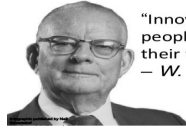


SASQ-NEWSLETTER



In this issue:

- What is SASQ about
- SASQ's new business model
- Membership Benefits
- CPD
- Membership Fees
- SASQ's Management
- SASQ Membership
- Article Abstract
- Supporting Organisations
- Covid-19 Hints
- SASQ conference
- New SASQ Fellows
- Standardisation



"Innovation comes from people who take joy in their work."
— W. Edwards Deming

Message from Editor

Welcome to our first SASQ newsletter, which will be published bimonthly. Our next edition will be in May 2020. We hope to bring you forefront information, success stories, best practices and general information pertaining to quality, safety, health, environment, sustainability, risk management and standardisation. We will also keep you updated on SASQ happenings. Members are encouraged to submit industry related articles, project participations, success stories and highlights, achievements for future editions. Please send your contributions to our President by email (ramphrr@icloud.com).

What is SASQ about

SASQ is the Southern African Society for Quality, a home and association for professionals engaged in enhancing organisational excellence. Our members are seen as the tools of the trade employed as Managers, supervisors, consultants, trainers, lecturers, advisors, inspectors, auditors, and researchers in the fields related to quality, SHEQ, sustainability, risk, standards and standardisation. A SASQ member has to follow a SASQ code of practice as well as engage in activities to ensure relevance in their respective positions and comfort of expertise to their employers. At the SASQ AGM held in February 2020 Mr Xolani Mpahlwa (chairman of the board) showcased the following from the new business model;

The SASQ mission is to **'increase the impact of quality in Africa through the use of quality concepts, technology, systems and tools towards excellence'**.

This is important for our members to understand that they are engaged with their organisations to drive this mission, hence they have to have cutting edge, up to date information and skills to be able to do this. As a commitment, the SASQ conference 2020 will be a conference for members to engage with challenges, issues and skills regarding this very aspect. To assist our members as well as their organisations towards excellence, SASQ will ;

- Develop a list of SASQ approved trainers
- Develop a list of SAQ approved consultants
- Develop a list of approved SASQ CPD providers

Offer quality related services comprising of

- Access to SASQ specialists
- Deliberation and advice on related challenges
- Quality Talks
- Developing Quality Strategies
- Any related Research

“
**QUALITY
IS THE
BEST
BUSINESS
PLAN**
”

JOHN LASSETER

#JUSTWIS

Justwis

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.

SASQ's New Business Model

SASQ recently reviewed its performance and role as a body overseeing the quality industry. After several discussions, a new business model was established. The new model highlights the need to refocus the core business with an emphasis on creating a quality industry that presently does not exist.

Various product lines were established with the main aim being to “**make Quality commitment a priority**”, which will be both beneficial to our members, organisations and other stakeholders. The five focus areas are shown below.



Objectives have been formulated for each product as defined below:

Individuals: To grow individual membership with relevant schemes. The current schemes are related to Quality, SHEQ and Standardisation. A sustainability stream is currently been developed. All streams will offer membership in a chartered, professional, candidate, affiliate, or student grade. Each grade will have a different fee, benefits and CPD structure.

Consultants and CPD Providers:

To assist the industry by providing a list of SASQ approved trainers and consultants. These trainers will also be SASQ CPD providers, and will be recommended to participate in SETA related training. . Approved consultants and trainers will be permitted to use the SASQ logo on all their marketing material.

Stakeholder collaborations: SASQ will play a vital role in building relationships with key stakeholders, such as other professional bodies, Institutes, SETAs, universities, colleges, business partners.

SASQ Award to organisations for excellent customer service:

To recognise and certify organisations that offer excellent services to their customers and clients. Organisations will be assessed against pre-established criteria, by trained assessors, through a stringent assessment process. Organisations will have the privilege of utilising the recognition to validate their service.exellence

Services to Companies / Organisations:

To assist and advise organisations for all quality or industry related issues on the basis of knowledge development, research and case studies.



Did you know that as a member you have the following benefits?

PROFESSIONAL development via a CPD point system.

RECOGNITION as a true quality professional, dedicated to maintain high standards through a SASQ code of ethical conduct.

ACCCESS to knowledge, tools and specialists.

NETWORKING opportunities.

CAREER development and support.

