



ENERGY SECTOR EDUCATION AND TRAINING AUTHORITY

QUALITY POLICY MANUAL

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AMENDMENTS MADE TO THE QUALITY MANUAL

ESETA was established as a result of the Skills Development Act No. 97 of 1998 to establish quality assurance, develop and administer Learnership, approve Workplace Skills Plans, develop and implement Sector Skills Plans, to disburse grants, and to promote the National Qualifications Framework in the Energy and Water Sector for Education & Training Authority. As part of the implementation strategy, ESETA has established functional committees composed of various stakeholders in the Energy and Water sector which include Organized Labour, Employers, Department of Water & Forestry (DWAF), Department of Minerals & Energy, Department of Public Enterprises, SMME's, Department of Labour, South African Local Government Association (SALGA) and Local Government SETA.

NOTE: The following **Quality specific Vision and Mission** does not in any way seek to replace current strategic **Vision** and **Mission** of the ESETA as stipulated on the organisational Strategic Plan. If anything, these two statements are to be viewed as an attempt to integrate business of the ESETA on a conducive learning quality platform.

VISION

To uplift and retain core skills in the Energy & Water Sectors through which all South Africans will enjoy an improved and sustainable quality of life and participate in a competitive economy.

MISSION

To facilitate development and improvement of the skills of the Energy and Water Sector in order to meet the needs of learners and communities, promote social and economic development, redress inequalities in education and training, and facilitate and advance Employment Equity in the sector.

OBJECTIVES

To co-operate and develop relationships with other SETA's and ETQA's to ensure coherence and portability. To develop and implement integrated and coherent Learnership, education and training programmes and sector and company skills plans, which will allow for maximum portability and mobility of skilled workers within the sector. Promote, facilitate and prioritize education and training for the unemployed, workers in SMME's and in the informal sector to meet their needs. To fulfill and promote the purpose and objectives of the Skills Development Act, Skills Development Levies Act, SAQA Act and the Employment Equity Act.

QUALITY POLICY

The South African Qualifications Authority (SAQA) has accredited ESETA for the purpose of monitoring and auditing achievements in terms of the national standards or qualifications and standards. EWSETA has been committed to ensure the SMART analysis quality policy manual is sustainable, measurable, attainable, and reliable and has a time-frame for review. "The facilitator of world class skills for Energy and Water"

4**QUALITY MANAGEMENT SYSTEM****THE ESETA QUALITY MANAGEMENT SYSTEM STRUCTURE:**

ESETA management has designed a three-tier quality management system below.

Quality Policy Manual:

The quality manual addresses all the elements of **ISO 9001:2000**.

Standard Operating Procedures:

The Standard Operating Procedure addresses in detail how the company operates its day-to-day business.

Work Instructions File/Forms:

All Work Instructions describes step by step how an activity should be performed. The forms used in the system are designed to assist personnel with their daily activities.

4.2**DOCUMENTATION REQUIREMENTS**

ESETA has defined document and data control mechanisms such as ETQA department who is responsible for the design, development, implementation, and improvement of the Quality Manual, Standard Operating Procedures and Work Instructions. The Quality Policy Manual, Standard Operating Procedures and Work Instructions is reviewed and approved by the ETQA Manager and the CEO. A master list shall be used and managed by the ETQA department to identify the current revision status of documents and to prevent the use of invalid and or obsolete documents. This shall ensure that the pertinent issues of appropriate documents are available at all locations where essential ESETA operations could adversely affect quality. Any obsolete or invalid documents must be removed and properly indentified as obsolete from all points of issue or use, or otherwise assured against the unintended use of such documents.

The ETQA Officer keeps details of documents issued, revisions and changes to documents and recalls all obsolete copies as and when it is necessary. In events of changes made to documents, the reasons for these changes must be communicated to personnel affected by any changes.

5**MANAGEMENT RESPONSIBILITY**

The Organogram, Standard Operating Procedures, Work Instructions clearly define and addresses the interrelationship between personnel who perform activities of work to be fully aware and understand their responsibilities and authorities.

