

Zero  
Defects



**THINK QUALITY!**

DO IT RIGHT  
THE FIRST TIME  
WE DON'T ALWAYS  
GET A SECOND  
CHANCE



**Road  
to  
Success**

# Quality Visibility in Eskom

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Quality Management Department  
Manager: Quality Support  
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Visibility can be defined as a ***degree of exposure***.

It must be:

- To the point
- Right media for the target audience
- Striking
- Noticeable
- Make an impact

# Some of the media used by Eskom GC Division to create Quality Awareness

## Electronic

- E-mails (monthly theme etc.)
- Website
- Dedicated e-mail  
[qualitymanagement@eskom.co.za](mailto:qualitymanagement@eskom.co.za)
- Video clips

## Print

- Banners
- Posters
- Brochures
- Deskpads/diaries
- Eskom publications

## Promotional material

- Lanyards
- CD bags
- Cooler bags etc.

## Events

- Quality Exhibitions
- Quality Awards

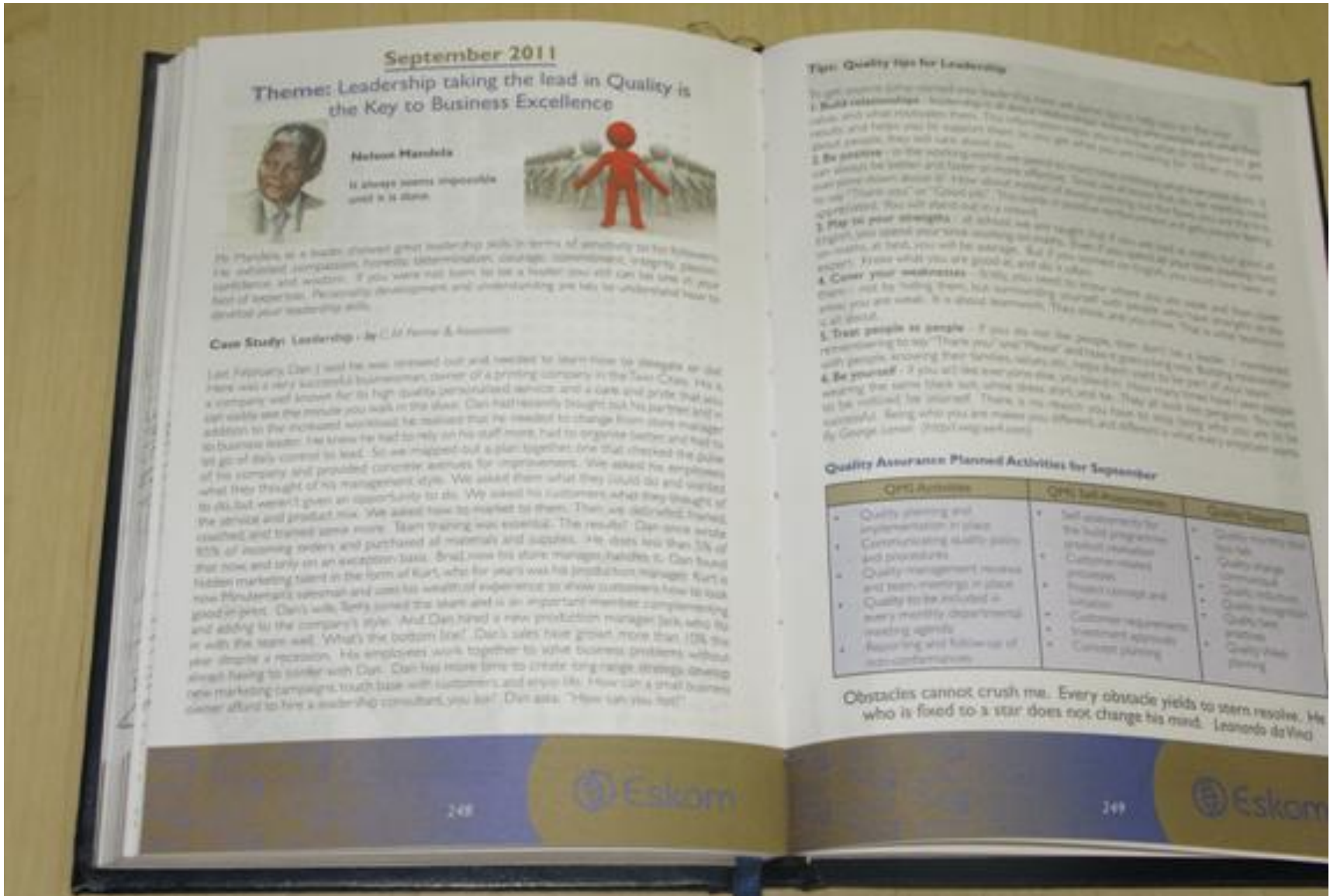
## Other

- Notice boards
- flags



# Print Media – Deskpads





September 2011

Theme: Leadership taking the lead in Quality is the Key to Business Excellence



Nelson Mandela

It always seems impossible until it is done.



