

**SPEECH BY THE HON. MINISTER FOR NATURAL  
RESOURCES AND ENERGY FOR THE CELEBRATION  
OF ISO 9001:2015 CERTIFICATION.**



**VENUE: SWSC HEADQUARTERS, EZULWINI.**

**DATE: 8<sup>TH</sup> MARCH, 2018**

**Programme Director**

**SWSC Board members**

**SACAS Officials**

**Ministry of Natural Resources and Energy Management**

**SWSC Management and staff**

**Members of the Media**

**Distinguished Guests**

**Ladies and Gentlemen,**

Let me express my appreciation for being invited to this important occasion where Swaziland Water Services Corporation is being accredited for an international standard. This is a proud moment for Swaziland Water Services Corporation, but also a very proud moment for Government.

The demand for quality services from public utilities by consumers continues to escalate in light of changing technology and increased access to information and knowledge by customers. The twenty first century customers have access to an array of information that enables them to create a certain level of expectation on the quality of service they require.

His Majesty's Government strives to create an environment that is supportive to public utilities like SWSC to deliver quality services. Alongside sustainable development goal No 6; which aims to improve access to water and sanitation services, it is

laudable that the Corporation does not only consider issues of access, but also ensures that its internal processes meet internationally recognised standards.

**Distinguished Guests, Ladies and Gentlemen,**

A couple of years ago we were celebrating a milestone when the Corporation was certified for the first time on the 2008 version of the quality management system. Today we witness a handover of the 2015 version of the quality management system, an indication that the Corporation has been continually improving its management systems. The quality of services and potable water supplied to the nation remains an integral part in ensuring that the country meets local and international requirements on public water supply and sanitation.

I also understand that the Corporation has been undertaking some work on establishing its enterprise wide risk framework, a strategic approach that is also in line with the requirements of this quality management system. Changing circumstances such as technology and environmental issues require organisations to be proactive in identifying risks and opportunities to position themselves accordingly.

**Ladies and Gentlemen,**

We have previously seen a number of organisations and utilities outside Swaziland coming to benchmark with the Corporation. I have no doubt that with the certification we are celebrating

today; organisations will continue flocking to the Corporation for benchmarking and learning from their achievements.

I am aware that this ISO 9001 certification is just bedrock of the many management systems that the Corporation is certified for; including environmental management systems, occupational health and safety management systems and accreditation systems for our laboratory.

We are looking forward to the Corporation expanding its certification scope to its other plants and facilities since this is also in line with the country's vision of attaining first world status by 2022.

We applaud the effort and teamwork displayed by SWSC staff in ensuring delivery of quality services to the nation. We further acknowledge the significant role played by the SWSC leadership and the board of directors in integrating quality issues in the strategic plan of the Corporation.

**In conclusion,**

Lastly, I would like to encourage the SWSC team to work hard in ensuring that the Corporation maintains and retains these certificates since you are continually audited by external bodies who verify that you meet the requirements of all these management systems. I affirm Government's support to this endeavour.

**I thank you**