced and more group work / exercises included.
- The delegate manual could be made more user friendly and include more of the important information given by trainers during presentations



- the course is very good but the program is very tight, may be more days could be allocated or an awareness session of the standard could be done prior to Lead Auditor Training course
- The period of one week given for the course is not enough therefore consideration should be given to increase the duration to two weeks for better participation and practical work.
- One more day to revise ..!
- More time needed to accelerate learning
- 5 days are too intensive, delegates don't have the chance to fully internalise the course material. It is such a rushed course
- Train for 7 days and reserve a day for recap and conceptualisation of the contents
- Time Keeping.. The course was very good in terms of contents.. Well done!
- More time for writing of Nonconformities to gain skills through analysis of scenario.
- The videos could be supplemented with a mock audit in any available food industry that may be within the vicinity of the training venue.
- Modify group composition at least on 2nd and 4th day
- This course should incorporate field work as part of qualification
- Speed of the presentations could be revised as some of the delegates could be slow learners.
- Nominated trainees need to be informed in time for good preparations



E Important next steps/actions

- The auditor resource developed during this intervention needs further help in terms of completing their competency requirements for achieving signoffs as Auditor/Lead Auditor. These steps include shadowing a Lead Auditor in practical audits, working under the guidance of lead auditors, conducting a number of independent audits and completing the documentation requirement for IRCA Auditor / Lead Auditors signoffs. URS can help these auditors by providing opportunities to shadow URS's Auditors in Quality / Food Safety Auditors.
- In order to develop a sustainable third party certification body in Uganda and effectively utilize the auditor resource developed during current intervention, there is a need to build the capacity of Ugandan Organizations (possibly through UNBS) in terms of their understanding of the third party certification businesses, their operational protocols / procedures, certification management systems and requirements of accreditation bodies. The capacity building activities will include training on above requirements, matchmaking with international certification business, training on international standards and guidelines for certification businesses (e.g. ISO 17021, IAF Guide 62/66) and support in implementing the Certification Management Systems.
- On the other hand, there is a strong need to create the demand for quality and food safety systems in the market place. The certification businesses can only add value and sustain if there is enough demand in the market for the compliance assessment services. There is a need to develop the capacity of Ugandan Enterprises in terms of awareness on the international standards, requirements for implementation and compliance.
- The pull in the market can also be created by working closely with the consumer groups and organizations working for consumer rights. There is a need to increase awareness on food safety and quality standards among the consumers helping them in demanding the safe food. URS can work with consumer associations in Uganda in terms of developing their capacity and raise consumer awareness through media, conferences, seminars and trainings on food quality and safety. URS has been working on this concept in Pakistan for over 8 years under the "Safe Food Pakistan" Initiative. Under Safe Food, URS has undertaken various initiatives including a National Conference on Food Safety called "Safe Food Conference" being organized for last eight years. For details please visit, www.safefood.org.pk
- There is a need to strengthen the industry and academia relationships in Uganda in order to better utilize the concepts of food quality & safety and making the whole food supply chain safe from "farm to fork". The trainer resource developed during this intervention can be leveraged to identify areas for further development and assist academia in terms of understanding the requirements of international standards. URS can play a seeding role by introducing the latest concepts and international best practices to the industry and Academia, and help them identify possibilities of joint efforts for R&D and other capacity building initiatives.
- The current intervention can also be linked to other capacity building initiatives funded by various donor organizations. This can not only help the current project in terms of long term sustainability, but it can also use the momentum developed by this intervention thus effecting the bottom line of food sector's overall economic development. The support will also help the other initiatives in achieving their program objectives and developing the country's knowledge resource at a grass root level.
- As the current project also involved some of the teachers from the Academic institutions, it has raised awareness on the importance of understanding modern food safety and quality assurance techniques. It is envisaged that these concepts will be included as a part of the curriculum of the degree programs. URS can help academia in developing the contents and building the capacity of the institutions through teacher training for onward delivery of these courses.



- The knowledge imparted during this intervention can be utilized for development of food compliance monitors and inspectors responsible for food safety and quality assurance in the market place. This training will make this process more effective by shifting from inspection based approach to the audit and conformity assessment approach. This methodology has already being used in various parts of Europe and North America.



F List of Annexes

- A** Presentation on Legal Requirements and Legal Register
- B** List of Participants and Attendance Sheets
- C** Sample Pre-course Work
- D** Course Programs
- E** Pictorial Presentation of the Course Delivery
- F** Copies of Training Certificates Training Schedule
- G** Completed Feedback Forms



Annexure A

Presentation on Legal Requirements and Legal Register

FOOD RELATED LAWS IN UGANDA

**TRAINING OF LEAD AUDITOR/AUDITORS ISO 9001, ISO
22000**

**4-15 August 2008
Kampala, Uganda**

Introduction to Basic Laws of Food Processing and Trade in Uganda

Under this topic we highlight the main laws that affect food business which you need to comply with, and how you can comply with them.

Apart from the law dealing with revenue collection, can we identify any of such laws?

Laws governing food business in Uganda

From a food safety and consumer protection point of view, the following are the most important broad categories of laws that affect any food business in Uganda

- **Laws related to composition and quality requirements of food products**
- **Laws related to Hygiene**
- **Laws related to weights and measures**
- **Laws related to Labelling of food stuffs**

LAWS RELATED TO COMPOSITION AND QUALITY

- **These laws include the following**
 - **Food and Drugs Act**
 - **Adulteration of Goods Act**
 - **Public Health Act**
 - **Agricultural Chemicals Statute**
 - **Water Statute**
 - **Uganda National Bureau of Standards Act.**
- **In general these laws PROHIBIT**
 - **the addition or use of any substance or ingredient in the preparation of food for human consumption that can render food injurious.**
 - **The use technology that may render the food injurious.**

LAWS RELATED TO COMPOSITION AND QUALITY -Cont'd

- The UNBS Act
 - establishes requirements for food product, packaging, and food handling premises through documents known as standards, and also
 - allows for their enforcement for the protection of the public against harmful ingredients, dangerous components etc.
- The sale of food that is unfit for human consumption can lead to prosecution

Laws related to hygiene requirements for food establishments

- These laws include the following
 - Food and Drugs Act
 - Fish Quality Assurance Rules
 - Meat Industry Bill (to be enacted)
 - The Dairy Development Authority Act (DDA Act)
 - Uganda Coffee Development Authority Act
 - Public Health Act
 - Uganda National Bureau of Standards Act
 - The Food Safety Bill (draft-to be reviewed and enacted is benchmarked on EU regulations and the General Food Law)
- In general the use unregistered or approved premises for the preparation or manufacture of food is **PROHIBITED**

Hygienic requirements of premises

- The Hygienic code of practice that has been developed with the assistance of UNIDO and UNBS lays down the requirements of food factories as follows
 - Construction and Layout
 - Factory hygiene requirements
 - Equipment requirements
 - Storage of materials (raw materials, finished products etc.
 - Water supply
 - Waste disposal
 - Hygiene requirements for employee

Food Business Certification

- Remember!
 - The Laws in Uganda put the responsibility of ensuring food safety on manufacturer.
- Certification involves getting
 - Approvals by the authorities
 - Endorsement by the Consumers of buyers
- A food business can gain confidence of the public or consumers and law enforcement agents through:
 - Joining UNBS product certification
 - Have products tested by UNBS Laboratories and others like Chemiphar
 - Join training programme e.g. UNBS, UNIDO
 - Establish contacts with professionals
 - Implementing international food safety management standards like ISO 22000

Certification through approval of premises

- The laws related to hygiene require that premises used for food handling be approved by local authorities
- Authorities can approve premises for more than one purpose e.g. for peeling, slicing, drying, packing, storage, etc.
 - It is therefore important for the user of premises to specify the activities he/she is to undertake on the premises
- Premises used for the manufacture or storage of food for trade purposes should
 - be constructed of durable, cleanable materials.
 - Rodent proof
 - never be used for residential or sleeping purposes

Registration of premises

- Registration and approval of premises is the responsibility of local authorities except for fish processing plants.
- De-registration can be due to the following;
 - Poor hygiene with regard to construction, site environment
 - Unapproved activities
- For compliance with the above laws always
 - use Uganda standards
 - establish linkages and
 - also attend training

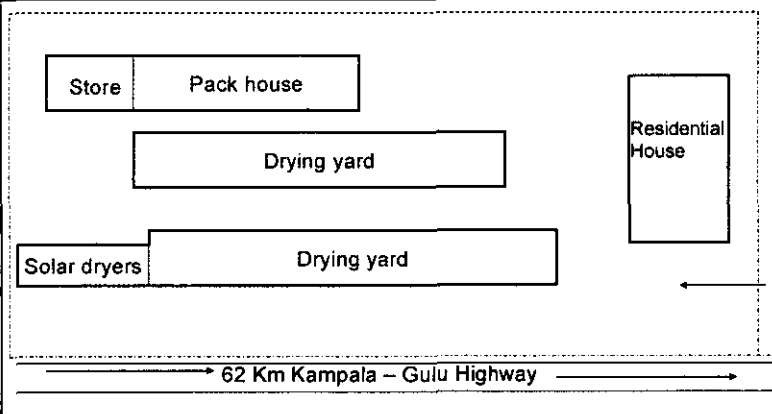
Technical issues to consider during application

1) Define the technical activities on site
e.g.

- Reception of fruits
- Ripening
- Peeling
- Drying
- Storage

2) Provide a site map and indicate where each building is located

Site Map of Nterenfune Enterprises



LABELLING OF FOOD STUFFS

- This is governed by the following laws
 - Weights and measures Law
 - Food and Drugs Act
 - UNBS Act
 - Uganda standard for labelling of pre-packaged foods. The false labelling and advertisement of food is **PROHIBITED** under these laws
 - False labelling includes;
 - falsely describing the food

Requirements of labelling regulations

- In general, labelling
 - must be clear, legible and indelible
 - must not be hidden by any pictorial or written manner
 - must not mislead the consumer
 - Must not be perceived in any way as deceptive
 - Clear on instructions for use, re-use,
 - ingredients and composition

Requirements of labelling regulations

- **Exceptions to above requirements include**
 - **Commodities sold in bulk or sold prior to being sold to ultimate consumer e.g. Coffee or Tea Information can be given on the accompanying documents**
- **Commodities that may require that their names are given e.g.**
 - **Ready to Drink (RTD) juices**
 - **Pre-packaged dried fruits**
 - **Foods pre-packaged by a retailer for sale from his own premises**
 - **Foods packed at the request of the consumer**

Requirements of labelling regulations cont'd

- **Information required for pre-packaged foods**
 - **Name of food (to be specific)**
 - **List of ingredients**
 - **Net quantity**
 - **Date of minimum durability (Best before and use by date)**
 - **Storage conditions**
 - **Instructions for use**
 - **Name and address of manufacturer, packer or distributor or seller**

WEIGHTS AND MEASURES LAWS

- **Aims of weights and measures laws**

- Protection of the consumer from being cheated through sale of exact weights
- Sets a level playing field as there is a minimum acceptable on the market.

- **Requirements of the law**

- Goods sold by weight shall be by net weight
- Weight should be declared on the label (net weight).

Systems of measurements

- The law recognises the use of Minimum Weight system and this system entails
 - having every pack of food containing at least the net weight that is written on the label
 - It does not apply to goods packed in less than 50g packs.
- The system also tends to rationalise net weights by laying down ranges to be offered for sale e.g. for biscuits 150g, 200g, 300g, 400g, 500g, 1kg etc
- However the system is rather expensive for the producers (considering the required time, man power etc)

Systems of measurements cont'd

- To counteract such problems associated with net weight requirements other countries use what is known as Average Weight System. This system takes into consideration the use automatic filling and packaging systems.
- For those exporting to the EU certification of this system using an "e" mark is a mandatory requirements. Details on this requirements can be obtained for the UEPB.

**THANK YOU FOR YOUR
ATTENTION**

EXISTING LAWS

- Uganda National Bureau of Standards Act (1983)
- The Uganda National Bureau of Standards (Certification) Regulations (1995)
- Food and Drugs Act (1964)
- Fish and Crocodile Act (1964)
- Public Health Act (1964)
- Water Statute 1995
- National Environment Statute 1995
- Agricultural Chemicals (Registration and Control) Statute 1993
- Fish Quality Assurance Rules (1998)

Uganda National Bureau of Standards Act (1983)

The Act establishes the Uganda National Bureau of Standards with a mandate to formulate standards in all fields including food and have the overall responsibility for standardisation and quality matters nationally.

The Uganda National Bureau of Standards (Certification) Regulations (1995)

The UNBS Certification Regulations of 1995 made under the UNBS Act of 1983 have provisions for granting and renewal of a permit to affix the National Quality Mark on manufactured products of attested quality and certifying quality systems in industries and services.

Essentially, UNBS is mandated to, among other things:

- (i) Formulate National Standard specifications and codes of practice for food commodities among other products;
- (ii) Enforce standards in protection of public health, safety and social welfare;
- (iii) Provide laboratory facilities for testing of food products to ensure that they conform to specified standards;
- (iv) To adopt any international standards or other specifications and Codes of Practice suitable for use in Uganda; and
- (v) Certify products for compliance with standards.

Food and Drugs Act, 1964

This Act makes provisions for supply of safe food and the prevention of adulteration of foods and drugs in as far as composition, labelling, storage and handling are concerned.

Fish and Crocodile Act (1964)

The Ministry of Agriculture, Animal Industry and Fisheries implements this. It makes provision for the control and management of the fisheries and crocodiles resource.

Public Health Act (1964)

This Act consolidates the law regarding the protection of public health. It provides for the safeguarding and promotion of sanitation and housing including storage of foodstuffs.

Agricultural Chemicals (Registration and Control) Statute (1993)

This Act provides for registration, control and usage of agricultural chemicals.

National Environment Statute (1995)

This statute provides for the sustainable management of the environment and among the applicable regulations, it gives the stiffest penalties to the people suspected to catch fish using chemicals.

Water Statute (1995)

The Statute provides for the use, protection and management of water resources.

Fish Quality Assurance Rules

The Fish Quality Assurance Rules (1998) address the following among others:

- The duties of the Fisheries Inspector;
- Procedures for approving establishments and fish landing sites;
- Export certification;
- General requirements for establishments in terms of layout, record keeping, health controls, quality management etc.

Draft Food Law

The Food Law has been drafted and encompasses among other things, standards, and Codes of Good Practice, control of pesticide residues in food, Food Additives, importation and exportation of food, and warranty to mention but a few. The Draft Food Law has proposition for establishment of a central food control body to co-ordinate food control activities.

Uganda National Bureau of Standards Bill (1998)

The Act that established the Uganda National Bureau of Standards with a mandate to formulate standards in all fields including food and have the overall responsibility for standardisation and quality matters nationally, has been reviewed and is due to be enacted in Parliament.

LAWS GOVERNING FOOD BUSINESS IN UGANDA

The laws that govern food processing in Uganda fall under the following categories

1. FOOD COMPOSITION, HYGIENE AND QUALITY
2. WEIGHTS AND MEASURES
3. LABELLING OF FOOD

1. FOOD COMPOSITION, HYGIENE AND QUALITY

Under the food composition, hygiene and quality the following laws are of great importance

1.1 Food and drugs Act 1964, Cap 271

The Act sets out to define what is meant by food, and food business. It also sets out to enforce the law, gives the power to various officers, states how it is enforced and informs us that selling certain substandard foods is an offence.

1.1.1 What is food?

Under section 2 of the Act Food includes drinks, chewing gum and other products of a like nature and use and articles and substances used as ingredients in the preparation of food or of a drink or of such products.

1.1.2 Food Business includes the undertaking of a canteen, club, school hospital or institution whether carried out for profit or not.

1.1.3 Composition of foods

For purposes of food control Sections 3 – 6; deal with composition and labelling of foods and therefore makes it an offence to

- a) render food injurious to health by adding or taking away any article or substance
- b) to sell food to the prejudice of the purchaser, which is not of the nature, or substance, or quality demanded

1.1.4 Food unfit for human consumption

To ensure food safety requirements for purposes of public protection, section 7 – 10 make it an offence to sell food that is unfit for human consumption.

While Section 8 gives powers to authorised officers to detain food, to and also inspect.

On the other section 11 – 13 identify that local authorities are responsible for enforcing this Act.

Among their responsibilities are

- Registration and de-registration of premises
- Issuance of improvement notices for those establishments that do not meet the minimum required standard

1.1.5 What is food adulteration

It is important to note that the main law does not give a precise definition of what is meant by say unfit food, adulterated food, deceptive labelling etc. These are mainly laid down in standards and regulations.

A food product can be considered to be adulterated as:

- a) a threat to health
- b) a dilution of a product in one or more ways

This can be by addition of water, bulking agent, or some other diluting material. For example adding water to whole milk and sell it as whole milk is a violation of the law

- c) a removal of valuable constituents

If the constituent is removed without informing the consumer is the violation of the law. For example the removal of butter fat from milk and the milk is sold as whole milk is not permitted. The milk is considered adulterated unless the product is properly labelled as to its fat content. However it does not mean that the product is adulterated for example if vitamins are destroyed during processing

- d) an aesthetically unfit practice.

If the food is allowed to decompose or spoil to some degree and then further processed as an edible product, it also considered adulterated.

1.2 Uganda National Bureau of Standards Act

The Uganda National Bureau of Standards (UNBS) Act 1983 aims at quality improvement through application of standards in all aspects of the economy. It also provides for

- a) co-operation nationally, regionally and international on matters of Standardisation, Quality assurance, Metrology and Testing (SQMT).
- b) Enforcement of standards
- c) Establishing testing facilities etc.

