Eskom	Template for a Typical Contract Quality Plan	Template Identifier	240-43921804	Rev	5
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Contract Quality Plan template assist the supplier to identify and plan for meeting client's/ contract expectations/requirements for quality management

Reference –: Guidelines for quality plans SANS 466:2005 Edition 1 / ISO 10005:2005 Edition 2

SUPPLIER / CONTRACT NAME	To be completed by Tenderer
ESKOM ENQUIRY / CONTRACT NO.	To be completed by Tenderer
COMMENCEMENT DATE	Leave it blank, Only after contract awarded
COMPLETION DATE	Leave it blank, Only after contract awarded

SUPPLIER / CONTRACTOR	Name	Designation	Signature	Revision
Compiled by	Rep from Tenderer			*Rev 0 during tender evaluation and to change to rev 1 after contract signing*
Approved by	Owner of organisation			

ESKOM APPROVAL	Name	Designation	Signature	Revision
Reviewed by (Project Coordinator; Site Engineer; QC	Leave it blank- completed after award			
Accepted by (Contract Manager/ End User/ Project Manager)	Leave it blank- completed after award			

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CONTRACT QUALITY PLAN SAMPLE

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1. DEFINITIONS

a) ***Quality Management System*** - defined as a formalized system that documents processes, procedures, and responsibilities for achieving quality policies and objectives.

b) ***Quality Plan*** - specification of the procedures and associated resources to be applied when and by whom to a specific object. “A document or set of documents that describe the standards, quality practices, resources and processes pertinent to a specific product, service or project.”

c) ***Quality Assurance*** - "part of quality management focused on providing confidence that quality requirements will be fulfilled." The confidence provided by quality assurance is twofold—internally to management and externally to customers, government agencies, regulators, certifiers, and third parties. The planned and systematic activities implemented within the quality system that can be demonstrated to provide confidence that a product or service will fulfil requirements for quality."

d) ***Quality Control*** - part of quality management focused on fulfilling quality requirements." While quality assurance relates to how a process is performed or how a product is made, quality control is more the inspection aspect of quality management. An alternate definition is "the operational techniques and activities used to fulfil requirements for quality."

e) ***Supplier*** – supplier - organization that provides a product or a service. A supplier is an individual or organization who provides businesses with either products, services, or both. A provider can be internal or external to the organization.

f) **Sub-suppliers** - suppliers that will be utilised by tenderer to execute the scope of work deliverables. Sub-Supplier means any supplier who contracts with the Supplier for performance of the services for which the Supplier has contracted with the Service Provider.

g) **A subcontractor (or sub-contractor)** is a company or person whom a general contractor, prime contractor or main contractor hires to perform a specific task as part of an overall project and normally pays for services provided to the project.

h) **Quality objectives**: This term represents the plan laid out to ensure that quality results are achieved properly. They are measurable goals relevant to enhancing customer satisfaction and are consistent with the quality policy. The quality goals are specific, measurable (using key figures), and time-bound (SMART) intermediate steps to fulfil the quality policy.

i) **Quality policy:** Overall intentions and directions of an organization with regard to quality concerns, as formally expressed by the top management.

j) **Risk management:** The identification, evaluation and prioritization of risks to eliminate or mitigate their probability or severity or to leverage opportunities.

k) **Documented information:** information that must be controlled and maintained. A process for identifying, reviewing and approving documents as well as using an appropriate format and media for the contents of the documented information is required in any organisation. Documented information must be available for those that need to access it, protected, version controlled and inactive/old versions (obsolete) disposed of properly.

l) **Method statements:** It describes in a logical sequence exactly how a job is to be carried out in a safe manner and without risks to health/safety. It includes all the risks identified in the risk assessment and the measures needed to control those risks. This allows the job to be properly planned and resourced.

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2. SCOPE OF WORK

(Type in the Full description of the Works Information as described in the NEC or Fidic document)

Scope of work category (Mark with X if any activity below is included in SOW)	Yes	N/A	Type in the scope of work in the appropriate column.
Design			
Manufacturing			
Supply and Delivery/ Transportation			
Construction/ Installation/ Maintenance			
Commissioning			
Professional services			
Other			

3. COMMUNICATION CHANNELS BETWEEN SUPPLIER & ESKOM

Each person on site must know their own responsibilities as well as the responsibilities of others. Each party must keep the relevant people informed. Indicate for this contract Communication regarding all quality related issues i.e. Documentation/ Supplier Representative details and contacts - E-mails; Minutes of Meetings; Fixed Contract Meeting; /Weekly Progress Meetings & reporting;. All documentation shall be submitted per the contract agreement).

4. ORGANOGRAM

(Include scope of work /contract related organogram showing designations with roles and responsibilities/ outputs, which shall include the QA and QC functions with all personnel responsible for management of activities/processes during execution or delivery of product. Team member's responsibilities and qualifications necessary to fulfil stated duties Work verification (e.g., who is responsible for carrying out a task, as well as who is responsible for checking the work)

5. INDEX OF INTERFACING DOCUMENTS (PROCESSES; STANDARDS; CODES & SPECIFICATIONS)

List of Supplier's core processes to be used for executing scope of work / List of Documents to be used on this contract - Work Instructions; Processes; policies; procedures for the scope of work; Industry standards; specifications; drawings applicable to the scope of work.

Name of document	Type	Revision

6. A LIST OF SUPPLIERS & SUB-SUPPLIERS

(for sow specific raw material/ required components; list all possible services/material to be sourced or services to be outsourced)

Material components to be purchased

Possible suppliers to be used for sourcing	Material /components to be purchased
A	
B	

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Scope of Work Sub-Suppliers or Sub-contractors- *for specialised, complex SOW activities that will be outsourced.*

Outsourced Activity/Subcontractor	Description of the activity	Criteria for selection
Eg - Drilling of holes in rocky areas	Rock drilling when digging holes; Hiring additional ladders;	Eg: Technical & Quality requirements
A		
B		
C		

Note: Evaluation; selection and performance monitoring of suppliers shall be performed as defined in the supplier's procedures for managing externally supplied products and services.