RESPONSIBILITIES - The following is a summary: -

CEO:

Oversee the entire running of the day-to-day business. Responsible for ensuring that the ETQA department implement, develop, improve and maintain the quality management system. Responsible for chairing Management Meetings and the Management Review Meetings. Ensuring the quality policy manual, vision, mission, objectives and the quality policy is driven by the ETQA department. Monitor and measure each departmental head's performance and report directly to **EXCO** on organizational strengths and weaknesses.

Chief Financial Officer:

To ensure that ESETA accounts are efficiently and effectively controlled which include the following:

- Levies Received
- Accounts payable and received
- Purchasing
- Handling of cash received
- Year-end financial income statement, balance sheet & cash book
- Handling of petty cash
- Disbursement of grants

ETQA Department:

The ETQA department is responsible for document and data control as well as for the issuing of all documents recognized with-in the Quality Management System. ETQA department is responsible for arranging, preparing Management Review Meetings including the agenda. Directly responsible for dealing with customer complaints, non-conformances, non-compliances and any other faults that might directly affect the organizational business. Assist and report directly to the CEO on all matters relating to quality. ETQA department is also responsible for the administration and loading for National Learner Record Database system and the issuing of certificates.

Sector Skills Plan Department:

Prioritizing and communicating critical and scarce skills for sustainable economic growth and for the development of equity. Promoting and accelerating quality training for all in the workplace. Promoting employability and sustainable livelihoods through skills development. Assisting designated groups, including new entrants to participate in accredited work, integrated learning and work-based programmes to acquire critical skills to enter the labour market and become self-employed. Register receipt of Workplace Skills Plans, Annual Training Reports and for the arrangement of funding.

Learnership Department:

Responsible for the development of learnerships according to the trends contemplated in the Sector Skills Plan. Administer apprentices, facilitate ABET training, assist graduates to gain workplace experience, assist under graduates to enter internships and to support matriculates with bursaries to further their studies at institutions of higher learning in scarce and critical skills. Learnership department has the responsibility to develop and review policies, standard procedures and guidelines and manage all contractual agreements between ESETA, employers and providers.

Water Chamber:

To co-ordinate Water fraternities and the sector interests to consolidate them within the context of the National Skills Development Strategy and managing their expectations. Develop and implement policies, procedures and managing sector programmes in line with stakeholder needs. Establish, promote and manage sector partnership in line with EWSETA requirements. Initiating chamber committees and ensuring relevant representation, providing guidelines and capabilities needed with stakeholders. Monitor functions of the

committees and reporting on progress. Identify stakeholder needs and follow up on issues that need to be resolved, and ensuring sector collaborations and leading the process if resolving issues of content.

5.4

PLANNING

Quality objectives:

The Quality Policy Manual and associated standard operating procedures, work instructions and other documentation define the way in which quality is planned from receipt of customer needs to delivery.

EWSETA shall implement methods with-in the quality management system by conducting planned internal audits and using an internal audit team. Where a particular customer or stakeholder has specific requirement for service delivery or quality-related requirements, the CEO is responsible for ensuring that the information is known to the personnel affected.

Management System Planning:

The Management Review Meetings is designed to debate, discuss and plan the effectiveness of the quality management system. This Management Reviews is the organization's methodologies for planning and re-designing their approach to meet customer requirements and needs. The Management System Planning is method to identify weakness with-in the organization and improve the effectiveness of the quality management system.

5.5

RESPONSIBILITY AUTHORITY & COMMUNICATION

Responsibility and authority:

All responsibilities are clearly defined in the organizational chart (organogram), or the Standard Operating Procedures and Work Instructions. The management of ESETA has ensured that all personnel are trained by knowing their chain of command and clearly understand his/her responsibility, authority, department interrelation and communication with-in the organization.

Management Representative:

Irrespective of other assigned functions with-in the organization, the ETQA department has the responsibility to ensure that the quality system is established, implemented, developed and maintained. Report on all matters pertaining to quality and that there is a need for improvement with-in the system. Promote quality for customer requirements and quality awareness amongst personnel.

Internal communication:

Weekly and monthly meetings, newsletters to report on the company's organizational activities. Other communication is through internal departmental electronic mail.