Standards elaborated under the food sector cover the following areas

- Product standards in which the minimum requirements are laid down
- Code of practices
- Hygiene and food safety standards covering the requirements for food processing establishments
- Methods of analysis.
- Labelling of pre-packaged foods

It is envisaged that by implementing standards covered the above categories, one can meet the requirements laid down in the public health Act.

1.3 Public Health Act cap 269

The law is aimed at preventing the occurrence of or dealing with any out break or prevalence of any infection, communicable or preventable disease.

The prohibits the following among others

- a) employment of people suffering from communicable diseases
- b) requires buildings intended for food storage and handling to be constructed in a proper manner to prevent the entry of vermin
- c) People to reside or sleep in any kitchen or room in which foodstuffs for sale are prepared or stored for sale

The law vests the authority into local governments.

2.0 WEIGHTS AND MEASURES LAW

The weights and measures law aims at the protection of the consumer from being cheated through sale of exact weights and sets uniform system through establishing minimum weight.. Minimum

weight entails having every pack of food to contain at least the declared net weight that is written on the label (cf. with the average weight system).

The law requires

- a) that if goods are sold by weight it shall be minimum weight.
- b) Weight to declared on the label

3.0 LABELLING LAWS

The Food and Drugs Act prohibits deceptive labelling or false advertisement of food. Other laws related to labelling of food products include the UNBS Act and the weights and measures law.

3.0.1 Requirements for labelling

The law requires that labelling

- a) must be clear, legible and indelible
- b) must not be hidden by any pictorial or written manner
- c) must not mislead the consumer.

Information required for pre-packaged foods include

- Name of food (be specific)
- List of ingredients
- Net quantity
- Date of minimum durability
- Storage conditions
- Instruction for use
- Name and address of the manufacturer, packer, distributor etc.

3.0.2 What is deceptive labelling

A food is considered to mislabelled if

- a) If it is offered for sale under the name of another food
- b) If it is an imitation of another food unless its label mentions so.
- c) If its container is so made, formed, or filled as to be misleading
- d) If in a package form unless it bears a label containing
 - Name and address of the manufacturer/packer/distributor
 - Accurate statement of the Quantity of the contents in terms of weight, measure, numerical count etc.

Legislation Register

Food Safety	<input checked="" type="checkbox"/>	Environmental	<input type="checkbox"/>	Region/Country	Uganda, East Africa
Date of Review		Reviewed By			

Generally, the Food related laws in Uganda are outdated and obsolete; review of Food Control Regulations is not regular or has not been done in some cases notably the *Food and Drugs Act*. The Current FDA act which is still in force was only amended to set up the National Drugs Authority as the competent authority to regulate quality of drugs in the country.

Other laws in place have not been reviewed in line with Food Safety. However there is an on going process to develop a new Food Law. The draft has been finalised but is yet to be reviewed in line with the EU requirements and the EU model Food Law before it can be tabled for debate and enactment. The lack of aggressive food control laws and regulations has therefore caused laxity among processors in general and lack of awareness among consumers; this trend is however changing due to current interventions and government involvement in Food Safety and SPS matters.

Legislation Title	Publication Date	Latest Revision Date	Brief Description of requirements	Typical Audit Evidence
Food and Drugs Act	18 th June 1964		This Act makes provisions for supply of safe food and the prevention of adulteration of foods and drugs in as far as composition, labelling, storage and handling are concerned.	Registration of Food Establishment with Local Government certificate
The Draft Food Bill 2006	Not yet published, awaiting review and enactment by Parliament and passing by Cabinet and will repeal the Food and Drugs Act of 1964		The Food Law has been drafted and encompasses among other things, standards, and Codes of Good Practice, control of pesticide residues in food, Food Additives, importation and exportation of food, and warranty to mention but a few. The Draft Food Law has proposition for establishment of a central food control body to co-ordinate food control activities.	

Legislation Register

Fish Quality Assurance Rules	1998	March 2008, and still under review	The Fish Quality Assurance Rules address the following among others: The duties of the Fisheries Inspector; Procedures for approving establishments and fish landing sites; Export certification; General requirements for establishments in terms of layout, record keeping, health controls, quality management etc.	Certificate of Registration from the Department of Fisheries Resources; Ministry of Agriculture Animal Industry and Fisheries. And Inspection reports from UNBS Laboratories.
Public Health Act	15 th October 1935	1964	This Act consolidates the law regarding the protection of public health. It provides for the safeguarding and promotion of sanitation and housing including storage of foodstuffs.	Records of Sanitation GMP/GSP records for Storage Pest Control Records Inspection Reports by Public Health Officers
Fish and Crocodile Act	1964		The Ministry of Agriculture, Animal Industry and Fisheries implements this. It makes provision for the control and management of the fisheries and crocodiles resource.	Inspections Reports by Fisheries Inspectors Control Plans at Sites
Agricultural Chemicals (Registration and Control) Statute	1993	5 th April 2007	This Act provides for registration, control and usage of agricultural chemicals.	Records of Registrations for Chemicals, Fumigators, Applicators and premises
National Environment Statute	19 th May 2005	Not yet reviewed	This statute provides for the sustainable management of the environment and among the applicable regulations, it gives the stiffest penalties to the people suspected to catch fish using chemicals.	Test Records against Env. Quality Standards Inspection Reports from Environmental Inspectors EIA Reports
Water Statute	1995	7 th April 1997	The Statute provides for the use, protection and management of water resources.	Registration / Approval for the Use of Water Approval of Effluent discharges to the water resources

Legislation Register

<p>The Uganda National Bureau of Standards (UNBS) Certification Regulations</p>	<p>1995</p>		<p>The UNBS Certification Regulations of 1995 made under the UNBS Act of 1983 have provisions for granting and renewal of a permit to affix the National Quality Mark on manufactured products of attested quality and certifying quality systems in industries and services.</p> <p>Essentially, UNBS is mandated to, among other things:</p> <ul style="list-style-type: none"> Formulate National Standard specifications and codes of practice for food commodities among other products; Enforce standards in protection of public health, safety and social welfare; Provide laboratory facilities for testing of food products to ensure that they conform to specified standards; To adopt any international standards or other specifications and Codes of Practice suitable for use in Uganda; and Certify products for compliance with standards. 	<p>UNBS certification mark and certificates UNBS Audit Reports UNBS Analysis Reports Copy of UNBS Specifications UNBS Calibration Certificates</p>
<p>The UNBS (Uganda National Bureau of Standards) Bill</p>	<p>1998</p>		<p>The Act that established the Uganda National Bureau of Standards with a mandate to formulate standards in all fields including food and have the overall responsibility for standardisation and quality matters nationally, has been reviewed and is due to be enacted in Parliament.</p>	
<p>Adulteration of produce Act</p>	<p>31st December 1901</p>		<p>Provides for prevention, protection from and control of falsification, deterioration, and artificial modification of produce that may lead to loss of safety and/or resources to the final consumer</p>	

Legislation Register

Dairy Development Act	1996		Provides for the development of the dairy sector and regulates their activities in terms production, transportation, processing and distribution	Registration of Premises Certification of Imports/Exports Inspection / Audit Reports
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Annexure B

List of Participants and Attendance Sheets

LIST OF PARTICIPANTS OR LEAD AUDITOR/AUDITOR TRAINING ISO 9001 (4-8 AUGUST 2008) AND ISO 22000 (11-15 AUGUST 2008) AT SK BTE INTERNATIONAL LIMITED

No	Name	Bef Profile	Contact Address	ISO 9001	ISO 22000
1	Mr. Deus Mubangizi (Replaced by Lugolobi M. Joseph in ISO 22000 course)	He is a Trained Quality Auditor (TIQMS). His areas of expertise include: Quality Assurance and Quality Management, Certification Systems, Quality auditing, Standardization, Conformity assessment and Training, Mechanical and Production Engineering in general, Water resources management and Environmental Sanitation, Information technology and Computer Aided Engineering, Technical and Vocational Training.	Tel: +256 772494025 E-mail: deus.mubangizi@unbs.go.ug	√	√
2	Ms. Irene Wanyenya	A Food Scientist by profession with ten years of post qualification experience in the Food Sector, a trainer and auditor of Food safety management Systems (GMP/GHP, HACCP, ISO 22000), Quality management Systems (ISO 9001) and Product Certification Systems.	Tel: +256 712 478333 E-mail: irene.wanyenya@unbs.go.ug	√	√
3	Mr. Abdul Ndifuna (Replaced by John Paul Musimami in ISO 9001 Course and Namataka Peace Rebecca for ISO 22000.)	Dr. Ndifuna holds a Masters degree in Microbiology and a Bachelor's degree in Veterinary Medicine. HE has a post graduate experience of 21 years in food safety control systems, public health microbiology, laboratory testing and HACCP. Currently, he is the UNIDO National Expert on ISO 22000 – Food Safety Management Systems.	Tel: +256 774 014121 E-mail: abdul.ndifuna@unbs.go.ug	√	√
4	Mr. Joel Ayikobua	Mr. Ayikobua is a Food Scientist with a Post Graduate diploma in Management. He has taken several short courses in Food Safety Management systems. He has eight years of post qualification experience in the Beverage Quality Control/ Assurance, trainer of Food safety management Systems, Industrial Surveillance, market Surveillance.	Tel: +256 772 311402 E-mail: joel.ayikobua@unbs.go.ug	√	√
5	Mr. Yasin Lemiriga	Mr. Lemiriga holds a Bachelors of Science Degree, a Master degree in Physics and a Postgraduate diploma in Computer Science. He has eight years post qualification experience in Verification and calibration Testing. He is experienced in analysis of radio nuclides in food and soil. Currently, he is Deputy Quality Manager-Uganda National Bureau of Standards. He has vast experience in developing Quality Systems documentation and is a Lead Auditor in Internal Quality Audits.	Tel: +256 0772 459605 E-mail: yasin.lemiriga@unbs.go.ug	√	

6	Mr. Samuel G.L.Balagadde	He is a trained Quality Management Systems and Food Safety Management Systems Auditor. He has thirteen years of post qualification experience in testing of food products, quality control in food industries, and inspection of imports, market inspection, standards formulation and training of trainers. He has vast industrial experience including fruits and vegetables, soft drinks and coffee industry. He was the National Technical Coordinator for the UNIDO project on Application of Quality Principles to the Food Processing Sector in 7 Sub-Saharan Countries and currently the Food Component Coordinator of the UNIDO/Uganda Integrated Programme. Mr. Balagadde is a trainer of ISO 22000:2005 Food Safety Management Systems.	Mob: +256-77-2406425 Email: samuel.balagadde@unbs.go.ug		√
7	Ms. Stella Apolot	A scientist by training with an Honours Bachelors of Science degree majoring in Chemistry and Biochemistry from Makerere University - Kampala - Uganda. Currently Senior Standards Officer at UNBS and acting Head Chemicals, Textiles and Consumer Products Standards Development Division. Holds Twelve years of experience in standardisation and Quality assurance related issues including several trainings in standardisation and quality assurance. ISO trainer of trainers for East Africa on ISO 14000 implementation and auditing, undergone training on ISO 9000 implementation , risk management as well as 17025 implementation and auditing.	Tel: +256 772 884000 E-mail: stella.apolot@unbs.go.ug	√	√
8	Mr. David Eboku	He has over 10 years experience in standards and quality assurance. He has extensive expertise in standards and regulations formulation and training in their implementation. He also has strong analytical abilities suitable for evidence based management. He is a trained trainer for Food Safety Management Systems based on ISO 22000 and HACCP. He has led multi-sectoral and multi-disciplinary team in providing technical assistance in compliance with regulations and standards in the food sector.	Tel: +256 712 332658 E-mail: david.eboku@unbs.go.ug	√	√
9	Mr. Patrick Ssekitoleko	He is a trainer of Quality, Environmental and Food Safety Management Systems together with their implementation in Industries. He has been involved in successful co-ordination of a multi-disciplinary team that assisted the Fish Export sector to implement Quality Assurance Systems and access the EU market	Tel: +256 752 643663 E-mail: patrick.ssekitoleko@unbs.go.ug	√	√

		among other food industries. He has the ability to undertake an in-depth analysis of technical problems and offer hands on experience.			
10	Mr. Richard Ebong	Mr. Ebong holds a first class Bachelor of Engineering in Environmental Engineering and Management; a Higher Diploma in Mechanical Engineering and an Ordinary Diploma in Mechanical Engineering. In addition he is trained in Process Instrumentation and Control; Mass inter-comparison; Quality Management Systems - ISO 9000 Awareness and its integrations into Existing Companies; Quality Management Systems - ISO 9000 Documentations and Implementation; OIML R87 – Quantity of Products prepackages; GMP- Good Manufacturing Practice; World Trade Organization-Technical Barrier to Trade Awareness. He is very knowledgeable in various computer applications. He is a gazetted UNBS inspector and has worked with UNBS for over 10 years now in Legal metrology and Standards development.	Tel: +256 772 586262 E-mail: richard.ebong@unbs.go.ug	√	
11	Ms. Hope Kamusiime	She has fifteen years of post-qualification experience in testing of food products, quality control in food industries, inspection of imports, market inspection, standards formulation, and training of trainers. She is trained as a Quality Management Systems Auditor in ISO 9001 and ISO 17025.	Tel: +256 772 595071 E-mail: hope.kamusiime@unbs.go.ug	√	√
12	Mr. Jackson Mubangizi	He is a Training & Consultancy Specialist in Quality Systems of ISO 14001 and ISO 9001, and is currently the Manager of Training and Consultancy Department of UNBS. His other areas of expertise include: training, auditing and standardization.	Tel: +256 712 404001 E-mail: jackson.mubangizi@unbs.go.ug	√	
13	Mr. Gilbert Arinaitwe	Mr. Arinaitwe is a Food Scientist, with training experience in Food Safety and Hygiene management. He has expertise in Food Safety and Food Safety Management Systems (GMP/GHP, HACCP and ISO 22000:2005) with knowledge in international Food Safety requirements particularly Codex, SPS and international standards as well as EU regulations on Food Safety. He has trained several institutions including food industries processing; fruits and vegetables, fish, meat, dairy among others. Gilbert also has expertise in Occupational Health and Safety (OHAS: 18000) and developed programmes for various industries including hotels and schools. Mr. Arinaitwe is currently a National Food Safety Consultant with United Nations Industrial Development Organisation (UNIDO), and a part-time employee of	Tel: +256 773 132339 E-mail: arinaitwembalinda@yahoo.com	√	√

		the Department of Food Science at Kyambogo University, Kampala.			
14	Mr. Philip Kahuma	Mr. Kahuma is a Food Technologist with training experience in Food Safety and Eco-Benefits (Cleaner Production) Programmes. He has expertise in Food Safety and Food Safety Management Systems (GMP/GHP, HACCP and ISO 22000:2005 ISO 9000); Cleaner Production and Occupational Health and Safety. He has worked at Uganda Industrial Research Institute, Government Analytical Laboratories and participated in training programmes including: Food Safety and Food Safety Management Systems (GMP/GHP, HACCP and ISO 22000:2005) training for Hotels and Processing Industries; Cleaner Production training for processing industries; Health and Safety programmes development, implementation and training for hotels.	Tel: +256 782 949472 E-mail: kahumaphilip@yahoo.com	√	√
15	Ms. Suzan Lubega-QAM	Mr. Lubega is the founding partner of Quality Assurance and Management Consultants a firm offering training and consulting services in Quality Management, Environment Management, Health and Safety and Human Resources Management. She has nearly ten years work experience in designing and implementing management systems compliant with international standards namely ISO 9001:2000 Quality Management System Standard and ISO 14001:2004 Environment Management System Standard as well as Hazard Analysis of Critical Control Points (HACCP). She has delivered training programs to over 10,000 employees at all levels from the boardroom to shop floor. Her experience has included work within the petroleum industry, consumer goods manufacturing, telecommunications, tea manufacturing, pharmaceutical distribution industry, humanitarian community, steel manufacturing, the hospitality industry, engineering consulting firms, foods and beverages manufacturing and government.	Tel: +256 772 856202 E-mail: snb_lubega@yahoo.co.uk	√	√
16	Ms. Christine Korsah-(Makerere Water Reed Project)	Ms. Korsah is a Quality Management specialist with a Master of Science in Total Quality Management. She has special training in: Good Laboratory Practices; Laboratory Safety and Quality Assurance/Quality Control; Applied Good Clinical Practice setting the industry standard; Good Clinical Laboratory Practice and Understanding ISO/IEC 17025:2005. She is currently working with Makerere University/Walter Reed Project (CAP accredited) as the	Tel: +256 752 692737 E-mail: ckorsah@muwrp.org	√	

