

SASQ-NEWSLETTER



In this issue:

- The Role of the Quality Professional, challenges faced and new skills during Covid 19
- Clinical Psychology Visits during lockdown by T. Mohabir
- COVID 19 - how supply chains are adapting to the new reality by Dr V. Munsamy
- Q & A on Supply Chain adjustments
- Workplace preparedness by Mr D. Naidoo
- SASQ New Activities May/ June 2020
- CPD Courses



Message from Editor

The first SASQ newsletter for the year was launched in April 2020 and was warmly received. In this months edition we continue to discuss vital issues mainly around the Covid 19 pandemic and how it impacts industries, people, the environment and the Quality Professional. There is no doubt that **our lives will never be the same** again. With the S.A fatality has reached its second thousand, industries face new challenges and are plunged into adapting to the “new norm” while employees are continuously alerted to the need for upskilling and adjusting to new work methods. To those members that have been at the forefront of fighting this pandemic we thank you for your courage and dedication. To those that have been impacted we encourage you to remain positive and courageous. We hope that you will indulge in this next edition and share these with your colleagues. As SASQ members we encourage you to submit industry related articles, project participations, success stories and highlights to the SASQ President at ramphrr@icloud.com. Share with us any interesting ideas or even questions that may arise in your areas of expertise.

Our Vision
Making Quality Commitment a Priority



SASQ will increase the impact of Quality through the use of Quality concepts, Technology, Systems and tools in Africa towards excellence with its members and stakeholders.

The Role of the Quality Professional, challenges faced and new skills during COVID 19

The Covid 19 global pandemic has changed many lives. Whilst large populations remain at home, industries, offices and academia are closed. Transport has dwindled to a minimum, and there is an observable decrease in global production. Employment levels, product consumption and service requirements have decreased. As the world plunged into a global pandemic, various industries, people and environments faced a new dynamic in the way we live and do business.

Many business sectors have had to review the way they operate and sustain themselves under strict lockdown regulations whilst trying to remain sustainable. An important but significant role was realized at the forefront of several industries i.e. the Quality professional. SASQ recently held an online discussion of various quality practitioners to understand their challenges, experiences and new skill updates. While some Quality practitioners are locked down, others have been actively working at the forefront of the pandemic. The Agriculture and fresh produce markets have been impacted largely due to lockdown, border closures and social distancing causing the industry to look at new sourcing and marketing strategies.



The Quality professional will play a vital role during the sourcing and online procurement processes whilst ensuring customer expectations are achieved. During the last few months, several food manufacturing industries have faced quality issues, not directly related to manufacturing processes but due to COVID 19 infection of employees which has resulted in shutdowns e.g. bread, pork soya manufacturing. Pressures in product sourcing, border shut downs, logistic issues imposed by new regulations and a decrease in product demand continue to be experienced. Such challenges provide opportunities for greater participation by the Quality professional in ensuring business continuity, allowing upskilling and ensuring food safety and security processes are reviewed and improved. Several Quality professionals will be at the forefront of ensuring employee safety. In addition many Quality professionals, while confined to their homes have had to embrace new or increased reliance on online communication tools such as Zoom, MS Teams, email, etc. Such tools

have promoted the easy access to local and international online meetings realizing the need for reduced air travel hence decreased travel costs. More confined meeting times have enabled focused meetings. The need for physical online process evaluations during manufacturing has been replaced by virtual reality viewing through the plant operator's eyewear in some manufacturing sectors.

The logistics and distribution industries have realized the need to improve competencies demanding more Quality consultant participation.

Schools and tertiary institutions have shut down. Quality professionals in the academic environment have had to renew their virtual skills and knowledge with reference to teaching, evaluating and examining academic levels of students, e.g. ICT exposure at UNISA. Risks related to exams are being identified.

Online service providers are being evaluated to ensure that the correct service levels and needs of the institution and students are met.

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The Quality Professional in academia may play a key role in assessing the several online systems available at academic institutions, standardization of these systems, understanding their functionalities and benchmarking with higher institutions to establish the best system. The knowledge and skill levels of the organization have to be reviewed as well. Covid 19 has encouraged the Quality professional to improve their organizational and time management skills and to consider the opportunities to participate in the per-

formance management of people working from home. Hence Quality professionals have to multiskilling and add value to the organization in the right places.

