



Zero
Defects



THINK QUALITY!



**Our Aim Is
ZERO Defects**



THINK QUALITY!



**DO IT RIGHT
THE FIRST TIME
WE DON'T ALWAYS
GET A SECOND
CHANCE**



**Road
to
Success**

QUALITY Clarification Presentation

Title: The procurement strategy for Facilities Management Services to Eskom Real Estate Non-Technical Services for various sites in Limlanga Cluster - Mpumalanga

Tender : LP0086NM, LP0087NM AND LP0088NM

Clarification date: 09 September 2022

List of Tender Returnables – Category 4 requirements

Section A

- A.1 - Quality Method statement based on scope.(Method Statement Template-Ref 240-126469599)
- A.2 - Quality Policy Approved by top management.

Section B

- B.1 - Documented information for defined roles, responsibilities and authorities - Organization chart and Responsibility matrix (must include but not limited to quality management function/role) (Clause 5.3 of ISO 9001:2015)
- B.2 - Documented information for Control of Externally Provided Processes, Products and Services - Must include criteria for evaluation, selection, monitoring of performance, and re-evaluation of external providers (Clause 8.4 of ISO 9001:2015)

Section C

- Contract Quality Plan specific to the scope of work (Template provided)

Section E

- Form A (Section A & Section E) completed and signed

- Document 240-105658000 – Supplier Quality Management Specification i.e QM 58 for informative / reference purposes only- **NB: do not print and submit;**



240-105658000 -
Supplier Quality Spe

- Document 240-1248652 - List of Tender Returnables Documents - Category 4 Quality requirements - **submit listed items as per Section A to Section E;**



List of
Returnables

- Templates & Forms provided - **To be submitted** –

240-109253698 - Contract Quality Plan Template



240-109253698 -
Contract Quality Plan

240-68099512 - Form A



Form A

Common mistakes made by tenderers on Quality submissions

Section A

1. Method Statement not submitted, and not adequately completed.
2. Quality policy not signed or not submitted; or does not comply with clause in the ISO 9001:2015 standard (it's a controlled document must have ref number; revision; authorization date);

Section B

1. Organogram not on letterhead, no names evident and not signed by CEO. It must be a controlled document;
2. Roles & responsibilities of persons carrying out work not adequately defined.
3. Supplier Management procedure not aligned to Clause 8.4 of ISO 9001:2015 (Applicable for management of Suppliers & Sub-Contractors)

Section C

1. Contract Quality Plan not as per scope of work and not approved.

Section E

1. Form A (Section A & Section E) not completed or not signed.

Thank You