		Quality Assurance/Quality Control Coordinator and has experience with many Laboratory tests, training of laboratory personnel, good laboratory practices (GLP), writing standard operating procedures (SOPs), internal laboratory audits and laboratory accreditation			
17	Mr. Richard Bangirana - James Finlays	Mr. Bangirana has 14 years working experience with the Tea industry in various capacities as Estates and Financial Manager. He is trained in ISO 9001 and ISO 14001 and is currently the chief internal Auditor for James Finlays Ltd.	Tel: +256 772 722362 E-mail: rbangirana@finlays.co.ug	√	
18	Mr. Vincent Ddamulira	Mr. Ddamulira has 9 years experience in QMS development and implementation. He has supported certification of over 30 companies.	Tel: +256 712 402598 E-mail: damvic1@gmail.com	√	√
19	Mr. Khepher Kuchana Kateu	Mr. Kateu is the Operational Manager for Chemiphar Uganda Ltd. He is in-charge of designing and implementing the Quality System. As a member of the Uganda Grain Association Steering Committee, he is involved in the streamlining and strengthening the grain sector to increase quality of produce, reviewing the operating standards to compare with regional and global trading standards.	Tel: +256 772 409158, +256 772 502316 E-mail: khepher.kuchana.kateu@chemiphar.com		√
20	Ms. Winnie Nakaayi Kiwanuka	Ms. Nakaayi is the Quality Assurance Manager for Chemiphar Uganda Ltd. She is involved in the implementation of Quality System according to ISO 17025 in the laboratory. She worked as a Quality Controller / Production Assistant in the manufacturing unit of GKO medicines and as the Analytical Chemist for Medipharm Industries.	Tel: +256 782 962485 E-mail: winnie.nakaayi.kiwanuka@chemiphar.com	√	
21	Ms. Kyomugasho Claire	Ms. Kyomugasho is a qualified Food Scientist specialising in Community Nutrition and Food Security. She is currently lecturing Applied and Community Nutrition at Kyambogo University, Department of Food Science and Technology. Clare has worked for Nile Breweries Uganda, Uganda Industrial Research Institute, and supported implementation of HACCP and ISO 22000 in several hotels. She is also working for CHEMIPHAR laboratories as a Quality Analyst.	Tel: +256 782 428526 E-mail: clarekyomugasho@yahoo.com or chemiphar.uganda@chemiphar.com		√
22	Dr. Eve Kasirye-Alemu	Dr. Kasirye-Alemu is a Consultant with QAM Consultants with vast experience in Quality Management Systems and is continuing with consultancy in QMS, HACCP, GMP and agrobusiness processes. She worked as Executive Director, Uganda National Bureau of Standards (UNBS), from 1989 to 2002. She is	Tel: +256 772 550708 E-mail: ekasirye1@gmail.com	√	√

		a Registered Auditor for ISO 9000 with experience in QMS Development and Implementation.			
23	Mr. Moses Tenywa	Mr. Tenywa is a Food Scientist with a Honours Degree in Food Science and Technology of Makerere University. Currently working as Quality Assurance Manager in Hwan Sung Ltd. a fish processing and export company; also Vice Chairperson Uganda Fish Processors and Exporters Quality Assurance Managers Association. He has several training in HACCP, GMP, GHP and ISO 9001 and ISO 22000. He has a 10 years experience in Food Quality, Safety and Production.	Tel: +256 751 959524/7; 712 959524 E-mail: mosestenywa@yahoo.co.uk	√	√
24	Ms. Rose Nakimuli	Ms. Nakimuli is a Food Scientist with a Degree in Food Processing Technology, and a Diploma in Hotel and Institutional Catering. She has worked with Sheraton Kampala Hotel, Kyambogo University and is now a Quality Controller at Sameer Agriculture and Livestock (SALL). She has trained in ISO 22000:2005 Food Safety Management and is part of the team implementing the standards at SALL.	Tel: +256 782 335718 E-mail: nakimulirose@yahoo.com		√
25	Mr. Paul Omanyi	Mr. Omanyi holds a Bachelor in Food Science Technology. He is working as a Fisheries Inspector in the Department of Fisheries Resources, Ministry of Agriculture Animal Industry and Fisheries (MAAIF). He undertakes inspection of Fish Processing Enterprises and Certification of Fishery Products Exports.	Tel: +256 772 630661 E-mail: paulomanyi@yahoo.co.uk		√
26	Mr. Misusera Mukasa	Mr. Mukasa is the Coordinator Natural Pride Uganda Limited a consortium of fruit drying enterprises who has experience in building capacity of enterprises in areas of Good Manufacturing Practices and Good Hygienic Practices.	Tel: +256 772 400885 E-mail: misusera@yahoo.com		√
			Total	20	20

Attendance record for the course No. A17044 (ISO 9000:2000 series A/LA course)

Course date: August 04-08, 2008

Venue:

Tutor 1: Jahanzeb Ali Khan

Tutor 2: Zeeshan Zafar

	Name of delegate	Day -1	Day -2	Day -3	Day -4	Day -5
1	Mr. Deus Mubangizi	he	he	he	he	he
2	Ms. Irene Wanyenya	Present	Present	Present	Present	Present
3	Mr. Abdul Ndifuna John-Paul Nwisiama	*	*	*	*	*
4	Mr. Joel Ayikobua	Joel	Joel	Joel	Joel	Joel
5	Mr. Yasin Lemiriga LEMIRIGA	lemiriga	lemiriga	lemiriga	lemiriga	lemiriga
6	Ms. Stella Apolat	STAR	STAR	STAR	STAR	STAR
7	Mr. David Eboku	DEBOKO	DEBOKO	DEBOKO	DEBOKO	DEBOKO
8	Mr. Patrick Ssekitoleko	Patrick	Patrick	Patrick	Patrick	Patrick
9	Mr. Richard Ebong	Richard	Richard	Richard	Richard	Richard
10	Ms. Hope Kamusiime	Hope	Hope	Hope	Hope	Hope
11	Mr. Jackson Mubangizi JACKSON KUSIRIRE MUBANGIZI	Jackson	Jackson	Jackson	Jackson	Jackson
12	Mr. Gilbert Arinaitwe	Aine	Aine	Aine	Aine	Aine
13	Mr. Philip Kahuma	Kahuma	Kahuma	Kahuma	Kahuma	Kahuma
14	Ms. Suzan Lubega	ll	ll	ll	ll	ll
15	Ms. Christine Korsah	Christine	Christine	Christine	Christine	Christine
16	Mr. Richard Bangirana	Richard	Richard	Richard	Richard	Richard
17	Mr. Vincent Ddamulira	Vincent	Vincent	Vincent	Vincent	Vincent
18	Ms. Winnie Nakaayi Kiwanuka					
19	Dr. Eve Kasiry-Alemu	Eve	Eve	Eve	Eve	Eve
20	Mr. Moses Tenywa	MA	MA	MA	MA	MA

Attendance record for the course No. A17365 (ISO 22000:2005 A/LA course)

Course date: August 11-15, 2008

Venue:

Tutor 1: Jahanzeb Ali Khan

Tutor 2: Zeeshan Zafar

	Name of delegate	Day - 1	Day - 2	Day - 3	Day - 4	Day - 5
1	Mr. Deus Mubangini LUGOLOBU M. JOSEPH	Present	Present	Present	Present	Present
2	Ms. Irene Wanyenya	Present	Present	Present	Present	Present
3	Mr. Abdul Ndifuna NAMAIKA PEACE REBECCA	Present	Present	Present	Present	Present
4	Mr. Joel Ayikobua	Present	Present	Present	Present	Present
5	Mr. Samuel Balagadde	SB	SB	SB	SB	SB
6	Ms. Stella Apolot	SAP	SAP	SAP	SAP	SAP
7	Mr. David Eboku	Present	Present	Present	Present	Present
8	Mr. Patrick Sekitoleko SEKITOLEKO	Present	Present	Present	Present	Present
9	Ms. Hope Kamusiime	Hope	Hope	Hope	Hope	Hope
10	Mr. Gilbert Arinaitwe	Ahne	Ahne	Ahne	Ahne	Ahne
11	Mr. Philip Kahuma	Present	Present	Present	Present	Present
12	Ms. Suzan Lubega SUSAN	ll	ll	ll	ll	ll
13	Mr. Vincent Ddamulira	Present	Present	Present	Present	Present
14	Mr. Khepher Kuchana Kateu KEPHER	Present	Present	Present	Present	Present
15	Ms. Kyomugasho Claire CLARE	Present	Present	Present	Present	Present
16	Dr. Eve Kasirye-Alemu	DACA	DACA	DACA	DACA	DACA
17	Mr. Moses Tenywa	Present	Present	Present	Present	Present
18	Ms. Rose Nakimuli	Present	Present	Present	Present	Present
19	Mr. Paul Omanyi	Present	Present	Present	Present	Present
20	Mr. Misusera Mukasa	Present	Present	Present	Present	Present



Annexure C

Sample Pre-course Work

ISO 9001 Auditor/Lead Auditor course

Pre Course Questionnaire

Date of course

Location

The purpose of this questionnaire is to help determine your knowledge of the ISO 9000 Series of quality management systems standards. This questionnaire should be completed prior to attending the course and handed in to the course tutor during the registration period on day one. If you have difficulty answering the questions, do not worry, as there will be time to discuss the issues during the course

- 1 Identify the three main standards that form the ISO 9000:2000 series.

ISO 9000:2005

ISO 9004:2000

ISO 19011:2002

- 2 Briefly explain the purpose of each standard

ISO 9000:2005 provides the fundamentals and vocabulary.

ISO 9004:2000 gives the guidelines for improving the performance of quality management systems

ISO 19011: 2002 provides the guidelines for auditing quality and environmental management systems.

- 3 Define what is meant by the term 'Scope of a Quality Management System'

The 'scope of the quality management system' refers to the business processes that

are covered within the quality management system for example in a

Tea processing company the scope of the quality management System may cover all processes undertaken in the factory.

- 4 Identify the title of the five main sections within ISO 9001:2000

4. Quality Management System

5 Management Responsibility

6 Resource Management

7 Product Realisation; 8 Measurement, analysis and improvement

5 What do the letters PDCA stand for

P - Plan

D- Do

C- Check A - Act

6 Is continual improvement a mandatory requirement of ISO 9001:2000

Yes it is as given in clause 8.1 (e) of the International Standard.

7 Does the standard require measurement of customer satisfaction

Yes, it does as stated in clause 8.2.1 of the International Standard.

8 What is the difference between corrective and preventive action

Corrective Action: This is action taken to remedy a situation that has gone wrong. The solution is usually arrived at after an investigation is carried out to identify the root cause of the problem. A solution is got after evaluating all possible courses of action.

A preventive action is usually got before a problem has occurred. The problem is anticipated and action taken to stop the problem happening.

The major difference between the two would be that for a corrective action the problem has already occurred and a solution is devised to correct the problem whereas for a preventive action the problem is anticipated and action taken to prevent the occurrence of the problem.

9 Can registration to ISO 9004:2000 be given by a third party registration body

No. This is a standard used only for guidance purposes and registration

cannot be Given by a third party registration body.

10 Does the standard require an ISO 9001 registered organisation to only use ISO 9001 registered suppliers

No there is no specific requirement to this effect.

Name: Susan Lubega

ISO 22000: 2005 Auditor/Lead Auditor course

Pre Course Questionnaire

Date of course 11-15 August Location Kampala Uganda

The purpose of this questionnaire is to help determine your knowledge of ISO 22000 and associated food safety management systems standards. This questionnaire should be completed prior to attending the course and handed in to the course tutor during the registration period on day one.

1 What does the abbreviation HACCP stand for.

Haard Analysis and Critical Control Point

2 Identify the two main standards used in audits to ISO 22000:2005

ISO 22000:2005

ISO 19011

3 Identify three food safety regulations within your business area related to ISO 22000:2005.

The Food and Drugs Act, 1964

The Public Health Act, 1959

The Agricultural Chemicals Control Act, 2007 rev.

4 Identify the seven principles of HACCP

1. Conduct a Haard Analysis

2. Determine the Critical Control Points (CCP's)

3. Establish Critical Limits

4. Establish Monitoring Systems

5. Establish Corrective Action to be taken when Monitoring indicates that a particular CCP is not under control

6. Establish verification procedures to confirm that the HACCP system is working effectively

7. Establish documentation for procedures and records

5 What do the letters PDCA stand for

Plan Do Check Act

6 Is continual improvement a mandatory requirement of ISO 22000:2005

ES

7 Define two Pre requisites.

Operational prerequisite programmes that control process flow, and activities e.g Personal hygiene

Structural Prerequisites like Machines, cold storage facilities

8 What is the difference between corrective and preventive action

A corrective action is done after a non conformity has occurred so as to correct the cause of the non conformity, while a preventive action is done before, to prevent the occurrence of a non conformity

9 Can registration to ISO 22004:2005 be given by a third party registration body

Es

10 Does the standard require an ISO 22000:2005 registered organisation to only use ISO 22000:2005 registered suppliers

Es

ARINAITWE GILBERT MBALINDA



Annexure D

Course Programs

Auditor/Lead Auditor Training Programme



Presented by

C.M.C. International (UK) Ltd

Practical Auditing of Quality Management Systems against the ISO 9000: 2000 Series IRCA Registration Number A 17044

DAY 1:

- 08.30 Hrs **Registration & Introduction**
Collection of pre course questionnaire Course aims and objectives
Course Assessment
- 09.00 Hrs. **Introduction to Quality**
Quality Definitions Exercise
Audit definitions and types of audit
Evolution of Quality Management Systems
The role of the Certification Bodies
- 10.30 Hrs. **Break**
Quality Management Principles Ex
- 11.30 Hrs **Analysis of ISO 9001** (Including reference to ISO 9004)
Map Exercise
Principles Matrix Exercise
- 13.00 Hrs. **Lunch**
- 13.45 Hrs. **Analysis of ISO 9001 (cont)**
Quality Manual exercise
Policy Exercise
- 16.15 Hrs. **Break**
- 16.30 Hrs. **Analysis of ISO 9001 (cont)**
Section six review exercise
- 17.30 Hrs **Benefits of a Quality Management System Exercise**
- 18.45 Hrs. **End of Day Review**
- 19.00 Hrs. **Day 1 End of Day Test**
- 19.15 Hrs. **End of Day 1**

DAY 2:

- 08.30 Hrs. **Review of Day 1 end of day test results**
- 08.35 Hrs. **Search for Audit Evidence (Pt 1) Team Exercise.**
- 09.00 Hrs **Analysis of ISO 9001 (cont)**
- 10.15 Hrs. **Break**
- 10.30 Hrs. **Analysis of ISO 9001(cont)**
Identifying process inputs exercise
- 13.00 Hrs **Lunch**
- 13.30 Hrs. **Search for Audit Evidence (Pt 2) Team Exercise**
- 14.00 Hrs **Quality Objectives Exercise**
- 15.15 Hrs **Break**
- 15.30 Hrs **Quality System Documentation**
Identifying processes
System documentation requirements
Identifying process exercise
- 18.30 Hrs **Quality System Assessment Preparation**
Preparation & Planning
- 19.00 Hrs. **End of Day Review**
- 19.15 Hrs. **Day 2 End of Day Test**
- 19.30 Hrs. **End of day 2**
- Self Study ISO 9001 Awareness Exercise

DAY 3:

- 08.30 Hrs. **Review of Day 2 end of day test results**
- 09.00 Hrs. **Quality System Assessment Preparation Cont**
Document Review
Audit Planning Exercise
- 10.15 Hrs. **Refreshment Break** (*working*)
- 11.15 Hrs. **Quality System Assessment Preparation Cont**
Review and evaluation of a written Scope
- 12.30 Hrs. **Lunch**
- 13.15 Hrs **Quality System Assessment Preparation Cont**
Checklist Exercise
- 14.15 Hrs **Quality System Assessment**
Auditing & Review
Audit Interview Exercise
- 16.00 Hrs. **Refreshment Break**
- 16.15 Hrs **Roles and Responsibilities of the Auditor**
- 16.45 Hrs **Team exercise: "Day one of the Audit"**
- 17.30 Hrs. **Group Session to co-ordinate findings from day one of the audit**
- 18.45 Hrs. **End of Day Review**
- 19.00 Hrs. **Day 3 End of Day Test**
- 19.15 Hrs. **End of day 3**

DAY 4:

- 08.30 Hrs. **Review of Day 3 end of day test results**
- 08.35 Hrs. **Audit Report Writing**
Writing Nonconformity Reports
Categorising Nonconformities
Collating and summarising the audit findings in an Audit Report
The Recommendation
Evaluating Corrective Action
- 09.45 Hrs **Nonconformity Exercise**
The delegates will be given a sample of incidents where they should identify nonconformities and complete a Nonconformity Report.
- 10.15 Hrs. **Refreshment Break**
- 10.30 Hrs. **Nonconformity Presentation**
- 11.30 Hrs **Team exercise: "Day two of the Audit"**
- 12.30 Hrs. **Lunch.**
- 13.15 Hrs. **Team exercise: "Closing meeting"**
- 15.15 Hrs **Break**
- 15.30 Hrs. **Review of Specimen Paper and General Revision**
- 17.00 Hrs **Monitoring, Measurement and Continual Improvement**
- 18.00 Hrs **End of Day Review**
- 18.15 Hrs. **Day 4 End of Day Test**
- 18.30 Hrs **End of Day 4**

The revision exercise and quiz can be issued as homework and reviewed as a group on the fifth day

DAY 5:

- 08.30 Hrs. **Review of Day 4 end of day test results**
- 08.35 Hrs. **Continual Improvement Exercise**
- 11.00 Hrs. **Refreshment Break**
- 11.15 Hrs **The I.R.C.A. Organisations and Registration Schemes**
- 11.30 Hrs. **Examination**
- 13.30 Hrs. **Course closes**

Auditor/Lead Auditor Training Programme

Presented by

C.M.C. International (UK) Ltd



Practical Auditing of Food Safety Management Systems against ISO 22000: 2005 IRCA Registration No. A 17365

DAY 1:

