



Newsletter

Update: February 2025 to December 2025



Individual Membership Categories

- Affiliate
- Senior Professional
- Certified Management Systems Professional

Company Membership Categories

- Corporate Member
- Training Provider
- Consulting
- Quality Services and Equipment Providers
- Affiliation Associations
- Sponsors

"Industries, companies, executives, quality consultants, quality support organisations and quality practitioners should join the South African Society for Quality (SASQ) as a platform for engagement, networking, knowledge sharing and quality professional development in handling quality challenges"

The Board and Executives 2025

The strength, credibility, and enduring relevance of the Southern African Society for Quality (SASQ) during 2025 were firmly anchored in its people. The Board and Executive Management consisted of committed professionals who voluntarily dedicated their expertise, time, and leadership to advancing quality and excellence across Southern Africa. Their collective contribution ensured that SASQ remained not only a professional body, but a trusted home for quality practitioners, thought leaders, and organisations committed to continuous improvement.

Together, this leadership team provided balanced and purposeful stewardship—blending vision with action, governance with innovation, and strategic oversight with sustainable growth. Their work throughout the year reinforced SASQ's role as a credible voice for quality, professionalism, and competence in an increasingly complex environment.

At the helm of the Board in 2025 was Dr Vimlan Moonsamy, Chair of SASQ, whose steady leadership and strategic insight guided the Society through a year of consolidation and renewed focus. Drawing on his extensive experience in quality management and leadership, he ensured that SASQ remained aligned with its mission and vision, while creating space for growth, professional development, and renewed member value.

Strong financial stewardship and regulatory compliance were provided by Mr Sundras Govender, Finance Director. Through his diligence and industry experience, SASQ benefited from prudent financial management, transparency, and sound governance—ensuring that resources were protected and responsibly deployed in service of members and the Society's long-term sustainability.

SASQ's vibrant programme of conferences, workshops, and special initiatives in 2025 was driven by Mr Feizel Ally, Projects and Events Director. His energy and commitment transformed events into meaningful professional experiences—platforms where knowledge was shared, networks were built, and excellence in quality was actively celebrated across sectors.

Recognising that strong relationships are the foundation of a thriving professional body, Mr Xolani Mpalwa, Stakeholder Director, focused on deepening engagement with members, industry partners, quality institutions, professional bodies, and the wider quality community. Through this portfolio, member voices were strengthened, collaboration was expanded, and SASQ's presence within the quality ecosystem continued to grow.

Technical leadership remained a cornerstone of SASQ's credibility. Dr Geoff Visser, Technical Director, oversaw certifications, professional practice, standardisation, continuing professional development (CPD), and alignment with recognised quality benchmarks. His leadership ensured that SASQ's technical offerings remained rigorous, relevant, and responsive to the evolving needs of both practitioners and organisations.

Governance and risk oversight were led for part of the year by Dr Randell Jonas, Governance and Risk Director. Following his resignation, the Board collectively strengthened its focus on governance, accountability, and risk management, reinforcing SASQ's resilience and institutional integrity. (Next Page ...)



The Board and Executives 2025

During this period, policies were also developed to support the expansion of SASQ's corporate membership base—an important strategic initiative aimed at enhancing financial sustainability and positioning SASQ as a trusted partner for organisations that value quality, competence, and ethical practice.

SASQ's impact in 2025 was further strengthened by additional Board members who focused on expanding reach, relevance, and member value:

- Ms Zanele Mashiane (Member Engagement Portfolio), who championed active participation, meaningful support, and stronger member connection.
- Mr Koogan Pillay (Government Expansion Portfolio), who worked to strengthen engagement with government and public-sector stakeholders, opening pathways for influence and collaboration.

- Mr Andrew Murray (Port Elizabeth Expansion and Academic Forum), who advanced regional growth and strengthened SASQ's academic and professional footprint.

Collectively, the Board and Executive Management of 2025 demonstrated that SASQ is powered by committed volunteers, guided by experienced leaders, and driven by a shared passion for quality and excellence. For practitioners and organisations seeking professional recognition, credible development, and a community that values competence and impact, SASQ continues to offer a compelling and meaningful professional home.

SASQ Publishing 2025

SASQ continued to strengthen its role as a trusted voice in quality thought leadership through its growing publishing platform, providing members and practitioners with an opportunity to share insights, challenge conventional thinking, and contribute to the evolving body of knowledge in quality and management systems.

During the year, Prof Roy Ramphal contributed a thought-provoking article on “Management Systems Manager vs Quality Manager,” stimulating valuable reflection on evolving professional roles, competencies, and leadership expectations in modern organisations. This was complemented by Dr Geoff Visser's insightful contribution, “Fraud Control Management Systems – ISO 37003's Governance Breakthrough,” which highlighted the growing importance of governance, ethics, and fraud prevention in contemporary management systems.

SASQ also proudly acknowledges the valuable contributions of Bronwyn Julie, whose article “Quality Culture in the Fourth Industrial Revolution: Relic or Backbone of a Modern QMS?” challenges readers to rethink the role of culture in digitally enabled organisations; Pumeza Xotyeni, who addressed a critical industry issue in “Addressing Customer-Specific Requirements in the Automotive Supply Chain”;

and Dr John M. Higgins, whose work on “Quality Transmission Model and Quality Signal Theory™ (QTM-QST)” introduced advanced thinking on how quality intent and outcomes are effectively communicated and sustained. These contributions are currently under review for publication.

These contributions reflect the diversity of experience, sectors, and perspectives within the SASQ community and demonstrate that impactful publishing is not limited to academics alone. Practitioners, managers, auditors, consultants, and researchers all have meaningful experiences and lessons to share.

SASQ warmly encourages more members and quality professionals to submit articles, case studies, reflections, and opinion pieces. Publishing through SASQ is an opportunity to:

- Share practical insights and lessons learned
- Influence professional practice and policy
- Build personal credibility and professional recognition
- Contribute to the advancement of quality in Southern Africa and beyond

Every voice matters. Your experience could be the insight that inspires, informs, or transforms another quality professional's journey.

By doing so, SASQ can position itself as a forward-thinking organization that remains relevant and valuable to its members in the face of ongoing changes in the quality field.

