

SASQ once again proudly hosting our 8th Annual Quality Conference 11 – 12 November 2021

Quality Frameworks, Methods and Tools

First ever virtual experience Broadcasting from Emperors Palace Johannesburg connecting globally



PROGRAMME HIGHLIGHTS

Specialised Themes per day

Quality Frameworks, Methods and Tools for Quality in Health Care

Quality Frameworks, Methods and Tools for Systems Auditors, General Quality Practice, Standards, Standardisation, and Quality Leadership

Join us as we bring to you a diversity of knowledge sharing spread over 3 Full days brought to you by a wealth of local and international leading industry experts.

Don't miss this exciting virtual event, an opportunity to connect over zoom, gain invaluable knowledge and experience shared by local and international industry experts, link with a wealth of experts each day as they present papers on pertinent topics and gain invaluable CPD points required to maintain your membership

Programme Day One - 11 November 2021

Time : 09:00 – 16:30 Programme Director Mr. Deena Naidoo

Quality Frameworks, Methods and Tools for Quality in Health Care

	TIME	TOPIC	SPEAKER
11 November Half day – part 1	09:00 - 09:30	Welcome, highlights from previous day & Programme Director Introduction	Prof Roy Ramphal SASQ National President
	09:30 - 09:40	Keynote Speaker Introduction	Mr Deena Naidoo Programme Director
	09:40 – 10:25	Keynote Address The delivery and measurement of quality of nursing	Mr. Fasie Smith Group Nursing Manager Lenmed Health
	10:25 – 10:40	Short Break	
	10:40 – 11:15	Quality In the Medical Sector	Mr. Deena Naidoo Lenmed Group Clinical Governance Manager
	11:15 - 11:30	Short Break	
	11:30 – 12:00	The impact of workplace culture on quality improvement and implementation of evidence-based practice in Nursing	Dr Liezel Balfour Lenmed Health Group Nursing Standards Manager
	12:00 - 12:15	Short Break	
	12:15 - 12:45 (SA Time GMT+2)	Presenting from Ghana Quality Frameworks, Methods and Tools for Quality in Health Care	Mr Richard Asiedu Ofori Ghana Standards Authority Head of Industrial Metrology Quality Coordinator, Metrology Directorate
	12:45 - 13:00	Morning Q & A	Mr Deena Naidoo Programme Director
	13:00 - 13:30	Lunch	
11 November Half day part 2	13:30 – 14:00	Quality Improvement Coaching in Healthcare	Ms Peggy Naicker
	14:00 - 14:15	Info session about V&A Agency	Mr Victor Mendoza
	14:15 - 14:30	Info session about African institute	Mr Victor Mendoza
	14:30 – 14:45	Short Break	
	14:45 - 16:00	Round Table discussion QA Challenges facing Healthcare during COVID-19	Chaired by Mr Deena Naidoo Joined by Representatives from Healthcare Industry
	16:00 - 16:15	Afternoon Q & A Day Conclusions and Highlights	Mr Deena Naidoo

Programme Day Two – 12 November 2021

Time : 09:00 – 17:00 Programme Director Mrs. Lerato Ntatamala

Quality Frameworks, Methods and Tools for Systems Auditors, General Quality Practice, Standards, Standardisation, and Quality Leadership