- 08.30 Hrs **Registration & Introduction**
Course aims and objectives
Course Assessment
- 09.00 Hrs. **Introduction to Food Safety Management Systems**
Background to ISO 22000
Evolution of Food Safety Management Systems & FAO/WHO
Definitions used throughout food safety (Exercise)
Communication within the food chain
The role of the Accreditation and Certification Bodies
Private Food Safety Management Schemes
- 10.30 Hrs **Break**
- 10.45 Hrs **Introduction to HACCP & Food Hazards**
Risk Analysis Food Hazards- Biological, Chemical and Physical
- 11.15 Hrs **Hazard Identification Exercise**
- 12.15 Hrs. **Food Safety Legislation**
Requirements of legislation
Codex Alimentarius, EU Directives, National and International standards
- 12.30 Hrs. **Lunch**
- 13.15 Hrs **Review of Codex CAC/RCP 1 Exercise**
- 14.15 Hrs **Analysis of ISO 22000**
(Including reference to ISO 22004 & ISO 15161)
Introduction to ISO 22000 from Clause 1 to Clause 4.2.3
- 15.00 Hrs. **Break**
- 15.15 Hrs **Analysis of ISO 22000**
Analysis of clause section 5
Exercise Policy Statement review Airline Catering Ltd
- 16.30 Hrs **Analysis of ISO 22000 (cont)**
Analysis Clause 6
- 17.15 Hrs. **End of Day Review**
- 17.30 Hrs. **Day 1 End of Day Test**
- 17.45 Hrs. **End of Day 1**

DAY 2:

- 08.30 Hrs. **Review of Day 1 end of day test results**
- 08.35 Hrs **Physical, Biological or Chemical Hazard. Exercise**
- 09.00 Hrs **Analysis of ISO 22000 (cont)**
Analysis clause 7.0 – 7.2
- 10.00 Hrs **Hazard & PRP Identification**
- 10.30 Hrs. **Break**
- 10.45 Hrs **Identification of PRP Exercise**
- 11.30 Hrs **Analysis of ISO 22000 (cont)**
Analysis of clause 7.3
- 12.30 Hrs **Analysis of ISO 22000 (cont)**
Food Safety Team Exercise
Product Specification Review *Exercise*
- 13.00 Hrs **LUNCH**
- 13.45 Hrs **Analysis of ISO 22000 (cont)**
Analysis of clause 7.4
Hazard Analysis Exercise
- 14.45 Hrs **Break**
- 15.00 Hrs **Analysis of ISO 22000 (cont)**
Analysis of Clause 7.5 – 7.6
- 16.00 Hrs **Analysis of ISO 22000 (cont)**
Analysis of clause 7.7 – 7.9
- 16.30 Hrs **Analysis of ISO 22000 (cont)**
Analysis of clause 7.10
- 17.30 Hrs **Emergency Situations**
Exercise
- 18.00 Hrs. **End of Day Review**
- 18.15 Hrs. **Day 2 End of Day Test**
- 18.45 Hrs. **End of day 2**

DAY 3:

- 08.30 Hrs. **Review of Day 2 end of day test results**
- 09.00 Hrs **Emergency Situations**
Presentation of results of review
- 09.30 Hrs **Analysis of ISO 22000 (cont)**
Analysis of clause 8
- 10.30 Hrs **Break**
- 10.45 Hrs **Food System Documentation**
- 11.30 Hrs **Auditor Competence and Responsibilities**
- 12.15 Hrs **Audit Preparation**
- 12.30 Hrs. **Lunch**
- 13.15 Hrs **Audit Preparation**
Document review Exercise
Audit Plan Exercise
- 15.00 Hrs. **Break**
- 15.15 Hrs **Audit Preparation Cont**
Check-list Exercise (Meo)
- 16.15 Hrs. **Audit Process stage 2**
Opening Meeting
Gathering information
Interpersonal skills
Closing Meeting
- 17.00 Hrs. **End of Day Review**
- 17.15 Hrs. **Day 3 End of Day Test**
- 17.30 Hrs. **End of day 3**

Self Study ISO 22000 Awareness Exercise

DAY 4:

- 08.30 Hrs. **Review of Day 3 end of day test results**
Review of awareness exercise
- 08.35 Hrs **Prerequisite Exercise**
- 09.00 Hrs. **Audit Process stage 2**
Audit Interview Exercise
- 10.00 Hrs. **Refreshment Break**
- 10.15 Hrs **Legal Compliance Exercise**
- 11.15 Hrs **Audit Report Writing**
Writing Nonconformity Reports
Categorising Nonconformities
Collating and summarising the audit findings in an Audit Report
The Recommendation
Evaluating Corrective Action
- 12.00 Hrs **Nonconformity Exercise**
- 12.30 Hrs. **Lunch.**
- 13.15 Hrs. **Nonconformity Presentation**
- 14.00 Hrs **Case Study Exercise"**
- 15.15 Hrs **Break**
- 15.30 Hrs. **Team exercise: "Closing meeting"**
- 17.00 Hrs **End of Day Review**
- 17.15 Hrs. **Day 4 End of Day Test**
- 17.30 Hrs **End of Day 4**

DAY 5:

- 08.30 Hrs. **Review of Day 4 end of day test results**
- 08.35 Hrs. **Review of Specimen Paper and General Revision**
- 10.30 Hrs. **Refreshment Break**
- 10.45 Hrs **The I.R.C.A. Organisation and Registration Schemes**
- 11.30 Hrs. **Examination**
- 13.30 Hrs. **Course closes**

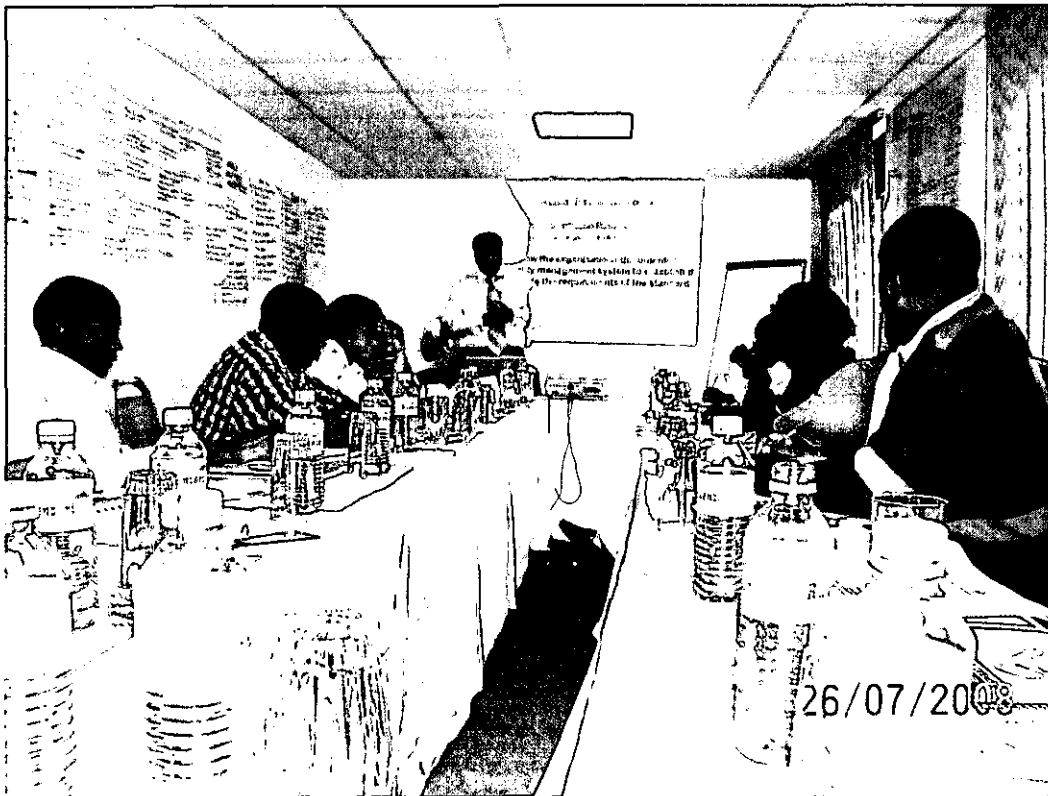


Annexure E

Pictorial Presentation of the Course



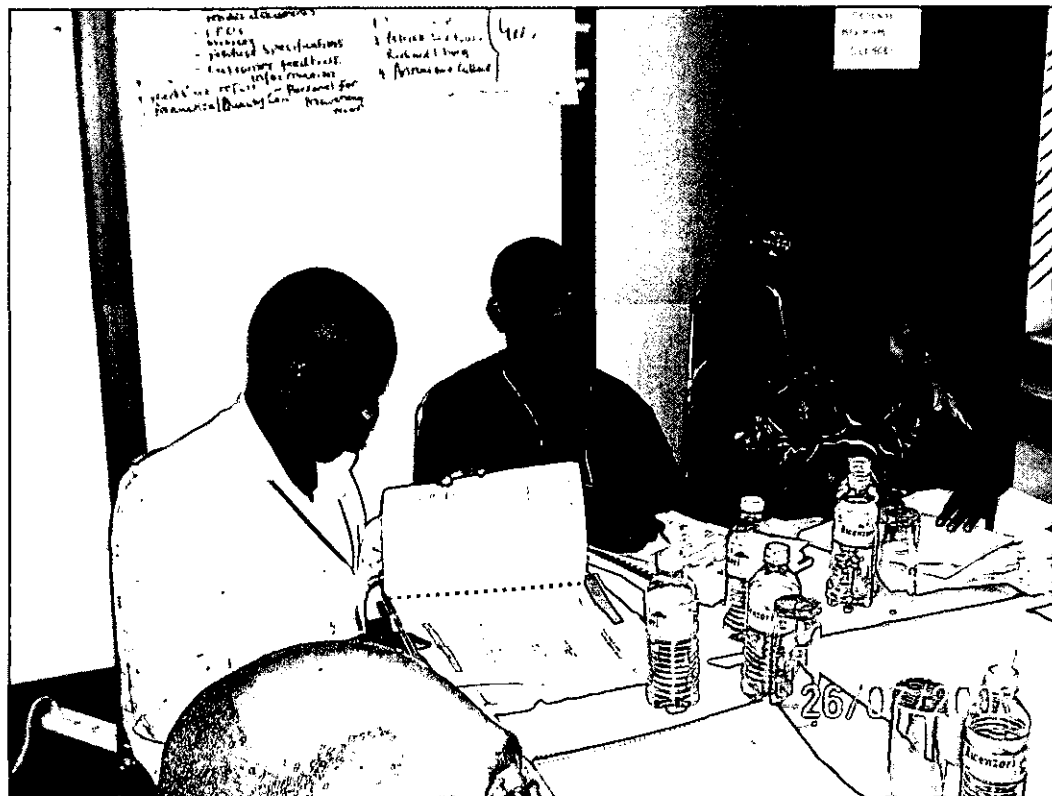
Picture 1: Training Course Venue



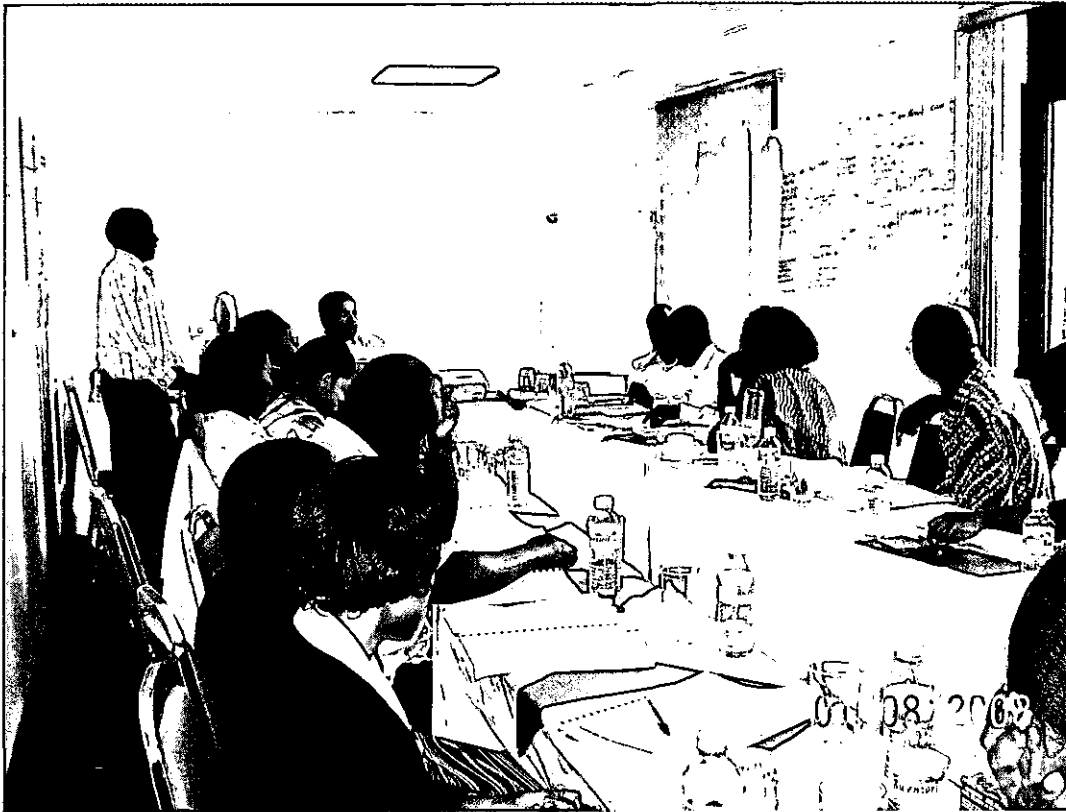
Picture 2: Lead Trainer, Zeeshan Zafar delivering the session of ISO 9001



Picture 3: Trainers, Zeeshan Zafar & Jahanzeb Ali Khan working together to explain an audit scenario



Picture 4: Some of the delegates in ISO 9001 Session



Picture 5: Mr. Tenywa Moses, delegate, presenting the case study on behalf of his group during the session of ISO 22000

GROUP 1		C	
Area to be addressed	Clause	Audit Evidence	Area to be addressed Clause
Are the PRPs established, implemented & maintained	721	- Documented PRPs eg GMP, GHP, SOP, GWP - Validation reports/certs - Cleaning schedules, personal hygiene, storage practices, handling practices, etc	How appropriate are the PRPs 722a
Are hazards identified (HACCP approach)	721b	- Hazard analysis records/sheets - Validation reports - Colour codes of eqpts for different products - Flow diagrams of products & personnel	Are they appropriate to size and type of operation & nature of product 722b
Ensure food safety hazard levels & defined product processing	721c	- Safety specifications (TPC, water content, product composition)	PRP implementation 722c
			Approval of PRPs by the food safety team 722d

01/08/2008

Picture 6: An Example of group activity output



Picture 7: Ms. Irene Wanwenya, delegate, asking a question during ISO 22000 session



Picture 8: End of the session group photo, ISO 22000



Picture 9: Group Photo



Picture 10: Final Exam, ISO 9001 Session



Picture 11: Final Exam, ISO 9001 Session



Picture 12: Trainer, Jahanzeb Ali Khan explaining a case during group presentations



Picture 13: Group discussion during a team exercise



Picture 14: Helping a delegate in individual exercises



Picture 15: Final Exam, ISO 22000



Picture 16: Final Exam, ISO 22000



Annexure F

Copies of Training Certificates

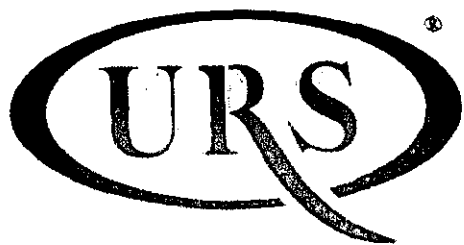
Course Results

ISO 9000 Auditor / Lead Auditor Training Results August 04-08, 2008

S.No.	Name	Continuous Assessment	Final Exam
1	Mr. Deus Mubangizi	Pass	Pass
2	Mr. Yasin Lemeriga	Pass	Pass
3	Ms. Irene Wanyenya	Pass	Pass
4	Mr. Joel Ayikobua	Pass	Pass
5	Mr. David Eboku	Pass	Pass
6	Ms. Susan N.B. Lubega	Pass	Pass
7	Mr. Vincent DDamulira	Pass	Pass
8	Mr. Patrick Sekitoleko	Pass	Pass
9	Mr. Philip Kahuma	Pass	Pass
10	Mr. John Paul Musimami	Pass	Fail
11	Ms. Apolot Stella	Pass	Pass
12	Ms. Christine Korsah	Pass	Fail
13	Mr. Tenywa Moses	Pass	Fail
14	Ms. Eve Kasirye - Alemu	Pass	Fail
15	Ms. Hope Kamusiime	Pass	Fail
16	Mr. Jackson Kabikire Mubangizi	Pass	Fail
17	Mr. Arinaitwe Gilbert Mbalinda	Pass	Fail
18	Mr. Richard Bangirana	Pass	Fail
19	Mr. Richard Ebong	Pass	Fail

ISO 22000 Auditor / Lead Auditor Training Results August 11-15, 2008 - Kampala, Uganda

	Name of delegate	Continuous Assessment	Final Exam
1	Mr. Lugoloobi M. Joseph	Pass	Fail
2	Ms. Irene Wanyenya	Pass	Pass
3	Ms. Namataka Peace Rebecca	Pass	Fail
4	Mr. Joel Ayikobua	Pass	Fail
5	Mr. Samuel G.L. Balagadde	Pass	Pass
6	Ms. Apolot Stella	Pass	Pass
7	Mr. David Eboku	Pass	Pass
8	Mr. Patrick Sekitoleko	Pass	Fail
9	Ms. Hope Kamusiime	Pass	Fail
10	Mr. Arinaitwe Gilbert	Pass	Pass
11	Mr. Philip Kahuma	Pass	Pass
12	Ms. Susan N.B. Lubega	Pass	Pass
13	Mr. Vincent DDamulira	Pass	Fail
14	Mr. Kepher K. Kateu	Pass	Fail
15	Ms. Kyomugasho Clare	Pass	Fail
16	Ms. Eve Kasirye - Alemu	Pass	Pass
17	Mr. Tenywa Moses	Pass	Fail
18	Ms. Rose Claire Nakimuli	Pass	Fail
19	Mr. Omanyi B. Paul	Pass	Fail
20	Mr. Mukasa Misusera	Pass	Fail



CERTIFICATE OF ATTENDANCE

This is to certify that

Mr. Lugoloobi M. Joseph

*Has attended an IRCA certified Auditor/Lead Auditor course entitled
“Practical Auditing of Food Safety Management Systems
according to*

ISO 22000: 2005 & ISO 19011:2002”

The course was presented by URS Pakistan in association with CMC International (UK) Ltd

Certification No.: A 17365

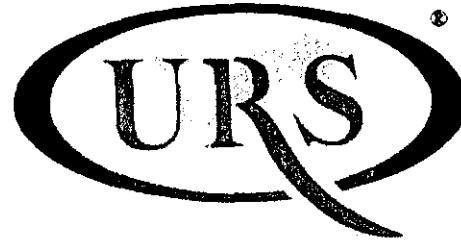
Certificate No.: 5645

Date of Course: 11th – 15th August 2008

Location of Course: Kampala, Uganda

A handwritten signature in cursive script, appearing to read 'Chris McHale'.

