

# Congratulations NOIC

## ...NOIC receives the 9001:2008 ISO certification

**Partson Mbiriri**

ALLOW me first to congratulate the board, management and staff of the National Oil Infrastructure Company of Zimbabwe who have worked as a team and succeeded in taking up the challenge of getting their organisation ISO certified.

The nurturing of a performance and result oriented culture, based on quality, is crucial in bringing about an in-depth transformation of the public service. This quest for results calls for the continual improvement in the delivery of public services. By achieving ISO certification, the National Oil Infrastructure Company of Zimbabwe has gained an international emblem of recognition: that of operating according to international ISO quality management standards.

The primary focus of quality management is to meet and exceed customers' expectations. Being ISO certified will contribute to the possible long term success of NOIC as it will instil confidence in the company's customers.

I am truly glad that NOIC has made efforts to enhance the quality of service and customer satisfaction by achieving this milestone.

As you may already know, government established the National Oil Infrastructure Company of Zimbabwe during the restructuring of the National Oil Company of Zimbabwe (NOCZIM) into two entities, one to manage national oil infrastructure and the other to conduct fuel trading activities (Petrotrade).

NOIC is mandated to provide bulk transportation, re-delivery service, storage and handling of petroleum products to meet the nation's fuel requirements. Over the years, government approved the company's intentions to diversify into trading ethanol for mandatory blending to support the national strategy on energy sector development.

It is NOIC's mandate to ensure consistent security of supply of fuel to the country and to seek additional markets within the region. I am pleased to say that the National Oil Infrastructure Company of Zimbabwe has never failed to deliver on their mandate; it continues to surpass expectations as evidenced, among other things, by their ISO certification.

It is common knowledge that national oil companies control approximately 90 percent of the world's oil reserves and 75 percent of production, as well as many of the major oil and gas infrastructure systems. National oil companies are therefore of great importance to their country's economies, to importing country's energy security and to the stability of oil and gas markets.

In addition, petroleum sector policies of governments worldwide often pursue a variety of developmental and socio-economic objectives, including promotion of backward and forward linkages, the promotion of bilateral trade, energy self-sufficiency and security of supplies. The primary concern for all these objectives should be to maximise economic efficiency and the generation of social welfare.

I am confident that being ISO certified the National Oil Infrastructure Company of Zimbabwe will be in a better position to deliver on the government's strategic mandate of security of fuel supply. Indeed, the company continues to play a significant role in the development of the petroleum industry in Zimbabwe, in particular that of facilitating distribution, transportation, blending and storage of fuel.

As you know, the Government of Zimbabwe is keen to further develop the energy sector to ensure that it becomes a stronger and more reliable pillar of the economy. To this end, a host of relevant strategies are being put in place to judiciously harness opportunities abundant in the energy sector to benefit the national economy. I need not remind you of the key role that the public services plays in ensuring a conducive environment for civil society and private sector companies to thrive and prosper.

In this competitive, complex and rapidly changing globalised environment, we do not only have to embrace innovation and the capacity to adapt to a fast pace of change to survive, we also have to take time to listen to the concerns of our customers as demanded by this certification.

It is gratifying to note that this quest for service excellence, as demonstrated by the ISO certification, is what continues to propel the National Oil Infrastructure Company of Zimbabwe to remain one of the best performing and profitable government owned companies for a very long time. There is no doubt the pursuit of excellence in service delivery leads to effective performance and profitability.

ISO 9001:2008 is a written standard that defines the basic elements of a quality system that organisations should adopt to ensure that their services meet or exceed customer expectations. It implies that processing systems are explicitly spelt out,

responsibilities for a particular task established and a timeframe set for each task. The certification is therefore an enabler with regards to the pursuit of organisational excellence.

I wish to challenge all chief executives and management of different companies, in particular those leading government owned public entities to consider implementing a Quality Management Systems such as ISO 9001:2008, as part of their organisational strategy. This system introduces effective monitoring of processes through objective setting and performance evaluations which in turn would improve the organisation's service delivery.

To Z2



The National Oil Infrastructure Company of Zimbabwe (Private) Limited, the leading integrated fuel delivery business in Zimbabwe, is honoured to be Awarded the ISO 9001: 2008 Certificate by the Standards Association Of Zimbabwe.





Energy and Power Development Permanent Secretary Partson Mbiriri addressing guests.



NOIC chairman Jimias Madzingira.