The healthcare industry being at the forefront of the Covid 19 pandemic was thrust rapidly into the impacts of the pandemic. Various hospitals, pharmacies and healthcare industries have had to shut down and experienced operational challenges including IT infrastructure issues, extended work hours, but more especially technology and data management issues. However once challenges were addressed aspects such as communication and data evaluation were easily managed allowing for real time decision making. The healthcare industry also realized the importance of SHE reps and the need to review job specifications as part of their management systems. While the industry faced increased infection of healthcare workers, the Quality professional had to be instrumental in preparation for weekly DoL inspections, ensure that controls are in place, staff are trained online using videos, etc. A key learning was that it is vital that the Quality professional is supported and part of a strong leadership and management team during such a pandemic. Professionals in the standardisation industry have realized the importance of technology and the need for new skills. The need for physical standardization meetings and printing have reduced due to online tools and new software usage. Collaboration of Quality professional in this sector has seen a positive increase thus enabling Quality professional to share ideas and network easily. It became evident through the experiences that global practices to address the pandemic varied e.g. decision making, test mobility, personal protective equipment usage, etc. Hence, the need to look at standardization of such practices by the standardization committees was identified.



The laboratory, accreditation and metrology sectors have also realized the need for online infrastructure support. There has been improved time management and effectiveness of processes. International accreditation assessments and QMS evaluations are being performed remotely via online tools requiring the Quality professional to ensure that he is competent in such skills. Quality professional in the laboratory environment would need to ensure that requirements such as laboratory competencies, equipment calibrations and equipment availability during the crisis are sustained. Technology is being reviewed and used during auditing of systems and laboratory processes. While system evaluations are easily achievable, through technology, challenges during technical audits have to be overcome as these processes require physical witnessing of laboratory employees. Other challenges experienced include the availability of staff, access to information, resources and social distancing during audits. Whilst the environmental sector is seeing an improvement in the global environment especially with reference to air pollution and GHG emissions, the Quality professional plays an active role in air pollution control to aid in not aggravating

the Covid 19 virus further. The use of PPE



and improved sanitation has led to an increase in medical waste, which is not correctly disposed is causing pollution of our oceans. Thus the Quality Professional plays a significant role in ensuring that medical wastes are treated appropriately and that sustainable environmental controls are in place. The finance industry may not have required a formal Quality professional previously, however the COVID 19 pandemic has sensitized the importance of the Quality professional role. Globally, however once lockdown is uplifted, there is a greater demand on the Quality professional in ensuring and sustaining compliance throughout the end-to-end process. Hence all Quality professionals have to ensure that they upskilled themselves, adapted to new technologies and ensured that they add value to their industries.



Clinical Psychology visits during lockdown

Thirusha Mohabir - Clinical Psychologist

Since we have now moved to Level 4 of lockdown as of 1st May, I thought this is a great time to touch base with all of you, and let you know how this new level affects things for me, and yourselves, in terms of appointment bookings. As you know I have been doing video call sessions. If preferred by a patient, I will continue to do these sessions. I am now, however, also permitted to see patients face to face, but under very specific guidelines. I have summarised a few key notes below pertaining to patient, Clinical Psychologist and appointment protocol, but should you have any specific questions, please feel free to email us at mohabir.reception@gmail.com or call us on 031 563 0079/ 087 700 4800.

Patient Protocol

The HPCSA (Health Professions Council of South Africa) has set out the following guidelines for patients who attend an appointment during Level 4 of lockdown. These protocols may be amended, and will be superceded by any directive issued by Government or the NICD (The National Institute For Communicable Diseases):

- It is mandatory for all patients to wear a mask when leaving their home, and subsequently coming in for an appointment.
- Patients are requested to not wear jewelry or watches to their appointment, or to leave these items in the car.
- Patients are required to wait in their car on arrival, until the previous patient has left. There should be no patients in the waiting area. If you do happen to pass another patient, a 3m distance is to be maintained.
- Patients are required to come alone for their appointment, unless this is unavoidable, in which case the person accompanying them will be required to remain in the car for the duration of the appointment.
- The patient's temperature will be tested on arrival to determine that they do not have a fever (temperature over 38 degrees Celsius).
- The patient will also be required to make use of the hand sanitizer available, on arrival.
- The patient will be questioned on certain risk factors, as part of my medical history taking, and will also be requested to sign a form of consent on arrival, to note that they acknowledge the risk to exposure to SARS-COV-2, and currently do not present with any of the below-mentioned symptoms.
- Patients are requested not to touch anything in the practice, as far as possible, and to refrain from using behalf of SASQ.