***Chris McHale
Course Manager***



CERTIFICATE OF SUCCESSFUL COMPLETION

This is to certify that

Ms. Eve Kasirye - Alemu

***Has passed the ongoing assessments and written examination required for successful completion of an
IRCA certified Auditor/Lead Auditor course entitled
“Practical Auditing of Food Safety Management Systems according to
ISO 22000: 2005 & ISO 19011: 2002”***

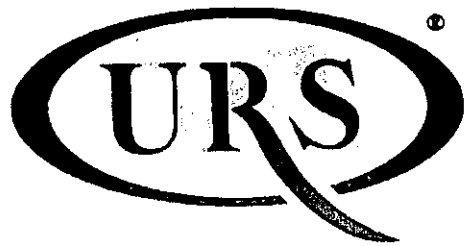
***The course was presented by URS Pakistan in association with
CMC International (UK) Ltd***

***Certification No.: A 17365
Certificate No.: 5634***

***Date of Course: 11th – 15th August 2008
Location of Course: Kampala, Uganda***

A handwritten signature in black ink, appearing to read "Chris McHale", written over a horizontal line.

***Chris McHale
Course Manager***



CERTIFICATE OF ATTENDANCE

This is to certify that

Ms. Rose Claire Nakimuli

*Has attended an IRCA certified Auditor/Lead Auditor course entitled
“Practical Auditing of Food Safety Management Systems
according to*

ISO 22000: 2005 & ISO 19011:2002”

The course was presented by URS Pakistan in association with CMC International (UK) Ltd

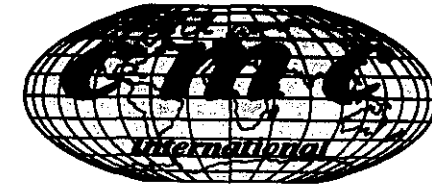
Certification No.: A 17365

Certificate No.: 5644

Date of Course: 11th – 15th August 2008

Location of Course: Kampala, Uganda


Chris McHale
Course Manager



***CERTIFICATE
OF ATTENDANCE***

This is to certify that

Ms. Hope Kamusiime

Has attended an IRCA certified Auditor/Lead Auditor course entitled
“Practical Auditing of Food Safety Management Systems
according to
ISO 22000: 2005 & ISO 19011:2002”

The course was presented by URS Pakistan in association with CMC International (UK) Ltd

Certification No.: A 17365
Certificate No.: 5642

Date of Course: 11th – 15th August 2008
Location of Course: Kampala, Uganda


Chris McHale
Course Manager



CERTIFICATE OF ATTENDANCE

This is to certify that

Mr. Kepher K. Kateu

Has attended an IRCA certified Auditor/Lead Auditor course entitled
“Practical Auditing of Food Safety Management Systems
according to
ISO 22000: 2005 & ISO 19011:2002”


The course was presented by URS Pakistan in association with CMC International (UK) Ltd

Certification No.: A 17365

Certificate No.: 5643

Date of Course: 11th – 15th August 2008

Location of Course: Kampala, Uganda


Chris McHale
Course Manager



CERTIFICATE OF ATTENDANCE

This is to certify that

Mr. Kepher K. Kateu

*Has attended an IRCA certified Auditor/Lead Auditor course entitled
“Practical Auditing of Food Safety Management Systems
according to
ISO 22000: 2005 & ISO 19011:2002”*


The course was presented by URS Pakistan in association with CMC International (UK) Ltd

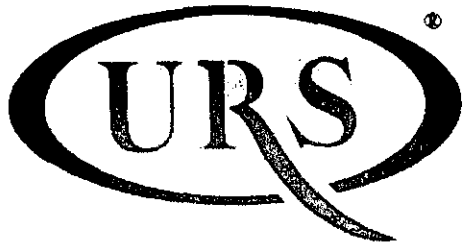
Certification No.: A 17365

Certificate No.: 5643

Date of Course: 11th – 15th August 2008

Location of Course: Kampala, Uganda


Chris McHale
Course Manager



CERTIFICATE OF ATTENDANCE

This is to certify that

Mr. Joel Ayikobua

Has attended an IRCA certified Auditor/Lead Auditor course entitled
“Practical Auditing of Food Safety Management Systems
according to
ISO 22000: 2005 & ISO 19011:2002”

The course was presented by URS Pakistan in association with CMC International (UK) Ltd

Certification No.: A 17365
Certificate No.: 5640

Date of Course: 11th – 15th August 2008
Location of Course: Kampala, Uganda


Chris McHale
Course Manager



CERTIFICATE OF ATTENDANCE

This is to certify that

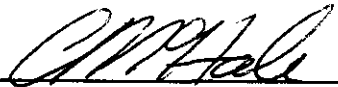
Mr. Omanyi B. Paul

Has attended an IRCA certified Auditor/Lead Auditor course entitled
“Practical Auditing of Food Safety Management Systems
according to
ISO 22000: 2005 & ISO 19011:2002”

The course was presented by URS Pakistan in association with CMC International (UK) Ltd

Certification No.: A 17365
Certificate No.: 5641

Date of Course: 11th – 15th August 2008
Location of Course: Kampala, Uganda


Chris McHale
Course Manager



CERTIFICATE OF ATTENDANCE

This is to certify that

Mr. Vincent DDamulira

*Has attended an IRCA certified Auditor/Lead Auditor course entitled
“Practical Auditing of Food Safety Management Systems
according to*

ISO 22000: 2005 & ISO 19011:2002”

The course was presented by URS Pakistan in association with CMC International (UK) Ltd

Certification No.: A 17365

Certificate No.: 5639

Date of Course: 11th – 15th August 2008

Location of Course: Kampala, Uganda

A handwritten signature in black ink, appearing to read 'Chris McHale'.

Chris McHale
Course Manager



***CERTIFICATE
OF ATTENDANCE***

This is to certify that

Mr. Patrick Sekitoleko

*Has attended an IRCA certified Auditor/Lead Auditor course entitled
“Practical Auditing of Food Safety Management Systems
according to*

ISO 22000: 2005 & ISO 19011:2002”

The course was presented by URS Pakistan in association with CMC International (UK) Ltd

Certification No.: A 17365

Certificate No.: 5638

Date of Course: 11th – 15th August 2008

Location of Course: Kampala, Uganda

A handwritten signature in cursive script, appearing to read 'CMHale', written over a horizontal line.

***Chris McHale
Course Manager***



***CERTIFICATE
OF ATTENDANCE***

This is to certify that

Mr. Mukasa Misusera

*Has attended an IRCA certified Auditor/Lead Auditor course entitled
“Practical Auditing of Food Safety Management Systems
according to
ISO 22000: 2005 & ISO 19011:2002”*

The course was presented by URS Pakistan in association with CMC International (UK) Ltd

*Certification No.: A 17365
Certificate No.: 5637*

*Date of Course: 11th – 15th August 2008
Location of Course: Kampala, Uganda*


*Chris McHale
Course Manager*



CERTIFICATE OF ATTENDANCE

This is to certify that

Ms. Kyomugasho Clare

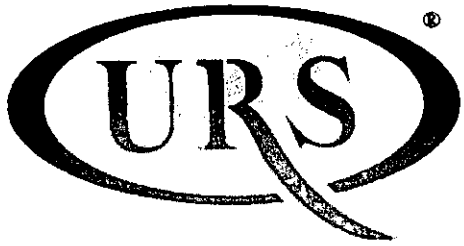
Has attended an IRCA certified Auditor/Lead Auditor course entitled
“Practical Auditing of Food Safety Management Systems
according to
ISO 22000: 2005 & ISO 19011:2002”

The course was presented by URS Pakistan in association with CMC International (UK) Ltd

Certification No.: A 17365
Certificate No.: 5636

Date of Course: 11th – 15th August 2008
Location of Course: Kampala, Uganda


Chris McHale
Course Manager



CERTIFICATE OF ATTENDANCE

This is to certify that

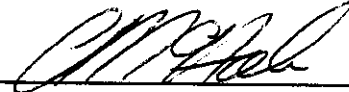
Ms. Namataka Peace Rebecca

Has attended an IRCA certified Auditor/Lead Auditor course entitled
“Practical Auditing of Food Safety Management Systems
according to
ISO 22000: 2005 & ISO 19011:2002”

The course was presented by URS Pakistan in association with CMC International (UK) Ltd

Certification No.: A 17365
Certificate No.: 5635

Date of Course: 11th – 15th August 2008
Location of Course: Kampala, Uganda


Chris McHale
Course Manager



**CERTIFICATE
OF SUCCESSFUL COMPLETION**

This is to certify that


Mr. Arinaitwe Gilbert

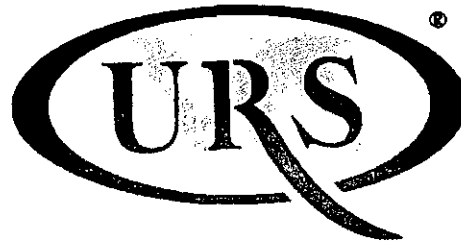
*Has passed the ongoing assessments and written examination required for successful completion of an
IRCA certified Auditor/Lead Auditor course entitled
“Practical Auditing of Food Safety Management Systems according to
ISO 22000: 2005 & ISO 19011: 2002”*

*The course was presented by URS Pakistan in association with
CMC International (UK) Ltd*

*Certification No.: A 17365
Certificate No.: 5633*

*Date of Course: 11th – 15th August 2008
Location of Course: Kampala, Uganda*


Chris McHale
Course Manager



CERTIFICATE OF SUCCESSFUL COMPLETION

This is to certify that

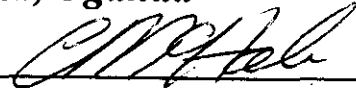
Ms. Irene Wanyenya

***Has passed the ongoing assessments and written examination required for successful completion of an
IRCA certified Auditor/Lead Auditor course entitled
“Practical Auditing of Food Safety Management Systems according to
ISO 22000: 2005 & ISO 19011: 2002”***

***The course was presented by URS Pakistan in association with
CMC International (UK) Ltd***

***Certification No.: A 17365
Certificate No.: 5632***

***Date of Course: 11th – 15th August 2008
Location of Course: Kampala, Uganda***


***Chris McHale
Course Manager***



CERTIFICATE OF ATTENDANCE

This is to certify that

Mr. Tenywa Moses

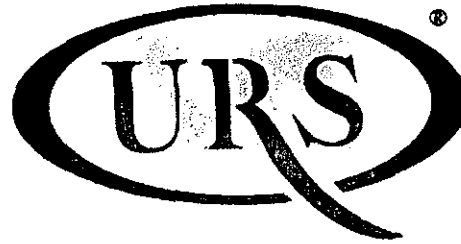
Has attended an IRCA certified Auditor/Lead Auditor course entitled
“Practical Auditing of Food Safety Management Systems
according to
ISO 22000: 2005 & ISO 19011:2002”

The course was presented by URS Pakistan in association with CMC International (UK) Ltd

Certification No.: A 17365
Certificate No.: 5642

Date of Course: 11th – 15th August 2008
Location of Course: Kampala, Uganda


Chris McHale
Course Manager



**CERTIFICATE
OF SUCCESSFUL COMPLETION**

This is to certify that

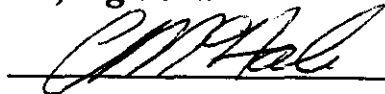
Ms. Apolot Stella

***Has passed the ongoing assessments and written examination required for successful completion of an
IRCA certified Auditor/Lead Auditor course entitled
“Practical Auditing of Food Safety Management Systems according to
ISO 22000: 2005 & ISO 19011: 2002”***

***The course was presented by URS Pakistan in association with
CMC International (UK) Ltd***

***Certification No.: A 17365
Certificate No.: 5630***

***Date of Course: 11th – 15th August 2008
Location of Course: Kampala, Uganda***


***Chris McHale
Course Manager***



CERTIFICATE OF SUCCESSFUL COMPLETION

This is to certify that

Mr. Samuel G.L. Balagadde

*Has passed the ongoing assessments and written examination required for successful completion of an
IRCA certified Auditor/Lead Auditor course entitled*

***“Practical Auditing of Food Safety Management Systems according to
ISO 22000: 2005 & ISO 19011: 2002”***

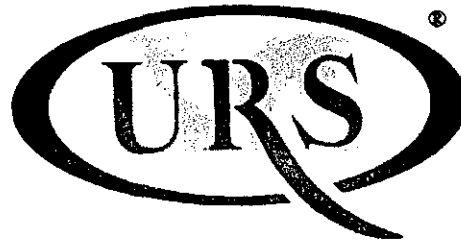
*The course was presented by URS Pakistan in association with
CMC International (UK) Ltd*

*Certification No.: A 17365
Certificate No.: 5629*

*Date of Course: 11th – 15th August 2008
Location of Course: Kampala, Uganda*

A handwritten signature in black ink, appearing to read "Chris McHale", written over a horizontal line.

***Chris McHale
Course Manager***



***CERTIFICATE
OF SUCCESSFUL COMPLETION***

This is to certify that

Mr. David Eboku

***Has passed the ongoing assessments and written examination required for successful completion of an
IRCA certified Auditor/Lead Auditor course entitled
“Practical Auditing of Food Safety Management Systems according to
ISO 22000: 2005 & ISO 19011: 2002”***

***The course was presented by URS Pakistan in association with
CMC International (UK) Ltd***

***Certification No.: A 17365
Certificate No.: 5628***

***Date of Course: 11th – 15th August 2008
Location of Course: Kampala, Uganda***

A handwritten signature in black ink, appearing to read "Chris McHale", written over a horizontal line.

***Chris McHale
Course Manager***



**CERTIFICATE
OF SUCCESSFUL COMPLETION**

This is to certify that

Ms. Susan N.B. Lubega

*Has passed the ongoing assessments and written examination required for successful completion of an
IRCA certified Auditor/Lead Auditor course entitled*

***“Practical Auditing of Food Safety Management Systems according to
ISO 22000: 2005 & ISO 19011: 2002”***

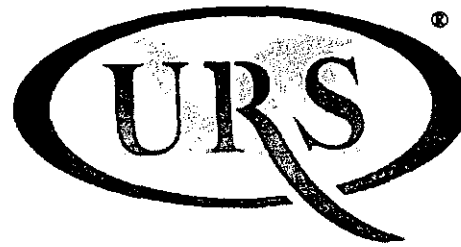
*The course was presented by URS Pakistan in association with
CMC International (UK) Ltd*

*Certification No.: A 17365
Certificate No.: 5627*

*Date of Course: 11th – 15th August 2008
Location of Course: Kampala, Uganda*

A handwritten signature in black ink, appearing to read "Chris McHale", written over a horizontal line.

**Chris McHale
Course Manager**



CERTIFICATE OF SUCCESSFUL COMPLETION

This is to certify that

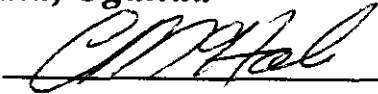
Mr. Philip Kahuma

*Has passed the ongoing assessments and written examination required for successful completion of an
IRCA certified Auditor/Lead Auditor course entitled
“Practical Auditing of Food Safety Management Systems according to
ISO 22000: 2005 & ISO 19011: 2002”*

*The course was presented by URS Pakistan in association with
CMC International (UK) Ltd*

*Certification No.: A 17365
Certificate No.: 5626*

*Date of Course: 11th – 15th August 2008
Location of Course: Kampala, Uganda*


Chris McHale
Course Manager



CERTIFICATE OF SUCCESSFUL COMPLETION

This is to certify that

Ms. Irene Wanyenya

*Has passed the ongoing assessments and written examination required for successful completion of an
IRCA certified Auditor/Lead Auditor course entitled*

***“Practical Auditing of Quality Management Systems according to
ISO 9001: 2000 & ISO 19011: 2002”***

*The course was presented by URS Pakistan association with
CMC International (UK) Ltd*

*Certification No.: A 17044
Certificate No.: 5608*

*Date of Course: 4th – 8th August 2008.
Location of Course: Kampala, Uganda.*

A handwritten signature in black ink, appearing to read "Chris McHale", written over a horizontal line.

