



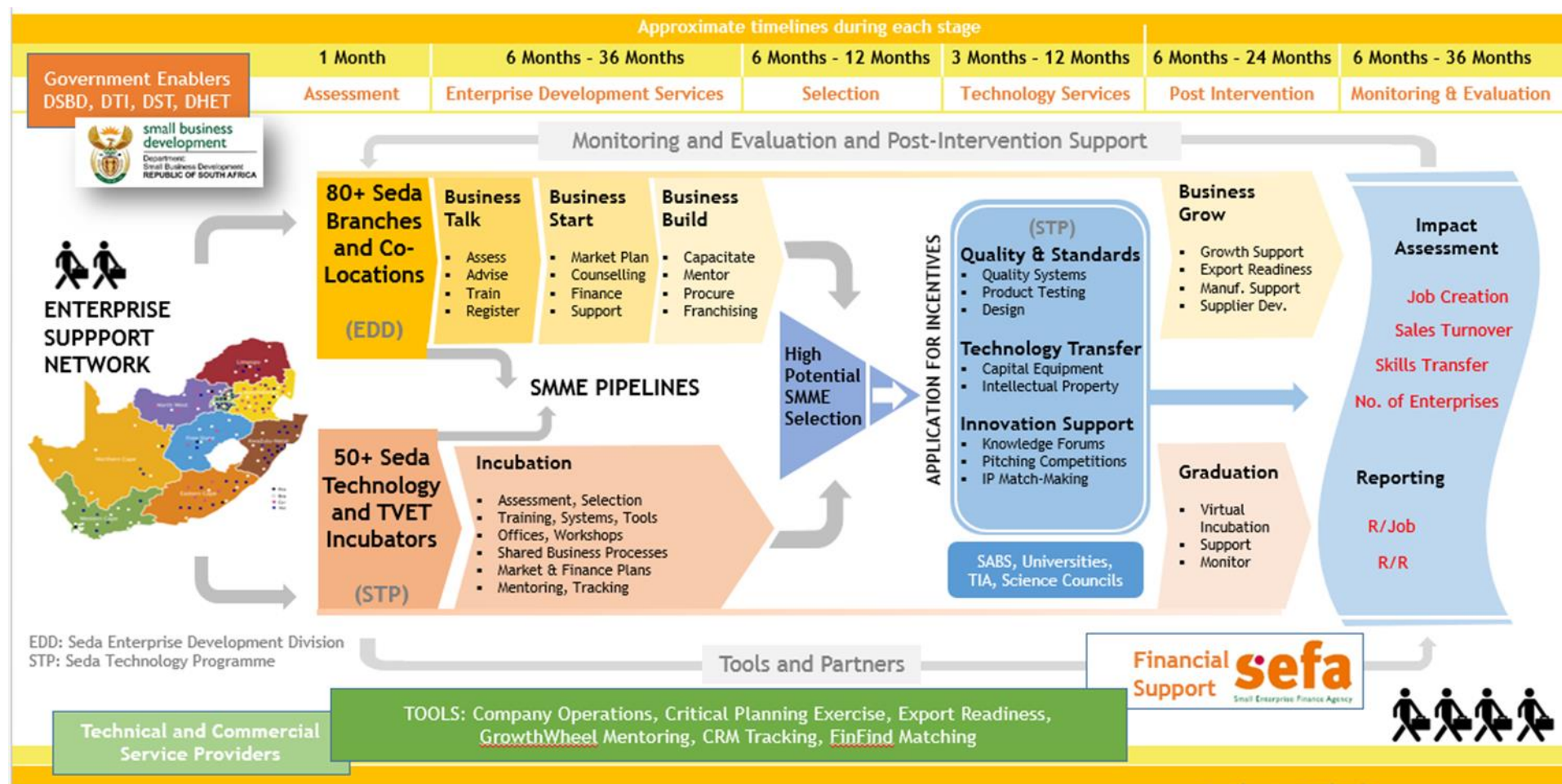
Small Business and Certification