From left: Energy and Power Development Permanent Secretary Partson Mbiriri, NOIC chairman Jimias Madzingira, NOIC CEO Wilfred Matukeni and SAZ director of certification Sebastian Zuze at the ISO certificate presentation ceremony in Harare.



**COBRA SECURITY**  
PRIVATE LIMITED

*Congratulates*  
**NOIC**

**NATIONAL OIL INFRASTRUCTURE  
COMPANY OF ZIMBABWE (PVT) LTD**

for being awarded with an  
ISO 9001:2008  
certificate by the  
Standards Association of Zimbabwe.

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## Congrats NOIC

*I must also point out that being ISO certified is just but a mere beginning. The certification has to be maintained over time and this needs the collaboration of all at the National Oil Infrastructure Company of Zimbabwe and the parent ministry. I am sure that the National Oil Infrastructure Company of Zimbabwe will prove, once again that it can successfully conquer a challenge.*

From Z1

We celebrate a major achievement. The National Oil Infrastructure Company of Zimbabwe board, chaired by Dr Jimias Madzingira, has managed to steer the NOIC team to reach the "peak of Mount Inyangani" of total quality management.

I welcome the National Oil Infrastructure Company of Zimbabwe to an elite league of Zimbabwean companies that have obtained their ISO certification and are operating as per the requirements of ISO 9001:2008. I am proud and glad that the Ministry is being represented by an additional member in this elite group of companies.

We indeed are living in an age of expanding opportunity in which rapid technological advances are changing the world at a speed and scale not witnessed since the industrial revolution.

We therefore need to actively maintain our competitive edge by anticipating future developments in the wake of unprecedented challenges and the third industrial revolution. Total quality management systems are a key tool for an information based economy such as ours. Indeed, what is leading edge today becomes conventional tomorrow.

As a ministry, we realise that it is vital for all civil service entities to continuously re-invent themselves in line with the changing trends of their industry and to effectively respond to the needs and aspirations of their customers.

This is where ISO certification becomes of great assistance.

On our part as Ministry, we commit ourselves to providing support and guidance to public sector entities in the energy sector that also intend to pursue ISO certification.

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I take this opportunity to congratulate NOIC on three other achievements, the first being the Best Public Sector Institution for 2016, recognition awarded by Stallone Consultancy. The Second is the payment of a US\$4 million dividend to government for the 2015 financial year and the third being the continual effort to make the pipeline more competitive, which has resulted in a significant reduction in pipeline charges effective January 1, 2017.

*\*This is an edited version of the speech delivered by Energy and Power Development Permanent Secretary Partson Mbiriri at the presentation of the ISO 9001:2008 certificate to NOIC at Rainbow Towers.*

# NOIC: Driving national progress

STATE-owned National Oil Infrastructure Company of Zimbabwe (NOIC) recently received its 9001:2008 ISO certification from the Standards Association of Zimbabwe.

At a colourful ceremony held at Rainbow Towers Hotel in Harare early this month, NOIC was praised for embarking on a result oriented culture based on quality.

NOIC, which was established in 2011, has a critical role and mandate in the transportation of petroleum products into the country using the petroleum pipeline from Beira in Mozambique to Msasa depot in Harare.

It was established following the restructuring of the National Oil Company of Zimbabwe (NOCZIM) into two entities, one to manage the infrastructure (NOIC) and the other to conduct fuel trading activities, Petrotrade (Private) Limited.

Its core business is the provision of bulk transportation, re-delivery service, storage and handling of petroleum products in order to meet the country's fuel requirements.

Addressing guests at the certification presentation, Standards Association of Zimbabwe (SAZ) director of certification Sebastian Zuze said in awarding this certificate to NOIC, which covers pipeline transportation, storage and handling, and dispatch of petroleum products namely: Petrol, diesel, Jet A1, ethanol and paraffin, SAZ confirm and testify that the provision of these products and services is not left to chance but is a forecast, well thought-out and deliberate effort according to international requirements and standards.

"As Zimbabwe's national standards body whose role is to facilitate the development of standards encourage the use of relevant standards in industry and commerce, all aimed at enhancing the competitiveness of Zimbabwe and protecting consumers, protecting the environment, protecting workplace health and safety, we are excited when we witness companies and organisations try to achieve excellence through standards.

"The Standards Association of Zimbabwe's registration approval board was convinced by the objective evidence gathered by our team of competent auditors that NOIC focuses on the customer and promises to be a servant to customers and will always make their customers happy," Zuze said.