5.6

MANAGEMENT REVIEW

Review input:

The CEO chairs the Management Review meetings for which there is a formal agenda and minutes recording. The ETQA Manager or his delegate shall ensure that management review meetings are planned and scheduled in advance in order to facilitate full attendance of meetings. Management Reviews shall be held quarterly. Should any major circumstances change to necessitate the changing of the quality system, the ETQA Manager shall inform the management team and an unscheduled management review takes place. During this meeting customer complaints, audit results, corrective/preventive action status, follow-ups from previous meeting/s, planned changes to the quality management system, process performance are discussed. Also of importance is the service level agreement with “Approved Suppliers” which is assessed based on their ability.

Review output:

Whether decisions and actions taken has shown improvement of the quality management system, its processes and improvements related to customer requirements. The Management Reviews shall ensure that management will identify resource needs such as human resource requirements, equipment, office space and the tools needed to perform daily activities effectively.

6**RESOURCE MANAGEMENT**

ESETA shall at all times ensure that all personnel is trained and equip with the necessary tools to perform activities effectively to enhance customer satisfaction.

Training:

Training is identified as the management’s number one priority to ensure that all employees performing activities of work are trained, competent and qualified. As a monitoring method the company uses a training matrix to monitor and identify employee-training needs. One element is the quarterly employee performance appraisal done by each departmental head to identify where staff training is needed.

Infrastructure & work environment:

ESETA management shall ensure that safety in the work environment, equipment and other associated utilities meet the Operational, Health & Safety requirements within the work place. All this is to ensure that personnel work in an environment that is hygienically safe, air-conditioned, noise-free and risks free.

7**PRODUCT REALIZATION**

For operational requirements, standard operating procedures and work instructions is planned, designed and implemented, where the lack of such instructions could adversely affect quality, suitable inspection together with skills to ensure outcomes meet quality. From goods receiving, in-process inspection, storage to dispatch processes is in place to monitor that suitable and quality products is consistently delivered by customers. This shall require staff to inspect, verify, validate and test activities specific to Learners, Service Providers and the criteria for acceptance to deliver quality products at all times.

7.2**CUSTOMER RELATED PROCESSES****Determination of requirements relating to the product:**

Learnership & ETQA department shall ensure that provider/learner information is correct from post-delivery to the actual certification. Information not properly stated by the provider/learner must be investigated to ensure that statutory and regulatory provider/learner requirements related to the product is correct.

Review of requirement related to the product:

ESETA shall at all times investigate the availability of information from providers before entering into official customer agreement

- ✓ Product information/requirements is clearly defined;
- ✓ Whether differ from the previous;
- ✓ That the organization has the ability to meet the defined requirement;
- ✓ Whether the customer provide no documented statement of requirement;
- ✓ The organization shall confirm with customer before acceptance;
- ✓ Correct information;
- ✓ Correct contract or order number;
- ✓ Any changes or deviations shall be made known to personnel affected, and the required amended documents shall be issued;
- ✓ Inquiries, customer feedback, complaints and all other records kept for filing.

7.4**PURCHASING****Purchasing process:**

- ✓ ESETA shall ensure that the purchased product conforms to the specified purchasing specifications;
- ✓ Purchasing of goods shall be made from “Approved Suppliers” only.

Purchasing information:

- ✓ They are adequately specified;
- ✓ They are the same from the quotation details;
- ✓ The company can fulfill the order. (Quantity, correct equipment, delivery time, etc.);
- ✓ That the personnel handling the purchasing of goods is fully competent;
- ✓ That documented procedures is clearly defined and followed;
- ✓ That the purchase requirements are adequately specified.

Verification of purchased product:

- ✓ Goods receiving inspection is done;
- ✓ Verify purchased order number versus delivery note;
- ✓ Ensure that the right quantity, size, length or weight is according to the delivery note.

7.5**PRODUCTION & SERVICE OPERATION****Control of production and service operation:**

- ✓ Availability of information that describes the characteristics of the Service Provider or Learner;
- ✓ Availability of work instruction/procedures;
- ✓ Handling, storage, preservation and delivery of goods;
- ✓ Inspection before process, re-inspect before dispatch or post-delivery.

Validation of processes for production and service operation:

- ✓ The CEO & the ETQA department is responsible for reviewing and approving processes in the service operations;
- ✓ Goods receiving inspection, in-process and final inspection;
- ✓ Use personnel who are competent to perform activities;
- ✓ The CEO will decide on all service deviations.

