



# **Partners for Water and Sanitation**

## **Note on project reports**

The following report has been prepared by Partners for Water and Sanitation in response to a project Terms of Reference.

The content of the report is based on the opinion of the author(s) and does not necessarily represent the opinions of the wider PfWS partnership, or the project funders.

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## **PAWS Visit Report (Support to the Mogale City Water Quality Laboratory, SA70, South Africa)**

### **Visit Team**

Malcolm Morgan

### **Dates of visit**

21 to 25 May 2007

### **Places visited**

Mogale City water laboratory, Mogale City, South Africa  
Mogale City municipal offices

### **Indication of extent to which Objectives were met**

The primary objective was to provide mentoring support to the Mogale City water laboratory to develop its systems to meet the requirements of ISO 17025:2005, the internationally recognised laboratory accreditation standard. Successful delivery was achieved through:

a review of the laboratory's current working conditions, arrangements and practices and procedures, followed by a gap analysis carried out with the laboratory manager to identify those things which need addressing;

assisting the laboratory manager to identify solutions to problems identified by the gap analysis;

working with the laboratory manager to produce an action plan for bringing the laboratory and its systems into line with accreditation requirements.

Details of the gap analysis and action plan can be found in the detailed report on the laboratory's preparedness for seeking accreditation.

### **Recommendations for way forward**

1. I commend the action plan to the Mogale City Local Municipality and recommend its adoption.
2. Subject to the adoption of the action plan (or an appropriately modified and effective action plan) that remote mentoring continues to be provided by PAWS for the development and implementation of the laboratory's quality systems.

3. Subject to satisfactory progress with the implementation of the action plan, PAWS provides further in-country support at the appropriate times as indicated in the action plan. This support includes training in analytical quality control, training in internal technical auditing of the laboratory, support to the initial formal management review meeting and an independent assessment of preparedness for accreditation. The quality control training should be accomplished in a one week visit, including one to one mentoring as required, and the other items in a single visit of two weeks.

### **General observations**

The laboratory is generally appropriately appointed to carry out its primary function as an operational laboratory providing support to the municipality's waste water treatment and drinking water provision functions. It also carries out similar water analysis for external customers.

There are however significant constraints on the laboratory, such that they will hinder and some cases prohibit obtaining of accredited status unless they are addressed, in terms of staff, space and communications. The number of analytical staff issues should be addressed by the recruitment currently under way and the management issues, detailed in the action plan should also be addressed through this process. The issues of space and communications are also covered in the action plan, but these have yet to be addressed. It should be noted that the single telephone line to the laboratory was out of service for much of the time while I was there.

The existing staff are enthusiastic and diligent in their work and are to be commended for the way in which they cope with the limitations of space and communications. I am also grateful for the friendly and helpful way in which they put up with my poking around and asking questions.

I was invited to sit in for a time on a meeting of the Municipality's Infrastructure Management Committee meeting, where I was asked to introduce myself and say a few words about the mission. The Municipal Manager also found time in his busy schedule to meet with me and discuss the mission. I am grateful for these opportunities, not just because they demonstrate the Municipality's positive approach to the work of PAWS and the opportunity for me to promote PAWS and explain my mission, but also because it greatly assisted me in my appreciation of the wider context of my mission.

## **Annex: Summary of work carried out**

### **Monday 21 May**

Arrived in South Africa. Unable to commence work because of severe traffic delays around Johannesburg.

### **Tuesday 22 May**

Familiarisation with laboratory and its operation.  
Attended Infrastructure Management Committee meeting.  
Carried out gap analysis with laboratory manager

### **Wednesday 23 May**

Meeting with Municipal Manager  
Review of gaps and identification of solutions to problems with laboratory manager  
Prepare outline action plan with laboratory manager

### **Thursday 24 May**

Prepare action plan  
Prepare recommendations  
Prepare draft reports  
(laboratory manager was interviewing for new staff all day)

### **Friday 25 May**

Review action plan and recommendations with laboratory manager  
Present and discuss findings, action plan and recommendations to Director of Scientific Services and PAWS in country representative  
Discuss outcome of meeting and the way forward with laboratory manager  
Return to UK

### **On return to UK**

Carry out risk assessment.  
Complete reports.  
Locate reference documents and forward to laboratory manager.