Patients Considered High Risk

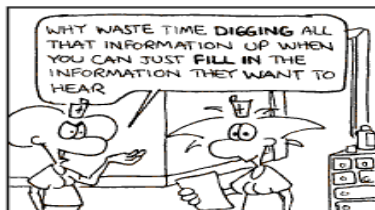
The following patients would be considered high risk, in terms of the current Pandemic, and may not be permitted an appointment during Level 4:

- O**VER the age of 60 years.
- P**RE-EXISTING CONDITIONS :
- A**STHMA.
- A**UTOIMMUNE DISEASE.
- C**ANCER.
- O**RGAN TRANSPLANT.
- I**MMUNE COMPROMISED.
- O**BESITY (BMI over 40).
- L**IVER CONDITION..
- K**IDNEY CONDITION

If you do fall into this high risk category, you are welcome to contact me directly to discuss options in terms of an appointment.

The HPCSA has advised us to perform a risk-benefit analysis telephonically to determine if an appointment with me is the best approach for both the patient and practitioner. Appointments may be confirmed for the above patients, if it is an emergency.

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CORONAVIRUS (COVID-19)

Clinical Psychology visits continued...

The following patients will not be permitted an appointment, if they currently have the following:

COUGH.

FEVER (With a body temperature above 38 Degrees Celsius)

SORE THROAT.

MALAISE.

EXPOSURE to anyone suspected to have, or been diagnosed with, COVID-19 in the last 14 days.

WORKED IN, or attended, a clinic facility treating COVID-19 patients.

TRAVELLED internationally or domestically in the last 14 days.

Clinical Psychologist Protocol

Please note that I am required to ensure that the following protocols are followed during Level 4:

A KN95 mask or visor will be worn for each patient

No gloves to be worn, as I will perform the correct medical hand sanitization before each patient.

15min gaps will be kept between each appointment to allow for sufficient ventilation and time to sterilise surfaces, equipment etc.

A 3 meter distance will be kept throughout the session between myself and the patient.

Appointment Times

I will be available for appointments during the following weekly time slots. Please note that these may be amended if a need arises for it:

Monday to Friday: 10:00 - 15:30

Saturday: Only if required

Kindly note that these time slots will be applicable from Monday 4th May.

Should you wish to schedule your appointment, please make use of our email address

mohabir.reception@gmail.com or call us on 031 563 0079/ 087 700 4800.



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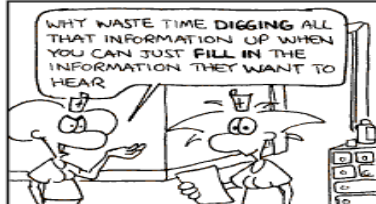
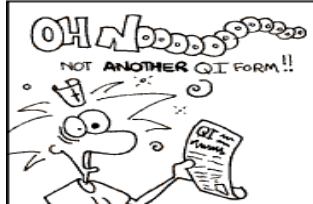


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COVID 19 - How are organisations adapting to the new environment?

Dr Vimlan Munsamy

What does Supply chain mean?

SCM involves designing, planning, execution,

controlling and monitoring of supply chain activities. The scope of SCM covers suppliers, procurement, manufacturers, warehouses & logistics, retailers and even customers.

- The common objectives of SCM cited include creating net value, building a competitive infrastructure, leveraging worldwide logistics, synchronizing supply with demand and measuring performance globally.



- Another translation can be that SCM describes the full range of activities that an organization and employees perform to bring a product from its conception to end use and beyond.

What are some of the known SCM Challenges?

