



The Supplier Upliftment Programme™

“Empowering South Africa’s SME market”

What is SUP™

SUP™ is a modular based program to implement Quality Management Systems compliant with ISO 9001:2000 in SME's in South Africa.

This program was developed in order to uplift product and service delivery and thereby empower the SME 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 SME's.

What is ISO 9001:2000

ISO 9001:2000 is an international standard published to provide guidance for implementing a quality management system in any business.

It focuses on a process approach to managing your business operations and emphasizes:

- understanding and meeting customer needs
- adding value
- measuring how well your processes are performing
- improving your processes

It promotes the management of quality throughout the supply chain: from your Supplier, through your Organization, and finally to your Customer

Benefits of the Supplier Upliftment Programme™

- 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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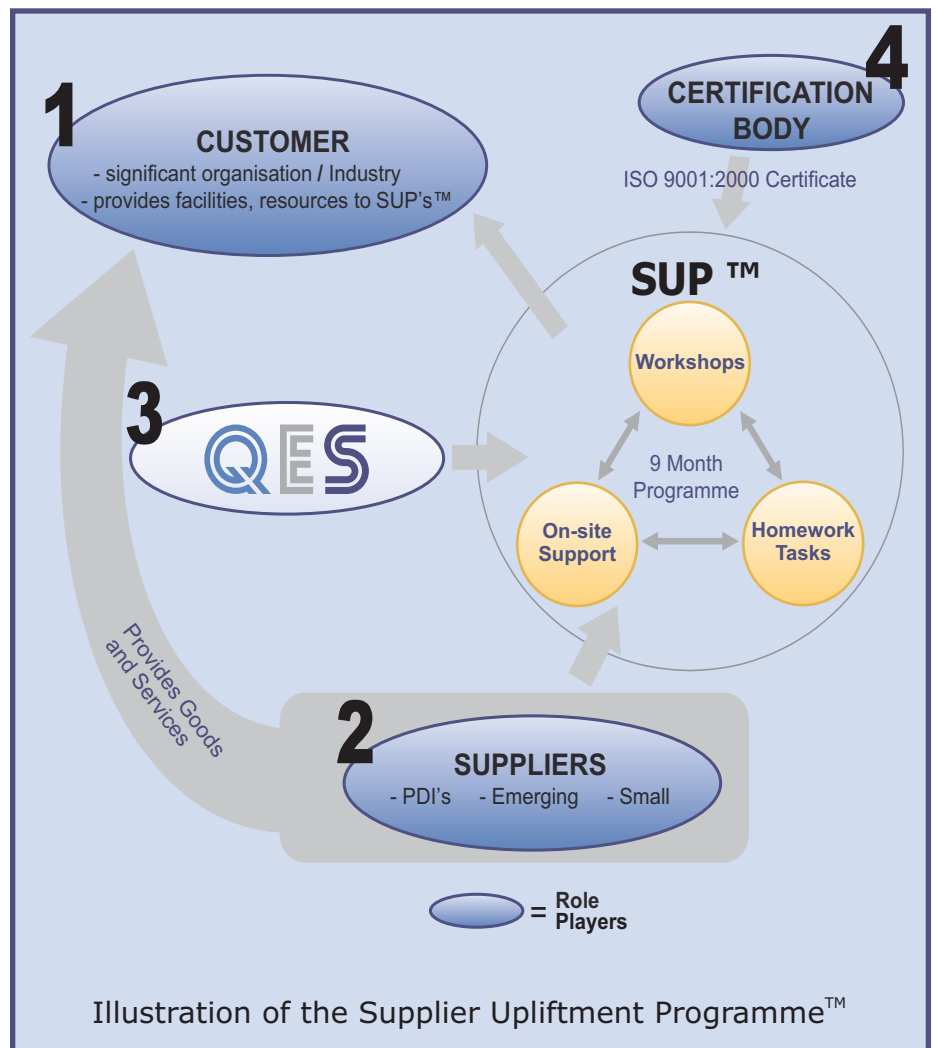


Illustration of the Supplier Upliftment Programme™

Minimum time frame= 51 weeks, however each SUP Client may choose to space modules according to their availability and monthly budget