**Chris McHale
Course Manager**



CERTIFICATE OF SUCCESSFUL COMPLETION

This is to certify that

Mr. Deus Mubangizi

*Has passed the ongoing assessments and written examination required for successful completion of an
IRCA certified Auditor/Lead Auditor course entitled*

***“Practical Auditing of Quality Management Systems according to
ISO 9001: 2000 & ISO 19011: 2002”***

*The course was presented by URS Pakistan association with
CMC International (UK) Ltd*

Certification No.: A 17044

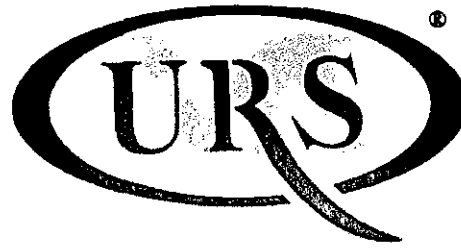
Certificate No.: 5609

Date of Course: 4th – 8th August 2008.

Location of Course: Kampala, Uganda.

A handwritten signature in black ink, appearing to read "Chris McHale".

***Chris McHale
Course Manager***



CERTIFICATE OF SUCCESSFUL COMPLETION

This is to certify that

Mr. Joel Ayikobua

***Has passed the ongoing assessments and written examination required for successful completion of an
IRCA certified Auditor/Lead Auditor course entitled***

***“Practical Auditing of Quality Management Systems according to
ISO 9001: 2000 & ISO 19011: 2002”***

***The course was presented by URS Pakistan association with
CMC International (UK) Ltd***

Certification No.: A 17044

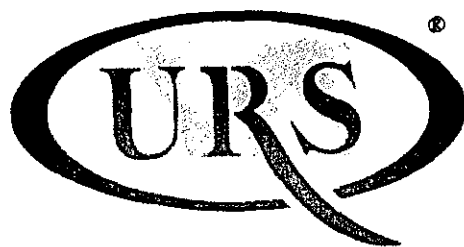
Certificate No.: 5610

Date of Course: 4th – 8th August 2008.

Location of Course: Kampala, Uganda.

A handwritten signature in black ink, appearing to read "Chris McHale", written over a horizontal line.

***Chris McHale
Course Manager***



CERTIFICATE OF SUCCESSFUL COMPLETION

This is to certify that

Mr. David Eboku

*Has passed the ongoing assessments and written examination required for successful completion of an
IRCA certified Auditor/Lead Auditor course entitled*

***“Practical Auditing of Quality Management Systems according to
ISO 9001: 2000 & ISO 19011: 2002”***

*The course was presented by URS Pakistan association with
CMC International (UK) Ltd*

Certification No.: A 17044

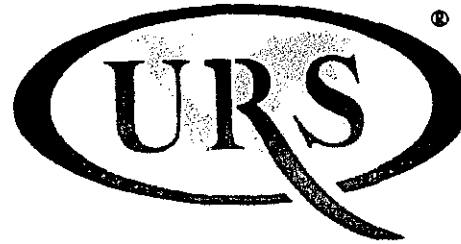
Certificate No.: 5611

Date of Course: 4th – 8th August 2008.

Location of Course: Kampala, Uganda.

A handwritten signature in black ink, appearing to read "Chris McHale".

***Chris McHale
Course Manager***



CERTIFICATE OF SUCCESSFUL COMPLETION

This is to certify that

Ms. Susan N.B. Lubega

*Has passed the ongoing assessments and written examination required for successful completion of an
IRCA certified Auditor/Lead Auditor course entitled*

***“Practical Auditing of Quality Management Systems according to
ISO 9001: 2000 & ISO 19011: 2002”***

*The course was presented by URS Pakistan association with
CMC International (UK) Ltd*

Certification No.: A 17044

Certificate No.: 5612

Date of Course: 4th – 8th August 2008.

Location of Course: Kampala, Uganda.

A handwritten signature in black ink, appearing to read "Chris McHale".

**Chris McHale
Course Manager**



CERTIFICATE OF SUCCESSFUL COMPLETION

This is to certify that

Mr. Vincent D Damulira

*Has passed the ongoing assessments and written examination required for successful completion of an
IRCA certified Auditor/Lead Auditor course entitled*

***“Practical Auditing of Quality Management Systems according to
ISO 9001: 2000 & ISO 19011: 2002”***

*The course was presented by URS Pakistan association with
CMC International (UK) Ltd*

Certification No.: A 17044

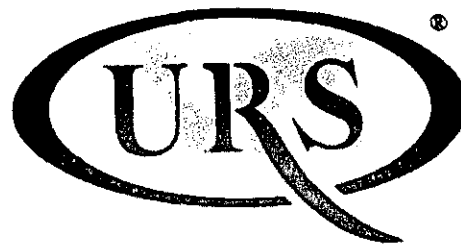
Certificate No.: 5613

Date of Course: 4th – 8th August 2008.

Location of Course: Kampala, Uganda.

A handwritten signature in black ink, appearing to read "Chris McHale".

***Chris McHale
Course Manager***



CERTIFICATE OF SUCCESSFUL COMPLETION

This is to certify that

Mr. Patrick Sekitoleko

***Has passed the ongoing assessments and written examination required for successful completion of an
IRCA certified Auditor/Lead Auditor course entitled***

***“Practical Auditing of Quality Management Systems according to
ISO 9001: 2000 & ISO 19011: 2002”***

***The course was presented by URS Pakistan association with
CMC International (UK) Ltd***

Certification No.: A 17044

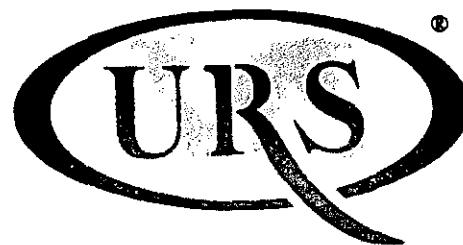
Certificate No.: 5614

Date of Course: 4th – 8th August 2008.

Location of Course: Kampala, Uganda.

A handwritten signature in black ink, appearing to read "Chris McHale".

***Chris McHale
Course Manager***



CERTIFICATE OF SUCCESSFUL COMPLETION

This is to certify that

Mr. Philip Kahuma

*Has passed the ongoing assessments and written examination required for successful completion of an
IRCA certified Auditor/Lead Auditor course entitled*

***“Practical Auditing of Quality Management Systems according to
ISO 9001: 2000 & ISO 19011: 2002”***

*The course was presented by URS Pakistan association with
CMC International (UK) Ltd*

Certification No.: A 17044

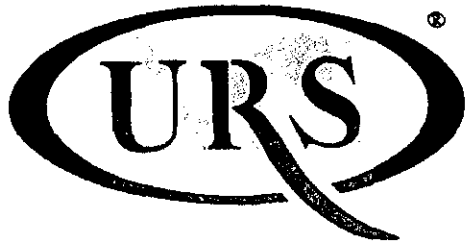
Certificate No.: 5615

Date of Course: 4th – 8th August 2008.

Location of Course: Kampala, Uganda.

A handwritten signature in black ink, appearing to read "Chris McHale", written over a horizontal line.

***Chris McHale
Course Manager***



CERTIFICATE OF ATTENDANCE

This is to certify that

Mr. John Paul Musimami

Has attended an IRCA certified Auditor/Lead Auditor course entitled
***“Practical Auditing of Quality Management Systems according to
ISO 9001: 2000 & ISO 19011:2002”***

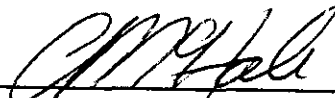
The course was presented by URS Pakistan in association with CMC International (UK) Ltd

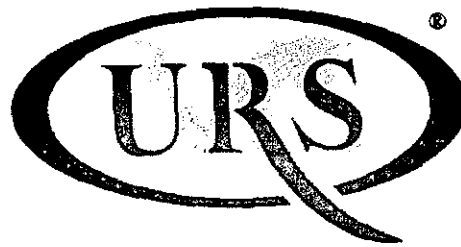
Certification No.: A 17044

Certificate No.: 5616

Date of Course: 4th – 8th August 2008

Location of Course: Kampala, Uganda


Chris McHale
Course Manager



CERTIFICATE OF SUCCESSFUL COMPLETION

This is to certify that

Ms. Apolot Stella

***Has passed the ongoing assessments and written examination required for successful completion of an
IRCA certified Auditor/Lead Auditor course entitled***

***“Practical Auditing of Quality Management Systems according to
ISO 9001: 2000 & ISO 19011: 2002”***

***The course was presented by URS Pakistan association with
CMC International (UK) Ltd***

Certification No.: A 17044

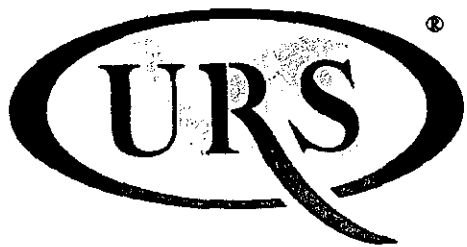
Certificate No.: 5617

Date of Course: 4th – 8th August 2008.

Location of Course: Kampala, Uganda.

A handwritten signature in black ink, appearing to read "Chris McHale".

***Chris McHale
Course Manager***



CERTIFICATE OF ATTENDANCE

This is to certify that

Ms. Christine Korsah

Has attended an IRCA certified Auditor/Lead Auditor course entitled
***“Practical Auditing of Quality Management Systems according to
ISO 9001: 2000 & ISO 19011:2002”***

The course was presented by URS Pakistan in association with CMC International (UK) Ltd

Certification No.: A 17044

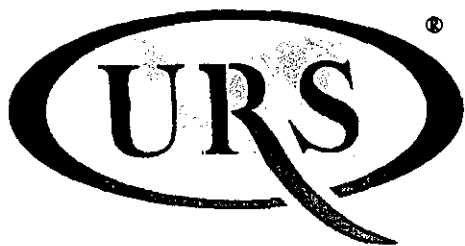
Certificate No.: 5618

Date of Course: 4th – 8th August 2008

Location of Course: Kampala, Uganda



Chris McHale
Course Manager



CERTIFICATE OF ATTENDANCE

This is to certify that

Mr. Tenywa Moses

Has attended an IRCA certified Auditor/Lead Auditor course entitled
***“Practical Auditing of Quality Management Systems according to
ISO 9001: 2000 & ISO 19011:2002”***

The course was presented by URS Pakistan in association with CMC International (UK) Ltd

Certification No.: A 17044

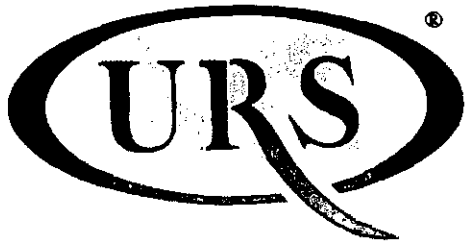
Certificate No.: 5619

Date of Course: 4th – 8th August 2008

Location of Course: Kampala, Uganda

A handwritten signature in black ink, appearing to read 'Chris McHale', written over a horizontal line.

Chris McHale
Course Manager



CERTIFICATE OF ATTENDANCE

This is to certify that

Ms. Eve Kasirye - Alemu

***Has attended an IRCA certified Auditor/Lead Auditor course entitled
"Practical Auditing of Quality Management Systems according to
ISO 9001: 2000 & ISO 19011:2002"***

The course was presented by URS Pakistan in association with CMC International (UK) Ltd

Certification No.: A 17044

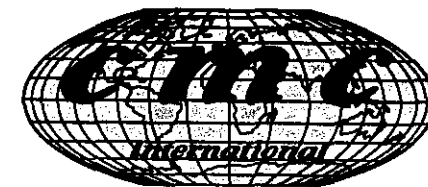
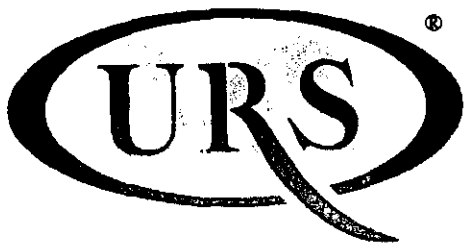
Certificate No.: 5620

Date of Course: 4th – 8th August 2008

Location of Course: Kampala, Uganda

A handwritten signature in cursive script, appearing to read 'Chris McHale', written over a horizontal line.

***Chris McHale
Course Manager***



CERTIFICATE OF ATTENDANCE

This is to certify that

Ms. Hope Kamusiime

Has attended an IRCA certified Auditor/Lead Auditor course entitled
***“Practical Auditing of Quality Management Systems according to
ISO 9001: 2000 & ISO 19011:2002”***

The course was presented by URS Pakistan in association with CMC International (UK) Ltd

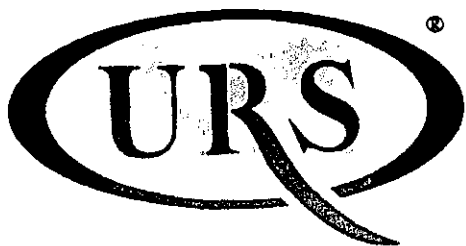
Certification No.: A 17044

Certificate No.: 5621

Date of Course: 4th – 8th August 2008

Location of Course: Kampala, Uganda


Chris McHale
Course Manager



CERTIFICATE OF ATTENDANCE

This is to certify that

Mr. Jackson Kabikire Mubangizi

Has attended an IRCA certified Auditor/Lead Auditor course entitled
***“Practical Auditing of Quality Management Systems according to
ISO 9001: 2000 & ISO 19011:2002”***

The course was presented by URS Pakistan in association with CMC International (UK) Ltd

Certification No.: A 17044

Certificate No.: 5622

Date of Course: 4th – 8th August 2008

Location of Course: Kampala, Uganda

A handwritten signature in cursive script, appearing to read 'C. McHale', written over a horizontal line.

Chris McHale
Course Manager



CERTIFICATE OF ATTENDANCE

This is to certify that

Mr. Arinaitwe Gilbert Mbalinda

Has attended an IRCA certified Auditor/Lead Auditor course entitled
***“Practical Auditing of Quality Management Systems according to
ISO 9001: 2000 & ISO 19011:2002”***

The course was presented by URS Pakistan in association with CMC International (UK) Ltd

*Certification No.: A 17044
Certificate No.: 5623*

*Date of Course: 4th – 8th August 2008
Location of Course: Kampala, Uganda*


Chris McHale
Course Manager



CERTIFICATE OF ATTENDANCE

This is to certify that

Mr. Richard Bangirana

Has attended an IRCA certified Auditor/Lead Auditor course entitled
***“Practical Auditing of Quality Management Systems according to
ISO 9001: 2000 & ISO 19011:2002”***

The course was presented by URS Pakistan in association with CMC International (UK) Ltd

Certification No.: A 17044

Certificate No.: 5624

Date of Course: 4th – 8th August 2008

Location of Course: Kampala, Uganda


Chris McHale
Course Manager



CERTIFICATE OF ATTENDANCE

This is to certify that

Mr. Richard Ebong

Has attended an IRCA certified Auditor/Lead Auditor course entitled
***“Practical Auditing of Quality Management Systems according to
ISO 9001: 2000 & ISO 19011:2002”***

The course was presented by URS Pakistan in association with CMC International (UK) Ltd

Certification No.: A 17044

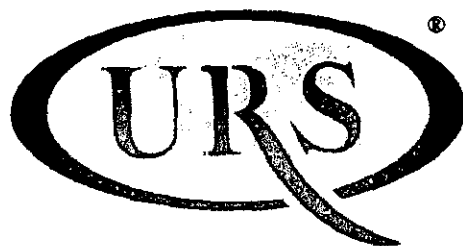
Certificate No.: 5625

Date of Course: 4th – 8th August 2008

Location of Course: Kampala, Uganda

A handwritten signature in cursive script, appearing to read 'Chris McHale', written over a horizontal line.

Chris McHale
Course Manager



CERTIFICATE OF SUCCESSFUL COMPLETION

This is to certify that

Mr. Yasin Lemeriga

*Has passed the ongoing assessments and written examination required for successful completion of an
IRCA certified Auditor/Lead Auditor course entitled*

***“Practical Auditing of Quality Management Systems according to
ISO 9001: 2000 & ISO 19011: 2002”***

*The course was presented by URS Pakistan association with
CMC International (UK) Ltd*

Certification No.: A 17044

Certificate No.: 5607

Date of Course: 4th – 8th August 2008.

Location of Course: Kampala, Uganda.

A handwritten signature in black ink, appearing to read "Chris McHale".