Leadership: Leadership is associated with providing direction, mandates and inspiration to organisations and its employees. A Supply Chain organisation without any employees is yet to be in existence. Employees form the DNA of any organisation.

Globalisation: and the emergence of many global supply chains have grown on us in many cases, un-noticed. Customers and Suppliers of organizations are globally located. Therefore, the evolution of global value chains in diverse sectors, such as commodities, apparel, electronics, tourism and business service outsourcing, has significant implications in terms of global trade, production and employment.

Customer Power: Sophistication & Innovation: In addition, the need for flexibility originates as a result of customers asking for variety, quality, competitive prices and faster delivery. This has forced companies to make design changes quickly and respond faster to customer needs in order to sustain their competitive advantage.

Food Safety: Food safety has received much attention over the last few years, including negative publicity associated with several high profile food recalls resulting from poor food safety practices followed by producers. In a FMCG SCM type organisation, food safety concerns itself with the stages and operations involved in the production, processing, distribution, storage and handling of a food and its ingredients, from primary production to consumption in a manner that prevents the transfer of food-borne illness to the customer.

Social Responsibility: An organisation's commitment to conduct business in a consistent manner that meets or surpasses the ethical, legal, commercial or operational, and public expectations with sensitivity toward social, cultural, economic, and environmental issues. The fundamental reason for the requirement of social responsibility practices was born from the failure of business leadership to provide adequate due diligence or responsible oversight in organisations.

Environmental Sustainability: The amount of natural resources production processes draw upon, how these resources are used and replenished, the overall impact of the final product on the environment, and where the product ends following its disposal.

Supply chain as a business function has changed faces overnight , it has become the centre of network that is connecting necessary supplies, medical and other essential supplies, to organizations that are responding to needs arising from COVID-19.



Many of the big supply-chain organisations such as Anheuser-Busch, Dyson, General Motors, Boeing, demonstrating how flexible and responsive they can be using all the tools and technology they have mastered, over a period of time, and as a show of humanitarianism have changed their operations and started providing service to the community. Over night they have changed their operations to produce supplies like ventilators, masks, medical gowns and hand sanitizer.

Also as token of showing appreciation and providing value to consumers , companies leading in providing value to their current and potential customers have offered **free products, upgrades, or relaxed restrictions to improve quality of life, education and work during these altered, often chaotic circumstances.**

On employer – Employee relations, providing clarity in communication with employees has tremendously strengthened trust between both parties. By addressing employees personal struggles, showing appreciation of their contributions and work and solutions they are capable of bringing. Hence, even when companies must make the difficult decision, such as to lay off their workforce or to close operations, the way in which they communicate makes the acceptability easier.

However, while supply chains are generally quite flexible and responsive, no one was prepared for this pandemic. According to a recent survey by the Institute for Supply Management, almost 75% of companies reported supply disruption due to the COVID pandemic and 44% of the companies didn't have a plan to deal with this kind of disruption.



Q & A: COVID 19 - How are supply chains adapting to the new reality from literature.

The COVID-19 global crisis places extra significance on investments in technology and digital that will help build resilient supply chains. Do you agree? What are some of the Technology considerations to enable supply chains during this pandemic?

- ◆ unprecedented demand and are hard-pressed to maintain the required flow of products and materials.
- ◆ need to prioritize investments in applied analytics, artificial intelligence and machine learning, while also ensuring futransparency across the supply chain.
- ◆ enable virtual work whenever possible to protect their people while ensuring the highest levels of productivity. For production, this means moving to automated, remote-controlled and data science augmented production, and also enabling the digital worker.

- ◆ constraints and cybersecurity which prevents outages, mitigating their impact, or recovering from them.
- ◆ SCM would have to be smart in its approach to include technologies such as smart machines, intelligent infrastructure and capabilities such as interconnectivity to fully enable data collection and real-time communication across all supply chain stages for better customer services

Learnings from the disruptions of COVID-19 should signal a mission-critical need for an acceleration of investment in hyper-automation and digitization while moving more toward intelligent workflows supported by data and demand insights. That is how businesses will fill the cracks highlighted by this pandemic, and emerge stronger once we enter our 'new normal.'

Shelves are now empty, and that illustrates the extreme volatility of supply and demand. What role are strong supply chains playing in enabling and growing number of companies to rapidly produce products that fall totally outside their normal offering?