In conclusion, therefore it is necessary for SASQ to revisit the business plan and market research to identify areas for improvement in 2024. Some specific areas that require attention include the funding model for membership, organisation membership, the benefits package offered to members, incorporating more inclusive Sustainable Development Goals (SDGs), and providing guidelines for the adoption of the 4th Industrial Revolution within quality structures. By addressing these aspects, SASQ can facilitate better collaboration with its membership, industry stakeholders, and government entities, health care, higher education and ultimately leading to a stronger position in 2024.

For SASQ's leadership, it is crucial to emphasise the importance of listening, learning, and leading in the coming year. This entails actively engaging with members and industry experts, seeking best practices from other societies, and promoting research on the fourth industrial revolution and sustainable development.

In conclusion, I would like to thank the members of EXCO and Board for their ongoing support and commitment throughout a very trying year. Ultimately, the vision of SASQ, is to prioritise quality towards sustainability and resilience. As members of the board of directors, it is the responsibility of each individual to live and realise this vision. Regardless of volunteer roles or levels of participation, everyone within the organisation should see themselves as leaders and work towards the sustainability and future success of SASQ. We would like to see this commitment continuing in 2024 and beyond.

Dr Demana – Keynote Speaker at the 2025 SASQ AGM



SASQ was privileged to host Dr Demana as a keynote speaker at the 2025 Annual General Meeting. A distinguished consultant specialising in quality and standards, sustainability policy, and business strategy facilitation, Dr Demana brought a wealth of experience and strategic insight to the AGM discussions.

Dr Demana previously served as a senior manager at the Department of Trade, Industry and Competition, where he played a pivotal role in shaping South Africa's Metrology, Standards, Accreditation, and Quality Assurance framework.

He was instrumental in re-establishing the National Metrology Institute of South Africa as an independent entity—an important step in strengthening the country's measurement infrastructure and enhancing global competitiveness.

He also directed the National Industrial Energy Efficiency Project, a collaborative initiative involving the South African government, the United Nations Industrial Development Organization (UNIDO), and the National Cleaner Production Centre. Following the Johannesburg Climate Change Conference, he was entrusted with establishing the NCPC, further reinforcing his contribution to sustainability and industrial efficiency in South Africa.

Beyond his policy leadership, Dr Demana has served on several governance structures, including the Chemical Industries Education and Training Authority (CHIETA) and the UNISA Business School Advisory Council. His long-standing engagement with SASQ, including regular attendance at AGMs and professional events, reflects his commitment to advancing quality and excellence in the profession.

Dr Demana holds a Ph.D. in Chemistry from the University of Michigan and combines academic excellence with practical leadership experience, bringing both global perspective and local relevance.

At the 2025 AGM, he delivered a thought-provoking address on the evolving landscape of quality, standards, and sustainability. His keynote contribution enriched the dialogue among members and reaffirmed the critical role of quality infrastructure in supporting national competitiveness and sustainable development.

Critical Reflections from the Keynote Address

- ISO certification undoubtedly opens doors to global markets. It demonstrates compliance, regulatory alignment, and credibility in international trade.
- However, a critical question was posed: Is certification alone sufficient?
- The address emphasised that the real value of ISO standards extends far beyond the certificate displayed on the wall. Certification should not be the end goal—it should be the starting point.
- ISO standards were described as the backbone of operational excellence, product and service integrity, and long-term sustainable business performance.

- Organisations were challenged to move from a compliance mindset to a value-creation mindset—leveraging ISO frameworks to strengthen systems, improve decision-making, and enhance competitiveness.
- The keynote underscored the pivotal role of quality practitioners. Their responsibility is not merely to maintain certification, but to translate ISO requirements into measurable organisational value.
- It was highlighted that the future of ISO standards lies in their integration with global best practices, governance frameworks, sustainability imperatives, and performance excellence models.



- The address encouraged organisations to embed standards into strategy, culture, and leadership processes rather than treating them as technical or administrative exercises.
- A strong call was made for professionals to redefine how ISO standards are implemented and maximised – ensuring they drive resilience, innovation, and long-term success.

The keynote concluded with a clear message: ISO standards will continue shaping industries worldwide. The real differentiator will be how effectively organisations internalise and leverage them to create lasting impact.

Member Status: Celebrations, Milestones, and Our Collective Support

SASQ takes great pride in celebrating the achievements and milestones of its members, while also standing together in times of challenge and loss. Our strength as a professional society lies not only in professional excellence, but also in our shared humanity.

We warmly congratulate Prof Sugan Naidoo and Prof Riaan van Schalkwyk on their respective promotions—well-deserved recognition of their academic leadership, commitment, and contributions to their fields. We also extend our sincere congratulations to Dr Charlaine Baartjes on the successful completion of her Doctorate in Business Leadership, a significant personal and professional achievement that reflects dedication, resilience, and scholarly excellence.

Our congratulations further extend to Ms Primrose Mini (Certified Member), who successfully completed her Lead Auditor training, strengthening her professional capability and adding value to the quality profession.

At the same time, we extend our heartfelt good wishes to members who have faced health challenges during the year. We wish Mr Ed van den Heever, Prof Sugan Naidoo, Mr Feizal Ally, and Mr Sundras Govender continued strength and a full recovery. The Society values your contributions and stands with you during these times.

Sadly, the year also brought moments of loss. We mourn the passing of Mr Tshomarelo Moche from ABB, one of our valued supporting members, who tragically lost his life in an accident. His support and engagement with the quality community will be remembered with respect. We also extend our deepest condolences to Mr Tommy Harris, another supporting member, on the loss of his wife. Our thoughts are with him and his family during this difficult time.

In closing, we proudly congratulate Mr Ed van den Heever and Prof Roy Ramphal on receiving Lifetime Achievement Awards, in recognition of their longstanding, dedicated service and exceptional contributions to quality, leadership, and professional development. Their legacy continues to inspire current and future generations of quality professionals. We also congratulate Mr Xolani Mphalwa for been recognised as a SASQ fellow.

SASQ remains a community that celebrates success, supports one another through adversity, and honours those who have made lasting contributions to the profession.



