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PURPOSE

To plan for the quality management system to address the internal and external issues of OEC and the requirements of the interested parties as defined in Chapter 3.

SCOPE

Applicable to the quality management system *at the Head office and warehouse located at Dheku.*

Warehouse at Dheku includes core and back-end services like storage, file retrieval, re-file, destruction, scanning, receiving courier and permanent removal of files from storage.

Head office includes centralised processes of Purchase process, Proposal to CIF Process, MR and Leadership and Recruitment and Training Process

REFERENCE

NA

RESPONSIBILITY

The overall responsibility for meeting the above objectives lies with the Chief Operating Officer.

DESCRIPTION OF ACTIVITIES

1. PLANNING

1.1. RISKS AND OPPORTUNITIES

OEC has adopted tools such as the FMEA (Failure mode effect analysis) mentioned in Annexure 3 to determine the risks and opportunities that need to be addressed to

- Give assurance that the quality management system can achieve its intended results
- Enhance desirable effects
- Prevent and reduce undesired effects
- Achieve improvement

Based on the risk assessment, OEC, decides on appropriate actions to address risks and these actions are proportionate to the potential impact.

1.2. QUALITY OBJECTIVES

Quality Objectives (as stated in chapter 2) have been established based on the framework provided by the Quality Policy and take into account applicable requirements. The objectives have measures defined and the same is measured at frequencies and through mechanisms as specified in the "Process for Measurement" (OEC-MR-ME-P-01). To achieve the requirements stated in the objectives, the measures for each of the processes (where defined) are aligned to the objectives. This ensures the involvement of the relevant functions and levels within the organisation to meet requirements specified.

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OEC takes into account the resources required, responsibilities, timelines, and evaluation of the tasks at hand when planning on how to achieve its Quality Objectives.

1.3. PLANNING OF CHANGES

The mechanism for making changes to the quality system as described in the section 1.5.3 of chapter 6 ensures that the integrity of the system is maintained when changes are made

2. RECORDS

All records required to evidence the above state commitments is section 4 are maintained.

ENCLOSURES

NA

FORMATS / EXHIBITS

NA