



# Newsletter

Update: February 2024 to August 2024



## 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

## SASQ AGM and Directors 2024

At the AGM held on 21 February 2024 online, it was agreed to appoint five board directors who will be responsible for key areas including Strategic Planning and Decision Making, Governance, Risk Management, Financial Sustainability, and Policy Development. These directors are tasked with ensuring the company operates effectively and in the best interest of its shareholders and stakeholders. Additionally, a significant change was made in the leadership structure, replacing the role of President with a Chief Executive Officer, who will be appointed by the board. All directors are elected by members during the annual general meeting, and they will appoint strategic portfolio members who will participate in board meetings.

Despite the move to online meetings, the willingness of members to participate in executive management remains low. The board positions are voluntary and do not offer remuneration, with the stipulation that nominees must be SASQ senior members or SASQ certified professionals. Nonetheless, the following members have stepped forward to serve on the board for 2024, demonstrating their commitment to guiding the company towards excellence and ensuring effective governance. Their leadership and expertise will be invaluable in driving the strategic initiatives and sustaining SASQ's growth.



Chairperson  
Dr Vimlan  
Moonsamy  
SENIOR MEMBER



Africa  
Expansion Director  
Lerato Ntamatamala  
SENIOR MEMBER



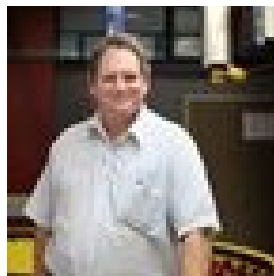
Technical Director  
Abner Manaka  
SENIOR and FELLOW  
MEMBER



Stakeholder  
Director  
Feizel Ally  
SENIOR MEMBER



Finance Director  
Sundras Govender  
AFFILIATE MEMBER  
and PROFESSIONAL  
ACCOUNTANT



Board Member  
Andrew Murray  
PE Expansion  
SENIOR and FELLOW  
MEMBER



Board Member  
Thiru Naidoo  
Quality in Education  
SENIOR MEMBER



Board Member  
Dr Liezl Balfour  
Quality in Health Care  
AFFILIATE MEMBER



Chief Executive  
Officer  
Prof Roy Ramphal  
SENIOR and FELLOW  
MEMBER

"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"

**SASQ VISION: Making Quality a priority towards sustainability and resilience**

**“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”.**

It is important to note that SASQ is not alone in facing this problem. It is a global phenomenon affecting communities worldwide. Several factors contribute to this uncertainty, including the rapidly evolving nature of the world, which introduces various uncertainties, risks, complexities, and ambiguities in both societal and industrial environments. Many organisations have integrated quality management into their supply chain and value chain operations, shifting away from dedicated quality departments and teams.

Consequently, the lack of funding and support for quality membership and organisations as a whole from the industry and government has resulted in the closure of several associations and societies. These closures occur due to the high maintenance costs and insufficient revenue to cover operational expenses. For SASQ, this is very evident looking the Society's Financial Statements and Balance sheet for the last few years, with last two years running a deficit.

Literature highlights several common drivers as causes to the present emerging trends. These include the 4th Industrial Revolution, public protection, accountability, and sustainability, including focus in health care and higher education. Industry 4.0 emerged around 2010 leveraging online measurement, real-time data collection, and computational power to drive digital transformation in organisations, health care and higher education.

Quality 4.0, on the other hand, emerged later as a response to adapt to organisational needs and utilize the advancements of Industry 4.0. Thus, Quality 4.0 can be seen as an approach that harnesses the digital transformation brought about by Industry 4.0 to enhance quality management.

The role and relevance of quality and quality practitioners in various organisations has become a subject of ongoing uncertainty and debate. This atmosphere of uncertainty has created doubts about the future existence of quality for a while now. Thus, leading to challenges in attracting and sustaining membership for organizations like SASQ.

In an effort to address this issue, SASQ has attempted to introduce multiple certification schemes for quality practitioners, such as quality practitioner in higher education and quality practitioner in health care. Despite engaging in various activities such as board meetings, a business forum, conferences, webinars, and collaborations with external bodies, growth was not achieved and the response from members has been disappointing.



By utilising the wealth of available data, Quality 4.0 aims to create value and improve competitiveness within an organisation.

