

# Support function to commercial



**Introduction**

The pupil was assigned to work for Eskom Distribution Northern Region at Menlyn Office Park. She was allocated to the Technology and Quality section in the Network Services division.

**The Technology and Quality section acts as a support map to Commercial.**

When a seller applies to Eskom, Commercial assesses the application and categorizes it as a merchandise provider, adviser or contractor. If everything on the application signifier is in order the seller information is sent to the Technology and Quality section for rating. The seller is evaluated based on the SHEQ ( Safety, Health, Environment and Quality ) system. The Technology and Quality ( T & A ; Q ) section is responsible for the Quality portion of the SHEQ system which consists of two classes viz. the QMS ( Quality direction system ) appraisal and the proficient appraisal.

The proficient appraisal of sellers helps to guarantee they have the right capablenesss and that they comply with Eskom criterions. The QMS appraisal ensures that the seller complies with the general demands of QMS which entails that the organisation shall set up, papers, implement and keep a QMS and continually better its effectivity in conformity with the ISO 9001: 2008 criterion. Although non a demand, mill quality appraisals can be done for a more in-depth QMS appraisal. This is done through as site visit to the possible suppliers' mill.

Once the proficient and QMS appraisals are completed, the seller is officially evaluated by a panel consisting of a Safety and Health representative, an

Environmental representative, Technical representatives and Quality control representatives.

After taking the proficient and choice appraisals and the concluding SHEQ rating into history the concluding recommendations are so direct back to Commercial. Commercial will so utilize these recommendations to reject or O. K. the vendors' application. Should the seller be approved, they will be added to the approved supplier/contractor/consultant list for the specific product/service they applied for. This will enable them to tender to Eskom in the hereafter.

Although the ratings are the chief focal point of the T & A ; Q section, it is non their lone focal point. They take on many other duties such as probes and productiveness undertakings.

This study will concentrate on Quality Management Systems, rating of sellers, mill quality appraisal and the TSC ( Technical Service Centre ) productiveness undertaking. The end is to acquire a broader cognition on the processs, procedures and criterions used.

### **Evaluations**

Evaluations are done on both merchandise providers and service suppliers, such as contractors. The rating procedure can take months to finish and is done in stages. Therefore during the class of the preparation different merchandise providers and service suppliers were evaluated at different phases of their rating. It can hence be assumed that the whole rating procedure was non covered for both merchandise providers and service suppliers, but that most parts of the rating procedure was covered for the

merchandise providers and the remainder of the rating procedure was covered for the service suppliers. The merchandise providers were in the undermentioned phases of rating viz. : rating of the SHEQ manual and the site visits. The service suppliers were in the proficient rating by a panel of specializers phase.

Before the proficient rating of providers can be analysed, it must be placed in context with the whole provider direction rhythm.

### **The Supplier Management Cycle**

The procedure is triggered when Supplier Management receives a completed Supplier Application Form from the possible provider.

#### **Pre-qualification phase**

Supplier direction receives a completed Supplier Application Form from the possible provider and ensures that all demands are met as per the service demands.

Supplier direction so checks for the criticalness of the listed services.

Supplier Management now sends an electronic transcript of the SHEQ manual to Technology and Quality, Risk and Environmental subdivisions for rating.

T & A ; Q evaluates the SHEQ manual and compiles a study to the provider and Supplier Management.

T & A ; Q arranges a Technical rating when a lower limit of six provider files have been received.

IF required, T & A ; Q arranges a Site Visits to the supplier's premises.

The SHEQ squad coordinator compiles a recommendation study to SEC and retains the person and amalgamate rating studies on a file with the recognition and attending registry.

SEC writes the provider a missive on the result of the rating and allocates a Vendor figure. Where after SEC specify the services that the provider has been approved for.

The Supplier Management now list the provider on the regional database or reject the provider. The services to be rendered by the provider are besides listed on the database.

### **Tender Enquiry Stage**

The purchaser checks the services the provider is approved for and includes it on the Tender rating study.

Depending o the class, the purchaser checks the cogency of the ORHVS, COID, Tax clearance, Wireman's license, ECB enrollment and NHBRC.

The purchaser requests a SHEQ program when a Scope of Work was included on the Tender rating study.

The purchaser verifies the handiness of Environmental Law class certification.

### **Post-Evaluation Phase**

SHEQ audits are done by FSO/Safety hazard coordinator/T & A ; Q analyst.