It has been proven that standards are important in economic development for any nation.

"The board was convinced that NOIC has defined controls and systems in place leading to customer satisfaction. We were also convinced that NOIC leadership from the board to the lowest level is committed to meeting and exceeding customer and other stakeholder expectations," Zuze added.

Besides the provision of bulk transportation, re-delivery service, storage and handling of petroleum products, the Company has also diversified its operations and ventured into trading of ethanol for mandatory blending purposes.

NOIC has blending facilities at its depots and undertakes blending services on behalf of its clients.

NOIC has five depots in the country, namely, Feruka in Mutare, Bulawayo and Beitbridge in the southern region, Msasa and Mabvuku in Harare.

NOIC transports bulk fuel, namely, petrol, diesel, illuminating paraffin and Jet A1 through a multi-product pipeline from Beira Port to Feruka, through a pipeline owned by CPMZ, a Mozambican company and from Feruka to Harare through pipeline owned by Petrozim Line (Private) Limited.

NOIC's Mabvuku Depot has the largest storage facility in the sub-Saharan Region.

The Company is well positioned to provide logistic services for effective re-export of fuel into regional markets such as Zambia, DRC and Botswana.

The pipeline service plays a big role by providing Zimbabwean citizens with a faster, cheaper and safer way of transporting petroleum products from Beira in Mozambique to Harare.

It also preserves the country's road infrastructure.

NOIC CEO Wilfred Matukeni also narrated the company's journey to certification and likened it to the biblical Israelites journey to the Promised Land.

"Our journey to become ISO certified, like the journey to the Promised Land was certainly not without its unique challenges, discouragement and loss of faith. Our journey was not forty years.

However, it was relatively long, dating back to 2014.

"The work to be done was challenging to some of us, both physically and mentally. The desire to live in freedom in Canaan motivated the Israelites to continue with their journey. As NOIC our focus to become a world class customer service oriented organisation fuelled us to remain committed to our vision.

"There is a purpose for everything we do in life and as such, NOIC's move to be ISO certified was driven by the nature of our business and what we intend to achieve going forward. NOIC has five depots in the country and has a significant clientele base both internationally and locally," Matukeni said.

In order for NOIC to be able to implement its intention of placing customers at the epicenter of its business operations it needed a company-wide business management system with customer focus. It is in this regard that the idea of implementing ISO 9001: 2008 was mooted in 2013.



**NOIC CEO, Wilfred Matukeni, briefing guests on NOIC's journey to ISO certification.**



The Board, Management and Staff of **PETROTRADE** are proud to congratulate **(NOIC)** National Oil Infrastructure Company of Zimbabwe on being awarded with the ISO 9001: 2008 Certificate by the Standards Association Of Zimbabwe.

**Makorokoto! Amhlophe! Congratulations!**





# NOIC ISO 9001:2008 in pictures



## CONGRATULATIONS



**NOIC**  
NATIONAL OIL INFRASTRUCTURE COMPANY OF ZIMBABWE (PVT) LTD

**May you continue to Drive Progress!**

The Board, Management and Staff of the Zimbabwe Energy Regulatory Authority (ZERA) congratulates the National Oil Infrastructure Company of Zimbabwe (NOIC) for attaining the Standards Association of Zimbabwe's ISO 9001:2008 Certification.

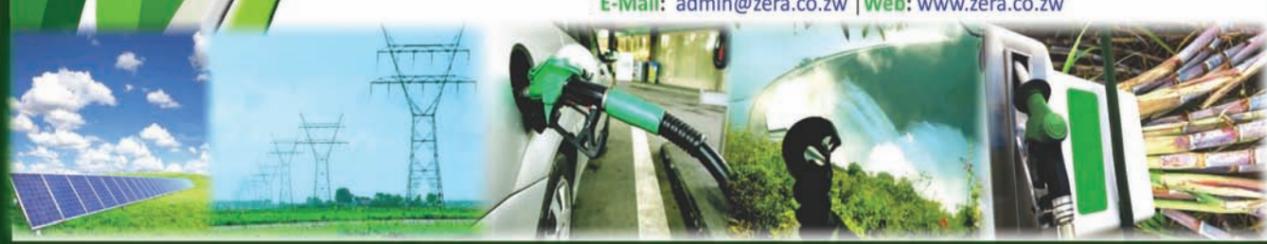
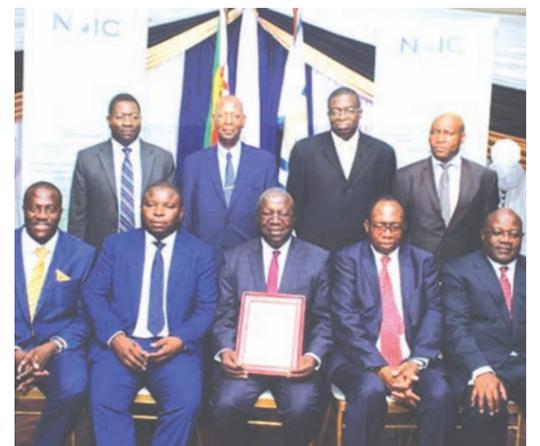
Your endeavor to achieve this certification bears testimony to your desire to provide international quality standard goods and services.