In addition to Industry 4.0 and Quality 4.0, another larger concept, Society 4.0, is emerging, encompassing all sectors of activity, including citizens. Society 4.0 will coexist alongside Industry 4.0 and Quality 4.0. The main driver of growth in Society 4.0 will be the generation of data in the social media world, where data-related activities interconnect and transform how we live and work.

While Quality 4.0 is already underway as ways for quality to adapt and respond to the demands of Industry 4.0 and Society 4.0, respectively, the concept of Society 5.0 has been pioneered by the Japanese government. This concept was launched in 2015 with the aim of creating a new reality in the face of significant global changes and the progress of new technologies such as the Internet of Things (IoT), robotics, artificial intelligence (AI), and big data.

In order to remain relevant and aligned with new ideas and developments and ensure the continuity, SASQ should consider integrating these advancements and concepts into their strategy. This would involve embracing digital transformation, leveraging data and AI, and adapting to the evolving societal landscape.

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.

## AGM - Keynote Address - Mr Lubabalo Mnyaka

We were honored to have a keynote address by Lubabalo Mnyaka, a distinguished executive in the field of healthcare quality. His presentation on the "6 Pillars of Quality in Healthcare" was insightful and thought-provoking, offering valuable perspectives on enhancing quality practices within the health care industry. His expertise and deep understanding of the subject captivated the audience, providing them with practical knowledge and inspiring them to pursue excellence in their own work. Attendees greatly appreciated the insights shared, which will undoubtedly contribute to the ongoing improvement of healthcare quality. (see his profile on the next page)

The "6 Pillars of Quality in Healthcare" is shown below.

### 1. Safety

Ensuring the prevention of harm to patients from the care that is intended to help them. This includes measures to minimize errors, infections, and other adverse events.

### 2. Effectiveness

Providing care that is evidence-based and results in improved health outcomes for patients. This involves using treatments and interventions that are proven to be beneficial and avoiding those that are not.

### 3. Patient-centeredness:

Placing the patient at the center of care by respecting their preferences, values, and needs. This involves engaging patients in decision-making, communicating effectively, and providing compassionate support

### 4. Timeliness

Reducing wait times and delays in receiving care, appointments, and results. Timely access to healthcare services is crucial for preventing the worsening of conditions and improving patient satisfaction.

### 5. Efficiency

Maximizing the use of resources to achieve the best possible outcomes. This includes streamlining processes, reducing waste, and optimizing workflows to minimize costs and improve productivity without sacrificing quality

### 6. Equity

Ensuring that healthcare services are accessible, fair, and just for all individuals, regardless of their background, socioeconomic status, or other factors. This involves addressing disparities in access to care and health outcomes and promoting health equity for all 6 populations.



# LUBABALO J. MNYAKA

AWARD-WINNING HEALTH TECH ENTREPRENEUR  
SALES MANAGEMENT SPECIALIST  
MEDICAL MICROBIOLOGIST

## OBJECTIVE

To prolong the lives of Africans, especially the economically active class which is overburdened by lifestyle diseases such as Diabetes and Hypertension. Promising current and future innovators are lost daily in the battle against these lifestyle diseases.

## EDUCATION

### University of Free State

- BSc. Medical Microbiology
- Industrial Quality Management

### University of Cape Town

- Sales Management

### University of Pretoria

- Project Management
- Contracts Drafting

### Motho FET College

- Business Studies in Communications and Computer practice

### Mothapo Security Training College

- Grades (E, D, C, B & A)

### Zingisa Comprehensive High School

- Matric – STEM Subjects

## SKILLS

### Yali network:

- Creating and Maintaining Social Enterprises, Management Strategies for People and Resources, Strategies for Personal Growth and Development, Design Driven Entrepreneurship, Fundamentals of Business Expansion

### Branson Centre Entrepreneurship:

- Introduction to Entrepreneurship, Advanced Certificate on Entrepreneurship

### ESSH – Experts SHERQ Services

- ISO9001:2015 Awareness for Managers

## EXPERIENCE

### MANAGING DIRECTOR • AFLU MED HEALTHCARE • 2014 - CURRENT

I control and oversee all business operations, people, and ventures. I am the highest-ranking manager in the organization and I am responsible for the overall success of the business

I am a strategist and a leader with the ability to steer the company in the most profitable direction while also implementing its vision, mission, and long-term goals. I possess strong essential crisis management skills as I am the one expected to "save" the company in times of need.