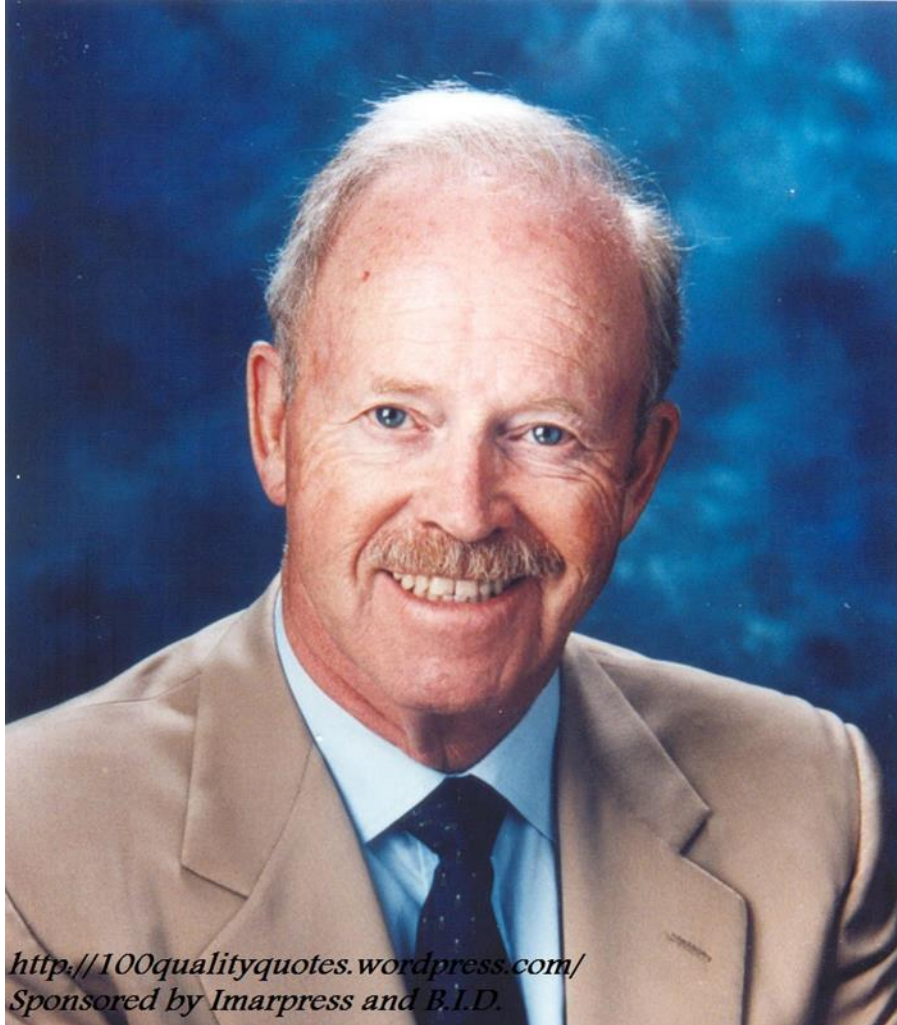
SAACB 3rd Conference 13th September 2019