“ Sadly, the year also brought moments of loss. We mourn the passing of Mr Tshomarelo Moche from ABB, one of our valued supporting members, who tragically lost his life in an accident. His support, passion and engagement with the SASQ quality community will be remembered with respect”

SASQ AWARDS

Ed van den Heerder SASQ Life Time Achievement Award



Edward van den Heever receives his award from Dr Vimlan Moonsamy (Chairperson)

James (Ed) Edward van den Heever has played a meaningful and respected role within the Southern African Society for Quality since 1990, contributing to the advancement of the quality profession in Southern Africa through both leadership and professional engagement. As a Fellow of the Society, he has supported its mission of promoting excellence, competence, and ethical practice among quality practitioners. His participation has strengthened the Society's intellectual capital, particularly through his expertise in business excellence models, operational performance systems, and ISO-based frameworks. Through his guidance, mentorship, and active involvement in professional forums and recognition platforms, he has helped position SASQ as a credible voice in the broader quality and excellence landscape across the region.

A Lifetime in the Pursuit of Excellence: The Transformational Legacy of James (Ed) Edward van den Heever

James (Ed) Edward van den Heever's professional life is a remarkable testament to vision, discipline, and unwavering commitment to excellence. Spanning six decades from 1964 to 2024, his career reflects a rare blend of technical expertise, strategic leadership, and pioneering contribution to quality and business excellence across Southern Africa and the broader African continent.

Born on 2 December 1946, Ed began his professional journey in industrial engineering and process design. With a BTech in Civil Engineering Design and registration as a Production Manager, he established a strong technical foundation in production systems and operational performance. His early work in the food processing sector honed his ability to integrate engineering principles with organisational efficiency, laying the groundwork for what would become a lifelong pursuit of systemic excellence.

During the formative years of Total Quality Management (TQM) globally, Ed positioned himself at the forefront of the movement. He trained and qualified under leading international quality institutions, becoming a Master Trainer aligned with globally recognised methodologies such as those associated with the Juran Institute, Philip Crosby Associates, the Malcolm Baldrige framework, and the European Foundation for Quality Management. This exposure to world-class thinking enabled him to contextualise global excellence models within African realities, bridging theory and practical implementation with exceptional effectiveness.

Ed's most enduring legacy lies in the design and development of business excellence frameworks tailored for Africa. He was instrumental in the creation of the South African Excellence Model in 1997, a milestone initiative that provided organisations with a structured pathway towards performance excellence. His work expanded regionally through the SADC Quality Award Model and later evolved into the African Excellence Model and subsequent frameworks, including the Ubuntu Excellence Framework and the African Arabian Excellence Model. These models have served as strategic blueprints for organisations striving not merely for compliance, but for sustainable performance and competitiveness.

His leadership extended beyond model design into institution building. As Founder and CEO of the South African Excellence Foundation, Business Assessment Services, and later the African Excellence Forum, Ed established platforms that promoted assessment, coaching, and organisational transformation. Through these institutions, he cultivated a culture of measurement, accountability, and continuous improvement within both public and private sector organisations.

Ed's influence has also reached the global stage. As a founding member of the Global Excellence Model Council and later a council member of the Global Excellence Council representing the African continent, he contributed to shaping international discourse on excellence. His role as African Representative to ISO/TC 176/SC2 in the development and liaison processes related to ISO 9004 further underscores his commitment to advancing sustained organisational success beyond certification.

Throughout his career, Ed has implemented operational excellence and cost-of-quality systems in major organisations across South Africa. His methodologies have strengthened governance, improved productivity, enhanced accountability, and aligned strategy with measurable performance outcomes. Whether within state institutions, regulatory bodies, or corporate environments, his work has consistently demonstrated that excellence is not an abstract aspiration but a structured, disciplined practice.

His contributions have been widely recognised. He has received multiple awards for leadership and quality excellence, including continental recognition from professional bodies and international associations. His Fellowship of the Southern African Society for Quality reflects the high esteem in which he is held by his peers and the broader quality profession.

Beyond his professional achievements, Ed's life reflects balance and curiosity. A devoted family man, he has remained grounded in personal values while sustaining a demanding professional schedule. His interests in steam locomotives and DX radio echo his engineering roots and his enduring fascination with systems and connectivity.

James (Ed) Edward van den Heever's lifetime achievement is not defined solely by titles, awards, or positions held. It is defined by the systems he built, the leaders he mentored, the organisations he transformed, and the continental frameworks he shaped. His work has elevated the practice of quality and business excellence in Africa and has ensured that the pursuit of excellence remains both relevant and attainable.

His legacy stands as a beacon for future generations of quality professionals, demonstrating that sustained impact is achieved through vision, integrity, technical competence, and an unrelenting commitment to continuous improvement.

Professor Roy Ramphal SASQ Life Time Achievement Award

A Lifetime of Leadership in Quality and Operational Excellence



Professor Roy Ramphal receives his award from Dr Vimlan Moonsamy (Chairperson) and flanked by Ed van den Heever

On the occasion of receiving a Lifetime Achievement Award in Quality, it is both fitting and inspiring to reflect on the extraordinary journey of Prof Roy Ramphal – a leader whose career has shaped the evolution of quality management across industry, academia, and professional institutions in Southern Africa.

Prof Ramphal, an esteemed Emeritus and Extraordinaire Professor at UNISA and Managing Director of Leading Performance and Excellence, has built a distinguished career grounded in intellectual depth and practical excellence. His academic foundation includes a Higher Diploma in Chemical Engineering, a Diploma in Datametrics, a Bachelor of Commerce, an MBA, and a Doctor of Technology in Leadership. This rare combination of engineering precision, business acumen, and leadership scholarship has defined his approach to quality as both a technical discipline and a strategic enabler.



His professional journey began in industry, where he pioneered ISO standards implementation in South Africa. Notably, he played an instrumental role in achieving one of the country's first ISO 9001 certifications at Hulett's Refinery in Durban – a milestone that positioned the organisation at the forefront of quality assurance during a transformative era for South African industry.

Over a 22-year industrial career, Prof Ramphal held senior positions at leading organisations including the Sugar Milling Research Institute, Gendale Sugar, C.G. Smith Sugar, Hulett's Sugar, Hulett's Aluminium, Goodyear Trentyre, and the CSIR Roy Profile – November 2025

His expertise expanded across ISO 9001, ISO 14001, OHSAS, ISO 45001, Food Safety standards, NOSA 5-Star Safety systems, auditing, and safety inspection – building a comprehensive understanding of integrated management systems long before integration became mainstream.