It is done per country per fiscal twelvemonth per panel.

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The concluding study is fed back to Project directors and Procurement to see for future contracts understandings.

### **Procedure for the Technical rating of Suppliers**

This process takes topographic point during the Pre-qualification phase of the Supplier Management Cycle and screens stairss 4, 5 and 6.

The T & A ; Q Admin Support shall have supplier files from Supplier Management, shall capture the day of the month and name on a registry and shall open a new file for T & A ; Q information.

The appointive Technical Evaluation coordinator shall have the new provider files and administer them to the Quality Management Analysts ( QMA's ) for Quality Management System ( QMS ) rating.

### **Quality Management System**

The QMA shall measure the supplier's QMS and roll up a study utilizing the QMS Evaluation Report templet TQ040. The rating completion clip shall be recorded by the judge.

The QMS shall be assessed against the most recent version of the ISO 9001: 2008 criterion and Northern Region's lower limit demands for measuring providers.

If the supplier's QMS meets minimal demands, a signed hardcopy of the rating study shall be sent to the proficient Evaluation coordinator who shall include the provider on the Technical Evaluation list for the following monthly Technical Evaluation meeting.

If the supplier's QMS does not run into minimal demands, a hardcopy of the QMS rating study shall be filed in the provider direction file and in the T & A ; Q file. The QMA shall return the provider direction file to the T & A ; Q Admin Support to update the provider registry and shall direct the file back to supplier direction to supply feedback to the provider.

Supplier direction shall, through written communicating, inform the provider of the position of their application. The provider shall ever be advised to rectify their QMS or seek audience or aid from the QMA who assessed their QMS and compiled study. If the provider does not react to supplier management's correspondence within 30 years from the day of the month of correspondence from Supplier Management to the provider, the provider shall hold to re-apply for proviso of services and the rhythm shall get down once more.

Suppliers whose QMS systems have been successful shall be invited to a Technical Evaluation meeting and shall be included on the monthly Technical Evaluation list. Merely 4 providers shall be accommodated per twenty-four hours and the continuance of each rating shall be an upper limit of 2 hours.

### **The Technical Evaluation**

The Technical Evaluation ( TE ) coordinator shall ask for providers to the rating session informing them of the day of the month, locale, clip and any extra demands 14 years before the existent Technical Evaluation day of the month. The provider shall corroborate attending within 7 years before the TE day of the month, neglecting to make so the provider shall be replaced by the following provider in line for rating.

The TE coordinator shall besides ask for representatives from Safety and Health, Environmental, Quality and Senior Project Engineers to help with the Technical Evaluations, harmonizing to the expertness required, to measure a peculiar class of provider.

The TE coordinator shall so register a transcript of the invitation missive and verification on the T & A ; Q file for record intents.

During the Technical Evaluation all attendants shall subscribe the attending registry. Suppliers shall besides subscribe the acknowledgment missive of attending.

During the Technical Evaluation, the provider shall show an overview of his organisation and all necessary information relevant to his country of expertness related to the classs of supply applied for. Technical Evaluation Committee members shall inquire inquiries based on the Supplier Evaluation questionnaire and any other related inquiries necessary to find the competency of the provider. Any extra inquiries shall be inserted on the questionnaire for record intents.

During the rating, each judge from Health and Safety, Environmental, Quality and Technical shall finish signifier TQ033 and shall subject their single studies to the Technical Evaluation Chairperson. A concluding determination on whether to O. K. or reject he supplier's application shall be made with back uping statements jointly by the TE commission.



The category codifications for which the provider is approved shall clearly be defined in the amalgamate study. Any outstanding points, with mark day of the month for entry, shall be listed on the amalgamate study.

IF there is a demand for a site rating, the TE coordinator shall set up the site rating with the provider and the appropriate squad within 7 years from the day of the month of the completed Technical Evaluation. The Safety Risk coordinator shall be involved in these site ratings and the site rating shall besides cover equipment and tools. The site rating study shall be compiled and filed in the T & A ; Q file. The proficient rating consolidated study shall be updated and sent to Supplier Management within 5 years after the site visit. Supplier Management shall pass on the study findings to the provider within 5 years of reception of the study.

If a site visit is non required, the amalgamate study shall be sent to Supplier Management within 5 years of the Technical Evaluation day of the month.

The amalgamate studies shall be compiled utilizing signifier TQ034 and shall be signed by all stakeholders before it is sent to Supplier Management. The T & A ; Q registry for provider ratings shall be updated on completion of each provider file handled.