By: Malembe Mtsweni



SEDA OVERVIEW





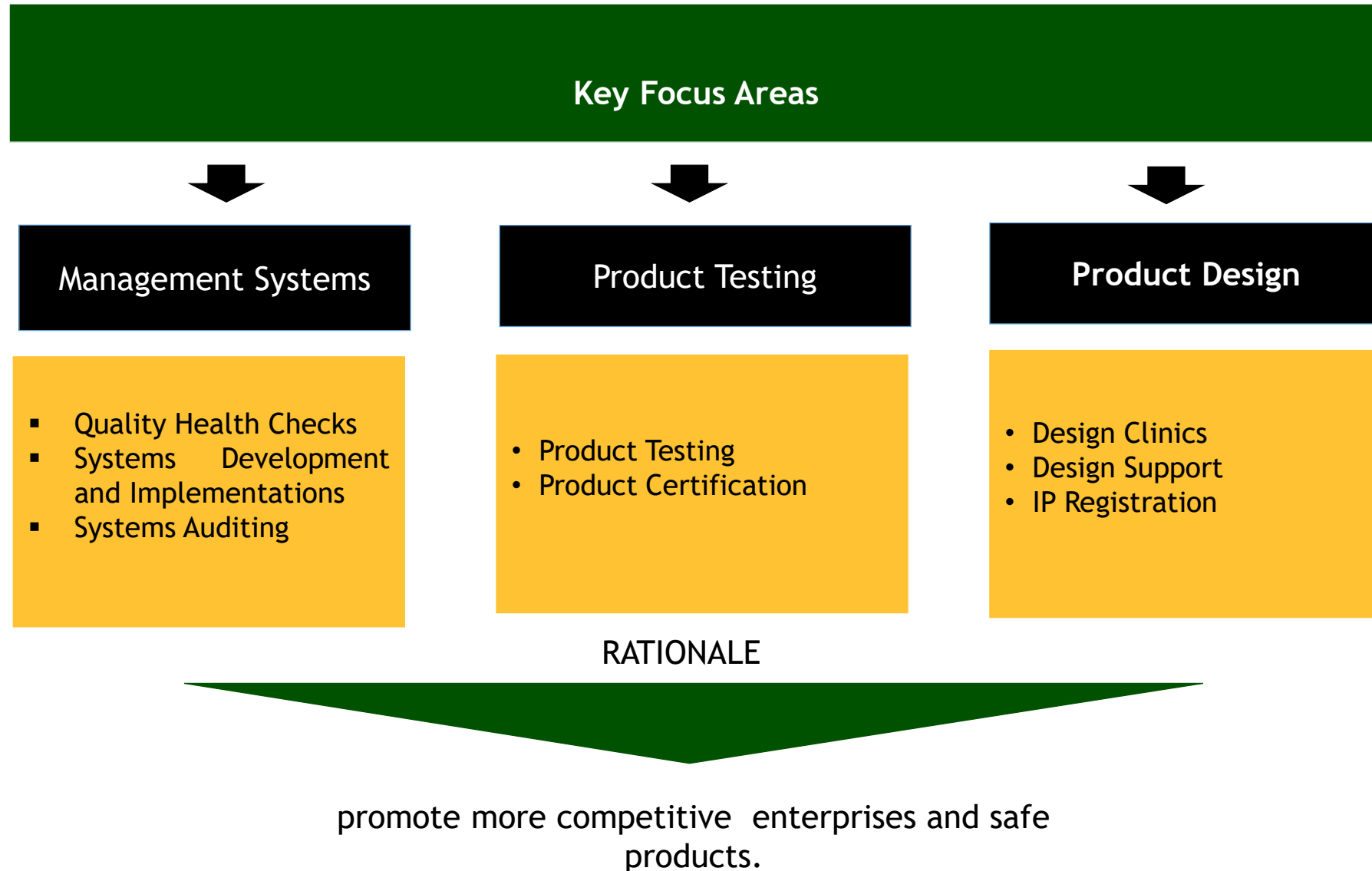
<http://100qualityquotes.wordpress.com/>
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*“Quality is the result
of a carefully
constructed cultural
environment. It has to
be the fabric of the
organization, not
part of the fabric.”*