Transitioning into academia, Prof Ramphal dedicated over more than two decades to shaping future leaders at Technikon Witwatersrand, the University of Johannesburg, and UNISA.

His contributions were transformational. He introduced a Quality Framework for Shared Services Environments, developed Management Development Programme (MDP) Standards, implemented institutional Quality Assurance Systems, and led the redesign of the BTech Quality programme to align with emerging professional demands.

Through his Knowledge Guides in Total Quality Management and his Framework for Ethical Quality Management, he advanced not only competence but integrity within quality practices.

As a prolific researcher and author, Prof Ramphal's works range from early technical research in sugar processing to widely adopted academic textbooks in Operations Management (five editions) and ISO interpretation. He has published a range of articles in peer reviewed journals, professional journals and various newspaper articles.

His scholarship bridges theory and application, reflecting his belief that quality must move beyond compliance toward value creation and strategic performance. He motivates the quality practitioners as “Doctors to the organisation” as to similar work of the a medical doctor to humans.

Perhaps one of his most enduring legacies lies in professional leadership. Serving as President of the Southern African Society for Quality (SASQ) from 1999 to 2024, he guided the society through decades of transformation, strengthening its voice and influence within the region.

. His leadership extended to chairing the Southern African Auditor and Training Course Association (SAATCA) and contributing as a SABS Academic Standards Associate, shaping national standards including those relating to Aids Management and Body Corporate Bodies.

His affiliations as a Senior Member of the American Society for Quality, Member of the Canada Society for Quality, Member of the India Quality Society, and Certified Member of Ethics South Africa reflect his commitment to global best practice and ethical governance.

Internationally, Prof Ramphal has presented research in California, New York, Budapest, India, Namibia, Botswana, Kenya, Ghana, and Dubai.

His landmark presentations – including A Model for the Implementation of ISO 9001 Quality Standard, Towards Effective Auditing – A Project Management Perspective, and The New Quality Practitioner – positioned him as a global ambassador for African quality thought leadership Roy Profile.

He continues to lead the implementation of ISO 21001 within learning institutions, reinforcing the strategic value of standards in educational environments.

This Lifetime Achievement Award recognises more than a distinguished CV. It honours a visionary who redefined the role of the quality practitioner – from inspector to strategist, from auditor to value creator, from compliance officer to transformation leader. Through industry innovation, academic reform, standards development, ethical leadership, and society stewardship, Prof Roy Ramphal has shaped generations of practitioners and strengthened the quality profession across Africa.

His legacy is not only measured in certifications achieved, frameworks developed, or positions held – but in the culture of excellence he has championed and the leaders he has inspired, including the list of Masters and Doctorate students he has mentored.

Prof Roy Ramphal stands as a true icon of quality – a scholar, practitioner, mentor, and architect of sustainable excellence, in manufacturing, services and educational institutions.

Quality Webinar
World Quality Week 2025

12 NOVEMBER 2025
TWO WEBINARS IN CELEBRATION OF
WORLD QUALITY WEEK

WEBINAR 1 – 10:00 – 11:00 : PROF. KEM RAMDASS

TITLE: DECODING QUALITY FROM A SINGLE CELL TO ORGANISATIONAL OPTIMISATION

WEBINAR 2 – 11:00 – 12:00 : DR. JOHN HIGGINS

TITLE: THE QUALITY TRANSMISSION MODEL

PROGRAM DIRECTOR
FEIZEL ALLY
SASQ PROJECTS DIRECTOR
BBA, MBA
ACADEMIC - UNISA

QUALITY WEBINAR
CONFERENCE 2025

Quality Webinar

**WOMEN LEADERSHIP ROLES :
FAMILY, CAREER, AND LEADERSHIP
WITHOUT COMPROMISE.**

ABOUT THIS WEBINAR

This Women's Month, we come together to reflect on the urgent challenges of gender inequality and gender-based violence in South Africa – and to imagine a future built on respect, dignity, and shared leadership. Join us for an empowering event on Engaging Leadership for lasting impact, where women and men will explore how compassion, courage, and collaboration can break barriers and create lasting change. By embracing leadership that values equity and inclusion, we can not only strengthen our organisations but also enhance the quality of life for all. Together, we can build a society where every voice matters and every life thrives.

The South African Society for Quality (SASQ) proudly celebrates Women's Month, standing firm in our belief in equality, industry, and non-discrimination. We recognise the strength, resilience, and leadership that women bring to organisations, communities, and society at large. This month is not just a celebration of women's achievements but also a reminder that true quality of the corner when everyone is given equal opportunity to grow, contribute, and thrive. At SASQ, we are committed to creating pathways where women's voices are heard, their contributions are valued, and their potential is fully realised – for a future where quality and equity go hand in hand.

SPEAKER

Amb. Francine MUYIMBA NKANGA
Deputy Human Resources, Science & Technology
Director in International Public Life
Certificated in Leadership & Development
Learner and former SASQ Senior Leadership
Training in African Women's Leadership – Against Police
(Hate, Violence Against Women)

Asst. African Manager in an international diploma as a global leader who can deliver a global commitment to women's leadership and empowerment across Africa. She has served as a Secretary of the SACU – shared the thought Africa's continent, and has led the members of the African Union, championing the inclusion of women in governance, peacekeeping, and non-armed conflict. Recognised as a leader from the most in Africa (2004) and named among the 100 most powerful African women in 2010. She has been a member of the African Union's global platform such as the Africa and the Sahel Summit, the Young of Africa Summit, and the Africa on leading voice against gender inequality. As a former international leader, she is a vision for gender quality. Human in Africa and Africa.