The goal is to ensure the company is constantly moving towards fulfilling its short-term and long-term objectives and does not diverge from its strategic guidelines.

### BUSINESS DEVELOPMENT • NMISA • 2020 - 2023

I was at the front of the organization and had the dedication to create and apply an effective sales strategy. I had to develop the revenue generation sales and marketing strategy from scratch. The goal was to drive sustainable financial growth by boosting sales and forging strong relationships with clients. Highlights include landing JSE-listed clients such as Tiger Brands, and leading laboratories such as Road Lab.

### GENERAL MANAGER • TIVANATHI ENGINEERING • 2017 - 2019

As a General Manager, I was responsible for improving efficiency and increasing departmental profits while managing the company's overall operations. I oversaw several elements of the business, including hiring staff, operating budgets, and launching price promotions that could attract more customers.

### CARDIOMETABOLIC CARE REPRESENTATIVE • MERCH SERONO • 2011 - 2014

I acted as the liaison between my employer and healthcare professionals (e.g. hospitals, clinics, and doctors' practices.) My goal was to detail, educate, inform, and empower healthcare professionals about clinical solutions for their patients. I was promoting and selling pharmaceutical products on my employer's behalf and building long-term relationships with clients.

### BUSINESS OWNER • DIZALO MED • 2009 - 2011

I imported and exported Medical Equipment. My duties involved understanding gaps in the market and closing the gaps. I was promoting and selling medical equipment, by capitalizing on the shortfalls of the bigger players.



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083 422 5317



LUBABALO J. MNYAKA

# SASQ AWARDS

## Willie van der Walt SASQ Life Time Achievement Award

Willie has served the society with an unbroken record since 1990. He served as deputy chairperson, then as chairperson of the SASQ Pretoria Branch, and thereafter served as SASQ national board director in the position of SASQ treasurer and bank representative till 2024. He has been a quality leader in Armscor for many years of his employment and now he has retired, but still always available to assist SASQ. Willie is a true model member of SASQ.

Willie receives his award from Dr Vimlan Moonsamy (Chairperson) and President (Prof Roy Ramphal)



### **Distinguished Career of Retired Mechanical Engineer, Willie van der Walt in Nuclear Safety, Quality Assurance and Quality Leadership**

Graduating as a mechanical engineer from the University of Pretoria in 1974, Willie began his professional journey as a bursar of the Atomic Energy Board (later known as NUCOR, AEC, and currently NECSA). His initial role was in the Licensing Branch, which later evolved into the Council for Nuclear Safety and eventually the National Nuclear Regulator, involved in crucial work in the licensing of the Koeberg Nuclear Power Plant and the safety investigation of various installations at Pelindaba. It was during this period that he first delved into the field of quality assurance and attending a series of pivotal courses that set the foundation for his future endeavours in quality.

With a passion for learning and growth, Willie pursued a BSc (Hons) degree and obtained registration as a professional engineer. His dedication to expanding his expertise soon led to an invitation to join the Reactor Development Department of the Atomic Energy Board in 1980. Over the following decade, Willie played a vital role in designing primary circuit components and managing quality assurance for a project aimed at developing a small nuclear power plant to be manufactured locally. His commitment to excellence took him to Belgium and Switzerland for advanced nuclear engineering training programs which then motivated him to attaining a Master's in Engineering degree from the University of Pretoria.

In 1990, Willie moved to Armscor, where he provided oversight to project management and systems engineering across a wide array of projects, ranging from military uniforms to submarines and advanced electronic systems.

Some of these projects were highly classified operations that underscored the trust and responsibility placed in Willie's hands. In the later years of his tenure, he took on the role of Process Assurance, ensuring compliance with the Preferential Procurement Framework Act (PPFA) and contributing to multiple authorisation committees overseeing contracting activities.

In a remarkable effort to enhance quality standards with contractors, Willie and his team introduced the Armscor Defense Industry Quality Award (ADIQA). This award was inspired by the French derivative of the EFQM award. Recognised for their outstanding contribution, Willie and his team were finalists for the prestigious Armscor Chairman's Award. ADIQA played a pivotal role in fostering quality excellence for several years until it was merged with the South African Excellence Award to create a unified standard of excellence.

