2 ADMINISTRATION

2.1 REFERENCE DOCUMENTS

This Quality Manangement Manual is based on the following Standards:

ISO/IEC 17021	CONFORMITY ASSESSMENT – REQUIREMENTS FOR BODIES PROVIDING AUDIT AND CERTIFICATION OF MANAGEMENT SYSTEMS.
ISO 17021-2	CONFORMITY ASSESSMENT – REQUIREMENTS FOR BODIES PROVIDING AUDIT AND CERTIFICATION OF MANAGEMENT SYSTEMS PART2 COMPETENCE REQUIREMENTS FOR AUDITING AND CERTIFICATION OF ENVIRONMENTAL MANAGEMENT SYSTEMS
ISO 17021-3	CONFORMITY ASSESSMENT – REQUIREMENTS FOR BODIES PROVIDING AUDIT AND CERTIFICATION OF MANAGEMENT SYSTEMS PART3 COMPETENCE REQUIREMENTS FOR AUDITING AND CERTIFICATION OF QUALITY MANAGEMENT SYSTEMS
ISO 17021-4	CONFORMITY ASSESSMENT – REQUIREMENTS FOR BODIES PROVIDING AUDIT AND CERTIFICATION OF MANAGEMENT SYSTEMS PART3 COMPETENCE REQUIREMENTS FOR AUDITING AND CERTIFICATION OF EVENT SUSTAINABILITY MANAGEMENT SYSTEMS
ISO 17021-10	CONFORMITY ASSESSMENT – REQUIREMENTS FOR BODIES PROVIDING AUDIT AND CERTIFICATION OF MANAGEMENT SYSTEMS PART3 COMPETENCE REQUIREMENTS FOR AUDITING AND CERTIFICATION OF OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEMS
ISO 17022	CONFORMITY ASSESSMENT – REQUIREMENTS AND RECOMMENDATIONS FOR CONTENTOF A THIRD-PARTY AUDIT REPORT ON MANAGEMENT SYSTERMS
ISO 9000	QUALITY MANAGEMENT SYSTEMS – FUNDAMENTALS AND VOCABULARY.
ISO 9001	QUALITY MANAGEMENT SYSTEMS – REQUIREMENTS
ISO 9004	QUALITY MANAGEMENT SYSTEMS– GUIDELINES FOR PERFORMANCE IMPROVEMENTS.
ISO 10005	QUALITY MANAGEMENT: GUIDELINES FOR QUALITY PLANS.
ISO 10006	QUALITY MANAGEMENT – GUIDELINES TO QUALITY IN PROJECT MANAGEMENT.
ISO 10007	QUALITY MANAGEMENT: GUIDELINES FOR CONFIGURATION MANAGEMENT.
ISO 10012-1	QUALITY ASSURANCE REQUIREMENTS FOR MEASURING EQUIPMENT – PART 1: METROLOGICAL CONFIRMATION SYSTEM FOR MEASURING EQUIPMENT.

ISO 10012-2	QUALITY ASSURANCE FOR MEASURING EQUIPMENT – PART 2: GUIDELINES FOR CONTROL OF MEASUREMENT OF PROCESSES
ISO 19011	GUIDELINES FOR QUALITY AND/OR ENVIRONMENTAL MANAGEMENT SYSTEMS AUDITING
ISO 10013	GUIDELINES FOR DEVELOPING QUALITY MANUALS
ISO 10014	GUIDELINES FOR MEASURING THE ECONOMICS OF QUALITY.
ISO 10015	QUALITY MANAGEMENT – GUIDELINES FOR TRAINING.
ISO 14001	ENVIRONMENTAL MANAGEMENT SYSTEMS – SPECIFICATION WITH GUIDANCE FOR USE.
ISO 14004	ENVIRONMENTAL MANAGEMENT SYSTEMS – GENERAL GUIDELINES ON PRINCIPLES, SYSTEMS AND SUPPORTING TECHNIQUES.
ISO 22000	FOOD SAFETY MANAGEMENT REQUIREMENTS – REQUIREMENTS FOR ORGANIZATIONS THROUGHOUT THE FOOD SUPPLY CHAIN
ISO 31000	RISK MANAGEMENT - PRINCIPLES AND GUIDELINES
ISO 39000	ROAD TRAFIC SAFETY (RTS) MANAGEMENT (RTS) MANAGEMENT SYSTEMS – REQUIREMENTS WITH GUIDANCE FOR USE
ISO 50001	ENERGY MANAGEMENT SYSTEMS –REQUIREMENTS WITH GUIDANCE FOR USE
ACT NO 107 OF 1998	NATIONAL ENVIRONMENTAL MANAGEMENT ACT.
Act No 19, 2006	ACCREDITATION FOR CONFORMITY ASSESSMENT , CALIBRATION AND GOOD LABORATORY PRACTICE ACT, 2006
ISO 45001	OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEMS - REQUIREMENTS

2.2 QUALITY MANAGEMENT MANUAL DEVELOPMENT

The Management Representative for Quality (MRQ) is responsible for the development of the Quality Management Manual. He/she is responsible to coordinate the development of the individual chapters in the manual in conjunction with the functional representatives of each function. The content of the manual is with the reasponsible functional representative. The manual is approved and released by the Managing Director. After release copies of the manual will be made available on CD.