Registration Link

**Programme Director and
Moderator**
PROF. SHAMILA SIMONE
SASQ - SACU Board Member

29 AUGUST 2025
19:00PM - 17:00PM

Quality Webinar

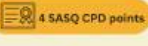
SIX SIGMA AND LEAN FUNDAMENTALS

ABOUT THIS WEBINAR

This engaging webinar introduces participants to the fundamentals of six sigma and its critical role in driving operational excellence and sustained performance improvement. Attendees will gain insights into the core principles, methodologies (DMAIC and DMADV), and essential tools of six sigma, with practical applications. It will reduce variation, enhance quality, and improve customer satisfaction. The session will deep-dig the foundational lean principles that support effective six sigma implementation, including problem-solving, mapping, data-driven decision making, continuous improvement, and standardisation – empowering participants to begin their journey toward excellence in any industry or organisation.

Six sigma and lean principles are powerful methodologies aimed at improving organisational performance by reducing waste, increasing variation, and enhancing quality. Six sigma focuses on using data-driven processes and statistical tools to identify root causes of defects and address process improvements, while lean emphasises streamlining operations by eliminating non-value-adding activities. When combined, six sigma creates a robust approach to enhance process efficiency, reduce variations, and profitability across industries. The impact of these principles is far-reaching – organisations that adopt them respect improved products and services quality, faster delivery times, better customer service, and a culture of continuous improvement and excellence.





4 SASQ CPD points

SPEAKER

VITOR FREIRE

Director – Network Global Training and Consulting
Coach, Trainer and Consultant.

- Master Degree, USA
- New York Business Management, USA
- Member of the American Bar, Veterans University, USA
- Agile / Lean Practitioner, Vilnius University – LKA



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With many all types of experience in Technical, Quality, Project management, HR, about 20 years in the industry, Vitor Freire is a highly experienced coach, trainer, auditor, and executive executive. Internationally recognized, he has delivered thousands of Six Sigma, problem solving, operational excellence, and Lean projects. He has been a speaker at many international conferences, seminars, and workshops. He is a frequent contributor to the press and has published several articles in the field of Six Sigma, Lean, and Operational Excellence. He is a frequent speaker at international conferences, seminars, and workshops. He is a frequent contributor to the press and has published several articles in the field of Six Sigma, Lean, and Operational Excellence. He is a frequent speaker at international conferences, seminars, and workshops. He is a frequent contributor to the press and has published several articles in the field of Six Sigma, Lean, and Operational Excellence.

 [Registration link](#)



Programme Director and Moderator

Mrs. Gugulieth Bongo

Six Sigma
MS Practitioner





23 APRIL 2025
15:00PM - 16:00PM

Quality Webinar

FUTURE TRENDS IN MANAGEMENT SYSTEMS: DIGITALISATION, AI, AND REMOTE AUDITING

ABOUT THIS WEBINAR

Management systems are rapidly evolving through digitalisation, Artificial Intelligence (AI), and remote auditing. Digital tools enable real-time monitoring, predictive insights, and integrated performance management, enhancing decision-making efficiency, and centralising information while remote auditing increases flexibility, accessibility, and cost-effectiveness. These innovations transform compliance into value creation but also introduce challenges in data security, ethics, and talent. Successful organisations adopt innovative standards, skilled professionals, and leadership that ensures technology complements human judgment—strengthening trust, resilience, and excellence across organisations in an increasingly digital and interconnected world.

The South African Society for Quality (SASQ) proudly supports the World Standards Month webinar on Future Trends in Management Systems: Digitalisation, AI, and Remote Auditing. SASQ continues to champion the advancement of quality and standards by promoting innovation, competence, and ethics practice in a digital era. Through this initiative, SASQ empowers professionals to embrace technology as an enabler of excellence—strengthening trust, resilience, and sustainability while ensuring that human judgment remains central to quality management and continual improvement.





4 SASQ CPD points



SPEAKER

Norbit Williams
B. Com(Hons) Information Systems
Masters in Information Technology
Certifications in public management, ICT governance (CISIT), JFPA, PricewaterhouseCoopers leadership
Recognised for excellence, he was 2013 finalist for South Africa's Chief of the Year and holds Chartered CIO status.

Norbit Williams is a seasoned ICT and strategic operations leader with over 28 years' experience in reform, public and private sectors, including 14 years at executive level in national government. Currently Group Director, Governance Services at Eskom, he possesses extensive knowledge in information governance, risk and compliance, and has been instrumental in driving digital transformation, strengthening operational excellence, and improved service delivery. A strategic leader, Norbit has managed complex projects, enhanced service delivery, and successfully aligned ICT strategy with organisational goals across multiple stakeholder institutions.

Registration link



Programme Director and Moderator

Ms LEOBANGA SITHOLE

SASQ - SAC Practitioner



17 OCTOBER 2025



Quality Webinar

TRANSFORMATIONAL THINKING – ENGAGING LEADERSHIP FOR LASTING IMPACT

‘You are as good as your team’ – Develop future leaders – understanding stakeholders – Strategically deliver

ABOUT THIS WEBINAR

This Women's Month, we come together to reflect on the urgent challenges of gender inequality and gender-based violence in South Africa – and to inspire a future built on respect, dignity, and shared leadership. Join us for an empowering evening on engaging leadership for lasting impact, where women and men learn to inspire how compassion, courage, and collaboration can break barriers to shared leadership, and create lasting change by embracing leadership that values equity and inclusion, we will not only strengthen our organisations but also enhance the quality of life for all. Together, we can build a society where every voice matters and every life thrives.

The South African Society for Quality (SASQ) proudly dedicates Women's Month, standing firm in our belief in strength, inclusivity, and non-discrimination. We recognise the strength, resilience, and leadership that women bring to organisations, communities, and society at large. This is not only a celebration of women's achievements but also a reminder that true quality of the corner where everyone is given equal opportunity to grow, contribute, and thrive. At SASQ, we are committed to creating platforms where women's voices are heard, their contributions are valued, and their potential is fully realised – for a future where quality and equality go hand in hand.



4 SASQ CPD points





SPEAKER

MS. GIFT KUBEKA

“
FOUNDER DUTY OF SHADOWS NPC
AUTHOR ‘DUTY OF SHADOWS’
RECIPIENT ‘HUMANITARIAN AND PEACE AWARD’
CURRENT MISS SOWETO
Qualifications in Business Management and Leadership”

SASQ dedicates the ongoing Mrs. Sibusiso Dlamini, a visionary entrepreneur, philanthropist, and advocate for gender-based violence survivors. She is the Founder of DUTY OF SHADOWS NPC, a non-profit organisation devoted to creating safe spaces and psychological support for women, and is the author of the bestselling book, *Duty of Shadows*, and recipient of the 2019 Peace and Humanitarian Award. She is also the author of *Shadows of the Heart*, an empowering guide to self-healing, and a global speaker on leadership, resilience, and social justice. DUTY has transformed the personal journey of pain into a powerful platform of raising awareness, inspiring lives, and creating a supportive community where women's voices are heard, their potential is valued, and their future is bright.