Phill Crosby



QUALITY AND STANDARDS FOCUS AREAS





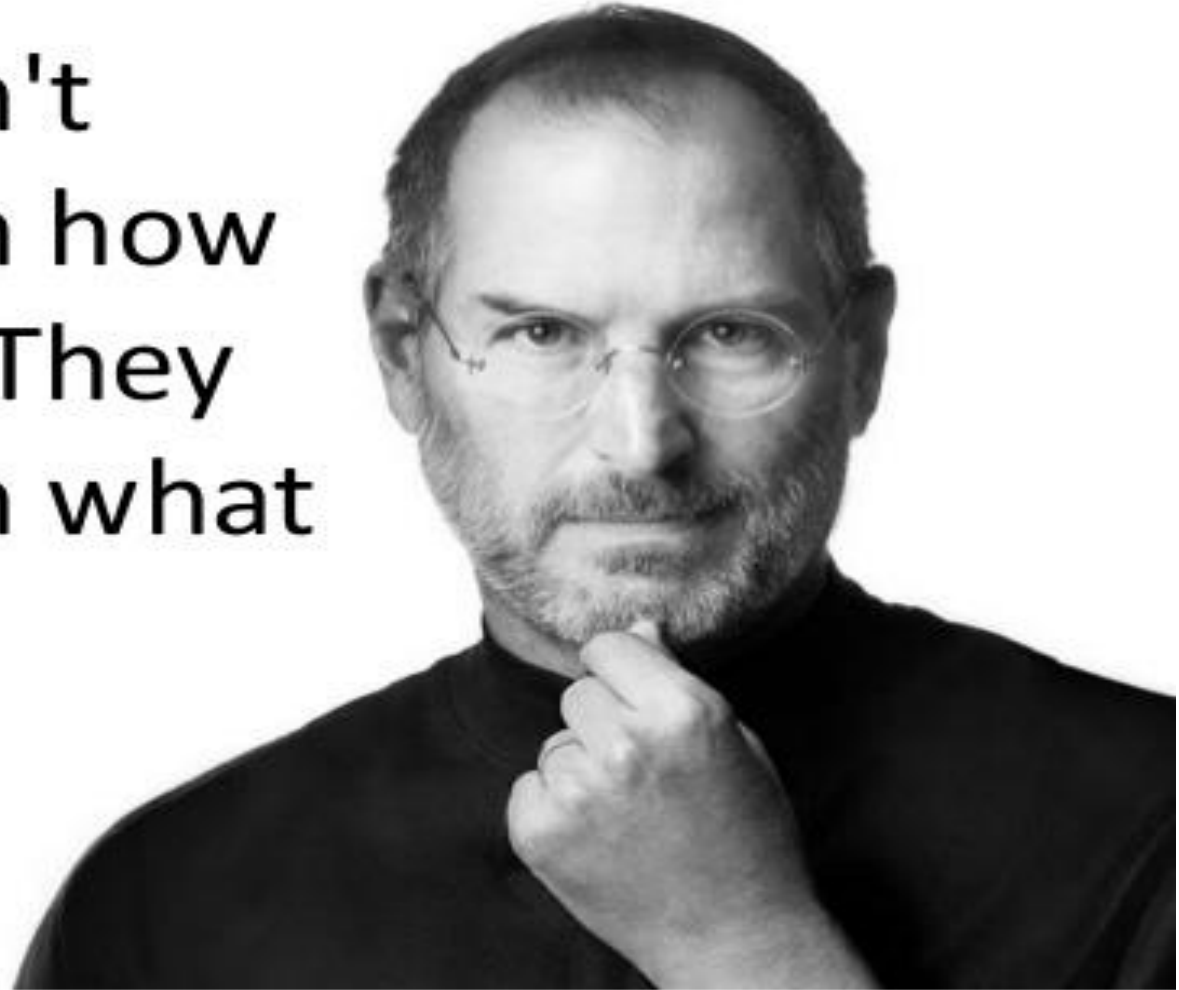
CHALLENGES OF CERTIFICATION

- COST OF COMPLIANCE
 - COST OF CERTIFICATION
 - QUALITY OF CONSULTANTS
 - UNAVAILABILITY OF EXPERTS
-



“Customers don't
measure you on how
hard you tried. They
measure you on what
you deliver.”

