

# Clarification\_ QM 58 Category 3 Quality Requirements

KZN Province

23 January 2026

HVAC Systems Maintenance Services



THINK QUALITY.

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

Road  
to  
Success

- 1. Quality Requirement Category 3**
- 2. Section A – document submission**
- 3. Section B – document submission**
- 4. Completion of Section C: Contract Quality Plan**
- 5. Completion of Section D: Quality Control Plan / Inspection and Test Plan (QCP /ITP)**
- 6. Complete Section E:Form A**

A.1 QMS Manual or a document that defines and describes the QMS and its scope (**The manual to be aligned to ISO 9001:2015** )

## Clauses of ISO 9001:2015

- **Clause 4 - Context of organization**
- **Clause 5 – Leadership**
- **Clause 6 – Planning**
- **Clause 7 – Support**
- **Clause 8 – Operation**
- **Clause 9 – Performance Evaluation**
- **Clause 10 – Improvement**

### A.2 Quality Policy **Approved by top** management

- Commitment to: meet customer requirements / expectations; continual improvement; satisfying all applicable requirements including statutory requirements.

### A.3 Quality Objectives **Approved by top** management

- Identify Quality Objectives, targets, target dates, person responsible

### A.4 Control of documented information

- Describe how documents are approved, distributed, retrieved, reviewed. Control of obsolete and external origin.
- Describe storage(how records are kept), protection, retrieval, retention time and disposal of records

### A.5 Documented information for control of Non-Conforming Outputs

- Describe process of **-elimination of detected non-conformance of outputs**

### A.6 Documented information for Non-Conformance and Corrective Action

- Describe **-elimination of detected non-conformance**
- Describe process of Corrective Action –**Prevention of recurrence (ID root cause)**

### A.7 Documented information for Internal audit

- Planned interval, conducted by trained and independent personnel, who will conduct, how will they conduct and intervals. Reporting and correction of audit findings

### B.1 Documented information for defined roles, responsibilities and authorities

- Submits either of these documents
  - Organogram
  - Job Profile
  - Responsibility Matrix etc.

**Please ensure that the Quality Roles / Function is detailed**

- B.2 Documented information for Control of Externally Provided Processes, Products and Services
- Describe how you ensure that work completed/supplied by external party (Sub-Contractor, Suppliers) compiles with the requirements.
  - Selection
  - Evaluation
  - On going monitoring
  - Inspection
  - Product acceptance /approval / final Inspection
  - Controls that you have in place

# Section C – Contract Quality Plan

- **Contract Quality Plan specific to the scope of work**
  - 1. SCOPE OF WORK ..... 3
  - 2. COMMUNICATION CHANNELS BETWEEN SUPPLIER & ESKOM ..... 3
  - 3. ORGANOGRAM ..... 3
  - 4. INDEX OF INTERFACING DOCUMENTS ..... 3
  - 5. INDEX OF DOCUMENTS /RECORDS THAT SHALL BE SUBMITTED TO ESKOM DURING PROJECT.... 3
  - 6. A LIST OF SUPPLIERS & SUB-SUPPLIERS ..... 4
  - 7. MONITORING OF SUB-SUPPLIERS ..... 4
  - 8. PROOF THAT SUPPLIERS, SUB-SUPPLIERS WORK TO SPECIFIED QUALITY STANDARDS ..... 4
  - 9. INDEX OF ITEMS TO BE MANUFACTURED, REFURBISHED AND NEWLY PURCHASED ..... 4
  - 10. ITEMS THAT NEED QCP OR NOT ..... 5
  - 11. AREAS AND PROCESSES REQUIRING SPECIAL CONTROLS ..... 5
  - 12. INTERFACE OF SUB-SUPPLIERS WITH THE QMS OF SUPPLIER ..... 5
  - 13. INDEX OF ALL STANDARDS & SPECIFICATIONS ..... 5
  - 14. HOW QUALITY RECORDS WILL BE CONTROLLED AND RETAINED ..... 5
  - 15. LIST OF PURCHASE ORDERS FOR QUALITY CRITICAL ITEMS ..... 5
  - 16. CONCESSION REGISTER UPDATED ..... 5
  - 17. DATABOOK INDEX AND O&M MANUAL ..... 6
  - 18. SPARE PARTS INTER-CHANGEABILITY RECORDS ..... 6

- **Template attached on invitation – CQP Template**

- QCP is a document specifying the activities to be inspected throughout the execution of the project, inclusive of test methods, procedures and acceptance criteria.
- The contractor to outline all the inspection activities, acceptance criteria and who to approve. All check sheets that are to be used shall be attached to the QCP.
  - List of activities,
  - activity control measures-( visual/ checklist / testing);
  - Intervention points
  - Checklists/ ITPs need to be well designed for each activity;
  - Indicate approvals required by client
- 