Identification Traceability:

- ✓ All Provider/Learnership information from receipt through administration, dispatch and delivery shall be suitably identified with the provider reference number, project number, and provider delivery details;
- ✓ Where a Learner or Provider requests specific identification and/or traceability back to the origin, this is planned into the relevant processes;
- ✓ The company may also choose to institute its own traceability if so decided;
- ✓ Records are kept to demonstrate that such traceability was available up to the point of completion.
- ✓ All storage for the identification and traceability purposes shall be done by using an alphabetical sequence for easy retrieval.

Customer Property:

- ✓ Any Provider/Learnership information held by ESETA shall be handled with care.
- ✓ Any damage, lost, or is otherwise unsuitable for verification shall be properly recorded and communicated with the property owner.

Preservation of product:

- ✓ Preservation of customer property shall have proper identification during handling, packaging, storage and protection of customer property in storage to prevent deterioration;

8.**MEASUREMENT, ANALYSIS & IMPROVEMENT**

ESETA has developed, defined and implemented monitoring, measuring analysis for improvement processes to demonstrate the following:

- ✓ Management Review meetings to evaluate the effectiveness of the quality management system;
- ✓ Internal audit designed to monitor adherence to the quality management system;
- ✓ The amount of Learnership recorded has increased to show improvement in numbers;
- ✓ Monitor improvements e.g. reduce in customer complaints;

8.2**MONITORING AND MEASURING****Customer satisfaction:**

- ✓ Monitor and evaluate customer feedback through the amount of appeals and complaints;
- ✓ Interact with provider/learner during and after service level agreement to evaluate their satisfaction;

Internal Audits:

- ✓ Internal Audits is planned to monitor the effectiveness of the quality management system;
- ✓ Conduct follow-up audits;
- ✓ ETQA Manger shall update the CEO of the audit results;
- ✓ ETQA Manager is responsible for informing the CEO and the Management Review Committee of internal audit results and status;

Monitoring and measuring of processes:

- ✓ The effectiveness of ESETA as a public entity is monitored by the annual SAQA audits including the Annual NSDS target;
- ✓ ESETA receive quarterly measuring stats from SAQA to show the ESETA National Learners Records Database figures and how we perform against other SETA's.

Monitoring and measurement of product:

During goods receiving, an inspection is conducted before an item is process. When goods do not conform to the required standards, the Provider is informed and items returned to the customer. A recorded copy of such goods shall be kept to demonstrate non-conformance.

Control of non-conforming product/s:

ESETA has designed a corrective and preventive system that requires personnel to report any non-conformity to eliminate re-occurrence. The CEO or department Manager has the final say if non-conforming items should be returned the customer. Non-conforming items must be segregated and not mixed with conforming products. Personnel must record the nature of the non-conformity so that the responsible individual can take the necessary action. When the non-conformance is corrected the improvement must be noticeable.

Analysis of data:

This includes summaries and surveys done by ESETA service providers. Evaluation of Approved Suppliers by the Tender Committee (Specification, Evaluation and Adjudication Committee) and the processes followed. Information of data collected and stored of Learner and Service Providers. Management meetings held with stakeholders.

8.5

IMPROVEMENT

Continual improvement:

Continual improvement processes such as the following:

- ✓ Increase in revenue;
- ✓ Staff training;
- ✓ Staff competence;
- ✓ The organizational Quality objectives achieved;
- ✓ The results of the Management Review/s clearly show improvement;
- ✓ Analysis of data that show improvement in the National Learners Records Database collected;
- ✓ SAQA audits show total compliance to legislation;
- ✓ Qualified Auditor General Report.

Corrective action:

- ✓ Reviewing outstanding non-conformances status;
- ✓ Evaluate customer complaints e.g. minor/major/critical;
- ✓ Records and audit/corrective action results;
- ✓ Review the type of corrective action taken to prevent re-occurrence.

Preventive action:

- ✓ Assess re-occurrence;
- ✓ Implement inspection before process and after process completed inspection;
- ✓ Corrective action processes in place;
- ✓ Complaints register.

Reference Documents:

ISO 9001:2000

South African Qualifications Authority (SAQA)

Skills Development Act (SDA)

Skills Development Levy Act (SDLA)

Service Level Agreement