Building on their success with ADIQA, Willie and his manager were appointed as Armscor's representatives on the "Think Tank" that developed the South African Excellence Model (SAEM). As part of this elite team, they underwent extensive training in the EFQM and Malcolm Baldrige criteria, further developing their expertise in quality assessment. After the training, Willie served as assessor for the SAEM award, contributing significantly to the promotion of excellence in South Africa's defense industry.

His expertise in quality assurance continued to grow as he pursued auditing courses at the Pretoria Technikon and QSi, leading to his registration as a lead auditor with SAATCA. In his capacity, he performed pre-certification audits for Armscor contractors and became the lead auditor for Germanischer Lloyd Certification (GLC) in South Africa. His commitment to quality standards was further demonstrated with his role as Armscor's representative on the SABS TC176 committee, where he contributed to the development of ISO 9000 and ISO 14000 series standards. At this time, he was also Armscor's appointee to the SAATCA board and was a member of many of the SAACTA committees.

In addition to his professional achievements, Willie has been deeply involved with the Southern African Society for Quality (SASQ) since 1990. Initially representing Armscor as a corporate member, he later became an individual member, ascending to the role of chairman of the SASQ Pretoria Branch for three years. His leadership and passion for quality within branch provided motivation to serving as SASQ National Vice-President for three years, and thereafter continued to handle the SASQ's national banking and financial matters till February 2024.

### **Willie brags about his memories of the Pretoria branch as**

"The Pretoria Branch of the South African Society for Quality (SASQ) has long been recognised for its innovative approach to professional development in the field of quality assurance and quality management. Unlike the other SASQ branches that focus on evening meetings, the Pretoria Branch carved out a unique niche by organising daytime site visits to various companies, providing its members with practical, hands-on learning experiences.

These visits, which the branch aimed to conduct at least four times a year, became a hallmark of the Pretoria Branch's offerings. Members had the opportunity to tour some of the country's most interesting and high-tech facilities, gaining insights into quality practices across a wide range of industries. Among the most memorable visits were the Hartbeeshoek Satellite Tracking facility and the Air Force's surveillance analysis centre, where members learned how satellite data and surveillance aircraft information were analysed and utilised.

Other notable site visits included tours of the ABI bottling plant in Olifantsfontein, the SAB brewery in Roslynn, the Ford and Nissan factories, and a company specialising in car seat manufacturing. The branch also organised visits to the Air Force Museum and the SANDF ammunitions defects museum, providing members with a broad view of quality practices in different contexts.

**"Unlike the other SASQ branches that focused on evening meetings, the Pretoria Branch carved out a unique niche by organising daytime site visits to various companies, providing its members with practical, hands-on learning experiences"**

In addition to these insightful visits, the Pretoria Branch held annual conferences and Annual General Meetings (AGM). The conference, which later became part of the SASQ National calendar, served as a platform for professionals to exchange ideas, learn about the latest trends in quality management, and network with peers.

The Pretoria Branch also took pride in recognising excellence within the quality community through its annual branch award. Distinct from the Deneys Zeederberg awards administered by SASQ National, this award honoured individuals for their outstanding contributions to the field. Notable recipients included Professor AD Sparrius, recognised for his work in developing Systems Engineering and Project Management theory and training, and Iain Muir, celebrated for his contributions to Quality Management System (QMS) auditing.

The branch award was discontinued when SASQ transitioned from a branch-based structure to a national organisation, but the legacy of the Pretoria Branch's initiatives remains. By providing quality professionals with immersive learning experiences and recognising their achievements, the branch set a high standard for professional development in South Africa's quality assurance sector".

Looking back, Willie describes his career as varied and immensely satisfying. Although his professional journey was curtailed by retirement, the impact of his work in nuclear safety, project management, and quality assurance and serving SASQ remains enduring. He hopes that SASQ members and companies resurrect the respect and passion for quality as in the days of his era.