# Section E - Form A completion and signing

		<b>(FORM A)</b> <b>TENDER &amp; CONTRACT QUALITY REQUIREMENTS FOR QM 58 AND QUALITY REQUIREMENTS FOR ISO 9001 STANDARD</b>		Template Identifier	240-43921804	Rev	3
		Document Identifier	240-68099512	Rev	6		
		Authorisation Date	October 2018				
		Review Date	October 2022				
<b>SECTION A (TENDERER)</b> <b>ENQUIRY CONTRACT DESCRIPTION</b>		<b>Complete here</b>					
<b>SECTION B (ESKOM)</b>		<b>CLAUSES OF QM 58 SPECIFICATION</b>		<b>CLAUSE DESCRIPTION</b>		<b>INDICATE WITH AN (X) AS APPLICABLE OR ( - ) IF NOT APPLICABLE</b>	
		<b>CLAUSE 3</b> <b>PRE-CONTRACT AWARD QUALITY REQUIREMENTS</b>		<b>Category 1 (refer to clause 4.1.1 of QM 58)</b> <b>Category 2 (refer to clauses 4.1.2 of QM 58)</b> <b>Category 3 (refer to clause 4.1.3 of QM 58)</b> <b>Category 4 (refer to clause 4.1.4 of QM 58)</b> <b>Supplier and Sub-supplier Site Assessment (refer to clause 4.2 of QM 58)</b>		<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
		<b>CLAUSE 4</b> <b>POST-CONTRACT AWARD</b>		<b>Contract Execution (refer to clause 5.1 of QM 58)</b> <b>Supplier Quality Performance Monitoring Phase (refer to clause 5.2 of QM 58)</b>		<input checked="" type="checkbox"/> <input type="checkbox"/>	
		<b>CLAUSE 5</b> <b>STANDARD CONDITIONS</b>		<b>Eskom Rights of Access (refer to clause 6.1 of QM 58)</b> <b>Eskom Rights to Information (refer to clause 6.2 of QM 58)</b> <b>Preservation and Storage (refer to clause 6.3 of QM 58)</b> <b>Supplier Quality Audits (refer to clause 6.4 of QM 58)</b> <b>Nonconformities and Nonconforming Outputs Identified by Eskom (refer to clause 6.5 of QM 58)</b> <b>Special Processes (refer to clause 6.6 of QM 58)</b>		<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	
		<b>CLAUSE 6</b> <b>CLAUUSES OF ISO 9001 STANDARD</b>		<b>CLAUSE DESCRIPTION</b>		<b>INDICATE WITH AN (X) AS APPLICABLE OR ( - ) IF NOT APPLICABLE</b>	
		<b>CLAUSE 4</b> <b>Context of the Organisation</b>		<b>CLAUSE 5</b> <b>Leadership</b>		<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	
		<b>CLAUSE 6</b> <b>Planning</b>		<b>CLAUSE 7</b> <b>Support</b>		<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	
		<b>CLAUSE 8</b> <b>Operation</b>		<b>CLAUSE 9</b> <b>Performance Evaluations</b>		<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	
		<b>CLAUSE 10</b> <b>Improvement</b>					
		<b>SECTION D (ESKOM)</b> <b>ESKOM'S QUALITY REPRESENTATIVE</b>		<b>NAME</b> <b>BONGI TSHABALALA</b>		<b>DESIGNATION</b> <b>QUALITY SVC ADVISOR A</b>	
						<b>SIGNATURE</b> 	
<b>SECTION E (TENDERER)</b> <b>TENDERER'S QUALITY REPRESENTATIVE</b>		<b>NAME</b> <b></b>		<b>DESIGNATION</b> <b></b>		<b>DATE</b> <b></b>	
						<b>SIGNATURE</b> 	
<b>Complete and sign here</b>							

NB: The tenderer must complete and sign this form to acknowledge and accept Eskom Supplier Quality Requirements as per QM 58 Specification and ISO 9001 Standard.

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- Section A
  - Documents not compliant to ISO 9001:2015 requirements (A1,A2,A4,A6,A7)
  - Documents compliant to ISO 9001:2015 but reference made to ISO 9001:2008
  - Quality Policy not approved
  - Quality objectives not approved
- Section B
  - B.1 Documented information for defined roles, responsibilities and authorities
    - Quality role not included
  - B.2 Documented information for Control of Externally Provided Processes, Products and Services
    - Documentation control process only listed – no indication of other process e.g supplier/contractor management

- Section C
  - Contract Quality Plan – template submitted – not populated
  - Not all information submitted
  - NO submission
- Section D
  - ITP/QCP – template submitted – not populated
  - Not all information included
  - NO submission
- Section E
  - Form A – enquiry number and description omitted
  - Not signed by Quality Rep or Director

Thank  
you

