|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Method statement Title ( Title as per tender/RFQ title) | Full Name ( Supplier Representative Details ) | Originated by | Reviewed by | Approved by: | |
|  |  |  |  | |
| Designation ( of the compiler) |  |  |  | |
| Contact No ( of the compiler) |  |  |  | |
| Date |  |  |  | |
| Client ( Business Unit as per tender/RFQ) |  | Method Statement version |  |  | |
| Client/Eskom Representative ( Buyer/End User) |  | Date Accepted |  |  | |
| Activity | Detailed Description (type in the information required) | | | Reference Document/ Procedure | Area / Dept./ Discipline |
| Scope of work as described in the contract/ order/ tender | Outline the scope of work as detailed in the Works Information of the NEC document/ RFQ | | | Note the relevant document ref number ( if available) | Relevant discipline (if any) |
| Objectives/ Outputs | List 2-3 objectives (SMART) in relation to the SOW outputs | | |  |  |
| **Customer Focus** - The primary focus of quality management is to meet customer requirements and to strive to exceed customer expectations. How are customer needs communicated to affected personnel? | How are customer needs identified and communicated to affected personnel in the organisation? | | |  |  |
| **Competency**, empowering and engaging people throughout the organization to enhance its capability to create value. What Human Resources, training and authority are required for delivering this SOW? | Provide details of skills/ competencies and training required to deliver the tender/order Scope of work? | | |  |  |
| **Infrastructure;** What PPE, tools and equipment are required to deliver this SOW. | List the tools/equipment/infrastructure (including testing/ measurements to be done) required to deliver the scope of work? | | |  |  |
| **Leadership-** How is the organization’s mission, vision, strategy, policies and processes communicated throughout the organization; What are the shared values of this organisation? | The mission; vision; values of the organisation. | | |  |  |
| How are **risks** that affect outputs of the processes and overall outcomes of the SOW identified and managed? | List all Risks associated with delivering the scope of work, what actions will be taken to minimise and mitigate the identified risks. | | |  |  |
| What are the actions taken for **improving efficiency** and effectiveness of the business processes? | Explain how the organisation identifies gaps for improvement in business processes to meet or exceed customer/regulatory requirements | | |  |  |
| **Data and Analysis** –what data will be collected from this contract and what analysis will be carried out to assist with decision making. | What data is analysed for improvement on this scope of work? | | |  |  |
| **Relationship Management**. For sustained success, organizations manage their relationships with interested parties, such as suppliers. Purchasing/Procurement done including supplier selection criteria and monitoring if any. | What other stakeholders are affected by the product/service being offered?  How are they affected (low; medium and high), what actions are taken to address the stakeholders?  Is outsourcing involved in delivering this scope of work? Explain how suppliers are identified, selected; evaluated and monitored. | | |  |  |