## OUR VERY FIRST LADY SASQ FELLOWS AWARDED 2024



Ms Lerato  
Ntatamala

Senior Manager - National  
Metrology Institute of  
South Africa (NMISA)



Ms Charlaine  
Baartjes

Managing Partner  
(EcoPartners)



Ass Prof. Nita  
Sukdeo

Lecturer, Researcher and  
Publisher – Quality and  
Operations Management  
University of Johannesburg

# *Congratulations*



# Celebrating Women's Month – Our other women members making waves in quality

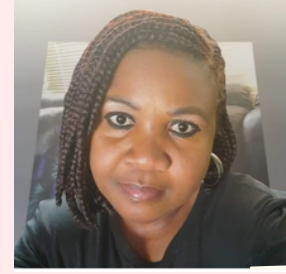
## *Certified Management Systems Professionals*



**Zanele Rose**  
Supervisor: Quality and  
Training-UNISA



**Primrose Mini**  
Assistant Director: Quality  
Assurance- Gauteng  
Department of Agriculture  
and Rural Development

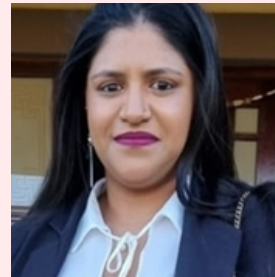


**Pumeza Xotyeni**  
Quality Management  
Systems Manager -  
Chemtel BASF

## *Candidate Management Systems Professionals*



**Yvonne Ndhlovu**  
Quality and Standards  
Consultant - Leading  
Performance Excellence



**Prenisha Moodley**  
Quality and Projects  
Sagewise Audio Visual  
Solutions

## *Senior Members*



**Thiru Naidoo**  
Quality Manager -  
VUT  
and SASQ Board  
Member



**Esther Mphahlele**  
Quality Manager  
Vexila



**Masheera Gobinpersadh**  
Quality Manager  
Majuba Colledge



**Salome Lyons**  
Quality Officer  
Rand Water



# Celebrating Women's Month – Our other women members making waves in quality

## Affiliate Members



**Dr Liezl Balfour**  
Lenmed and  
SASQ Board Member



**Vinochani Moodley**  
Accounting and  
Operations  
Sagewise Audio Visual  
Solutions



**Navisha Sooku**  
Kinesiologist  
Rife & Health Scans



**Prof Shamila Singh**  
Independent  
Consultant

## # Quality Matters: Wakeup call to Quality Professionals Prof Roy Ramphal

South Africa still faces a range of quality-related challenges that impact various industries, from manufacturing to public services. Some of the key quality problems include:

### 1. Compliance vs. Commitment

- Compliance mindset

Many organisations in South Africa treat quality management as a box-ticking exercise to comply with ISO standards, rather than a commitment to continuous improvement.

- Lack of value in certification

For many companies, achieving certification like ISO 9001 is seen more as a marketing tool rather than a true measure of quality excellence. Once certified, organisations may become complacent, focusing less on maintaining or improving quality standards.

### 2. Skilled Workforce Shortage

- Skills gaps

Many sectors, particularly in manufacturing, engineering, and healthcare, face a shortage of highly skilled workers. This shortage can result in inconsistent quality standards and the inability to implement effective quality systems.

- Training deficiencies

While there are training programs, the availability of high-quality training and mentoring for quality professionals is limited, leading to underdeveloped talent in quality management roles.

This is also contributed by companies by not ensuring the long term promotional prospects of quality practitioners so that they can be retained in the discipline of management of quality.

### 3. Government Services and Public Infrastructure

- Service delivery failures

Public services such as healthcare, water supply, and transportation often face quality issues due to inadequate governance, resource constraints, and corruption. These result in unreliable and inconsistent service provision.

- Infrastructure decay

Many public infrastructure projects, including roads and electricity supply, suffer from poor-quality construction and maintenance, largely attributed to ineffective project management, lack of oversight, and corruption.

#### 1. Corruption and Malpractice

- Tender irregularities

Many organisations, including government agencies, lack robust quality criteria leading to inconsistent awards. The result is the appointment of contractors who are not qualified or who deliver substandard products and services.

- BEE compliance over quality

Some companies prioritise meeting Black Economic Empowerment (BEE) requirements over ensuring quality, which can lead to compromised standards, especially if businesses lack the necessary experience or expertise.

## 5. ISO Standards and Certification Challenges

- Misuse of certification

Certification bodies often certify organisations that fail to maintain quality post-certification. This diminishes the value of ISO certification as a true indicator of quality.