**ZERA**  
ZIMBABWE ENERGY REGULATORY AUTHORITY  
*For Sustainable Energy*

**ZERA provides a level playing field for safe, reliable and sustainable energy supply through effective regulation.**

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SAZ director of certification, Sebastian Zuze

# NOIC: Driving national progress

From Z5

"The road to ISO Certification has been long and cumbersome but the results are rewarding. Achieving this certification is not an easy task particularly for an organisation like NOIC with many processes. The journey started with a gap analysis audit that was conducted by the QMS Consultant. This was towards the end of the year hence serious business on implementation of the system started at the beginning of 2014.

"The period 2014 to 2016 saw us changing and realigning our processes in order to satisfy the ISO 9001:2008 standard requirements.

"We embarked on a company-wide intensive training program to ensure that employees were aware of the requirements and benefits of ISO 9001:2008. This was the first hurdle I must say; getting the buy-in of all employees was not an easy task. It took continuous trainings and briefings for all to begin to see the light."

The training paved the way for the appointment of a quality management representative who is the company's quality assurance manager Austin Dube.

The management representative was appointed to coordinate and maintain the quality management system.

Matukeni said the company had to set up a multi-disciplinary systems development and implementation team to spearhead implementation of quality management system in all departments.

The team was also trained in internal auditing. The team helped with the development of the required documentation such as the quality policy, generic and mandatory procedures, the quality manual and standard operating procedures.

After the implementation, a number of internal audits were then carried out as a way of monitoring and measuring the quality management system.

Management reviews were also conducted religiously by top management to deliberate on QMS issues and take necessary corrective and preventive actions.

"In 2016 management decided that the quality management system had matured and decided to start the certification process. Initially, NOIC's major objective was not to get certified but to improve its business processes and be customer responsive, but now it needed a third party to indeed confirm that the quality management system was indeed achieving the set objectives.

"The Stage 1 Audit was then conducted in February 2016. Stage 2 and follow-up audits were then conducted in July and October 2016 respectively leading to our certification," Matukeni said.

Standards make a huge economic contribution to the development of a nation as they a vital part of the strength of many developed and developing countries and play an important and often invisible role in supporting economic growth.

Standards have a significant impact on:

**Boosting productivity, improving economic performance and business growth**

- Increase efficiency by streamlining processes
- Reduce cost by minimising waste and cutting out the time spent on trial and error
- Protection of safety, healthy, property and the environment
- Lower the cost of regulatory compliance and the costs of non-compliance
- Foster high quality products and services that give buyers confidence and build company reputations

**Kick-starting innovation**

- Build communities and promote the exchange of knowledge
- Encourage process innovation through continual improvement
- Support innovators by providing expert, authoritative new knowledge and a platform for further innovation

**Supporting domestic and international trade**

- Facilitation of market access and trade
- Give buyers confidence that products will be safe and fit for purpose, so they are widely accepted
- Improve transparency
- Make firms more efficient and innovative
- Make companies overcome arbitrary national technical barriers to trade

Investing in standards pays dividends for organisations that use them. Standards always generate more benefits for companies than they cost to implement

Since inception, NOIC has won several awards.

In 2015, the Company received an award for the Best Employer of Choice.

In 2016, NOIC received the Financial Management award of Excellence for Debt Administration and Management and the second runner up for the 2016 Public Sector Management Award of Excellence.



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**dmw - The Law Firm**  
**congratulates**

**NOIC** | NATIONAL OIL INFRASTRUCTURE COMPANY OF ZIMBABWE (PVT) LTD

*Driving Progress*

on the attainment and being conferred with  
ISO 9001:2008 Certification by  
The Standards Association of Zimbabwe (SAZ).