	TIME	TOPIC	SPEAKER
12 November Half day – part 1	09:00 - 09:15	Welcome, highlights from previous day & Programme Director Introduction	Mr. Deena Naidoo SASQ Director
	09:15 - 09:25	Keynote Speaker Introduction	Mrs. Lerato Ntatamala Programme director
	09:25 – 10:05 (SA Time GMT+2)	Keynote Address – From Germany Exceeding Stakeholder’s expectations by meeting sustainability aspects	Dr Alexander Herzner Bayreuth, Bavaria, Germany
	10:05 - 10:20	Short Break	
	10:20 - 10:50 (SA Time GMT+2)	Presenting from Dubai Top 10 trait for the Quality Leadership	Mrs Neetu Choudhary Continuous Improvement Leader
	10:50 - 11:05	Short Break	
	11:05 - 11:30 (SA Time GMT+2)	Presenting from Tunisia The Tunisian National Strategy in Chemical Metrology as a key for quality assurance	Soumaya Chaieb LNMc-INRAP Tunisia Head deputy of the National Laboratory of Metrology in chemistry LNMc-INRAP
	11:30 - 11:45	Short Break	
	11:45 - 12:10	Remote Auditing-Developing a Framework to ensure value from Internal Audits / and in general Audits is appropriately measured	Mr Leslie Chesango Accreditation Specialist & Currently Management representative of a Conformity Assessment Body
	12:10 – 12:20	Short Break	
	12:20 – 12:45	Towards a Formalisation of Quality 4.0	Prof J.A. van der Poll
12:45 - 13:15	Lunch		
12 November Half day part 2	13:15 - 13:40	Quality 4.0 Leadership in Environmental Management Accounting	Prof H.M. van der Poll
	13:40 – 13:55	Short Break	
	13:55 – 14:20	Risk based management of Non-Conformances at the South African National Blood Service (SANBS)	Glen Walker – SANBS Quality Business Partner
	14:20 – 14:35	Short Break	
	14:35 – 15:00	Quality and Volatility: Mobilising Quality as an Agent of Change Excellence	Mr Duncan Park - MANCOSA Position: Acting Associate Director: Assessments
	15:00 - 15:15	Short Break	
	15:15 – 15:40	ISO 15189 Implementation in SANBS	Feroza Tree – SANBS Accreditation manager
	15:40 – 15:55	Short Break	
	15:55 - 16:25 (SA Time GMT+2)	Presenting from Dubai Organizational Success Through Efficiency & Time Management	Mrs Seetha Sagarán - Dubai
	16:25 - 16:35	Short Break	
16:35 – 17:15	Day Conclusions and Highlights Conference Closing and Vote of Thanks	Mr Xolani Mpahlwa, Prof Roy Ramphal & Mrs Lerato Ntatamala	

SASQ Conference Team

					
Mrs Vanessa Kilian Project Co-Ordinator	Mr Feizel Ally Project Manager	Mrs Charlaine Baartjes Non- Executive Director	Mr Xolani Mpahlwa Chairman – SASQ Board and Non-Executive Director	Prof Roy Ramphal National President and Director	Mr Deena Naidoo Non- Executive Director

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**Medical &
Healthcare Group**

Quality Frameworks, Methods and Tools for QA in Healthcare

Programme Director



Mr Deena Naidoo

Mr. Deena Naidoo is currently Group Clinical Governance Director – Lenmed
Deena Naidoo has 35 years' experience in the healthcare industry.
Lead Auditor at Lenmed
Previous Group Nursing Services Manager – Lenmed
Prior to joining Lenmed Health, Deena worked for Life HealthCare (15 Years) as a Group Quality Specialist & National Quality Operational Manager.

Selected Speakers



Mr Fasie Smith

Academic Qualifications:
Registered Nurse, Midmaster and Community Health Care Nurse
B Cure I et A Degree
Master of Science Degree in Nursing Practice
FANSA (Fellow of the Academy of Nurses, South Africa).
Extensive experience in nursing management and leadership up to the level of Director, both locally and internationally.
Personal interest in quality and quality frameworks that support evidence-based practice and improve the clinical and nursing outcomes of patients in acute care hospitals.
He has used tested frameworks in literature to develop a nursing model/framework to deliver and continuously deliver quality nursing care that is measurable and morally defensible.



Mr Deena Naidoo

Mr. Deena Naidoo is currently Group Clinical Governance Director – Lenmed
Deena Naidoo has 35 years' experience in the healthcare industry.
Lead Auditor at Lenmed
Previous Group Nursing Services Manager – Lenmed
Prior to joining Lenmed Health, Deena worked for Life HealthCare (15 Years) as a Group Quality Specialist & National Quality Operational Manager.





Dr Liezl Balfour

Dr Liezl Balfour is passionate about quality improvement in healthcare and strongly believes in the empowerment of multidisciplinary teams through collaborative interprofessional education to improve clinical patient outcomes. She hopes to continue her research in this area and to assist in developing patient care models for the future NHI implementation in South Africa

	<p>Richard Asiedu Ofori Head of Industrial Metrology, Ghana Standards Authority (GSA) Quality Coordinator, Metrology Directorate of Ghana Standards Authority 19 years' experience in Metrology & Accreditation (Specifically, Pressure Measurement) Chartered member of Chartered Quality Institute (CQI), UK Professional member of American Society of Quality (ASQ) Holds Master of Business Administration (MBA) in Total Quality Management, from University of Professional Studies, Accra – Ghana</p>
<p>Mr Richard Asiedu Ofori</p>	<p>Unavailable at Time of Print</p>
<p>Unavailable at Time of Print</p>	<p>Unavailable at Time of Print</p>
<p>Mrs Peggy Naicker</p>	<p>Unavailable at Time of Print</p>
<p>Unavailable at Time of Print</p>	<p>Unavailable at Time of Print</p>
<p>Mr Victor Mendoza</p>	<p>Unavailable at Time of Print</p>