- Cost barriers

Smaller companies often struggle to afford the cost of obtaining and maintaining ISO certifications, which may limit their market competitiveness while compromising the overall quality of products and services they offer.

## 6. Energy Crisis and Its Impact

- Load shedding

Ongoing power cuts, or load shedding, negatively affect the production quality and continuity of operations in many industries. Manufacturing output suffers due to interrupted processes, leading to product defects and inconsistent quality.

- Operational inefficiency

The energy crisis also drives inefficiency in business operations, leading to increased downtime and reduced capacity to maintain quality standards.

## 7. Sustainability and Environmental Quality

- Environmental compliance issues

Many organisations struggle to comply with ISO 14001 standards for environmental management due to a lack of resources and awareness. This has resulted in poor environmental performance and a negative impact on overall quality.

- Waste management

In many sectors, especially industrial and agricultural, waste management practices are not in line with global best practices, resulting in environmental degradation and public health risks.

## 8. Health and Safety Standards

- Inadequate occupational health and safety

Many industries still lag in implementing strong health and safety measures, which directly affects both the safety and quality of outputs. This is particularly relevant in the construction, mining, and manufacturing sectors.

- Lack of enforcement

While regulations exist, enforcement of health and safety standards is often weak, leading to subpar working conditions that compromise quality.

## 9. Lack of Innovation in Quality Management

- Slow adoption of new quality techniques

While global industries move towards data-driven and technology-based quality management systems (e.g., Six Sigma, Lean, Total Quality Management), South African companies have been as slow to adopt these innovative approaches.

- Resistance to change

Some organisations are resistant to change, preferring to maintain outdated quality systems that are no longer effective, thereby failing to keep up with international standards.

## 10. Agriculture and Food Safety

- Food quality concerns

South Africa faces quality challenges in food production and processing, including poor safety practices and inconsistent application of quality standards. Issues such as contamination, poor storage conditions, and a lack of traceability in the food supply chain pose significant risks to food quality.

- Regulatory enforcement

While there are food safety regulations, enforcement is often weak, leading to frequent issues in meeting food safety standards.

## 11. Customer Service and Satisfaction

- Low service quality in retail and hospitality

Many businesses struggle with poor service delivery, which affects customer satisfaction. This issue is compounded by inadequate staff training and high employee turnover in service sectors such as retail, hospitality, and banking.

- Lack of a customer-centric culture

A focus on profit over customer satisfaction in many sectors leads to inconsistent service quality and diminished customer loyalty.

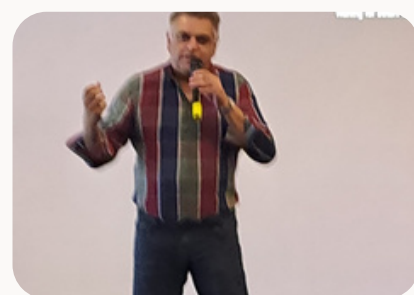


These challenges point to an urgent need for improved quality systems, enhanced training, stricter enforcement of standards, and a cultural shift towards prioritising long-term quality outcomes over short-term gains. South Africa's quality professionals and industries must adopt best practices and innovation in quality management to address these widespread problems.

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 these challenges.



