

AGENDA

The SAOGA context



Quality - The Who?

Quality - What?

The Product

Quality Management

Quality Assurance

Some critical questions

SAOGA COMPANIES

Fabrication & Construction

(Subsea modules, jackets, topsides modules, steels & pipe, tugs/barges)

Maritime Repairs & Maintenance

(Rig/ship repairs, class surveys, rope access services, certification, inspection & testing)

E&P Service Companies

(Local/regional bases of global players)

General Engineering Services

(Mechanical, electrical & controls, civil & structural, geotechnical, environmental, chemical & process, marine, general & specialised project management)

Equipment & Materials Supplies

(Pumps, valves, pipes, motors, hoses, instrumentation, chemicals, hydraulic & pneumatics, process equipment)

Logistics

(Freight forwarding and clearing, warehousing & storage, helicopters, crew changes, chandelling, bunkering, stevedoring)

Other Services

(ROV repair, training, financial, legal, commercial, IT, medical services, SHEQ services, recruitment, salvage, diving services, hospitality)

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Quality - The Who?



Quality - What?

Some SAOG Lesson

Critical questions

Who says what....?

SETA's - 'Let's count the numbers'

Colleges – 'Let's pump the numbers'

Politicians – 'Let's show the numbers'

QCTO – 'Let's count our quality partners and planning partners'

Labour – 'Let's protect the numbers'

Industry - 'Stuff the numbers'

We may want to redefine profit



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Quality - What?



Some SAOGA Lessons

Critical questions

QUALITY – WHAT?

Quality in business, engineering and manufacturing has a pragmatic interpretation as the non-inferiority or superiority of something; it is also defined as fitness for purpose. Quality is a perceptual, conditional and somewhat subjective attribute and may be understood differently by different people.

‘Simply put, a quality item (an item that has quality) has the ability to perform satisfactorily in service and is suitable for its intended purpose’

QUALITY - WHAT?

American Society for Quality (ASQ)

- **"Quality denotes an excellence in goods and services, especially to the degree they conform to requirements and satisfy customers."**

Other...

Peter Senge et al, The Fifth Discipline Fieldbook:

"Quality is a transformation in the way we think and work together, in what we value and reward, and in the way we measure success. All of us collaborate to design and operate a seamless value-adding system that incorporates quality control, customer service, process improvement, supplier relationships, and good relations with the communities we serve and in which we operate - all optimizing for a common purpose."

‘Sure my record systems has a few flaws, but I am sticking with it’



The What expanded.....

- **The Product - Our magical expectations**
- **Checking the quality effectiveness**
- **Checking Quality Efficiencies**
- **Strategic Quality Management**
- **Quality Assurance**

Some SAOGA lessons

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Quality - The Who?

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Some SAOGA lessons



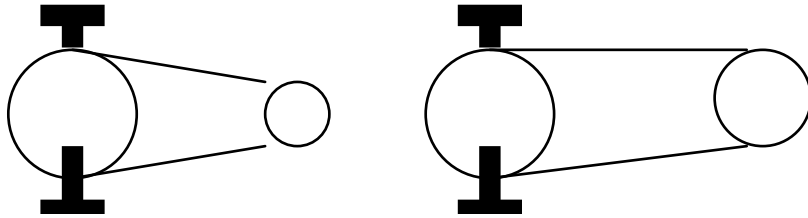
Critical questions

Supply side....who?

