

# Clarification\_QM 58 Category 3 Quality Requirements

01 July 2026

Fibre Optic Installation and Repair



Zero  
Defects



**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.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.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**

# Section D- Quality Control Plan/ Inspection Test Plan

- 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



ITP

# 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<br>(TENDERER)                          | ENQUIRY/<br>CONTRACT No:            | <b>Complete here</b>                                                                                                                                                                 |                                                        |          |                                                                                     |
|                                                  | ENQUIRY/<br>CONTRACT<br>DESCRIPTION |                                                                                                                                                                                      |                                                        |          |                                                                                     |
| SECTION B (ESKOM)                                | CLAUSES OF QM 58 SPECIFICATION      | CLAUSE DESCRIPTION                                                                                                                                                                   | INDICATE WITHIN X (AS APPLICABLE OR IF NOT APPLICABLE) |          |                                                                                     |
|                                                  | CLAUSE 3                            | PRE-CONTRACT AWARD QUALITY REQUIREMENTS<br>(*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<br>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 WITHIN X (AS 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<br>SVC ADVISOR                                 | 20/04/23 |  |
| SECTION E (TENDERER)                             | TENDERER'S QUALITY REPRESENTATIVE   | NAME                                                                                                                                                                                 | DESIGNATION                                            | DATE     | SIGNATURE                                                                           |
|                                                  |                                     | <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
- 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*