 **Registration link**




**Programme Director and
Moderator**

PROF. SHAMILA SINGH
SASQ – EIC, Board Member




22 AUGUST 2025
3:00 PM – 5:00 PM

SA – TIME

AFRICA QUALITY POLICY

ABOUT THIS WEBINAR

AFRICAN SOCIETY for Quality



AND ITS IMPACT

"This document, the Africa Quality Policy (AQP) is the result of efforts by African quality professionals and stakeholders to produce a policy that will ensure that the standards and quality requirements of flagship programmes such as the African Continental Free Trade Area (AfCFTA) and Boosting intra-African Trade (BIAT), Accelerated Industrial Development for Africa (AIDA), Africa Mining Vision (AMV), Comprehensive Africa Agriculture Development Programme (CAADP), Programme for Infrastructure Development in Africa (PIDA) and many others are met."

The AQP is now ready for implementation by relevant parties to ensure that African products are competitive in regional and international markets and that the necessary quality infrastructure support is available for safeguarding of the environment and the health and safety of citizens"

His Excellency Amosako Abbot M. Mwashenge (African Union Commissioner for Economic Development, Trade, Industry and Mining)



SPEAKER
DR OSWALD CHINYAMAKOBVU
 B.Sc.(Hon), PhD, MBA

“ Has overseen the drafting of the Africa Quality Policy (AQP) which was adopted in 2022, and related AQP policy support documents ”

Dr Chinyamakobvu is a Senior Technical Advisor at the African Union Commission in Quality Infrastructure. His responsibilities included the coordinating of the AfCFTA Agreement negotiations in the area of non-tariff barriers (NTTB), Technical Barriers to Trade (TBT) and Sanitary and Phytosanitary (SPS) measures among others. He has also overseen the drafting of the Africa Quality Policy (AQP) which was adopted in 2022, and related AQP policy support documents.



Registration link

Programme Director and Moderator

Dr. Geoff Visser






18 DECEMBER 2024

18:00hrs



Quality Webinar

COST OF QUALITY AS A QUALITY PERFORMANCE INDICATOR

ABOUT THIS WEBINAR

"Join us for an insightful webinar exploring the Cost of Quality (CoQ) as a key performance indicator in driving operational excellence. This session will unpack the four components of CoQ—prevention, appraisal, internal failure, and external failure—and demonstrate how effectively managing these costs can enhance quality performance, reduce waste, and boost profitability. Learn how to leverage CoQ metrics to make strategic decisions, improve efficiency, and align quality initiatives with business success. Ideal for quality managers, business leaders, and professionals striving for continuous improvement."



4 SASQ CPD points



SPEAKER

JE VAN DEN HEEVER

SENIOR MEMBER SASQ

African Research of Quality *Journal of the Philip G. Cleveland Institute* - Winter 2003
 • *CSQ Award for South African Quality Achievement* - August 1998
 • *CSQ - J.D. Patterson Conference Award* - Winter 1998
 • *Prestigious Southern African Quality Award* (SAQAQ) 2000

With over 30 years of experience, Mr van der Heever is a seasoned expert in corporate improvement systems and solutions, specialising in Total Quality Management (TQM), operational development, and process improvement. As a facilitator, coach, and mentor, he brings an extensive approach to industrial engineering and business excellence. Management. His work includes the design and implementation of world-class related projects and provides extensive training on the Costs of Quality (CoQ) to drive efficiency, sustainability, and performance improvement across industries.



Registration link

Programme Director and Moderator

Dr. Virmian Moonsamy

SASQ - Board Chair





26 MARCH 2025

[illegible]

A large, ornate brass key lies diagonally across a textured, light-brown surface. A small white rectangular tag is attached to the key's shaft, featuring the words "KNOWLEDGE IS SUCCESS" in bold, black, sans-serif capital letters. The key has a complex, multi-sided head and a notched bit.

Celebrating and Proud – A few of the Management Systems Awardees 2025

SASQ Certified Management Systems Practitioner Graduates -2025



Leader Nkala



Precious Msmango



Thembeke Magqoki

SASQ Certified Management Systems Practitioner Graduates -2025



Browyn Julie



Esther Mphahlele

SASQ Certified Management Systems Practitioner Graduates -2025



**Anywhere
Murambadoro**



Martin Okolo

SASQ Memberships



SASQ CONFERENCE NOVEMBER 2025



SASQ CONFERENCE NOVEMBER 2025



Did you know???Did you know???Did you know???Did you know???

- **Did you know that the Southern African Society for Quality (SASQ) was established in 1969?**

With more than five decades of history, SASQ is one of the oldest and most enduring professional quality bodies in Africa, having supported generations of quality practitioners across changing economic and industrial landscapes.

- **Did you know that SASQ is a voluntary, non-profit professional body?**

SASQ is sustained through the dedication of volunteers who serve on the Board, committees, and working groups, contributing their expertise and time to advance the quality profession rather than for personal gain.

- **Did you know that SASQ serves both individuals and organisations?**

SASQ offers individual membership grades for practitioners at different career stages, as well as corporate membership for organisations wishing to demonstrate their commitment to quality, governance, and continuous improvement.

- **Did you know that SASQ represents quality professionals across many sectors?**

Members come from manufacturing, engineering, laboratories, healthcare, education, construction, services, public sector institutions, and academia – making SASQ a truly multidisciplinary professional community.

- **Did you know that SASQ promotes quality as a strategic business discipline, not just compliance?**

SASQ emphasises leadership, systems thinking, performance excellence, and value creation – moving quality beyond audits and certificates into a driver of organisational success.

- **Did you know that SASQ actively supports Continuing Professional Development (CPD)?**

Members can earn CPD points through conferences, webinars, workshops, forums, publications, and technical discussions, ensuring ongoing learning and professional relevance.