### **Supplier site rating**

One of the stairss in this proficient rating process is site ratings. During the class of the developing one provider, viz. Tricom Structures, was visited and a site rating was done.

**Background**

Tricom exports about 97 % of its' merchandises to the remainder of Africa. Tricom's chief clients are in the telecommunications industry. A new paradigm Tricom has late implemented was wind turbines on top of cell phone towers for MTN. The chief mill is responsible for fabricating home bases and angles. Fasteners such as bolts, nuts, washers etc. are outsourced. A separate optical maser cutting mill is located on the premises. Although it is portion of Tricom it operates as a separate entity. The optical maser film editing is used for the film editing of tubings. Tricom has automated equipment, such as CNC machines and automaton welders on site which increases the production rate and quality of the merchandises. Although Tricom can plan from abrasion, they would prefer to utilize the designs of Eskom and modify where necessary.

Quality appraisal

System enfranchisements

Tricom is non yet ISO 9001: 2008 certified, but is in the procedures of obtaining enfranchisement. Tricom plans to be certified by June 2010.

**Quality Systems**

The processs and direction are documented exhaustively, such as papers control, records, informations control, safety, proving, operations and procedures. Internal review audits are done on a regular basis. The employees are trained by a credited organisation and are all strongly commitment to preparation and instruction. All the forklift drivers and Crane

operators are required by Tricom to hold a licence to drive a forklift or to run a Crane.

### **Raw stuff procurance, storage and subcontractor patterns**

Suppliers to Tricom are reviewed and evaluated purely and exhaustively by utilizing the Quality Audit Guidelines. Received goods are inspected to guarantee there is no harm and that everything is accounted for.

### **Staff wellness and safety**

Tricom has implemented strong safety regulations and criterions. The employees have good safety consciousness and application, they are equipped with safety helmets, working boots and where necessary earplugs. Throughout the mill, walkways that are safe and clear of machines are painted green ; railings are installed where necessary to guarantee that employees do non walk into unsafe countries by chance. The automaton welding country is separated from the remainder of the mill with a dark drape to protect the eyes of by passers. The manual welding country is non closed off though and one can easy see the welding when passing by. Some employees are besides trained as safety forces. There are forces trained in the followers: fire combatants, foremost assistance, emptying wardens, exigency accountants, supervisor of machinery, incident research worker, etc. Risk direction is outsourced to a adviser.

### **Technical appraisal**

Manufacturing methods

Although occupation cards are non used, a different system is implemented to maintain path of the stuff. Material is besides marked to avoid confusion.

Overview of fabricating procedure:

Receive natural stuff

Inspect stuff

Temporarily store stuff

Receive outsourced goods

Shop outsourced goods

Design merchandise with specific client specifications utilizing CAD

Start production

Inspection of machines

In process review of stuff

Shop finished work outside

Send merchandise to be galvanized at outsourced, ISO certified company

Receive galvanized merchandises and shop

Test galvanizing thickness

Identify and screen stuff

Using the wadding list, battalion into packages and look into if everything is at that place

Take exposure of bundles for record intents

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## Hand over to logistics

Sampling of stuff and merchandises during the fabrication procedure are done on a regular footing to guarantee good quality. For the galvanizing review the electronic galvanizing thickness trial is performed. Supersonic review is performed on stubs. Stubs must be 100 % defect free. Because of automaton welding there are about no defects, but if a defect is found the stub must be reworked.

## **Workshop pattern**

Scrap stuff is disposed of in specific bins for aggregation. The storage of stuff received is non ideal ; the stuff is stacked on the floor following to each other. It will be hard to acquire to the stuff in the center.

## **Design patterns and application**

There is a design squad dedicated to in-house designs. They are really skilled in the country and uses CAD package for the designs. The concluding design is straight transferred to the necessary CNC machine for production.

## **Testing installation and patterns**

Testing is done on the stuff when received, during production and after startling. Testing processs are documented and specialized testing equipment is used.

## **Site and other services**

Probes are done on incidents by the incident research worker.

## **Decision**

Tricom seems to be really organized, safety cognizant, professional and dependable. They are dedicated to good quality instead than good visual

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aspect. Their merchandises are of high criterion because of the thorough testing and automated machining. This is critical since the merchandises Tricom want to provide to Eskom must hold really high safety criterions or peoples' lives could be at hazard.