Mr Mandela is a leader showed great leadership skills in terms of ability to be followers. He exhibited compassion, honesty, determination, courage, commitment, integrity, passion, confidence and wisdom. If you were not born to be a leader you still can be one of your best of expertise. Personal development and understanding are keys for understanding how to develop your leadership skills.

Case Study: Leadership - by C. M. F. & Associates

Last February Dan J said he was stressed out and needed to learn how to delegate or that there was a very successful businessman, owner of a printing company in the Town Centre. He is a company well known for its high quality personalized service and a care and pride that you can really see the minute you walk in the office. Dan had recently brought out his partner and in addition to the increased workload he realized that he needed to change from store manager to business leader. He knew he had to rely on his staff more, had to organize better and had to let go of day-to-day control to lead. So we mapped out a plan together one that checked the pulse of his company and provided concrete avenues for improvement. We asked his employees what they thought of his management style. We asked them what they could do and wanted to do, but weren't given an opportunity to do. We asked his customers what they thought of the service and product mix. We asked how to market to them. Then we identified, trained, coached and trained some more. Team training was essential. The results? Dan now writes 80% of incoming orders and purchases all materials and supplies. He does less than 10% of the work and only on an exception basis. Brad now his store manager handles it. Dan found hidden marketing talent in the form of Kurt, who for years was his production manager. Kurt is now Mr. J's assistant and uses his wealth of experience to show customers how to look good in print. Dan's wife, Terry joined the team and is an important member contributing and adding to the company's style. And Dan hired a new production manager, Jack, who fits in with the team well. What's the bottom line? Dan's sales have grown more than 10% the year despite a recession. His employees work together to solve business problems without always having to bother with Dan. Dan has more time to create long range strategy, develop new marketing campaigns, touch base with customers and enjoy life. How can a small business owner afford to hire a leadership consultant, you ask? Dan asks, "How can you not?"

### Tips: Quality tips for Leadership

1. **Build relationships** - Leadership is all about relationships. Building relationships will create trust, results and helps you to support them in the long run. You can't do it all on your own. You need to get about people. They will take about you.
2. **Be positive** - In the working world we spend a lot of time worrying about what we don't know. It's not about being better and faster growth offering. Good is always better. You can't do it all on your own. You need to get about people. They will take about you.
3. **Play to your strengths** - At school we are taught that if you are good at something that you are good at. If you are good at something that you are good at. If you are good at something that you are good at. If you are good at something that you are good at.
4. **Cover your weaknesses** - If you are good at something that you are good at. If you are good at something that you are good at. If you are good at something that you are good at. If you are good at something that you are good at.
5. **Treat people as people** - If you do not like people, then don't be a leader. I remember with people knowing their families, values etc. helps them want to be part of your team.
6. **Be yourself** - If you are not yourself, you are not in. There are many times that I have been told to be myself, be yourself. There is no one else you have to be like. Being who you are makes you different and different is what every employer wants.

### Quality Assurance Planned Activities for September

QMS Activities	QMS Self-Inspections	Quality Culture
<ul style="list-style-type: none"> <li>Quality planning and implementation in place</li> <li>Communicating quality plans and procedures</li> <li>Quality management reviews and team meetings in place</li> <li>Quality to be included in every monthly departmental meeting agenda</li> <li>Reviewing and follow-up of non-conformances</li> </ul>	<ul style="list-style-type: none"> <li>Self-inspections for the build programme product realization</li> <li>Customer-related processes</li> <li>Project closure and lesson</li> <li>Customer requirements</li> <li>Treatment approach</li> <li>Contract planning</li> </ul>	<ul style="list-style-type: none"> <li>Quality metrics that you can</li> <li>Quality share</li> <li>Communital</li> <li>Quality culture</li> <li>Quality integration</li> <li>Quality plan</li> <li>Quality plan</li> </ul>

