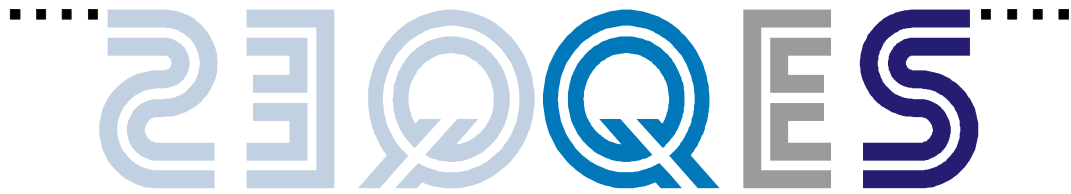


QUALITY ENGINEERED SYSTEMS PRODUCT CATALOGUE



QUALITY
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1. Business Management System Consulting

Product Outline

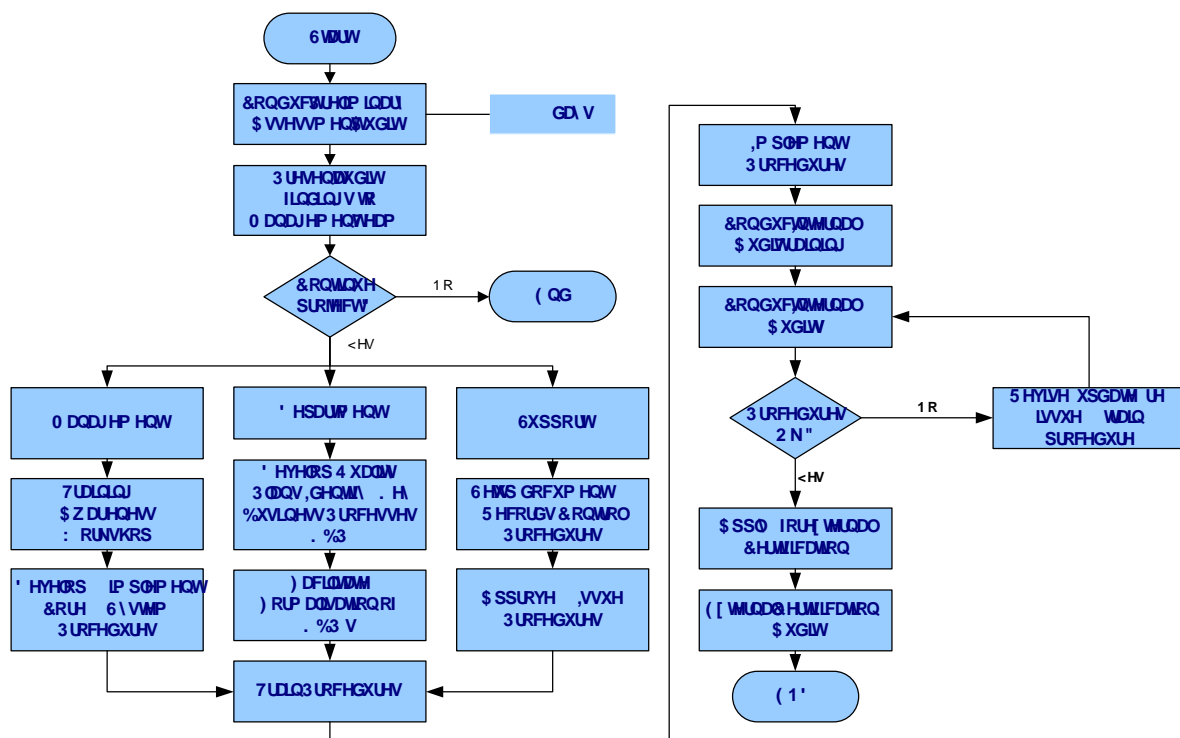
Our consulting product offers services to design, develop, implement and integrate Business Management Systems, particularly systems focusing on quality management and compliance to the ISO 9001:2000 international standard for Quality Management Systems.

A Process Approach

The general implementation approach to QMS implementation that QES uses is illustrated in the following process diagram. As you can see it starts with a preliminary audit, often referred to as a Gap Audit, which allows a proper system review of the client and their requirements. The findings of this audit are then presented to Management for review and agreement on the key focus areas.