- ◆ Organizations need to focus on two things when it comes to strengthening supply chains in times like this. Tightening the connection between supply and demand in the immediate term to meet the needs of consumers, and getting a better understanding of which inventory is critical. Having a more solid understanding of customers' priorities right now is what ensures they're serviced with the products they need
- ◆ In many cases products that are not normally restricted are now being moved to an allocation or push supply chain which requires a different lens.
- ◆ Pivoting to an entirely different way of working supported by technology like AI and location data.
- ◆ Will the consumers drive to health consciousness be accelerated? Food safety has become a challenge for
- ◆ organisations because people all over the world have migrated to fresher and minimally prepared foods as part of health consciousness.

Strong supply chains are those that are operating dynamically based on external data, planning more dynamically at the state and local level to meet shifting demand – and then reacting quickly to those needs.

-Globalisation and the emergence of many global supply chains have grown on us in many cases, un-noticed. The COVID pandemic has highlighted many countries are currently facing major shortages of a broad range of everyday goods, essential supplies and raw materials including medical supplies, generic drugs to computers and electronics, mainly because of global sourcing policies. What are your thoughts on future of global vs. local sourcing based on this current crisis?

-Will the business model need to change with both global and local operations?

-Cost of global operations vs. local operations. What is the true cost?

-Will globalisation footprint change based on our current experience?

WORKPLACE PREPAREDNESS: COVID-19 (SARS-CoV-19 virus) Deena Naidoo

Coronavirus Disease 2019 (COVID-19) is a respiratory disease caused by the SARS-CoV-2 virus. To reduce the impact of COVID-19 outbreak conditions on businesses, workers, customers, and the public, it is important for all employers to plan now for COVID-19. Planning for COVID-19 involves updating plans to address the specific exposure risks, sources of exposure, routes of transmission, and other unique characteristics of SARS-CoV-2.

Employers who have not prepared for pandemic events should prepare themselves and their workers as far in advance as possible of potentially worsening outbreak conditions. Lack of continuity planning can result in a cascade of failures as employers attempt to address the challenges of COVID-19 with insufficient resources and employees who might not be adequately trained for jobs they may have to perform under pandemic conditions.



This COVID-19 planning guidance was developed based on traditional infection prevention and occupational hygiene practices. It focuses on the need for employers to implement workplace controls, engineering and administrative controls, safe work practices and personal protective equipment (PPE). Employers with Employees should identify risk levels in the workplace settings and determine what appropriate control measures to implement.

Employees risk of occupational exposure to SARS-CoV-2 during an outbreak may vary from very high to high, medium, or low risk. The level of risk depends on the industry type. The legislation governing workplaces in relation to COVID – 19 is the Occupational Health and Safety Act, Act 85 of 1993, as amended, read with the Hazardous Biological Agents Regulations. Section 8 (1) of the Occupational Health and Safety (OHS) Act, Act 85 of 1993, as amended, requires the employer to provide and maintain as far as reasonably practicable a working environment that is safe and without risks to the health of employees.

Back to basics - Hazard identification and risk assessments should be conducted in the workplace to determine the risk of exposure to COVID – 19 and communicated to all employees. Employees have different risk exposures based on job specific risk assessments. With COVID-19, it may not be possible to eliminate the hazard, the most effective protection measures are engineering controls, administrative controls, safe work practices and PPE. There are advantages and disadvantages to each type of control measures when considering the ease of implementation, effectiveness and cost.

The National Institute for Communicable Diseases (NICD) provides fact sheets that guide specific workplaces (employers and employees) in relation to the recommended infection prevention strategies to implement in workplaces. However, before the implementation of control measures, current risk assessments need to be reviewed and updated, considering the new hazards posed by exposure to COVID - 19 in the workplace.

WORKPLACE PREPAREDNESS CONTINUED

This is in accordance with Section 8 (2) (d) of the OHS Act. Guidelines from the Department of Labour are used by employers to assess the potential risk of exposure to SARS-CoV-2 virus and control measures at all workplaces.

