

	Supplier QM Category 4 Method Statement Template	Template Identifier	240-43921804	Rev	6	
		Document Identifier	240-126469599	Rev	3	
		Effective Date	October 2025			
		Review Date	October 2030			

Method statement Title (Title as per tender/RFQ title)	Full Name (Supplier Representative Details)	Originated by	Reviewed by (if applicable)	Approved by: (if applicable)	
	Designation (of the compiler)				
	Contact No (of the compiler)				
	Date				
Client (Division/Cluster/ Operating/ Business Unit as per tender RFQ)		Tender /RFQ Number/ Contract Number- choose the appropriate selection			
Activity	Detailed Description (type in the information required)			Reference Document/ Procedure	Area / Dept./ Discipline
1. Scope of work as described in the contract document/ order/ tender	Outline the scope of work as detailed in the Works Information of the NEC document for this tender/ RFQ			Note the relevant document ref number (if available)	Relevant discipline (if any)
2. Scope of work Objectives/ Outputs / contract objectives	List 2-3 objectives (Specific, Measurable; Achievable; Realistic & Time bound) in relation to the SOW outputs				
3. Leadership- How is the organization's mission, vision, strategy, policies and processes communicated throughout the organization; What are the shared values of this organisation?	The mission; vision; values of the organisation.				
4. Customer Focus - The primary focus of quality management is to meet customer requirements and to strive to exceed customer expectations. How are customer needs identified, and effectively communicated to affected personnel?	How are customer needs identified, and effectively communicated to affected stakeholders in and outside the organisation?				
5. Communication-customer satisfaction	How does the organisation communicates with clients for determining the requirement for the SOW services or products?				

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	<p>Through meetings/websites/ telephone contacts and representative/ or email address/ or any other means.</p> <p>How does the organisation acquire information from the customer related to questions; complaints; concerns; feedback – provide details for direct email/phone calls/ online surveys; customer support channels; face to face or virtual meetings</p> <p>How are issues relating to delivery of service/product are handled, elaborate where applicable – transportation; user training; on-site installation; warranties; repairs and customer support.</p>		
<p>6. Competency, empowering and engaging people throughout the organization to enhance its capability to create value. What Human Resources, training and authority are required for delivering this SOW?</p>	<p>Provide details of skills/ competencies and training required to deliver the tender/order Scope of work?</p> <p>Any accreditation required for the services/products required?</p> <p>Any industry requirements governing the supply of products/services</p>		
<p>7. Infrastructure: PPE required</p> <p>Dealing with client or external providers Property (material/tools/premises/IP/personal data)</p>	<p>Infrastructure required to deliver on SOW; PPE that is required in executing the scope of work?</p> <p>How is the organisation going to protect customer/external provider property (material/tools/premises/IP/personal data)?</p> <p>How does the organisation limit access to intellectual property or confidential/ personal data especially after the completion of the contract (If applicable)</p>		
	<p>List the tools/equipment/infrastructure (including testing/measurements to be done- if any) required to deliver the scope of work?</p> <p>Are there any statutory and or regulatory requirements relevant to the sow outputs, please enlist them and highlight mitigation measures.</p>		
<p>8. Risk Management - identification and management to mitigate impact</p>	<p>List all Risks associated with delivering the scope of work, what actions will be taken to minimise and mitigate the identified risks.</p> <p>Dealing with non-conformances or substandard work during sow delivery or execution (to add)</p>		
<p>9. What actions will be undertaken for improving efficiency and effectiveness of the business processes?</p>	<p>Explain how the organisation identifies gaps for improvement in business processes to meet or exceed customer/regulatory requirements;</p> <p>Is there a risk and opportunity register, how often is it populated and reviewed by top management?</p>		

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	How are the identified risks managed to minimise or eliminate impact?		
10. Data and Analysis – what data will be collected from this contract and what analysis will be carried out to assist with decision making in the future.	<p>How does your organisation analyse data to evaluate the degree of customer satisfaction?</p> <p>How does your organisation monitor data to evaluate conformity of products and services offered by your organisation?</p> <p>How does your organisation monitor performance of external providers?</p> <p>How does your organisation deal with resolving issues that requires rework or scrapping?</p>		
11. Relationship Management. For sustained success, organizations manage their relationships with interested parties, such as suppliers. Purchasing/Procurement done including supplier selection criteria and monitoring if any.	<p>Does your organisation source externally for services /products for executing the scope of work?</p> <p>If yes, do have a process outlined to ensure supplier selection criteria; evaluation and performance monitoring is followed in outsourcing activities?</p>		

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