Our approach is three pronged:

1. Management training workshops to formalise their procedures.
2. Departmentally facilitated creation of quality plans and formalised procedures. (Procedures are usually documented in a simple flow diagram format similar to the one in this brochure).
3. Support procedures are then facilitated with the appointed Management Representative (e.g. Control of Documents, Control of Records, Corrective Actions, and Internal Auditing). An Internal Auditor workshop is included to certificate competent internal auditors for your own ongoing internal audit programme.



Why Choose Quality Engineered Systems (QES)?

- QES is owned and managed by a dynamic duo: Adrian Hulbert and Kevin Britten. Together we have over 35 years combined experience in the design, development and implementation of business managements systems.
- Our clients are in various industries both locally and abroad. We have worked in a number of business systems including quality, food safety, information technology, health and safety, rail safety, social accountability and good agricultural practises. This has included integration of these systems where required.

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2. First, Second and Third Party “Business Quality Improvement” Audits

Product Outline

QES provides professional auditing services for business improvement in a number of applications.

Types of Audits

First Party Audits

Conventionally, a first party audit is conducted on your organisations own management system and internal structures by your organisation's own audit resource and is therefore under your direct control. If you are implementing or maintaining your quality management system, you will therefore want to conduct your own self-assessments or first party audits to test compliance of your own systems. To improve your confidence in your own audit team during implementation, you will engage QES to assist and guide you through the pitfalls of the first steps in conducting your own audits.

Second Party Audits

Any organisation concerned about quality will want to be certain of their suppliers and can gain this confidence through conducting audits of their supplier's management systems and their ability to meet contract requirements. Most small businesses, with staff already performing additional "quality management" support functions as well as their normal duties, do not have the capacity to conduct these audits. QES has the capacity and the expertise to conduct these audits on your behalf. The use of an uninvolved party such as QES also creates a perception of fairness and objectivity in the eyes of the Supplier.

Third Party Audits

It is generally accepted that a third party audit is conducted by a certification body to verify and validate your management system. As a precaution, you may seek another unbiased outside assessment prior to the certification body assessment. This is done to address any oversights of your own first party audits. QES has added value to many an organisation's management system through this final intervention, ensuring a 100% success rate at certification.

Auditor Competence

The Audits will be conducted by Adrian Hulbert and Kevin Britten the partners of QES. Both have extensive auditing experience and are registered by SAATCA. A long working relationship with Metrorail and the SANS 3000-1 Railway Safety Standard means that they have a considerable depth of knowledge of Safety Management Systems. They also have a broad understanding of Call Centre's, having been involved with compliance audits against SLA requirements for Bankmed's call centres, managed by the Metropolitan Health Group and QUALSA.

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3. Training

a. Quality Management Representative Training (QES-00161)

Course Outline

This training initiative provides you with the skills and tools required to act as the Management Representative in an organisation. Learn to understand and facilitate the development, implementation and maintenance of a Quality Management System. This course is also an ideal opportunity for any top management to enhance their awareness and an understanding of the importance of their involvement in the developmental and future management of the Quality Management System.

Ensure the commitment and support from your management team and quality role-players by enrolling them in this course today.

Relevant ISO 9001:2000 Clauses Addressed by this training:

- 5.0 Management Responsibility and
- 5.5 Responsibility, Authority and Communication.
- 6.2.2 Competence, awareness and training

Details

Course Duration:

3 full days

Prerequisites:

None

Course Requirements:

Delegates are required to bring their own writing tools (black pen is preferred). Paper or a note book may be brought for personal notes, but are not required.

Learning Assumed to be in place:

Learners should have a basic knowledge and understanding of the industry sector wherein they will be required to manage quality. Learners should be competent in communication and numeracy at NQF Level 2.

Target Audience (NQF Level 4):

Quality Management Representatives
Management Team
Facilitators

Trainee Auditors must attend this course (or other similar) to obtain the necessary background knowledge prior to proceeding with auditing training

Modules:

- Introduction to ISO 9001:2000
- Documentation Requirements
- Roles and Responsibilities
- The QES Approach to Implementation
- Quality Planning
- Continuous Improvement

Course Cost:

R 2,430-00 excl. VAT per delegate

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b. Internal Auditor Training (QES-00162)

Course Outline

This course is specifically designed to develop you into a competent Internal Auditor. International standards of auditing are ensured from this course through the teaching of auditing techniques aligned to the ISO standard for internal audits (ISO 19001:2002). Qualifying learners are able to audit documentation and processes in order to determine compliance with Quality Management System requirements. The principles and methods of ISO 19001:2002 are embraced in order to ensure a well rounded knowledge and understanding of the auditing process.

