

Risk Management and ISO 31000 in Zimbabwe

Interview conducted for isotc262.org by
Dr. Frank Herdmann with

Phillip Aaron Chindara, delegate of Zimbabwe to TC 262



Phillip Aaron Chindara is a senior standards officer and currently completing his master's dissertation on risk management and insurance. He is the secretary to the Zimbabwe national mirror committee on Risk Management. He was the Head and only member of the Zimbabwean delegation to the TC 262 meeting in Amman in 2016

isotc262.org: *Phillip Aaron you were representing Zimbabwe at the ISO/TC 262 meeting in October 2016 in Amman. Can you briefly introduce the Standards Association of Zimbabwe (SAZ), your national standardization organization, please?*

Phillip Aaron: The Standards Association of Zimbabwe (SAZ) is the Zimbabwe National Standards Body. It was formed in 1957 and later incorporated in 1960. The Association is a non-governmental and non-profit organization operating under the Zimbabwe Companies' Act with Articles and Memorandum of Association. It is governed by a General Council that consists of 47 representatives from government, local authorities, professional and academic institutions and industry and commerce. Some of the members are representatives from Bankers Association of Zimbabwe, Business Council for Sustainable Development Zimbabwe, Cement and Concrete Institute, Chamber of Mines, Confederation of Zimbabwe Industries, Consumer Council of Zimbabwe, Timber Producers Federation. The General Council determines the Association's overall policy. An Executive Council, drawn out from the General Council, keeps the activities of the Association under review and fulfils any functions that the General Council may delegate to it. Whilst the Association derives its income from certification activities, laboratory testing, calibration, training and sale of publications, it is subsidized by funds from the Standards Development Levy Fund (SDLF). SDLF contributes to 70 % of both the capital and operational expenditures of the Association. The government collects the levy from specified employers through the Ministry of Industry and Commerce.

The Association is headed by a Director General who reports to the Executive Committee and has three strategically located branch offices in Bulawayo (with emphasis on textiles products testing expertise), Mutare (with emphasis on Timber products testing expertise) and Harare (with diverse expertise covering all industry sectors).

The Association has the following mandates:

- to facilitate the development and publication of Zimbabwe national standards;
- to promote an understanding of standards requirements by offering standards-based training programs;
- to make available to producers and consumers laboratory facilities for the testing of manufactured goods and raw materials and calibration of equipment;
- to promote the widespread use of standards by operating third party certification schemes;
- to provide information services on national, regional and international standards and technical regulations;
- to provide a World Trade Organization/Technical Barriers to Trade (WTO/TBT) enquiry point for standards and conformity assessment information.

isotc262.org: *How long have you been mirroring the TC 262 work in SAZ and have you been to meetings of the Technical Committee before?*

Phillip Aaron: SAZ adopted ISO 31000 in 2009 through national consultation after the standard was published. We remained an observing member of ISO/TC 262 until early this year when a National Mirror Committee was constituted. This National Mirror Committee then resolved to be a “P” member. This resulted in my attendance at this year’s plenary meeting.

isotc262.org: *What is the impact of risk management and in particular ISO 31000 in Zimbabwe?*

Phillip Aaron: When stakeholders realized that the failure to proactively identify, prioritize, treat and monitor and communicate risk can be devastating, they started to make purchases of ISO 31000. Considering the current foreign direct investment in Zimbabwe, our stakeholders were motivated to contribute to the future outlook of the next version of ISO 31000

isotc262.org: *Who are the key stakeholders of risk management in Zimbabwe?*

Phillip Aaron: Our national mirror committee has representatives from retail organizations, consultants, regulators, private sector and the national standards body

isotc262.org: *What are the biggest obstacles for integrating risk management in all organizational activities for managers in Zimbabwe?*

Phillip Aaron: It is a challenge to define risk appetite, improve internal communications, and track measurable results thereby being able to integrate risk management into the organizational business processes.

isotc262.org: *ISO 31000 quickly became one of the bestselling and most well recognized standards in ISO. What do you think about the future of the standard and how will it change to adapt to new challenges?*

Phillip Aaron: Currently we have about 21 organizations that have bought the current ISO 31000:2009. I hope with this notable beginning and the current participation in ISO TC 262 this will result in most organizations embracing the next version of ISO 31000.

isotc262.org: *Having been to the Amman Meeting, what was your experience and what advice can you give to interested parties in Zimbabwe who want to offer their input to the work of ISO/TC 262 and who should they address?*

Phillip Aaron: My attendance at the plenary in Amman was very enlightening. It made me understand what drove the need to consider the human aspect and the diverse cultures when implementing risk management. I wish to continue attending these plenary meetings and funds permitting would love to have one or two members from the national mirror committee attending. Interested parties should contact Mrs P. Mazwimairi, one of our key stakeholders: paida.mazwimairi@speedlinkcargo.com !

isotc262.org: **Thank you very much!**