To identify and assess the potential risks of exposure to SARS-CoV-2 virus at workplaces is critical. Identify control measures and assess their effectiveness to reduce the risk of transmission of SARS-CoV2 virus from recognised and unrecognised sources of infection in the workplace. Management must be informed of the potential risk of exposure of employees to SARS-CoV-2 virus and additional controls that might be required. Now is the time to prepare for COVID-19. Simple precautions and planning make a huge difference. Action now will help protect your employees and business.

Acknowledgements

The following institutions provided the information in order to produce this article;

- ◆ The National Institute for Communicable Diseases (NCID)
- ◆ The National Institute for Occupational Health (NIOH)
- ◆ World Health Organization (WHO)
- ◆ The United States of America's Department of Labor (OSHA)
- ◆ The Department of Labour (DOL)

SASQ NEW ACTIVITIES FOR MAY /JUNE 2020

In the wake of the Corona Virus outbreak and the Government declaring a state of disaster resulting in a Nationwide Lockdown later labelled Level 5 an extreme level of lockdown with normal life shutting down overnight SASQ saw an opportunity to grow areas of our New Business Model.

New product lines introduced included a company service portfolio under which SASQ would provide services to organisations who have vacancies in the field of Quality. One of the services that was tendered included the drafting of a Job Description for a Quality Assurance manager and collating the application from prospective SASQ members.

The Lockdown forced many changes to how we do business and as this virus continues to spread so the need for social distancing will be a part of our lives for some time to come. This being said the advantage of our digital age was highlighted through the need to conduct meetings online and the new term "virtual" interaction saw an increased demand on the Zoom online platform. Not to be left behind SASQ saw the opportunity to continue providing our members with opportunities to accumulate much need CPD points through this platform. Various Zoom sessions have been held each time with different guest speakers, who present a relevant topic and provide an interactive Q & A session from the participants. This has proven highly successful and beneficial to our members. We thank the following presenters for May & June.

Dr Geoff Visser – Post Covid19 for Quality Professionals

Mr Deena Naidoo - Report on Covid 19 from the medical angle.

Dr Vimlan Munsamy – Supply chain during and after Covid 19

Mr Nick Kalidas – Food Safety

A widespread marketing campaign for membership growth also saw the need to establish an Executive Advisory Committee comprising of company and industry representatives. In this regard we welcome SANBS (South African National Blood Services) and represented by Hazel Bell.

We have also managed to secure and offer CPD points for Quality programs developed by our Quality Colleague from America, Mr Sandeep Kumar (Quality Gurus Inc). These courses are presented by UDEMY on line. Members who complete such courses must send their certificates to obtain their CPD points. This means that one can grow themselves without any knowledge from quality and to a status of quality professional. SASQ will issue the CPD certificate once you provide the certificate of

CPD COURSES

Level	Course Name		Hrs	MAX SASQ CPD Points
Basic	Quality Management for Business Excellence	What you'll learn This course provides the basic Quality Management knowledge, that each employee in the organization should have. Understand what makes some organizations best-in-class organization. How to take the quality of your product or service to the next level?	3.5	10
Intermediate	QMS Auditor / Lead Auditor Course	What you'll learn Understand the roles and responsibilities of the auditor Recognize the principles, practices, and types of audits Prepare for the internal/external audits Conduct internal/external quality management system audit Prepare the audit report and follow-up the findings	4.5	13
Intermediate	ISO 9001:2015 Transition Training Course	What you'll learn Understand the requirements of ISO 9001:2015 standard in plain and simple language Understand the steps required for a company to implement the standard Understand the history of ISO 9001 standard	7.0	20
Basic	Six Sigma White Belt	What you'll learn At the end of this course you will have the basic understanding of Six Sigma concepts. You will have the basic understanding of DMAIC approach of process improvement.	1.0	3
Intermediate	Certified Six Sigma Yellow Belt Training	What you'll learn This course is fully aligned with the Body of Knowledge provided by ASQ for Certified Six Sigma Yellow (CSSYB) Belt professionals Start your Six Sigma journey with a strong foundation Become a confident member of Six Sigma team in your organization	6.0	15