This programme focuses on auditing skills and it is therefore recommended that auditors of ISO 9001:2000 should have attended our (or similar) Quality Management Representative training before hand.

Relevant ISO 9001:2000 Clauses Addressed by this training:

- 6.2.2 Competence, awareness and training
- 8.0 Measurement, Analysis and Improvement
- 8.2.2 Internal Audits.

Details

Course Duration:

4 full days

Prerequisites:

None

Course Requirements:

Delegates are required to bring their own writing tools (black pen is preferred). Paper or a note book may be brought for personal notes, but are not required.

Learning Assumed to be in place:

Learners should have a basic knowledge and understanding of the industry sector wherein they will be required to conduct audits. Learners should be competent in communication and numeracy at NQF Level 2. Learners are assumed to have received prior training in the concepts of quality, quality management and the requirements of ISO 9001:2000 at NQF Level 4.

Target Audience (NQF Level 5):

Auditors
Lead Auditors

Modules:

- Introduction to Auditing
- Document and Record Control
- Planning and Preparation
- Conducting the audit
- Analysis and Reporting
- Follow-up and Close Out

Course Cost:

R 2,930-00 excl. VAT per delegate

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4. SMME Upliftment: the Supplier Upliftment Programme™

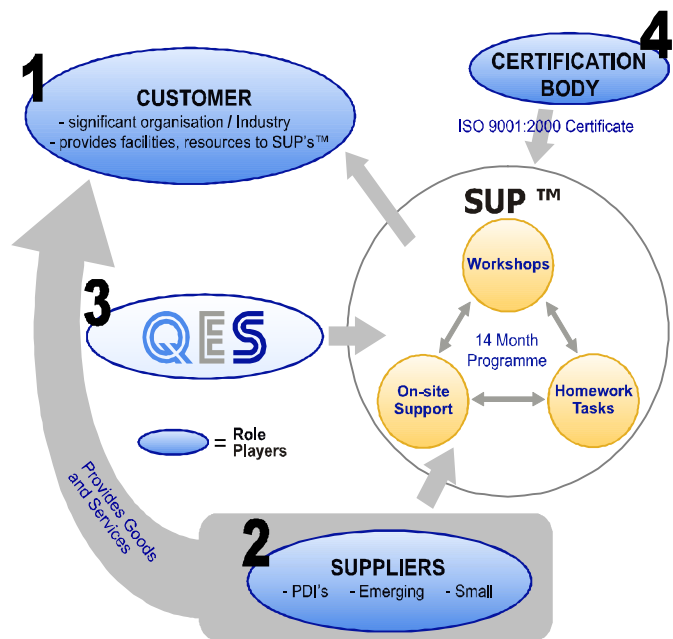
Product Outline

The Supplier Upliftment Programme™ was launched in 2004, this was the brain-child of QES' Adrian Hulbert and Metrorail's Andre Harrison. It has its origins in the effort to improve the relationship between Metrorail Western Cape and their supplier base. Developed simultaneously with SABS's Siyakhula programme, it smoothed the way for the roll-out of Siyakhula by taking the first ever companies in South Africa successfully to certification via the Siyakhula certification programme.

Three Pronged Approach

The Supplier Upliftment Programme™ or SUP™ for short, is a modular based program to implement Quality Management Systems compliant with ISO 9001:2000 in SMME's in South Africa. This program was developed in order to uplift product and service delivery and thereby empower the SMME market to become a major contributor to the South African economy. The program consists of 15 modules comprising of Workshops, On-site Support and "Homework" Tasks, and has been designed to be affordable for SMME's.

- 15 Modules
- 15 Workshops
- 15 Months to completion
- 15 Small monthly payments



What are the Benefits of Participating in SUP™ ?

- Access to Customers requiring formal QMS
- Improvement in productivity & effectiveness
- Basis for continuous improvement
- Create internal quality resources
- Having a system that is internationally & locally recognized
- Delivering quality products and services

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Established in 2002

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