Round Table Discussion - QA challenges Facing Healthcare during COVID-19

		<p>Unavailable at Time of Print</p>	<p>Unavailable at Time of Print</p>
<p>Mr Deena Naidoo Chair</p>	<p>Mr Fasie Smith</p>		

Quality Frameworks, Methods and Tools for System Auditors, General Quality Practice, Standards, Standardisation and Quality Leadership

Programme Director



Mrs Lerato Ntamatama

Mrs Lerato Ntamatama






Lerato Ntamatama is employed at NMISA, as the Head of Safety, Health, Environment & Quality (SHEQ), managing the certified and accredited integrated SHEQ management system, and 24 accredited laboratories. She is responsible for the implementation, maintenance and continuous improvement of ISO/IEC 17025, ISO 17034, ISO/IEC 17043, ISO 45001, ISO 14001 and ISO 9001. Lerato is the NMISA Nominated Representative at SABS and SANAS. She is the Secretariat of the AFRIMETS TC-QS in Africa, participates in the national, regional and international QMS roles, such as PAQI, BIPM, IAEA and SADC MET. She was previously employed at Rio Tinto Mining & Exploration, BHP Billiton (Johannesburg Technology Centre) and Inspectorate M&L _Coal of Africa Joint Venture. Lerato holds a National N Diploma in Engineering Studies (Chemical Plant Operations and Chemical Laboratory Technology), BTech Safety Management, BSc Honours Degree in Environmental Management, Programmes in TQM and MDP and currently studying towards MSc Degree in Management of Technology and Innovation at The Da Vinci Institute, School of Business Leadership. She has more than thirty short courses certificates, including international certificates on Safety and Quality Management Systems. Lerato is a member of the SAOISH, SAQI and Deputy Chairperson of the SASQ.

Selected Speakers



Dr Alexander Herzner

Dr. Alexander Herzner worked in several practical (e. g. as an industrial manager) and scientific projects (OTH Amberg-Weiden, University of Bamberg, HS-University Hamburg), especially in the fields of strategic management, sustainability and business ethics. As a freelancer, he is supporting organizations on the path to excellence since 2006. That's why he is CEO of the UBB since 2013 and listed in the German industrial chamber as Start-Up and entrepreneur coach. He is developing and improving the business models, strategies and management-systems for organizations not only of start-ups as well as small and medium sized companies but also group-companies, national and international ones. He developed a unique Assessment-approach, the 3D-SuMa: Sustainable Maturity for organizations. Since 2011 he is adjunct professor for CSR, Sustainability and management topics (controlling) at three German universities and guest lecturer in Czech Republic. He has developed over 12 courses in the fields of CSR, sustainability and stakeholder-management, controlling, strategy and also creates new and innovative teaching approaches. He is also a Certified University lecturer. Since 2014 he is the Sustainability Advisor of the University of applied sciences Amberg-Weiden, developing and implementing the sustainability strategy for the university, the university is awarded as Fairtrade University but also from UNESCO. Furthermore, Alexander Herzner is engaged in several consulting and network groups for Higher Education and Environment, Responsible Management Education and Education for Sustainable Development (e. g. UN Principles for Responsible Management Education).