Week 1

Workshop for Module 1
1
What is ISO and what is SUP?
½ day workshop
No On-site
FREE

Weeks 2, 3 & 4

Workshop for Module 2
2
Training the people responsible for your Quality Management System
<ul style="list-style-type: none"> Quality Management Representative
1 day workshop
2 On-site Visits
R 3000

Weeks 5, 6, 7 & 8

Workshop for Module 3
3
Managements' Role setting guidelines targets, focussing on the Customer
<ul style="list-style-type: none"> Quality Policy Quality Objectives Customer Focus
½ day workshop
3 On-site Visits
R 4000

Weeks 9, 10, 11 & 12

Workshop for Module 4
4
How do you plan to run and grow your business? Do you know what your business processes are?
<ul style="list-style-type: none"> Business Plan Quality Planning
½ day workshop
3 On-site Visits
R 4000

Weeks 13, 14, 15 & 16

Workshop for Module 5
5
Does everyone know their role and do they talk to each other? Does management check how things are going with the business as a whole?
<ul style="list-style-type: none"> Authority Matrix Internal Communication and Reviews
½ day workshop
3 On-site Visits
R 4000

Weeks 17 & 18

Workshop for Module 6
6
Do you know how to draw flow diagrams and write decent procedures?
<ul style="list-style-type: none"> Flow Diagrams Procedures
½ day workshop
1 On-site Visit
R2000

Weeks 19, 20, 21 & 22

Workshop for Module 7
7
What Human Resources do you need, what do you need to be capable of doing and what training needs to be done?
<ul style="list-style-type: none"> Awareness Training Competencies
½ day workshop
3 On-site Visits
R 4000

Weeks 23, 24, 25 & 26

Workshop for Module 8
8
Do you know where all your documents and records are, what versions is the latest and whether they are easily available and readable?
<ul style="list-style-type: none"> Document Control Record Control
½ day workshop
3 On-site Visits
R 4000

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Weeks 27, 28, 29 & 30

Workshop for Module 9
9
Do you know what your customers want and do you try to satisfy them by delivering as ordered resolving complaints and protecting their property?
<ul style="list-style-type: none"> Customer Requirements Customer Satisfaction Customer Complaints Customer Property
1 day workshop
3 On-site Visits
R 4000

Weeks 31, 32, 33 & 34

Workshop for Module 10
10
Do you know what is being bought and whether your suppliers are any good?
<ul style="list-style-type: none"> Purchasing Supplier Management Goods Inspection
½ day workshop
3 On-site Visits
R 4000

Weeks 35, 36 & 37

Workshop for Module 11
11
Do you manage your production and service provision processes well so that you ensure quality?
<ul style="list-style-type: none"> Production and Service Provision Identification and Traceability Preservation of Product Measuring and Monitoring Devices
½ day workshop
2 On-site Visits
R 3000

Weeks 38, 39, 40, 41 & 42

Workshop for Module 12
12
Do you have trained auditors to regularly check if your system is working according to plan?
<ul style="list-style-type: none"> Internal Auditing
1 day workshop
4 On-site Visits
R 5000

Weeks 43, 44 & 45

Workshop for Module 13
13
Do you have trained staff to tell other staff about quality and your business?
<ul style="list-style-type: none"> Awareness Facilitators Awareness Material
2 day workshop
2 On-site Visits
R 4000

Weeks 46, 47, 48, 49 & 50

Workshop for Module 14
14
Do you measure and check what you do, fix your mistakes and try to do things better?
<ul style="list-style-type: none"> Control of Non-conforming Product Corrective Action Preventive Action Analysis of Data
½ day workshop
4 On-site Visits
R 5000

Week 51

Workshop for Module 15
15
Are you ready to be audited by the Certification Body?
<p>NOTE: This Programme does not include the Certification Cost which will be extra, based on the Certification Body Quote.</p> <ul style="list-style-type: none"> No Workshop
2 On-site Visits
R 4000

Totals

Total consulting days and workshop days
Entire Programme Cost
52 days
R 54 000 (excl. VAT)