Level	Course Name		Hrs	MAX SASQ CPD Points
Intermediate	Certified Six Sigma Green Belt Training	What you'll learn Confidently use the DMAIC approach of improvement on a medium complexity projects. Support a Black Belt in the application of DMAIC approach of improvement on a large and complex projects.	24.0	70
Advanced	Certified Six Sigma Black Belt Training	What you'll learn Handle complex Six Sigma improvement projects in your organization Practice tests and quizzes after each section Understand statistics to pass certification exams such as ASQ-CQA, CQE, SSGB, SSBB and many more. Life time access to the course material and quizzes.	32.0	100
Basic	Certified Quality Improvement Associate Training	What you'll learn Implement the proven quality management and quality improvement principles in your work areas. Build a strong foundation for your successful Quality Management career	8.0	20
Intermediate	Certified Quality Process Analyst Training	What you'll learn Confidently implement the proven quality management and quality engineering principles in your work areas. Build a strong foundation for your successful Quality Management career	16.0	30
Advanced	Certified Quality Auditor Training	What you'll learn Understand the roles and responsibilities of the auditor Confidently conduct internal/external quality management system audit	12.0	30
Advanced	Certified Quality Engineer Training	What you'll learn Confidently use the quality concepts such as: Reliability, Acceptance Sampling, Measurement System Analysis, Control Charts, Design of Experiments etc. Master the descriptive and inferential statistics concepts such as: Hypothesis Testing, Probability Distribution, Z Test, t Test, Chi Square Test, ANOVA	36.0	60

CPD COURSES

Level	Course Name		Hrs	MAX SASQ CPD
Basic	Enterprise Risk Management	What you'll learn Have a framework for the management of enterprise risk Understand how risk management can be used to support organisations in achieving their objectives Have the skills to effectively assess risk and to select appropriate risk treatment Understand the benefits of risk management and its relationship with governance, social responsibility, sustainability, and organizational prosperity	8	20

SUPPORTING ORGANISATIONS



EVENTS

Mr Xolani Mpahlwa (Chairman) represented SASQ at an Eskom Project Quality Workshop where he spoke about topics relating to quality. We also congratulate him to be re-elected as a member of a chamber at the Services Seta.

UJ—Forum Meeting

Annual General Meeting 2020

Fee structure for 2020



Individual membership			
Grade	Application Fee	Annual fees (Jan to December)	Discounts for SASQ events and workshops
Chartered	R 750,00	R 3000,00	30%
Professional	R 500,00	R 2000,00	20%
Candidate	R 500,00	R 2000,00	20%
Affiliate	R 300,00	R 1200,00	10%
Students	NIL	R 500,00	100% (need <u>pre approval</u>)
Retired members	NIL	R 300,00	100% (need <u>pre approval</u>)
Retired Fellows	NIL	NIL	100% (need <u>pre approval</u>)
Business Related membership – CPD Providers and consultants			
Application R 1000,00 to R 2000,00 per scheme Depending on scope		Fees: R 1000,00 to R 2000,00 per scheme Depending on scope	Max 20 % discount (requires <u>pre approval</u>)
SASQ endorsements for CPD programs, conferences and workshops (*no cost to public universities)			
Application	R 1000,00	Will be determined on scope	

FEE RULES

Thanks to those members who have paid their 2020 fees.

- ◆ Members who are renewing their fees can take advantage of payment by instalments (enquire from SASQ)
- ◆ Members whose fees are outstanding for more than 3 months will be shown as INACTIVE on the website, and if not paid within another 3 months will be removed from the database and website. Such members will be treated as new members to when re-joining.