OPPORTUNITIES to represent SASQ in local, national and global committees.

OPPORTUNITIES to form other schemes and forums.

OPPORTUNITIES to participate in free SETA related training (e.g. Assessor and moderator training).

DISCOUNTS on SASQ events and workshops.

OTHER conference and workshop information.

PARTICIPATION in SASQ's certification and awarding processes e.g. as an assessor).

Showcase your achievements and share challenges.

RESearch opportunities

INFORMATION on work opportunities

CPD for SASQ members

What does CPD mean?

Based on the SASQ's CPD policy, CPD is the acronym for continuous professional development. It is the systematic maintenance, improvement and broadening of knowledge and skills, and the development of personal qualities necessary for the execution of practice. A CPD system ensures that a professional is up to date and relevant to the profession. In some disciplines a CPD program determines if a professional is competent or not, for example a medical doctor. SASQ offers points on approved development programs. All SASQ professional members are required to acquire 30 CPD points annually. All new members will be in the candidate grade and promoted to the professional grade (at no additional cost) once 30 CPD points are acquired. As from 2020 all professionals who do not acquire their 30 CPD points will drop into the candidate grade till they acquire the outstanding points.

What is the aim of the SASQ CPD policy?

The CPD system ensures that SASQ professionals actively participate in and report on CPD activities to ensure that they maintain relevance and competency.

What activities contribute to CPD points?

- Professional practices such as improving knowledge on regulations or best practices, report writing, improving management skills, interpersonal skills, technical skills, etc.
- Formal learning through tests and examinations through an accredited third party provider.
- Formal learning through untested channels, such as on the job trainings.
- Informal learnings through passive means, such as lectures.
- Self Directed studies.
- Non work activities, such as participating in the functioning of SASQ or coaching and mentoring on behalf of SASQ.
- Contributing to knowledge by presenting at events
- Mentoring and recruitment of members.

What is my role as a SASQ member

- Submit a formal, annual record and evidence of CPD activities by the 31 January of each year, for the previous year..
- Notify SASQ if you are looking for specific training.

Whilst the list above is not exhaustive, we encourage you to refer to the CPD policy available from the SASQ website for further information.

GRANTLAND®

I THINK I'LL SIT FRED DOWN AND EXPLAIN WHAT CONTINUOUS IMPROVEMENT IS ALL ABOUT.



I DON'T THINK THAT'S REALLY NECESSARY.



HOW COME?

HE'S BEEN GOING TO LECTURES ON CONTINUOUS IMPROVEMENT FOR THE LAST THREE YEARS.



REALLY?

YES -- HE HAS DINNER AT HIS MOTHER-IN-LAW'S EVERY SUNDAY NIGHT.



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

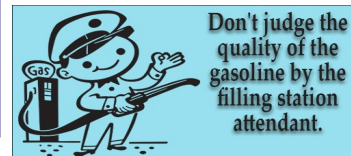


Vanessa Kilian
Administration



Mr Willie
van der Walt
Bank Master

Ms Prelene Lutchman
Extend Management Committee



Knowledge

Treatment of organisations - the new focus of quality practitioners

PROF ROY RAMPHAL



THIS paper argues that organisations that compete in conditions of a complex economy in turmoil believe that quality remains an important aspect of competitiveness. The key issue still remains as to how quality management is implemented and continually organized, rather than just delving in just quality issues only. Although respective literature points out that quality be the responsibility of management, the question still remains as to how this responsibility is organized and executed and what the roles of the quality managers are. There has been reports that quality, as a profession and the corresponding role and respect for the quality manager is somewhat contradictory. One school of thought is that the quality manager is the most important person in the management of quality and the other thought is that every other manager is responsible for quality with the quality manager just an adviser. Either way, quality managers must have in-depth and up to date knowledge, education,

skills and tools to be effective and efficient in the quality field. Does management recognize this issue or take for granted that the quality manager is always competent to do the job? The report seeks to demonstrate the importance of this question by drawing an analogy with the job of medical doctors and the importance of correct diagnoses, treatment, after-treatment, cure and prevention-similar work done by quality managers on organisational systems and processes. Hospital management ensures that doctors are competent, but businesses managers and quality managers do not seem to care, hence the question “Are we killing our organisations?” The presentation also reports on research conducted as a pilot study on South African organisations to further interrogate this question.