Obstacles cannot crush me. Every obstacle yields to stern resolve. He who is fixed to a star does not change his mind. Leonardo da Vinci

# Brochures/Booklets

**Centre-led, localized service**

**Business Risk and Challenges**

The risk of not implementing ISO 9001 Compliant Management Systems leads to:

- Inability to meet requirements of processes, controls and practices
- No consistency and repeatability across similar processes
- Quality failures due to change and rework
- No basis for knowledge capturing, learning and continual improvement
- Compromised control and compliance performance
- Effective governance is compromised
- Customer expectations and requirements may not be met at all times
- Difficulty in retaining and sustaining Business and Operational Excellence

**Quality Solutions**

To address the above risks, the Quality Assurance team works with and coordinates other teams such as the Business Process Planning team to offer the following value adding Quality Solutions to the business:

- Development and implementation of ISO 9001 compliant management systems at Business Units and Projects
- Assistance with Business Improvement based on ISO 9001 and other international and Business Excellence Accredited ISO 9001 & Quality Thinking (eg Quality Assurance, Principles, Tools, Auditor Training etc)
- Quality system

**Quality Management**

**Moving the Borders of Quality**

**Business Risk and Challenges**

The risk of not properly valuing and analyzing the performance of Quality and the Management System can lead to:

- Inability to measure and track performance
- Inconsistent ability to align facts to action with decision making
- Quality risks not identified, assessed and monitored effectively
- Care of your Quality not quantified, tracked and measured effectively
- Difficulty to identify and prioritize areas of improvement
- Direct towards business and overall operational effectiveness, efficiency and excellence hampered

**Quality Solutions**

To address the above risks, the Quality Risk, Review and Analysis Team:

- Provides performance tracking and analysis on quality aspects
- Quality Reporting services
- Quality Risk coordination
- Developing Quality Cost measurement and tracking units/ Projects
- WHS to coordinate and track continuous Quality improvement initiatives

**Specialised, Value Added Quality Management Services & Solutions within the Project Life Cycle**

**Business Risk and Challenges**

The risk of not performing Independent Quality Engineering can lead to:

- Specifications and designs lacking appropriate Quality requirements
- Inadequate quality risk and criticality assessment on designs due to non-availability with actual supplier processes (eg fabrication process)
- Late or no problems on required levels of Quality Assurance and Quality Control on products and works
- Financial non-compliance with contract, regulations, other quality standards

**Quality Solutions**

To address the above risks, the Quality Engineering team works very closely with and in support of Engineers by providing the following value adding Quality solutions:

- Statutory Strength Approval Inspection Authority (SAI) / Approval Bodies (AB/OCQ) and non-statutory quality assurance services
- Approved / assessment of new reviewed and altered specifications and designs
- Risk based Product & Service Quality Assurance, Quality Control and Inspection bodies setting
- Quality Review teams
- Quality Engineering Advisory Services
- Covering all types of power plants, transmission, distribution, railway networks, pipelines, lifts, etc

**Quality Management**

**Moving the Borders of Quality**

**Business Risk and Challenges**

The risk of not implementing effective Project Quality System during execution can lead to:

- Poor Quality planning and jobs
- Inadequate, ineffective inspections and surveillance on contractors and supplier works
- Disproportionate levels of work that suppliers and contractors will have to do other quality problems, works and services
- Low detection of problematic products, works and services
- High cost of rework, reduced plant and product availability and reliability

**Quality Solutions**

To address the above risks, the Project Quality Management Team supports Project Execution teams with reliable, independent, value adding Quality services, such as:

- ISO Compliance and Certification Audits of Management Systems through accredited certification bodies
- Internal & Project QA Audits
- Vendor capability, Quality Assurance & Performance Audit
- Product design review teams
- Investigation of major quality related incidents





June 2011

Quality Theme

*A World without Quality*

Quality and human life are synonymous. In fact, one cannot separate the two concepts because quality is the centre to human life. The world would not survive without Quality. In many cases the quality of a product means the difference between life and death e.g. Life support machines rely on Quality electricity.

