



Driving Progress

NATIONAL OIL
INFRASTRUCTURE
COMPANY OF
ZIMBABWE (PVT) LTD

ISO 9001: 2008 CERTIFICATION CONGRATULATORY SUPPLEMENT

NOIC: Fuelling Zim

THE National Oil Infrastructure Company of Zimbabwe (NOIC) recently achieved the ISO certification 9001:2008, aimed at enhancing the company's quality of service.

NOIC's mandate is to provide bulk transportation, re-delivery service, storage and handling of petroleum products to meet the nation's fuel requirements.

Government has over the years approved the company's intentions to diversify into trading of ethanol for mandatory blending to support the national strategy on energy in the sector development.

Speaking at the official presentation of ISO 9001:2008 to NOIC last week, Energy and Power Development permanent secretary Partson Mbiriri said NOIC had gained an international emblem of recognition, that of operating according to international ISO quality management standards.

"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.

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," Mbiriri said.

"It is the NOIC's mandate to ensure consistent security of supply of fuel to the country and to seek additional markets within the region."

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.

"This 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," Mbiriri added.

NOIC CEO Wilfred Matukeni said the journey to certification was a living example of hard work and commitment by everyone at NOIC.

"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 period 2014 to 2016 saw us changing and realigning our processes in order to satisfy the ISO 9001:2008 standard requirements and we embarked on a companywide intensive training program to ensure that employees were aware of the requirements and benefits of ISO 9001:2008.

"As NOIC our focus to become a world class customer service oriented organisation fuelled us to remain committed to our vision," Matukeni said.

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, protect-



NOIC board and management after receiving the ISO 9001:2008 certification.

ing 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.



NOIC corporate services director Vivian Mandizvidza giving the opening prayer at the company's ISO 9001:2008 certification ceremony at Rainbow Towers

Congratulates

NOIC

NATIONAL OIL INFRASTRUCTURE COMPANY OF ZIMBABWE (PVT) LTD

Sustainable Fuelling Logistics

**Gilta Security wishes to congratulate
National Oil Infrastructure Company (NOIC)
for attaining the Standards Association of Zimbabwe's
ISO 9001:2008 Certification**

*May you continue to
serve the nation's oil needs!!!*

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