For the full paper contact Professor R Ramphal at email: quality@webmail.co.za

SUPPORTING ORGANISATIONS



EVENTS



UJ—Forum Meeting



Annual General Meeting 2020





What Are the Symptoms of the Coronavirus?

SaraRayne · Feb 29, 2020 · tutorial

Systemic:

- Fever
- Fatigue

Kidneys:

- Decreased function

Intestines:

- Diarrhea

Respiratory:

- Sneezing
- Runny nose
- Sore throat
- Dry cough
- Shortness of breath

Circulatory system:

- Decreased white blood cells

Be INFORMED
Be PREPARED
Be SMART
Be SAFE

Be READY to fight
#COVID19

For the latest health advice, go to:
www.who.int/COVID-19

UNITED NATIONS World Health Organization

To prevent COVID-19 it is safest to avoid physical contact when greeting.

Safe greetings include a wave, a nod, or a bow.

How should I greet another person to avoid catching the new coronavirus?

9 March 2020

Protect yourself and others from getting sick

Wash your hands

- after coughing or sneezing
- when caring for the sick
- before, during and after you prepare food
- before eating
- after toilet use
- when hands are visibly dirty
- after handling animals or animal waste

World Health Organization

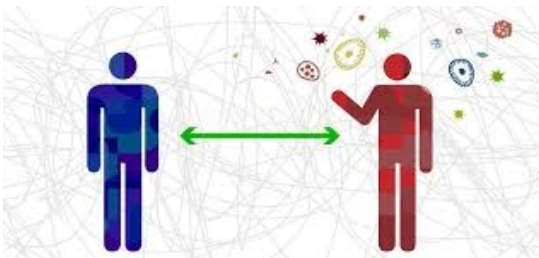
Protect others from getting sick

Avoid close contact when you are experiencing cough and fever

Avoid spitting in public

If you have fever, cough and difficulty breathing **seek medical care early** and share previous travel history with your health care provider

World Health Organization



COVID-19

Need to wash your hands, but there is no soap and water?

Use an alcohol-based hand sanitiser with at least 60% alcohol

COVID-19 Hotline: 0800 029 999

health NATIONAL INSTITUTE FOR COMMUNICABLE DISEASES NDP



How about haircuts?

Postpone all non-essential appointments

COVID-19

Online Resource & News Portal
SAcoronavirus.co.za

2020 health Department of Health REPUBLIC OF SOUTH AFRICA

Emergency Hotline: 0800 029 999



	<p>OUR MAY CONFERENCE HAS BEEN POSTPONED TO 19 -21 AUGUST 2020</p> <p>WORK ON THE CONFERENCE WILL START IN MAY 2020</p>
<p>TOPICS:</p>	<ul style="list-style-type: none"> • Quality management Challenges • Management Systems • Quality Improvement • Best Quality Practices • Quality Tools • Quality Achievements • Standards & Standardisation
<p>Submissions:</p>	<p>Abstract (no more than 500 words) by 30 APRIL 2020 Full Paper (no more than 2000 words) by 1 JUNE 2020</p>
<p>Email Box</p>	<p>(1) quality@webmail.co.za or (2) vanessa.kilian1@gmail.com</p>

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”

Email: admin@sasq.org.za
quality@webmail.co.za
 Tel: 011 763 5969
 Cell & whatsapp: +27 724463849
 Web: www.sasq.org.za

P.O.Box 5282
 Delminville,
 Germiston,
 1403

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>

Dumisani Kewuti
Tel: 011 652 0263
Email: kewutk@unisa.ac.za

Letsai Mashishi
Tel: 011 652 0217
mashilw@unisa.ac.za

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.

In light of the current COVID 19 pandemic that is infiltrating the world we remind members of the vital role we play in enhancing compliance, awareness, teaching and learning. Let us unite in this fight.

Remember to source information and guidelines from reputable sources such as the WHO, DoH and NICD.

We wish you and your loved ones all of the best.

We look forward to your contributions for the next edition.

Please remember to submit the following:

Member photos during quality related events

- Articles
- Movements (promotions, new companies, graduations, etc.)
- Achievements
- Please submit all contributions for the next issue by no later than the 30 April 2020. Remember you may earn CPD points for these!



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