

Zero
Defects



THINK QUALITY!

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

**Road
to
Success**



Clarification_QM 58 Category 3 Quality Requirements

KZN Province

23 January 2026

HVAC Systems Maintenance Services

- 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) complies 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




Document

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Section E - Form A completion and signing

	(FORM A)	Template Identifier	240-43921804	Rev	3
	TENDER & CONTRACT QUALITY	Document Identifier	240-68099612	Rev	6
	REQUIREMENTS FOR	Authorisation Date	October 2018		
	QM 58 AND	Review Date	October 2022		
QUALITY REQUIREMENTS FOR ISO 9001					
STANDARD					

SECTION A (TENDERER)	ENQUIRY/ CONTRACT No:	Complete here			
	ENQUIRY/ CONTRACT DESCRIPTION				
SECTION B (ESKOM)	CLAUSES OF QM 58 SPECIFICATION	CLAUSE DESCRIPTION	INDICATE WITH AN 'X' IF APPLICABLE OR IF NOT APPLICABLE		
	CLAUSE 3	PRE-CONTRACT AWARD QUALITY REQUIREMENTS (*Select Only Applicable Category). NB: Not more than one category must be selected. Also indicate whether site assessment is applicable.	X		
	CLAUSE 4	Category 1 (refer to clause 4.1.1 of QM 58)	-		
		Category 2 (refer to clause 4.1.2 of QM 58)	-		
		Category 3 (refer to clause 4.1.3 of QM 58)	-		
		Category 4 (refer to clause 4.1.4 of QM 58)	X		
		Supplier and Sub-supplier Site Assessment (refer to clause 4.2 of QM 58)	-		
	CLAUSE 5	POST-CONTRACT AWARD Contract Execution (refer to clause 5.1 of QM 58)	X		
		Supplier Quality Performance Monitoring Phase (refer to clause 5.2 of QM 58)	X		
	CLAUSE 6	STANDARD CONDITIONS			
		Eskom Rights of Access (refer to clause 6.1 of QM 58)	X		
		Eskom Rights to Information (refer to clause 6.2 of QM 58)	X		
		Preservation and Storage (refer to clause 6.3 of QM 58)	X		
		Supplier Quality Audits (refer to clause 6.4 of QM 58)	X		
		Nonconformities and Nonconforming Outputs identified by Eskom (refer to clause 6.5 of QM 58)	X		
Special Processes (refer to clause 6.6 of QM 58)		X			
SECTION C (ESKOM)	CLAUSES OF ISO 9001 STANDARD	CLAUSE DESCRIPTION	INDICATE WITH AN 'X' IF APPLICABLE OR IF NOT APPLICABLE		
	CLAUSE 4	Context of the Organisation	X		
	CLAUSE 5	Leadership	X		
	CLAUSE 6	Planning	X		
	CLAUSE 7	Support	X		
	CLAUSE 8	Operation	X		
	CLAUSE 9	Performance Evaluations	X		
	CLAUSE 10	Improvement	X		
SECTION D (ESKOM)	ESKOM'S QUALITY REPRESENTATIVE	NAME	DESIGNATION	DATE	SIGNATURE
		BONGI TSHABALALA	QUALITY SVC ADVISOR	20/04/23	
SECTION E (TENDERER)	TENDERER'S QUALITY REPRESENTATIVE	NAME	DESIGNATION	DATE	SIGNATURE
		Complete and sign here			

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*