- **Did you know that SASQ encourages members to share knowledge and thought leadership?**

Members are actively supported to publish articles, present papers at conferences, and contribute to debates on quality, governance, risk, sustainability, and operational excellence.

- **Did you know that SASQ members represent the Society on national platforms?**

SASQ has representation on technical committees, multi-stakeholder forums, and advisory structures that influence standards development, policy discussions, and national quality initiatives.

- **Did you know that SASQ supports standards-based competence beyond certification with SASQ designations?**

SASQ promotes the practical and effective application of ISO and related standards, ensuring they deliver real organisational value rather than being treated as tick-box exercises.

- **Did you know that SASQ collaborates with other professional bodies and institutions?**

Strategic collaborations strengthen SASQ's reach and credibility, enabling shared learning, joint events, stakeholder engagement, and broader professional impact.

- **Did you know that SASQ hosts conferences, workshops, and webinars throughout the year?**

These events provide platforms for learning, networking, and exposure to leading practices and emerging trends in quality and management systems.

- **Did you know that SASQ supports sector-specific forums and special interest groups?**

These forums allow members with shared interests – such as laboratories, safety, auditing, or operations – to connect, exchange experiences, and address sector-specific challenges.

- **Did you know that SASQ recognises professional contribution and excellence?**

Through awards, recognition initiatives, and public acknowledgement, SASQ celebrates individuals and organisations that demonstrate commitment to quality and professional excellence

- **Did you know that SASQ has strong links with academia and research?**

Many SASQ members are also academics, researchers, and postgraduate supervisors who help bridge the gap between theory, research, and practical application in industry.

- **Did you know that SASQ promotes ethical leadership and professional integrity?**

SASQ encourages its members to uphold high ethical standards, professionalism, transparency, and accountability in all quality-related roles and activities via a SASQ Code of Conduct and Ethics

- **Did you know that SASQ supports the development of future quality professionals?**

By engaging students, early-career practitioners, and emerging professionals, SASQ helps build a sustainable pipeline of competent quality leaders for the future.

- **Did you know that SASQ operates across Southern Africa?**

While rooted in South Africa, SASQ's reach extends across the region, supporting collaboration, knowledge sharing, and professional development beyond national borders.

- Did you know that SASQ contributes to national skills and competence initiatives?

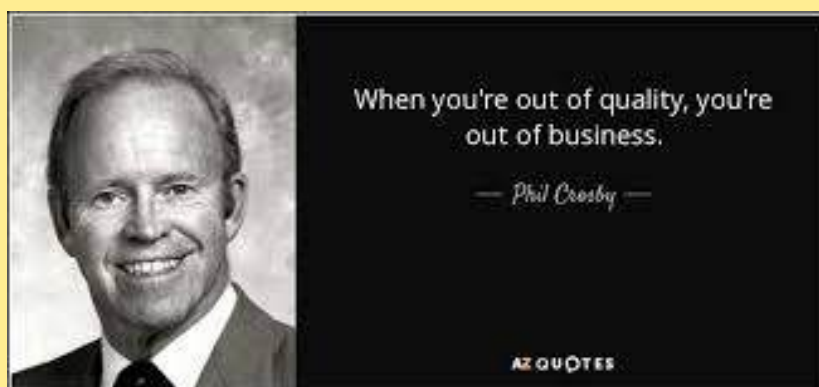
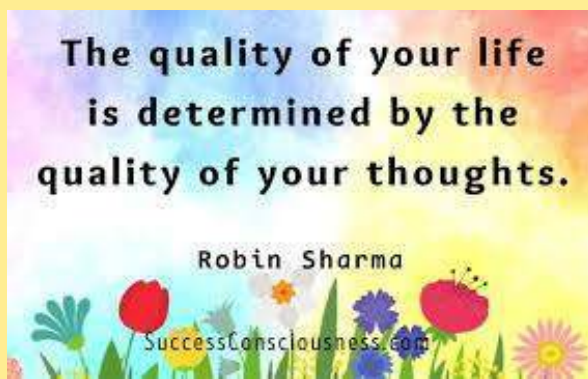
SASQ engages with relevant bodies and stakeholders to support the development of quality-related competencies, qualifications, and professional pathways.

- Did you know that SASQ adapts to changing global and regional priorities?

SASQ actively addresses emerging themes such as sustainability, ESG, resilience, digitalisation, and risk-based thinking in its programmes and discussions.

- Did you know that SASQ provides a professional platform for equipment suppliers and quality service providers?

SASQ recognises that excellence in quality management depends not only on practitioners, but also on the organisations that supply equipment, calibration services, certification, auditing, consulting, training, and technical support. By engaging with SASQ, equipment suppliers and quality service providers demonstrate their commitment to professional standards, ethical practice, and continuous improvement. Through corporate membership, sponsorship opportunities, conferences, and forums, these organisations can connect directly with quality professionals, showcase innovations, and contribute meaningfully to strengthening quality infrastructure across Southern Africa.



Score yourself ..?