- *Steve Jobs*





COST OF COMPLIANCE - INFRASTRUCTURE



Housekeeping



...COST OF COMPLIANCE



Housekeeping



COST OF CERTIFICATION





....COST OF CERTIFICATION







COST OF CERTIFICATION

Certification costs (stage 1, stage 2 and surveillance audits fees) could be unaffordable to many SME's

Accreditation costs for laboratories are also not affordable to the general SME sector

WHAT IS THE SOLUTION?



- Inexperienced consultants
 - Lack of understanding of the basics of Quality Management Systems e.g. Quality Techniques, Quality Tools, etc.; etc.
 - Inappropriate use of toolkits/templates
 - Inability to train the employees of the organization on the requirements and maintenance of the documented QMS
 - The proliferation of certification bodies ? Could be a challenge.
-



There's a general scarcity of both Consultants and Certification Bodies on the following:

- ISO 15189 for Medical Labs
- ISO 13485 for Medical Devices
- ISO 3834 for the Welders
- ISO 17025 for Laboratories

Private standards:

- BRC
 - Global Gab
 - IRIS
-



The proper implementation of Quality Management Systems and Certification have a positive impact on the growth and sustainability of any organization.

SEDA measures and records this impact on quarterly basis and the overall results are always positive.



IMPACT ANALYSIS

	Company	Year	Q&S intervention amount	Turnover				Jobs				ROI	
				Turnover before Q&S	Turnover after Q&S	Change in Turnover	%	Full-time Jobs before Q&S	Full-time Jobs after Q&S	Change in Jobs	%	R-out per R-in	Rand per Job
1		2017/18	R78 490	R1 200 000	R4 200 000	R3 000 000	250%	5	12	7	140%	R 38.22	R 11 213
2		2017/18	R125 000	R1 200 000	R3 360 000	R2 160 000	180%	33	62	29	88%	R 17.28	R 4 310
3		2017/18	R38 000	R4 824 091	R11 367 641	R6 543 550	136%	10	12	2	20%	R 172.20	R 19 000
4		2017/18	R40 000	R2 379 854	R4 837 796	R2 457 942	103%	8	8	0	0%	R 61.45	
5		2017/18	R56 650	R5 500 000	R10 000 000	R4 500 000	82%	18	25	7	39%	R 79.44	R 8 093
6		2017/18	R33 000	R17 500 000	R23 200 000	R5 700 000	33%	18	18	0	0%	R 172.73	
7		2017/18	R70 000	R27 300 000	R34 900 000	R7 600 000	28%	57	93	36	63%	R 108.57	R 1 944
8		2017/18	R84 980	R18 722 467	R23 734 885	R5 012 418	27%	17	17	0	0%	R 58.98	
9		2017/18	R33 000	R15 000 000	R18 000 000	R3 000 000	20%	25	35	10	40%	R 90.91	R 3 300
10		2017/18	R59 000	R1 120 000	R1 300 000	R180 000	16%	6	5	-1	-17%	R 3.05	-R 59 000
11		2017/18	R44 000	R82 000 000	R92 000 000	R10 000 000	12%	103	103	0	0%	R 227.27	
12		2017/18	R42 000	R3 600 000	R4 000 000	R400 000	11%	5	8	3	60%	R 9.52	R 14 000
13		2017/18	R124 800	R22 000 000	R16 000 000	-R6 000 000	-27%	50	45	-5	-10%	-R 48.08	-R 24 960
14		2017/18	R32 000	R6 674 308	R4 523 898	-R2 150 410	-32%	9	9	0	0%	-R 67.20	
15		2017/18	R48 000	R12 000 000	R8 000 000	-R4 000 000	-33%	20	20	0	0%	-R 83.33	
	TOTALS		R908 920	R221 020 720	R259 424 220	R38 403 500	17%	384	472	88	23%	R 42.25	R 10 329



Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skilful execution; it represents the wise choice of many alternatives.

- William A. Foster



THANK YOU