***Chris McHale
Course Manager***



Annexure G

Completed Feedback Forms

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

Course: ISO 9001 AUDITOR/LEAD AUDITOR Date: 8. AMU '08

		Satisfied					Dissatisfied				
1	How were the administration arrangements	10	9	8	7	6	5	4	3	2	1
2	Suitability of the venue	10	9	8	7	6	5	4	3	2	1
3	Quality of the documentation	10	9	8	7	6	5	4	3	2	1
4	Knowledge and effectiveness of										
	Tutor 1	10	9	8	7	6	5	4	3	2	1
	Tutor 2	10	9	8	7	6	5	4	3	2	1
	Tutor 3	10	9	8	7	6	5	4	3	2	1
5	Presentation skills and use of visual aids	10	9	8	7	6	5	4	3	2	1
6	Was the course beneficial to you	10	9	8	7	6	5	4	3	2	1
7	What improvements could you suggest for future courses										

Name: KATHUMA PHILIP

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

Course: Lead Auditor 9001:2000 Date: _____

		Satisfied					Dissatisfied				
		10	9	8	7	6	5	4	3	2	1
1	How were the administration arrangements		✓								
2	Suitability of the venue	10	✓								
3	Quality of the documentation	10			✓						
4	Knowledge and effectiveness of										
	Tutor 1	10	✓								
	Tutor 2	10	✓								
	Tutor 3	10									
5	Presentation skills and use of visual aids	10	✓								
6	Was the course beneficial to you	10									
7	What improvements could you suggest for future courses	<p>— soft copy of training materials</p> <p>— Registration of Auditor.</p>									

Name: Richard Ebong

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

Course: _____

Date: 8-8-08

		Satisfied					Dissatisfied				
		10	9	8	7	6	5	4	3	2	1
1	How were the administration arrangements					/					
2	Suitability of the venue					/					
3	Quality of the documentation				/						
4	Knowledge and effectiveness of										
	Tutor 1		/								
	Tutor 2		/								
	Tutor 3										
5	Presentation skills and use of visual aids				/						
6	Was the course beneficial to you	/									

7 What improvements could you suggest for future courses

*The manual can be improved. Table of content. Clear link with slides (V.AIDS)
 Eg all slides in, then notes.
 The visibility of slides, a reflection of the quality of the room.*

Name: DAVID EBOKU

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

Course: Auditor/Lead Auditor Date: 08/08/08
Training Course
ISO 9001:2000

		Satisfied					Dissatisfied				
1	How were the administration arrangements	10	9	8 ✓	7	6	5	4	3	2	1
2	Suitability of the venue	10	9	8	7	6	5 ✓	4	3	2	1
3	Quality of the documentation	10	9	8 ✓	7	6	5	4	3	2	1
4	Knowledge and effectiveness of										
	Tutor 1	10	9 ✓	8	7	6	5	4	3	2	1
	Tutor 2	10	9 ✓	8	7	6	5	4	3	2	1
	Tutor 3	10	9	8	7	6	5	4	3	2	1
5	Presentation skills and use of visual aids	10	9 ✓	8	7	6	5	4	3	2	1
6	Was the course beneficial to you	10	9	8 ✓	7	6	5	4	3	2	1

7 What improvements could you suggest for future courses
The kind of questions for group discussion could not easily build consensus in a group. Lots & lots of arguments hence time consuming. Always very difficult to agree on specific answers.

Name:

TEST/WA roses

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

Course: Auditor/Lead Auditor Training course Date: 2008/08/08

		Satisfied					Dissatisfied				
1	How were the administration arrangements	10	9	8	7	6	5	4	3	2	1
2	Suitability of the venue	10	9	8	7	6	5	4	3	2	1
3	Quality of the documentation	10	9	8	7	6	5	4	3	2	1
4	Knowledge and effectiveness of										
	Tutor 1	10	9	8	7	6	5	4	3	2	1
	Tutor 2	10	9	8	7	6	5	4	3	2	1
	Tutor 3	10	9	8	7	6	5	4	3	2	1
5	Presentation skills and use of visual aids	10	9	8	7	6	5	4	3	2	1
6	Was the course beneficial to you	10	9	8	7	6	5	4	3	2	1
7	What improvements could you suggest for future courses	<p><i>The course be done in 8-10 days.</i></p>									

Name: Yasin Lemeriga

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

Course: Auditor / Lead Auditor Training Date: 04 - 8 Aug 08

		Satisfied					Dissatisfied				
1	How were the administration arrangements	10	(9)	8	7	6	5	4	3	2	1
2	Suitability of the venue	10	(9)	8	7	6	5	4	3	2	1
3	Quality of the documentation	10	9	(8)	7	6	5	4	3	2	1
4	Knowledge and effectiveness of										
	Tutor 1	10	(9)	8	7	6	5	4	3	2	1
	Tutor 2	10	9	(8)	7	6	5	4	3	2	1
	Tutor 3	10	9	8	7	6	5	4	3	2	1
5	Presentation skills and use of visual aids	10	(9)	8	7	6	5	4	3	2	1
6	Was the course beneficial to you	(10)	9	8	7	6	5	4	3	2	1
7	What improvements could you suggest for future courses	<p>Needs more time in order to effectively absorb all the course contents. This would add value to the training.</p>									

Name:

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

Course: Auditor / Lead Auditor Course Date: 08-08-08

		Satisfied					Dissatisfied				
1	How were the administration arrangements	10	9	8	(7)	6	5	4	3	2	1
2	Suitability of the venue	10	9	8	(7)	6	5	4	3	2	1
3	Quality of the documentation	10	(9)	8	7	6	5	4	3	2	1
4	Knowledge and effectiveness of										
	Tutor 1	10	(9)	8	7	6	5	4	3	2	1
	Tutor 2	10	(9)	8	7	6	5	4	3	2	1
	Tutor 3	10	9	8	7	6	5	4	3	2	1
5	Presentation skills and use of visual aids	10	9	(8)	7	6	5	4	3	2	1
6	Was the course beneficial to you	(10)	9	8	7	6	5	4	3	2	1
7	What improvements could you suggest for future courses <i>include videos of scenarios and include more role plays for auditing.</i>										

Name: Deus Mubangizi

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

Course: Insurance 150 9000 Lead Auditor Date: 8/8/08

		Satisfied					Dissatisfied				
1	How were the administration arrangements	10	9	8	7	6	(5)	4	3	2	1
2	Suitability of the venue	10	9	8	7	6	5	4	(3)	2	1
3	Quality of the documentation	10	9	8	7	6	5	4	3	2	1
4	Knowledge and effectiveness of										
	Tutor 1 <i>Zeeshan</i>	10	9	8	(7)	6	5	4	3	2	1
	Tutor 2	10	9	8	7	6	(5)	4	3	2	1
	Tutor 3	10	9	8	7	6	5	4	3	2	1
5	Presentation skills and use of visual aids	10	9	8	7	6	(5)	4	3	2	1
6	Was the course beneficial to you	10	9	8	7	6	(5)	4	3	2	1
7	What improvements could you suggest for future courses	<p><i>Obig- Encouraging exercises are done immediately after presentation of related materials to enable re-inforcement</i></p> <ul style="list-style-type: none"> - <i>Time management</i> - <i>Spending more time on priority audit areas and spending less on the support.</i> 									

Name: Suoan Lubega.

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

Course: AUDITOR/LEAD AUDITOR Date: 08/08/2008

		Satisfied					Dissatisfied				
1	How were the administration arrangements	10	9	8	7	6	5	4	3	2	1
2	Suitability of the venue	10	9	8	7	6	5	4	3	2	1
3	Quality of the documentation	10	9	8	7	6	5	4	3	2	1
4	Knowledge and effectiveness of										
	Tutor 1	10	9	8	7	6	5	4	3	2	1
	Tutor 2	10	9	8	7	6	5	4	3	2	1
	Tutor 3	10	9	8	7	6	5	4	3	2	1
5	Presentation skills and use of visual aids	10	9	8	7	6	5	4	3	2	1
6	Was the course beneficial to you	10	9	8	7	6	5	4	3	2	1
7	What improvements could you suggest for future courses	<p>Standard should be analysed with a focus on implementation as well to improve further understanding of the standard.</p>									

Name: _____

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

Course: Lead Auditor Course Date: 08-08-08
ISO 9001:2000

		Satisfied					Dissatisfied				
1	How were the administration arrangements	(10)	9	8	7	6	5	4	3	2	1
2	Suitability of the venue	10	9	8	(7)	6	5	4	3	2	1
3	Quality of the documentation	10	(9)	8	7	6	5	4	3	2	1
4	Knowledge and effectiveness of										
	Tutor 1	10	(9)	8	7	6	5	4	3	2	1
	Tutor 2	10	(9)	8	7	6	5	4	3	2	1
	Tutor 3	10	9	8	7	6	5	4	3	2	1
5	Presentation skills and use of visual aids	10	(9)	8	7	6	5	4	3	2	1
6	Was the course beneficial to you	(10)	9	8	7	6	5	4	3	2	1
7	What improvements could you suggest for future courses										

Name: Jackson Kabikine Mubangizi

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

Course: Auditor/Head Auditor Training Date: 08 Aug 08

		Satisfied					Dissatisfied				
		10	9	8	7	6	5	4	3	2	1
1	How were the administration arrangements	10	9	8	7	6	5	4	3	2	1
2	Suitability of the venue	10	9	8	7	6	5	(4)	3	2	1
3	Quality of the documentation	10	9	(8)	7	6	5	4	3	2	1
4	Knowledge and effectiveness of										
	Tutor 1	10	9	(8)	7	6	5	4	3	2	1
	Tutor 2	10	9	(8)	7	6	5	4	3	2	1
	Tutor 3	10	9	8	7	6	5	4	3	2	1
5	Presentation skills and use of visual aids	10	9	8	(7)	6	5	4	3	2	1
6	Was the course beneficial to you	10	(9)	8	7	6	5	4	3	2	1
7	What improvements could you suggest for future courses - More emphasis on how to determine a NC and Report writing.										

Name: Christine Kowah

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

Course: LA ISO 9001:2009 Date: 8/8/08

		Satisfied					Dissatisfied				
1	How were the administration arrangements	10	9	8	7	6	5	4	3	2	1
2	Suitability of the venue	10	9	8	7	6	5	4	3	2	1
3	Quality of the documentation	10	9	8	7	6	5	4	3	2	1
4	Knowledge and effectiveness of										
	Tutor 1	10	9	8	7	6	5	4	3	2	1
	Tutor 2	10	9	8	7	6	5	4	3	2	1
	Tutor 3	10	9	8	7	6	5	4	3	2	1
5	Presentation skills and use of visual aids	10	9	8	7	6	5	4	3	2	1
6	Was the course beneficial to you	10	9	8	7	6	5	4	3	2	1
7	What improvements could you suggest for future courses More time to prepare the for the course and more time to cover all the material The course is so congested										

Name:

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

Course: ISO 9001:2008 Date: 08/08/2008

		Satisfied					Dissatisfied				
1	How were the administration arrangements	(10)	9	8	7	6	5	4	3	2	1
2	Suitability of the venue	10	9	8	(7)	6	5	4	3	2	1
3	Quality of the documentation	10	(9)	8	7	6	5	4	3	2	1
4	Knowledge and effectiveness of										
	Tutor 1	(10)	9	8	7	6	5	4	3	2	1
	Tutor 2	(10)	9	8	7	6	5	4	3	2	1
	Tutor 3	10	9	8	7	6	5	4	3	2	1
5	Presentation skills and use of visual aids	10	(9)	8	7	6	5	4	3	2	1
6	Was the course beneficial to you	(10)	9	8	7	6	5	4	3	2	1
7	What improvements could you suggest for future courses <i>Participants should undergo an intensive ISO 9001:2008 Awareness training prior to the head Auditor / Auditor Training to enable the Tutors go through the course early</i>										

Name: ARINATWE GILBERT

- Zeeghan
- Jaharzel

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

Course: Level 1 Auditor 1809001.2008 Date: 4-8th August 2008

		Satisfied					Dissatisfied				
1	How were the administration arrangements	10	9	8	(7)	6	5	4	3	2	1
2	Suitability of the venue	10	9	8	7	(6)	5	4	3	2	1
3	Quality of the documentation	10	9	(8)	7	6	5	4	3	2	1
4	Knowledge and effectiveness of										
	Tutor 1 <i>Zeeghan</i>	10	(9)	8	7	6	5	4	3	2	1
	Tutor 2 <i>Jaharzel</i>	10	(9)	8	7	6	5	4	3	2	1
	Tutor 3	10	9	8	7	6	5	4	3	2	1
5	Presentation skills and use of visual aids	10	(9)	8	7	6	5	4	3	2	1
6	Was the course beneficial to you	(10)	9	8	7	6	5	4	3	2	1
7	What improvements could you suggest for future courses <i>The time allocated to do exercises is short to internalize case studies. Case studies should be given to delegates for home work. Also these documents are good for our follow-up ready so they should be left for the delegates</i>										

Name: Irene Wanyaga

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

Course: Auditor/Lead Auditor Date: 2008-08-08

		Satisfied					Dissatisfied				
1	How were the administration arrangements	10	9	8	(7)	6	5	4	3	2	1
2	Suitability of the venue	10	9	8	7	6	5	(4)	3	2	1
3	Quality of the documentation	10	9	8	(7)	6	5	4	3	2	1
4	Knowledge and effectiveness of										
	Tutor 1 <i>Zee Shan</i>	10	(9)	8	7	6	5	4	3	2	1
	Tutor 2 <i>Jahan Zeb</i>	10	9	(8)	7	6	5	4	3	2	1
	Tutor 3	10	9	8	7	6	5	4	3	2	1
5	Presentation skills and use of visual aids	10	(9)	8	7	6	5	4	3	2	1
6	Was the course beneficial to you	10	9	(8)	7	6	5	4	3	2	1
7	What improvements could you suggest for future courses <i>More practical and ideal examples. Case studies should remain with the trainees for further practice</i>										

Name: *Hoje Kamusirae*

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

Course: ISO 9001:2000 Date: 2008-08-02

		Satisfied					Dissatisfied				
1	How were the administration arrangements	10	9	8	7	6	5	4	3	2	1
2	Suitability of the venue	10	9	8	7	6	5	4	3	2	1
3	Quality of the documentation	10	9	8	7	6	5	4	3	2	1
4	Knowledge and effectiveness of										
	Tutor 1 JA HANZEB	10	9	8	7	6	5	4	3	2	1
	Tutor 2 ZEESHAN	10	9	8	7	6	5	4	3	2	1
	Tutor 3	10	9	8	7	6	5	4	3	2	1
5	Presentation skills and use of visual aids	10	9	8	7	6	5	4	3	2	1
6	Was the course beneficial to you	10	9	8	7	6	5	4	3	2	1
7	What improvements could you suggest for future courses	<p># Adequate time should be allocated</p>									

Name: JOHN PAUL MUSIMAMI

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

Course: LEAD AUDITOR Date: 8/03/07

		Satisfied						Dissatisfied			
1	How were the administration arrangements	10	9	8	7	6	5	4	3	2	1
2	Suitability of the venue	10	9	8	7	6	5	4	3	2	1
3	Quality of the documentation	10	9	8	7	6	5	4	3	2	1
4	Knowledge and effectiveness of										
	Tutor 1	10	9	8	7	6	5	4	3	2	1
	Tutor 2	10	9	8	7	6	5	4	3	2	1
	Tutor 3	10	9	8	7	6	5	4	3	2	1
5	Presentation skills and use of visual aids	10	9	8	7	6	5	4	3	2	1
6	Was the course beneficial to you	10	9	8	7	6	5	4	3	2	1
7	What improvements could you suggest for future courses Improvement on the training documentation to have at least 2 slides per page. Hereafter explanatory notes at the end of each section i.e. for each section provide slides, 2 per page then notes if available for each area discussed.										

Name: Aracet Stelly

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

AUDITOR /

Course: LEAD AUDITOR

Date: 8/08/08

		Satisfied					Dissatisfied				
1	How were the administration arrangements	10	9	8	7	6	5	4	3	2	1
2	Suitability of the venue	10	9	8	7	6	5	4	3	2	1
3	Quality of the documentation	10	9	8	7	6	5	4	3	2	1
4	Knowledge and effectiveness of										
	Tutor 1	10	9	8	7	6	5	4	3	2	1
	Tutor 2	10	9	8	7	6	5	4	3	2	1
	Tutor 3	10	9	8	7	6	5	4	3	2	1
5	Presentation skills and use of visual aids	10	9	8	7	6	5	4	3	2	1
6	Was the course beneficial to you	10	9	8	7	6	5	4	3	2	1
7	What improvements could you suggest for future courses	<p>1) Documentation need to be improved.</p> <p>2) There is need to respect the Copyright of BSI and ISO in case you have not paid royalties</p>									

Name: PATRICIA SEKITOLEKO

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

Course: Auditor / Lead Auditor Date: 2008-08-08

		Satisfied					Dissatisfied				
1	How were the administration arrangements	10	9	8	7	(6)	5	4	3	2	1
2	Suitability of the venue	10	9	8	7	6	(5)	4	3	2	1
3	Quality of the documentation	10	9	8	7	(6)	5	4	3	2	1
4	Knowledge and effectiveness of										
	Tutor 1 <u>Zee shan</u>	10	(9)	8	7	6	5	4	3	2	1
	Tutor 2 <u>Jahanzeb</u>	10	9	(8)	7	6	5	4	3	2	1
	Tutor 3	10	9	8	7	6	5	4	3	2	1
5	Presentation skills and use of visual aids	10	9	(8)	7	6	5	4	3	2	1
6	Was the course beneficial to you	10	(9)	8	7	6	5	4	3	2	1
7	What improvements could you suggest for future courses - Better time management. - More role play examples and groupwork. - Language at times and speed.										

Name: Eve Kasirye - Alemu.

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International (UK) Ltd to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

Course: ISO 22000 Lead Auditor Training Date: 15/08/08

		Satisfied					Dissatisfied				
1	How were the administration arrangements	10	9	8	7	6	5	4	3	2	1
2	Suitability of the venue	10	9	8	7	6	5	4	3	2	1
3	Quality of the documentation	10	9	8	7	6	5	4	3	2	1
4	Knowledge and effectiveness of										
	Tutor 1 <i>Zeehan</i>	10	9	8	7	6	5	4	3	2	1
	Tutor 2 <i>Tahar Zeh</i>	10	9	8	7	6	5	4	3	2	1
	Tutor 3	10	9	8	7	6	5	4	3	2	1
5	Presentation skills and use of visual aids	10	9	8	7	6	5	4	3	2	1
6	Was the course beneficial to you	10	9	8	7	6	5	4	3	2	1

7 What improvements could you suggest for future courses

Suggest including practical audits with a food company to help us appreciate some things more

Name Jane Wanyu

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International (UK) Ltd to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

Course: IRCA Reg. No A 17365
~~Eve Kasirye~~ Date: 15/08/2008

		Satisfied					Dissatisfied				
1	How were the administration arrangements	10	9	8	(7)	6	5	4	3	2	1
2	Suitability of the venue	10	9	8	7	(6)	5	4	3	2	1
3	Quality of the documentation	10	9	(8)	7	6	5	4	3	2	1
4	Knowledge and effectiveness of										
	Tutor 1	10	9	(8)	7	6	5	4	3	2	1
	Tutor 2	10	9	(8)	7	6	5	4	3	2	1
	Tutor 3	10	9	8	7	6	5	4	3	2	1
5	Presentation skills and use of visual aids	10	9	(8)	7	6	5	4	3	2	1
6	Was the course beneficial to you	10	9	(8)	7	6	5	4	3	2	1

7 What improvements could you suggest for future courses

Volume of documentation could be reduced and more group work exercise included.