## SASQ ABB CONFERENCE NOVEMBER 2023



## PRACTITIONER OF THE YEAR 2023 TSHOMARELO MOCHE



# Score yourself ..?

## As a Quality Professional

evaluate with a rating from 0 to 5

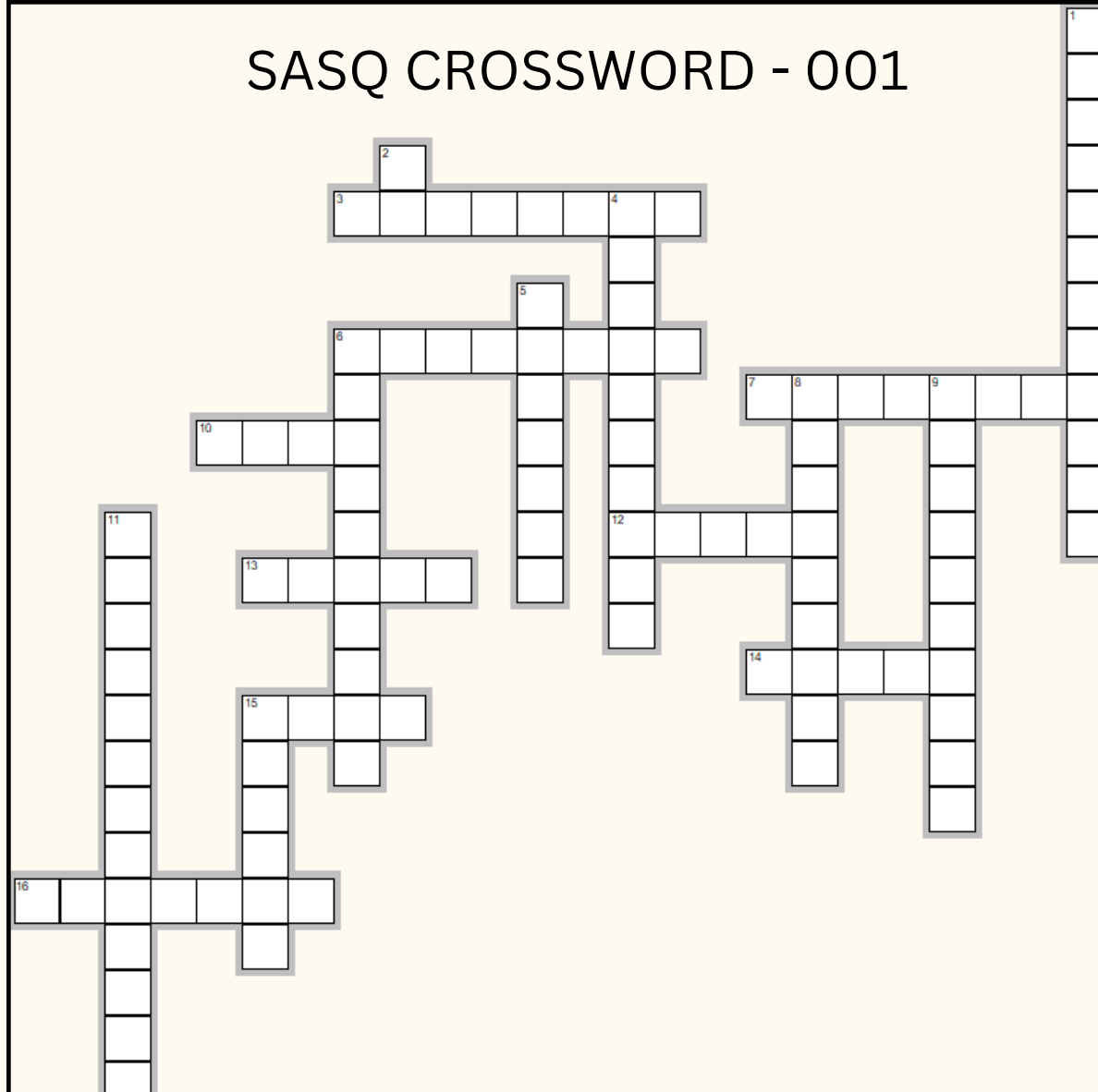
- ☐ • Have you completed at least two years of post-secondary education focused on quality management or a related field?
- ☐ • Have you pursued specialised courses or certifications such as ISO 9001:2015, ISO 14001, or Six Sigma?
- ☐ • Do you stay updated with the latest advancements in quality management 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 x 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

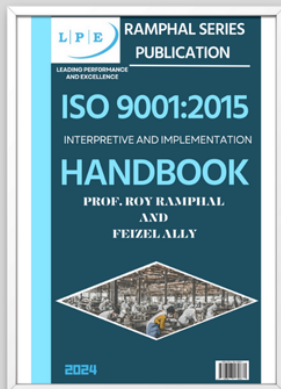
1. This is set by the ISO 9001 standard for a quality management system
2. Is quality assurance the same as quality management?
4. This goes beyond quality
5. Is a form of an institution that relates to SASQ
6. A certified member demonstrates this to the employer
8. This kind of quality perspective is 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](mailto: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 19 – 21 NOVEMBER 2024

**MORE DETAILS LATER**



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## A Quality Practitioners ISO 9001: 2015 Bible

- Explanation of all clauses
- How to implement each clause
- What is required to audit each clause
- how to follow the ISO Quality Principles



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