	<p>Publications can be seen at https://www.researchgate.net/profile/Alexander_Herzner Or http://www.visionpluschange.com or http://www.oth-aw.de/nachhaltigkeit</p>
 Mrs Neetu Choudhary	<p>From Dubai – Neetu Choudhary is a visionary, Continuous Improvement Leader, Quality and Business Excellence professional, mentor and life coach with more than 19 years of experience in various business excellence and quality frameworks. She has successfully lead teams to implement ISO 20000, ITIL, CMMI Maturity Level 3-4 framework and has been Assessment Team Member (ATM) for SCAMPI- Class A Appraisal. She has defined and implemented IT Integrated Risk Framework, KPIs for individual sections, process areas etc, IT Service Management, IT Project Management, Knowledge Management, and digitization. Her expertise includes Leadership, Public Speaking, Emotional Intelligence, Strategy, KPIs, Enterprise Risk Management, IT Service Management, Release Management, Knowledge Management, Facilitation, Project Governance, EFQM, ITIL, ISO 20000-1, ISO 27000, Cobit, TMMi, Six Sigma, Lean, Balanced Scorecard, PRINCE 2</p>
 Soumaya Chaieb	<p>From Tunisia – Soumaya Chaieb</p> <ul style="list-style-type: none"> • Head deputy of the National Laboratory of Metrology in chemistry; • Vice chair person AFRIMETS TC-QS ISO 17034- 17043; • Principal technician in Inorganic Analysis; • Project members: <ol style="list-style-type: none"> 1- Development of skills in quality assurance for export II-INRAP-PTB; 2- Development of scientific and technical capabilities in the field of chemical analysis-ChemMet-Cap-INRAP-EMPIR EURAMET
 Mr Leslie Chesango	<p>Mr Leslie Chesango qualified as Metallurgical Engineer, spent some time as Process Metallurgist up to Operations Executive at an integrated iron & steel works. Leslie attained MBA, and done courses in Risk Management. For the past 10 years has been involved in conformity assessment business, as Lead Auditor Auditor for OHSAS, QMS and Ems & then as Accreditation Specialist for SANAS and SADCAS in IEC/ISO 17020, 17021, 17025 and 17065. Currently pursuing doctoral studies in Quality leadership with UNISA.</p>
 Professor John Andrew (André) van der Poll	<p>Professor John Andrew (André) van der Poll holds a PhD in Computer Science with specialisation area Formal Methods. He has taught courses in Discrete Mathematics for Computer Science, Compiler Construction, Formal Logic, Formal Program Verification, Automated Reasoning, Formal Specification Techniques, Computer Networks, Database Systems, Software Project Management, Operating Systems, and Business ICTs for Managers. During the Fall Term of 2000 he was a Visiting Professor at the University of McMaster in Hamilton, Canada</p>
 Prof Breggie van der Poll	<p>Prof Breggie van der Poll is an NRF rated researcher in the field of Environmental Management Accounting. She has written a number of peer reviewed Academic articles and research papers for conferences. She has been employed at Unisa since 2001 and the SBL since 2013. She has supervised a number of MCom, MBA/MBL, MPhil, PhD, DCom and DBL students to completion. Her research interest is qualitative studies in Environmental Management Accounting</p>



Mr. Glen Walker

Mr Glen Walker has been involved in blood transfusion since 1996 starting in the laboratory and qualifying as a medical technician.

In 2011 I started in the quality systems department, first as a SHEQ Coordinator and then from 2020 as a Quality Business Partner.



Mr Duncan Park

Duncan Park is a quality practitioner in the South African Higher Education sector, having served as a Monitoring and Evaluation Manager for a number of leading Private Higher Education Institutions. Further to this, he has worked internationally as an educator, and a curriculum and content developer for a range of different educational contexts. He currently serves as the Acting Associate Director of Assessments at MANCOSA where he aims to instil academic quality by harnessing contemporary technologies and pedagogical methodologies, and encouraging interdepartmental and industry collaboration in order to continuously enhance quality and assure academic relevance in education. His presentation will focus on the current volatility in the South African Higher Education sector and the impact these circumstances have on our approach to quality assurance. Most importantly, the presentation will look to possible solutions and approaches whereby quality assurance can be harnessed as a tool to facilitate an appropriate response to this volatility and overcome the challenges which this context presents.



Feroza Tree

Feroza Tree a qualified medical technologist started in the laboratory as a technician at SANBS IN 1998.

Moved to the Donation testing department and Plasma repository. Appointed as Specialised Processing supervisor in 2011. Moved to Quality and was appointed as an internal Auditor. In 2019 appointed as Accreditation Manager



Ms Seetha Sagarán

From India - Seetha Sagarán is a Personal Development Trainer, Lifestyle Consultant, Motivational Speaker and Mentor, with a background in English, Psychology, Counselling (including Crisis & Trauma Counselling, (U.K), Hypnotherapy, Metaphor Therapy and Teaching Children with Special Needs (U.K). She is also a Licensed Practitioner of Neuro-linguistic Programming (N.L.P.) from The Society of Neuro-Linguistic Programming (U.S.A). A member of Toastmasters International (U.S.A) for the last 15 years, she is also a Distinguished Toastmaster (D.T.M.). A recipient of Global Training & Development Leadership Award - 2017, Exceptional Women of Excellence Award – 2020 and Iconic Women Creating a Better World for All Award