The manual can be made available in the Head Office in Mnandi as an electronic copy.

No signatures will appear on electronic copies. The release of electronic copies is limited to the function of the MRQ. The MRQ is responsible that only authorized electronic data is distributed. Where draft content of the manual requires distribution, it will be designated as such.

Being a small organization consiting mainly of the Managing Directors and one administration manager, the approval of documents is done by the Managing Directors. The access to the database is limited to the Managing Director and the administration manager and unauthorized change or amendment is unlikely. The approval of documents is therefore in

control of the identical function of the developer and approver. All documents are available to interested parties on request electronically in connection with an e-mail.

Those douments are not controlled and no responsibility is carried by EQCSA (Pty) Ltd for automatic up-date. Clients can use those documents for information only and legal copy-rights should be complied with. Approval signatures are not included, since the size of the company as well as the system as an electronic database with controlled access is sufficient to ensure that documents used for operational purposes are under control and authorization.

The administration manager only submits documents on request from the live system which is the approved one.

2.3 DISTRIBUTION

The Master Manual will be retained in the Head Office in Mnandi on the database. All copies requested by interested parties are proof of submission on the e-mail records.

Uncontrolled copies of the manual can be issued on request to clients. The uncontrolled copies will be included into the register for information purposes only. No update on uncontrolled copies will be carried out. Uncontrolled copies can be submitted on request, by e-mail.

External documents will only be issued under the conditions of copyright laws.

2.4 REVIEWES AND REVISIONS

The principle of continuous improvement requires the regular review of the manual. Based on the review results, the manual is revised to ensure that the changed process is documented and can be optimally implemented.
Reviews are carried out under the following circumstances:

- Based on the results of the Management Review (Business Review).
- As required by internal and accreditation organization audits.
- As changes are indicated in the reference documentation.
- Process reviews indicate an improvement opportunity.
- Client feedback indicates an improvement opportunity.
- Based on legal requirements, technological advancement and management strategical need.

The revision of the manual is carried out under the same conditions as the original development. Since the management review has a possible input on documents the frequency of reviews is guided by a twelve month period and assessment of risk of impact to the operation, should changes not been made.

The revised document is indicated by a date change red marking of the change for at least one year and the register of revisions on the data-base. The registered controlled copy holder will receive an update. Dispositionning of superseded copies is the responsibility of the controlled copy holder.

Although EQCSA (Pty) Ltd maintains a register of controlled copies of the manual and ensures the update of these, the owner of the controlled copy should verify that he/she is in posession of a current document. This applies specifically for manual owners who are not regularly using the document.

2.5 INDICATION OF CONTROLLED/UNCONTROLLED COPY

The following indications show whether a controlled or uncontrolled copy is used by the manual owner:

- Created or revised date in the footer

- Register on data base

Uncontrolled copies are usually for marketing purposes only. (Any hard copies are always uncontrolled)

2.6 SYSTEM BACKUP

System backup is via external hard-drive for both the PC main frame and lap-top computers. The external hard-drive is independent from the internal PC main frame computer. For audit documents additional hard copy files are stored in steel cabinets for protection against loss or deterioration.

2.7 DISPOSAL OF DOCUMENTS

Hard copy documents are minimized to a minimum. Should they be due for disposal, the administration manager forwards the file to the Managing Director for review and dispositionning decision. Records are disposed off after they have seized to serve any purpose and legal requirement.

Certification documents in hard copies are due for distruction after a full certification cycle (excluding current cycle) and replaced by a re-certification audit package or customer resignation. Hard copies are mainly maintained for convinience to auditors and initial client communication.

Electronic copies are maintained on hard disk as part of the frequent up-date of the PC files. The retention period is therefore only limited by the phasing out of the storage technology. This is normally indicated by a sufficient long time period and decisions on the transfer of legally or company required data from one system to the other can be made in time by management.

Hardcopies are physically burned under supervision of the MD. CD‘s are broken in at least four pieces and disposed of with other refuse.

2.8 PUBLICATION OF CUSTOMER LIST

The client list is published on the EQCSA Website www.eqcsa.co.za . The list will be updated on a regular basis.

Reliability of web-sites is sometimes questionable, due to system errors, update and maintenance and availability. The most accurate and consistent back-up for the web-site is established in direct contact with EQCSA (Pty) L:td.

To ensure that interested parties of clients will have access to the latest up-date, contact should be made with the EQCSA (Ptry) Lts office in Mnandi. On request the latest up-date of the client list will be made available as indicated by the requesting party (e-mail).

Contact numbers are available via the SANAS web-site where EQCSA is listed as accredited certification service and on the main page of EQCSA.