SASQ MANAGEMENT



Mr Xolani Mpahlwa
Board Chairman



Dr Raj
Rajcoomar
Chairman
Extended
Management
Committee



Professor
Roy Ramphal
President and
Director



Mr Deena Naidoo
Director



Ms Charlaine
Baartjies
Extended
Management
Committee



Mr Motimedi Ndala
Director



Ms Ellen Ratseou
Extended
Management
Committee



Mr Gary
Nyambuya
Director



Mr Feizal Ally
Extended
Management
Committee



Mr Abner Manaka
Technical Director



Mr Andrew Murray
Eastern Cape
Manager



Dr Sughan Naidoo
Board Secretary

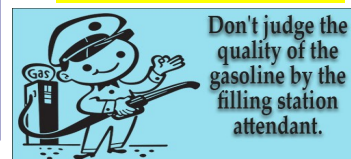


Vanessa Kilian
Administration



Mr Willie
van der Walt
Bank Master

Ms Prelene Lutchman
Extend Management Committee





	OUR MAY CONFERENCE HAS BEEN POSTPONED TO 19 -21 AUGUST 2020 WORK ON THE CONFERENCE WILL START IN MAY 2020
TOPICS:	• Quality management Challenges • Management Systems • Quality Improvement • Best Quality Practices • Quality Tools • Quality Achievements • Standards & Standardisation
Submissions:	Abstract (no more than 500 words) by 30 APRIL 2020 Full Paper (no more than 2000 words) by 1 JUNE 2020
Email Box	(1) quality@webmail.co.za or (2) vanessa.kilian1@gmail.com

Conference

The conference has been postponed to August 2020. As per the theme of the conference we have topics that really impact on our members. We decided not to have any academic type presentations on 20 –21 August and more discussion on our member challenges. We have not set a program for the 19 August as yet. We may be partnering with an accredited Journal to have research based publishable articles on that day. Members can offer some guidance on this topic. **We make a humble appeal for our members to participate.**



The Southern African Society for Quality

Africa's Voice of Quality created by our Members and Stakeholders

Vision – “Making Quality Commitment a Priority”

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Association of
Practitioners

Approved CPD providers and
Quality Consultants

Quality Related Services to
organisations

SASQ Certification to organisations
for service quality excellence

SASQ Membership SPECIALS for April & May 2020 for new members

Candidate Membership for Quality & Standardisation

R 300,00 Registration fee & R 1000,00 Membership fee (50% discount)

Affiliate membership R 200,00 registration & R 500,00 annual membership fee (50% discount)

Junior membership for students in grade 11 & 12— Free (will only receive newsletters) and will assist with any other student school activities for example School Quality Society

New SASQ Fellows



DR Geoff Visser

Professional Member Standardisation
 Continuous membership -10 Years
 Served on SASQ Board - 6 years



Mr Andrew Murray

Professional Member Quality
 Continuous membership -15 Years
 Served as SASQ Representative
 Eastern Cape –15 years



Mr Nick Kalidass

Professional Member Quality
 Continuous membership -15 Years
 Served on SASQ Board - 9 years



BECOME A SASQ CERTIFIED STANDARDISATION PROFESSIONAL

Requirement: MDP FOR STANDARDISATION IN ORGANISATIONS

Course details: <https://www.unisa.ac.za/static/sbl/Content/docs/3%20-%20MDP%20on%20standardisation%202019.pdf>

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WHO SHOULD ATTEND

Participants in the MDPSO must have a Matric and three years' relevant managerial experience. Alternatively a portfolio of evidence of prior learning will be considered based on Unisa's policy requirements for short learning programmes. The following would benefit from the programme:

- ▶ CEOs
- ▶ General Managers
- ▶ Directors
- ▶ Business Systems Managers
- ▶ Quality Managers
- ▶ Systems Auditors
- ▶ Compliance Managers
- ▶ Standards Developers
- ▶ Senior Managers
- ▶ Technical Committee Members
- ▶ Standards Researchers
- ▶ Strategy Managers
- ▶ International Trade Practitioners

WHAT ARE THE BENEFITS

After completing this six month programme, managers, professionals and practitioners in the public and private sector should be able to increase the participants' awareness of the nature, impact and benefits of standards and standardisation to markets and society, improving the ability to contribute to company performance and public welfare. In particular managers should be able to:

- ▶ Understand standardisation for local and international competitiveness.
- ▶ Use standards in strategy. development and implementation
- ▶ Implement, manage and optimise the performance and value of standards.
- ▶ Participate in various local and international forums for standards development and improvement.
- ▶ Train and mentor subordinates in standards management.
- ▶ Understand and manage the processes of conformity assessments and compliance.
- ▶ Identify opportunities for standardisation.



The Southern African Society for Quality
Africa's Voice of Quality created by our Members and Stakeholders
Vision – "Making Quality Commitment a Priority"

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