

# Tender Clarification – Provision of Cleaning Services Category 4 Quality Requirements

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- “Philip Crosby”**
  - Quality is conformance to requirements.
- “Dr Edward Deming”**
  - Quality is a predictable degree of uniformity and dependability, at low cost and suited to the market.
- “Dr Juran”**
  - Quality is fitness for use/purpose.
- “R J Mortiboys”**
  - Quality is synonymous with customer needs and expectations.



## Section A

- The supplier shall submit a method statement or a document that defines and describes the QMS and its scope.
  - The supplier shall submit a Quality Policy approved by top management.
  - The supplier shall submit Quality Objectives approved by top management.
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## Section B

- The supplier shall submit documented information for defined roles, responsibilities and authorities - Organization chart and Responsibility matrix (must include but not limited to quality management function/role)
- The supplier shall submit documented information for Control of Externally Provided Processes, Products and Services.
- **E** -The supplier shall complete and sign Form A (Enquiry/Contract/Quality Requirements for Supplier Quality Management Specification 240-105658000/ QM 58 and ISO 9001).