The delegates manual could be more user friendly and include more of the important information given by trainers during presentation.

Name Eve Kasirye-Alemu

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International (UK) Ltd to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

Course: A17365

Date: 15/08/08

		Satisfied					Dissatisfied				
		10	9	8	7	6	5	4	3	2	1
1	How were the administration arrangements	10	9	8	7	6	5	4	3	2	1
2	Suitability of the venue	10	9	8	7	6	5	4	3	2	1
3	Quality of the documentation	10	9	8	7	6	5	4	3	2	1
4	Knowledge and effectiveness of										
	Tutor 1	10	9	8	7	6	5	4	3	2	1
	Tutor 2	10	9	8	7	6	5	4	3	2	1
	Tutor 3	10	9	8	7	6	5	4	3	2	1
5	Presentation skills and use of visual aids	10	9	8	7	6	5	4	3	2	1
6	Was the course beneficial to you	10	9	8	7	6	5	4	3	2	1
7	What improvements could you suggest for future courses <i>The course is very good but the programme is very tight, may be more days could be allocated or, an awareness of the standard could be done prior to the course of LATA training</i>										

Name Arinwimo Gilbert

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International (UK) Ltd to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

Course: ISO 22000:2005 Date: 15/08/08

		Satisfied					Dissatisfied				
1	How were the administration arrangements	10	(9)	8	7	6	5	4	3	2	1
2	Suitability of the venue	(10)	9	8	7	6	5	4	3	2	1
3	Quality of the documentation	(10)	9	8	7	6	5	4	3	2	1
4	Knowledge and effectiveness of										
	Tutor 1	(10)	9	8	7	6	5	4	3	2	1
	Tutor 2	(10)	9	8	7	6	5	4	3	2	1
	Tutor 3	(10)	9	8	7	6	5	4	3	2	1
5	Presentation skills and use of visual aids	(10)	9	8	7	6	5	4	3	2	1
6	Was the course beneficial to you	(10)	9	8	7	6	5	4	3	2	1
7	What improvements could you suggest for future courses The period of 1 week given for the course is not enough therefore considerations should be given to that for better participation and practical work. (At least 2 weeks)										

Name NAKIMULI ROSE CLARE

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International (UK) Ltd to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

Course: No A17365 Date: 15.08.08

		Satisfied					Dissatisfied				
		10	9	8	7	6	5	4	3	2	1
1	How were the administration arrangements	10	9	8	7	6	5	4	3	2	1
2	Suitability of the venue	10	9	8	7	6	5	4	3	2	1
3	Quality of the documentation	10	9	8	7	6	5	4	3	2	1
4	Knowledge and effectiveness of										
	Tutor 1	10	9	8	7	6	5	4	3	2	1
	Tutor 2	10	9	8	7	6	5	4	3	2	1
	Tutor 3	10	9	8	7	6	5	4	3	2	1
5	Presentation skills and use of visual aids	10	9	8	7	6	5	4	3	2	1
6	Was the course beneficial to you	10	9	8	7	6	5	4	3	2	1
7	What improvements could you suggest for future courses	One more day to revise!									

Name KARLUMIA PHILIP

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International (UK) Ltd to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

180 22000 2005 - Food Safety Management System

Course: A17365 Date: 15-08-05

		Satisfied					Dissatisfied				
1	How were the administration arrangements	(10)	9	8	7	6	5	4	3	2	1
2	Suitability of the venue	(10)	9	8	7	6	5	4	3	2	1
3	Quality of the documentation	(10)	9	8	7	6	5	4	3	2	1
4	Knowledge and effectiveness of										
	Tutor 1	(10)	9	8	7	6	5	4	3	2	1
	Tutor 2	(10)	9	8	7	6	5	4	3	2	1
	Tutor 3	10	9	8	7	6	5	4	3	2	1
5	Presentation skills and use of visual aids	10	(9)	8	7	6	5	4	3	2	1
6	Was the course beneficial to you	(10)	9	8	7	6	5	4	3	2	1
7	What improvements could you suggest for future courses <div style="text-align: center; font-family: cursive;"> More time is needed for the attendees being One more day to revise </div>										

Name K EPHER KUCHANA KATEV

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International (UK) Ltd to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

Course: NO. A17365 Date: 15.08.08

		Satisfied					Dissatisfied				
		10	9	8	7	6	5	4	3	2	1
1	How were the administration arrangements			✓							
2	Suitability of the venue				✓						
3	Quality of the documentation		✓								
4	Knowledge and effectiveness of										
	Tutor 1		✓								
	Tutor 2		✓								
	Tutor 3										
5	Presentation skills and use of visual aids			✓							
6	Was the course beneficial to you	✓									
7	What improvements could you suggest for future courses	<p>5 man days is so intensive, delegates are don't have chance to fully internalise course materials. It is such a rushed course.</p>									

Name James

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International (UK) Ltd to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

LEADER AUDITORS

Course: COURSE: ISO: 22000 Date: 15/08/07

		Satisfied					Dissatisfied				
1	How were the administration arrangements	10	9	8	7	6	5	4	3	2	1
2	Suitability of the venue	10	9	8	7	6	5	4	3	2	1
3	Quality of the documentation	10	9	8	7	6	5	4	3	2	1
4	Knowledge and effectiveness of										
	Tutor 1	10	9	8	7	6	5	4	3	2	1
	Tutor 2	10	9	8	7	6	5	4	3	2	1
	Tutor 3	10	9	8	7	6	5	4	3	2	1
5	Presentation skills and use of visual aids	10	9	8	7	6	5	4	3	2	1
6	Was the course beneficial to you	10	9	8	7	6	5	4	3	2	1
7	What improvements could you suggest for future courses	<p><i>Train for 7 days and reserve a day for recap and conceptualization of the concepts</i></p>									

Name DMONYI-B. PAUL

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International (UK) Ltd to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

Course: ISO 22000: 2005 No A17365 Date: 15/8/2008
 LEAD AUDITOR / AUDITOR COURSE

		Satisfied					Dissatisfied				
1	How were the administration arrangements	10	9	(8)	7	6	5	4	3	2	1
2	Suitability of the venue	10	9	8	7	6	(5)	4	3	2	1
3	Quality of the documentation	10	(9)	8	7	6	5	4	3	2	1
4	Knowledge and effectiveness of										
	Tutor 1	(10)	9	8	7	6	5	4	3	2	1
	Tutor 2	(10)	9	8	7	6	5	4	3	2	1
	Tutor 3	10	9	8	7	6	5	4	3	2	1
5	Presentation skills and use of visual aids	(10)	9	8	7	6	5	4	3	2	1
6	Was the course beneficial to you	(10)	9	8	7	6	5	4	3	2	1
7	What improvements could you suggest for future courses	Give it more days									

Name M. Srera Nikita

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International (UK) Ltd to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

Course: A17365 Date: 15.08.08.

		Satisfied					Dissatisfied				
1	How were the administration arrangements	10	9	8	7	6	5	4	3	2	1
2	Suitability of the venue	10	9	8	7	6	5	4	3	2	1
3	Quality of the documentation	10	9	8	7	6	5	4	3	2	1
4	Knowledge and effectiveness of										
	Tutor 1	10	9	8	7	6	5	4	3	2	1
	Tutor 2	10	9	8	7	6	5	4	3	2	1
	Tutor 3	10	9	8	7	6	5	4	3	2	1
5	Presentation skills and use of visual aids	10	9	8	7	6	5	4	3	2	1
6	Was the course beneficial to you	10	9	8	7	6	5	4	3	2	1
7	What improvements could you suggest for future courses										

Name _____

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International (UK) Ltd to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

Course: A17365 Date: 15/08/08

		Satisfied					Dissatisfied				
1	How were the administration arrangements	(10)	9	8	7	6	5	4	3	2	1
2	Suitability of the venue	10	9	8	(7)	6	5	4	3	2	1
3	Quality of the documentation	10	9	(8)	7	6	5	4	3	2	1
4	Knowledge and effectiveness of										
	Tutor 1	10	9	(8)	7	6	5	4	3	2	1
	Tutor 2	10	9	(8)	7	6	5	4	3	2	1
	Tutor 3	10	9	8	7	6	5	4	3	2	1
5	Presentation skills and use of visual aids	10	9	(8)	7	6	5	4	3	2	1
6	Was the course beneficial to you	10	9	(8)	7	6	5	4	3	2	1
7	What improvements could you suggest for future courses										

Name PATRICK SEKITOLEKU

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International (UK) Ltd to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

Course: A17365 Date: 15/8/18.

		Satisfied					Dissatisfied				
1	How were the administration arrangements	10	9	8	7	6	5	4	3	2	1
2	Suitability of the venue	10	9	8	7	6	5	4	3	2	1
3	Quality of the documentation	10	9	8	7	6	5	4	3	2	1
4	Knowledge and effectiveness of										
	Tutor 1	10	9	8	7	6	5	4	3	2	1
	Tutor 2	10	9	8	7	6	5	4	3	2	1
	Tutor 3	10	9	8	7	6	5	4	3	2	1
5	Presentation skills and use of visual aids	10	9	8	7	6	5	4	3	2	1
6	Was the course beneficial to you	10	9	8	7	6	5	4	3	2	1
7	What improvements could you suggest for future courses										
	<p><i>Time keeping</i></p> <p><i>The course was very good in terms of content. Well done.</i></p>										

Name Susan Lubger

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International (UK) Ltd to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

Course: A17365

Date: 15/08/08

		Satisfied					Dissatisfied				
1	How were the administration arrangements	10	9	(8)	7	6	5	4	3	2	1
2	Suitability of the venue	10	9	8	7	6	(5)	4	3	2	1
3	Quality of the documentation	10	(9)	8	7	6	5	4	3	2	1
4	Knowledge and effectiveness of										
	Tutor 1	(10)	9	8	7	6	5	4	3	2	1
	Tutor 2	(10)	9	8	7	6	5	4	3	2	1
	Tutor 3	10	9	8	7	6	5	4	3	2	1
5	Presentation skills and use of visual aids	(10)	9	8	7	6	5	4	3	2	1
6	Was the course beneficial to you	(10)	9	8	7	6	5	4	3	2	1
7	What improvements could you suggest for future courses	<p>More time for writing of Non-Competitive. To gain skills in the analysis of scenarios.</p>									

Name Apolot Stella

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International (UK) Ltd to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

Course: A 17365 Date: 15-8-08

		Satisfied					Dissatisfied				
1	How were the administration arrangements	10	9	8	(7)	6	5	4	3	2	1
2	Suitability of the venue	10	9	(8)	7	6	5	4	3	2	1
3	Quality of the documentation	10	9	(8)	7	6	5	4	3	2	1
4	Knowledge and effectiveness of										
	Tutor 1	10	(9)	8	7	6	5	4	3	2	1
	Tutor 2	10	(9)	8	7	6	5	4	3	2	1
	Tutor 3	10	9	8	7	6	5	4	3	2	1
5	Presentation skills and use of visual aids	10	(9)	8	7	6	5	4	3	2	1
6	Was the course beneficial to you	10	(9)	8	7	6	5	4	3	2	1
7	What improvements could you suggest for future courses										

Name _____

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International (UK) Ltd to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

Course: Annual LEAD Audit Date: 15/05/2008

		Satisfied					Dissatisfied				
1	How were the administration arrangements	10	9	8	7	6	5	4	3	2	1
2	Suitability of the venue	10	9	8	7	6	5	4	3	2	1
3	Quality of the documentation	10	9	8	7	6	5	4	3	2	1
4	Knowledge and effectiveness of										
	Tutor 1	10	9	8	7	6	5	4	3	2	1
	Tutor 2	10	9	8	7	6	5	4	3	2	1
	Tutor 3	10	9	8	7	6	5	4	3	2	1
5	Presentation skills and use of visual aids	10	9	8	7	6	5	4	3	2	1
6	Was the course beneficial to you	10	9	8	7	6	5	4	3	2	1
7	What improvements could you suggest for future courses The ideas could be supplemented with a mock audit in the any available food industrial that may be within the vicinity of the training area										

Name _____

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International (UK) Ltd to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

Course: ISO 22000:2005 Date: 2008-08-15
AUDITOR/LEAD AUDITOR TRAINING COURSE

		Satisfied					Dissatisfied				
1	How were the administration arrangements	10	9	8	(7)	6	5	4	3	2	1
2	Suitability of the venue	10	9	8	7	6	5	(4)	3	2	1
3	Quality of the documentation	10	9	(8)	7	6	5	4	3	2	1
4	Knowledge and effectiveness of										
	Tutor 1	10	9	(8)	7	6	5	4	3	2	1
	Tutor 2	10	9	(8)	7	6	5	4	3	2	1
	Tutor 3	10	9	8	7	6	5	4	3	2	1
5	Presentation skills and use of visual aids	10	9	(8)	7	6	5	4	3	2	1
6	Was the course beneficial to you	10	(9)	8	7	6	5	4	3	2	1
7	What improvements could you suggest for future courses <i>Training manuals with exercise and to be provided to us</i>										

Name HOPE KAMUHINE

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International (UK) Ltd to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

Course: ISO 22000:2005 Date: 15/08/09

		Satisfied					Dissatisfied				
1	How were the administration arrangements	(10)	9	8	7	6	5	4	3	2	1
2	Suitability of the venue	10	9	8	(7)	6	5	4	3	2	1
3	Quality of the documentation	(10)	9	8	7	6	5	4	3	2	1
4	Knowledge and effectiveness of										
	Tutor 1	(10)	9	8	7	6	5	4	3	2	1
	Tutor 2	(10)	9	8	7	6	5	4	3	2	1
	Tutor 3	10	9	8	7	6	5	4	3	2	1
5	Presentation skills and use of visual aids	(10)	9	8	7	6	5	4	3	2	1
6	Was the course beneficial to you	(10)	9	8	7	6	5	4	3	2	1
7	What improvements could you suggest for future courses	<p>Time allocated for the course was not sufficient, alot has not be learnt in a short time.</p>									

Name _____

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International (UK) Ltd to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

Course: A 17365 Date: 15/05/2008

		Satisfied					Dissatisfied				
1	How were the administration arrangements	10	(9)	8	7	6	5	4	3	2	1
2	Suitability of the venue	10	9	(8)	7	6	5	4	3	2	1
3	Quality of the documentation	(10)	9	8	7	6	5	4	3	2	1
4	Knowledge and effectiveness of										
	Tutor 1	(10)	9	8	7	6	5	4	3	2	1
	Tutor 2	(10)	9	8	7	6	5	4	3	2	1
	Tutor 3	10	9	8	7	6	5	4	3	2	1
5	Presentation skills and use of visual aids	10	(9)	8	7	6	5	4	3	2	1
6	Was the course beneficial to you	(10)	9	8	7	6	5	4	3	2	1

7 What improvements could you suggest for future courses

Modify group composition at least on the 2nd and 4th day.

Name SAMUEL G.L. BALARADDE

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International (UK) Ltd to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

Course: LEAD AUDITOR 12/2200050 Date: 15/08/08.

		Satisfied					Dissatisfied				
		10	9	8	7	6	5	4	3	2	1
1	How were the administration arrangements				✓						
2	Suitability of the venue				✓						
3	Quality of the documentation					✓					
4	Knowledge and effectiveness of										
	Tutor 1		✓								
	Tutor 2		✓								
	Tutor 3										
5	Presentation skills and use of visual aids		✓								
6	Was the course beneficial to you		✓								
7	What improvements could you suggest for future courses <i>More time should be given for study.</i> <i>This course should incorporate Fieldwork as part of Qualification</i>										

Name _____

C.M.C. International (UK) Ltd

Course Evaluation

It is the intention of C.M.C. International (UK) Ltd to continuously improve all aspects of the training provided.

In order to help us achieve this you are requested to complete the following questionnaire.

Course: ISO 22000:2005 LEAD AUDITOR Date: 15/08/08.

		Satisfied					Dissatisfied				
1	How were the administration arrangements	10	9 ✓	8	7	6	5	4	3	2	1
2	Suitability of the venue	10 ✓	9	8	7	6	5	4	3	2	1
3	Quality of the documentation	10	9 ✓	8	7	6	5	4	3	2	1
4	Knowledge and effectiveness of										
	Tutor 1	10 ✓	9	8	7	6	5	4	3	2	1
	Tutor 2	10 ✓	9	8	7	6	5	4	3	2	1
	Tutor 3	10	9	8	7	6	5	4	3	2	1
5	Presentation skills and use of visual aids	10	9 ✓	8	7	6	5	4	3	2	1
6	Was the course beneficial to you	10 ✓	9	8	7	6	5	4	3	2	1
7	What improvements could you suggest for future courses THE SPEED OF PRESENTATIONS COULD BE REVISED AS SOME TRAINEES COULD BE SLOW LEARNERS. ALL ADMINATED TRAINEES NEED TO BE INFORMED IN TIME FOR GOOD PREPERATIONS.										

Name LUGOLODBI M JOSEPH