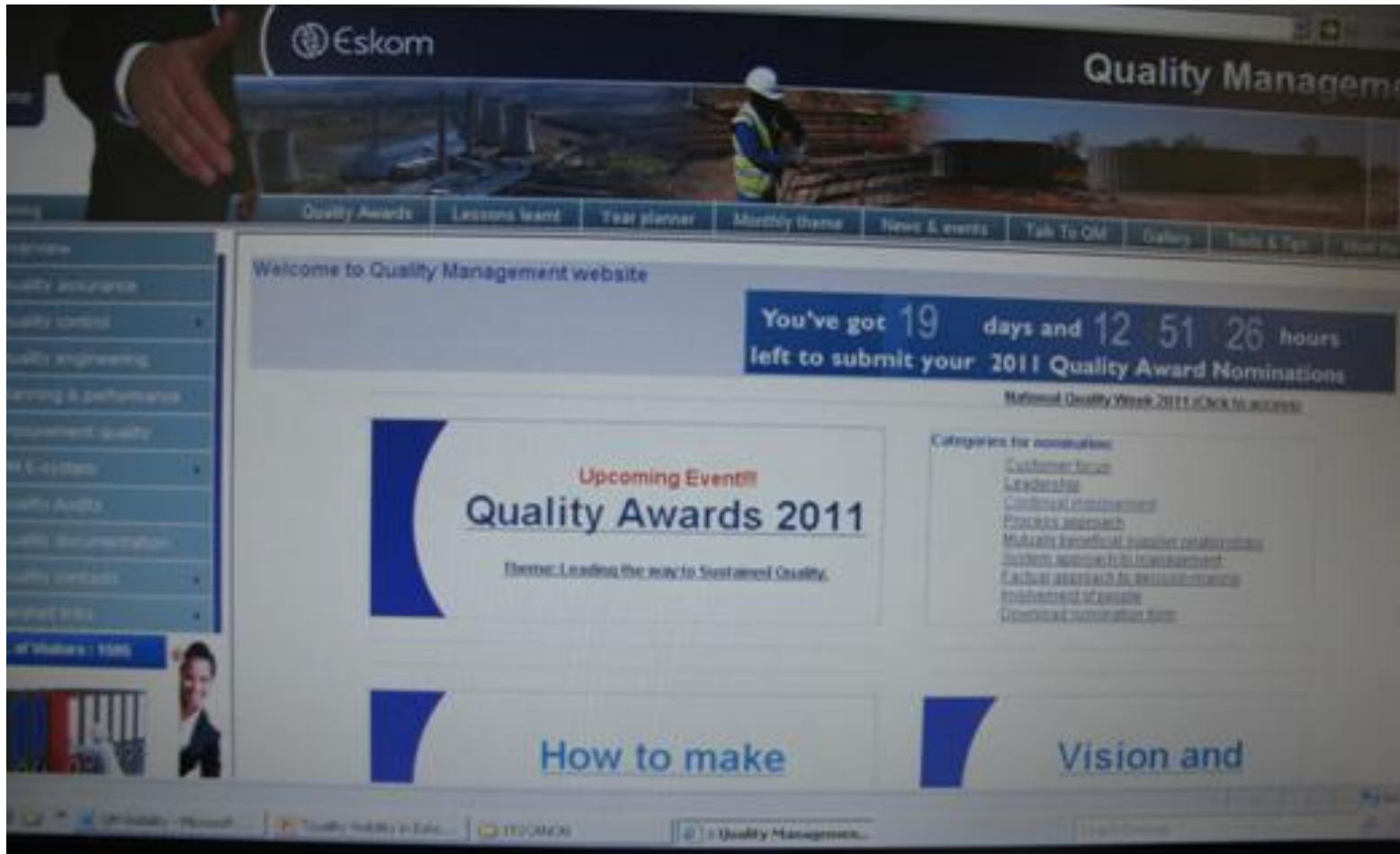


Adobe Acrobat Document



Adobe Acrobat Document

# Electronic Media- Quality Management Website



## Professional Video clips

- Evolution of Quality
- Cost of Quality

Dedicated e-mail address: [qualitymanagement@eskom.co.za](mailto:qualitymanagement@eskom.co.za)



# Promotional material



Lanyards  
CG bags  
Cooler  
bags etc.

- These events are held annually during the month of November. QM Sections & External Quality institutes show case what is it that they do in their fields of quality.



# Quality Events: Awards 2010

- These events are held annually during the month of November. Quality Ambassadors who have gone the extra mile within the Quality fraternity are given awards for their contribution.



# Notice Boards





**Visibility is the key to the  
success of Quality!**

**Thank you**