As a Quality Professional

evaluate with a rating from 0 to 5

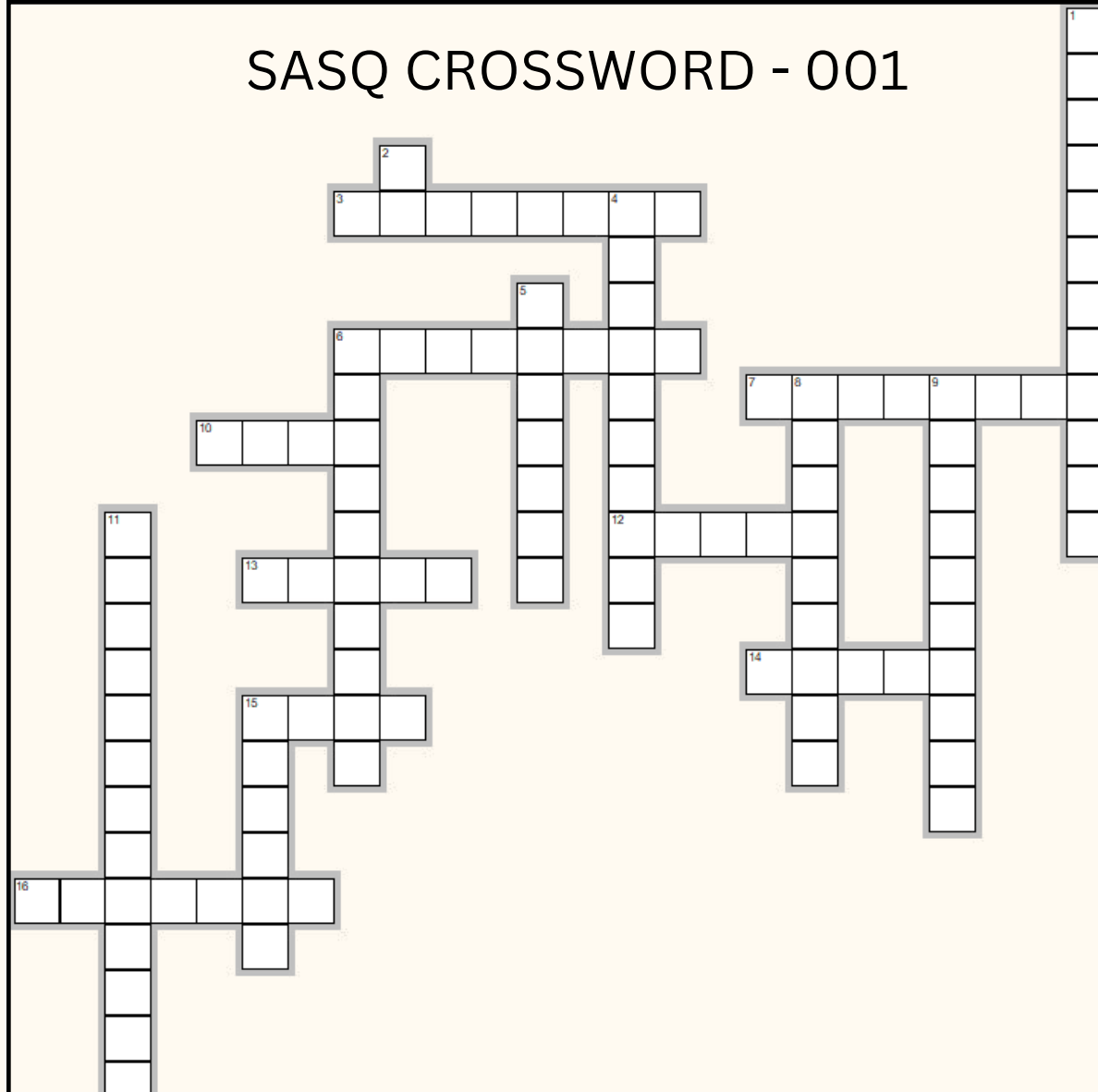
- Have you completed at least two years of post-secondary education focused on quality management or a related field?
- Have you pursued specialised courses or certifications such as ISO 9001:2015, ISO 14001, or Six Sigma?
- Do you stay updated with the latest advancements in quality management practices and tools?
- Have you gained hands-on experience through internships, projects, or real-world applications in quality assurance or control?
- Are you actively engaging in continuous professional development, such as attending conferences or workshops?
- Do you hold certifications that demonstrate competence in quality management, such as SASQ Management Systems?
- Are you involved in contributing to industry bodies or professional associations that govern quality standards?
- Do you advocate for maintaining rigorous professional standards in quality management?
- Are you familiar with and do you adhere to the code of conduct and ethics of South African Society for Quality (SASQ)?
- Do you ensure that your quality-related decisions prioritise the interests of customers, stakeholders, and the public?
- Do you maintain transparency, honesty, and integrity in all your professional dealings?
- Do you engage in self-assessment and peer reviews to maintain professional competence?
- Are you committed to lifelong learning and obtaining advanced certifications or degrees in quality management?
- Do you participate in professional associations that support the self-regulation of the quality profession?
- Have you obtained state or industry-recognized licensing or certification that validates your professional expertise?
- Do you take on leadership roles in quality management projects, ensuring adherence to standards and processes?
- Are you involved with certifying bodies or serve as a lead assessor to influence the standards of the profession?
- Are you a member of recognised quality associations, such as SASQ, and do you actively participate in their activities?
- Do you stay informed about updates and changes in standards and regulations affecting the quality profession?
- Have you served on boards or committees that oversee certification, training, or policy development in quality management?
- Do you prioritise customer needs and ensure competent professionals serve them?
- Do you regularly engage with customers to assess satisfaction and improve service delivery?
- Do you adopt a customer-first approach in all your professional activities to meet industry best practices?
- Do you participate and maintain your continual professional requirements
- Do you promote the growth and well-being of your association?



what is your rating? total score $\times 0.8$

SASQ CROSSWORD - 001

TEST YOUR KNOWLEDGE



Across

3. This is the month dedicated to celebrating quality
6. The most important stakeholder in a business
7. Entry level SASQ individual membership
10. This type of methodology reduces waste
12. The South African Body that has the mandate for metrology and measurement
13. This is conducted to determine the performance status of a system
14. This is a unit that is linked with the level of process performance
15. This relates to the Deming Cycle
16. This is the knowledge base of SASQ members

Down

1. This is set by the ISO 9001 standard for a quality management system
2. Is quality assurance the same as quality management?
4. This goes beyond quality
5. Is a form of an institution that relates to SASQ
6. A certified member demonstrates this to the employer
8. This kind of quality perspective is managed by a Finance Manager
9. This results when we combine two or more ISO standards
11. This is the outcome of a successful ISO 9001 third party audit
15. This principle can be used to identify major and high impact causes of problems

Pen your answers on a word document – PDF it and send to admin@sasq.org.za – Names of first three members who provide the correct answers will be published in the next issue.

SASQ ANNUAL CONFERENCE

PLANNED FOR 28 – 30 OCTOBER 2026

MORE DETAILS LATER



SOUTHERN AFRICAN SOCIETY FOR QUALITY

Reg number: 92/05662/08



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Association for
Practitioners in Quality

Development, Certification and
Registration of Management
System Practitioners

Approved
Training
Providers

Association for Tools, Equipment, Service
Providers and Consultants for Quality and
Systems Management

Conference 2024