7. MONITORING OF SUPPLIERS & CONTRACTORS /SUB-SUPPLIERS

(Description of how the tender's Supplier and contractors indicated in Section 6 will be monitored post award, mark with X the applicable box- if there are sub-suppliers/ sub-contractors)

Supplier/contractor performance monitoring activities as per scope of work	Yes	N/A
Supplier inspection report or		
supplier surveillance/audit report or /and audit schedule		
Generate supplier/contractor inspection plan		
Purchased Material verification checklist or report		

8. INTERFACE OF SUB-SUPPLIERS WITH THE QMS OF SUPPLIER

(Description of the interface of the Sub-Supplier and Suppliers QMS and applicable documents, procedures and work instructions)

9. INDEX OF ITEMS TO BE MANUFACTURED, REFURBISHED AND NEWLY PURCHASED

(Submit a list of SOW items/activities that will be manufactured/refurbished or purchased which will be used on this project/contract including full descriptions; production schedule and if produced in-house or out-sourced)

ITEM DESCRIPTION	MANUFACTURED	REFURBISHED	PURCHASED	SERIAL NUMBER

10. RELATED ITEMS/ACTIVITIES THAT NEED QCP/ITP (OFFSITE AND ONSITE)

(Description of all production products/processes which will be monitored by an approved QCP process- compilation; review and implementation and compliance monitoring Inspection Management)

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11. SCOPE OF WORK AREAS AND PROCESSES REQUIRING SPECIAL CONTROLS GOVERNED BY CODES OF MANUFACTURING/FABRICATION STANDARDS

(Description of all products/processes/services which will require special controls, i.e. welding, NDT/NDE. For each of the deliverables identified, describe the quality control activities you will execute to ensure the deliverable will meet quality expectations (QC). For example, you could note that you will be completing a Quality Control Checklist for each major deliverable)

12. INDEX OF DOCUMENTED INFORMATION THAT SHALL BE SUBMITTED TO ESKOM DURING PROJECT

All documents that will be submitted to Eskom - Technical records (Safe working procedure/ Method statements), Inspections reports, signed off QCP's, technical assurance report, warranty certificates, material certificates , dimension reports, tests reports etc) List of retained information to be submitted as evidence - SOW has been executed, SOW outputs

(Example):

TITLE	NUMBER
Submitted to Eskom prior to commencement /execution	
QCP / ITP from Suppliers	
Certificates of compliance	
Index of ITP/QCP/PQP	
Data book Index	
Risk Register	
offsite and offshore inspections	
Submitted to Eskom during and at completion of the contract	
Method statements/Safe Working Procedures/ PQRs; Repair Procedures)	
QCP / ITP/PQP	
Final DATA book	
Captured in the QMS of the Supplier / Sub-Supplier	
Quality Manual	
Quality Policy	
Risk Register	
Audit findings report and Audit Findings Register / Action Register	
Consolidated inspection register of all planned and completed inspections (Accepted, Rejected, Postponed, Cancelled, Missed); Monthly Inspection Analysis Report Audit findings report and Audit Findings Register / Action Register – Analysis Report Updated procedure registers (PQRs, Method Statements, Repair Procedures, etc.) A register of NCs / Defects / Punch Items with all the necessary analysis – Analysis Report Databook status registers – Monthly Analysis Report (Milestone Based) Inspection rejection rate	

13. HOW RECORDS WILL BE CONTROLLED AND RETAINED

(Some records submitted in Clause 12 of CQP- *Description of how records shall be controlled (eg. identified, completed, retained and disposition method - please do not attach procedure) A good retrievable filing system using an indexing and cross reference system should be set up.*

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Record name	Reference number	Distributed to (access):	Retention period

14. CONCESSION AND NON-CONFORMANCE MANAGEMENT

(Share brief description (flowchart/process) of how the following processes will be implemented: Concession management process; Non-Conformance (Defects; Repair & Rework) Management Process; Inspection Management Process.

15. DATABOOK MANAGEMENT PROCESS - DATABOOK INDEX AND OPERATING & MAINTENANCE MANUAL

If data book applicable to the scope of work, Submission of data books – reflect review; and acceptance; include list of purchase orders for quality critical items.

16. MANAGEMENT OF WORKING TOOLS AND EQUIPMENT (INFRASTRUCTURE) REQUIRED TO EXECUTE THE CONTRACT SCOPE OF WORK.

(Provide a list of Tools & Equipment to be used for this contract; Provide a list of Calibration/ Maintenance or Test (for those applicable) status of each of the tools and equipment to be used)

17. DEALING WITH CUSTOMER PROPERTY

Provide a brief description or the process flow which details the manner in dealing with customer property as per latest ISO 9001 requirement.

18. PRODUCT PRESERVATION

Include a process flow which details the manner for the preservation, storage and handling of materials – identification; handling; contamination control; packaging; storage; transmission or transportation, and protection

19. IDENTIFICATION AND TRACEABILITY

Indicate the identification and traceability methods to be used for SOW related activities affected by statutory and regulatory requirements

20. COMMISSIONING AND POST DELIVERY ACTIVITIES

Indicate any post-delivery activities/support and how shall it be given to Eskom during commissioning and after SOW delivery - any warranty period and conditions; customer satisfaction measurement; technical support; defect correction period/ retention funds. When determining post-delivery activities consider statutory; regulatory and scope of work requirements

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