- **School leavers (Matrics)**
- **FET graduates**
- **HE graduates**
- **Drop outs (across)**
- **Unemployed/ not studying 3 0000 0000**
- **Underemployed**
- **And.....**

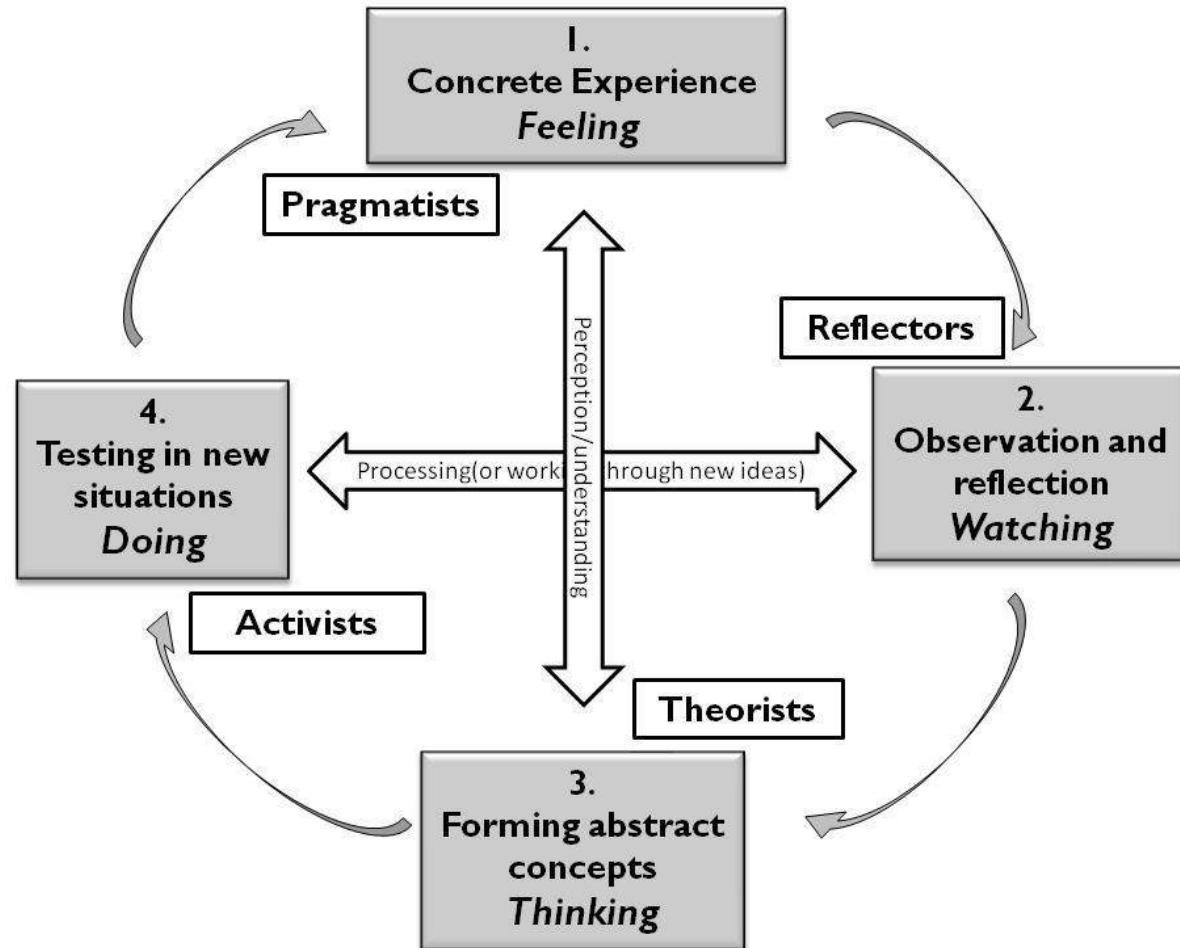
Inputs....

1. A girl rides a bicycle. She wants to go uphill. Will she select a smaller or bigger gear at the rear wheel? Why?



- **Assessments**
- **Career guidance and career development**
- **Intelligence**

Training of Trainers



Upskilling ...I hate retraining CEO's



Artisan Development - Working with industry is becoming more important

- **Industry placement**
- **Managing expectations**
- **Rewards**
- **Logbooks**
- **RPL**
- **Health and Safety**
- **Curriculum Development**
- **Think Pivotal**

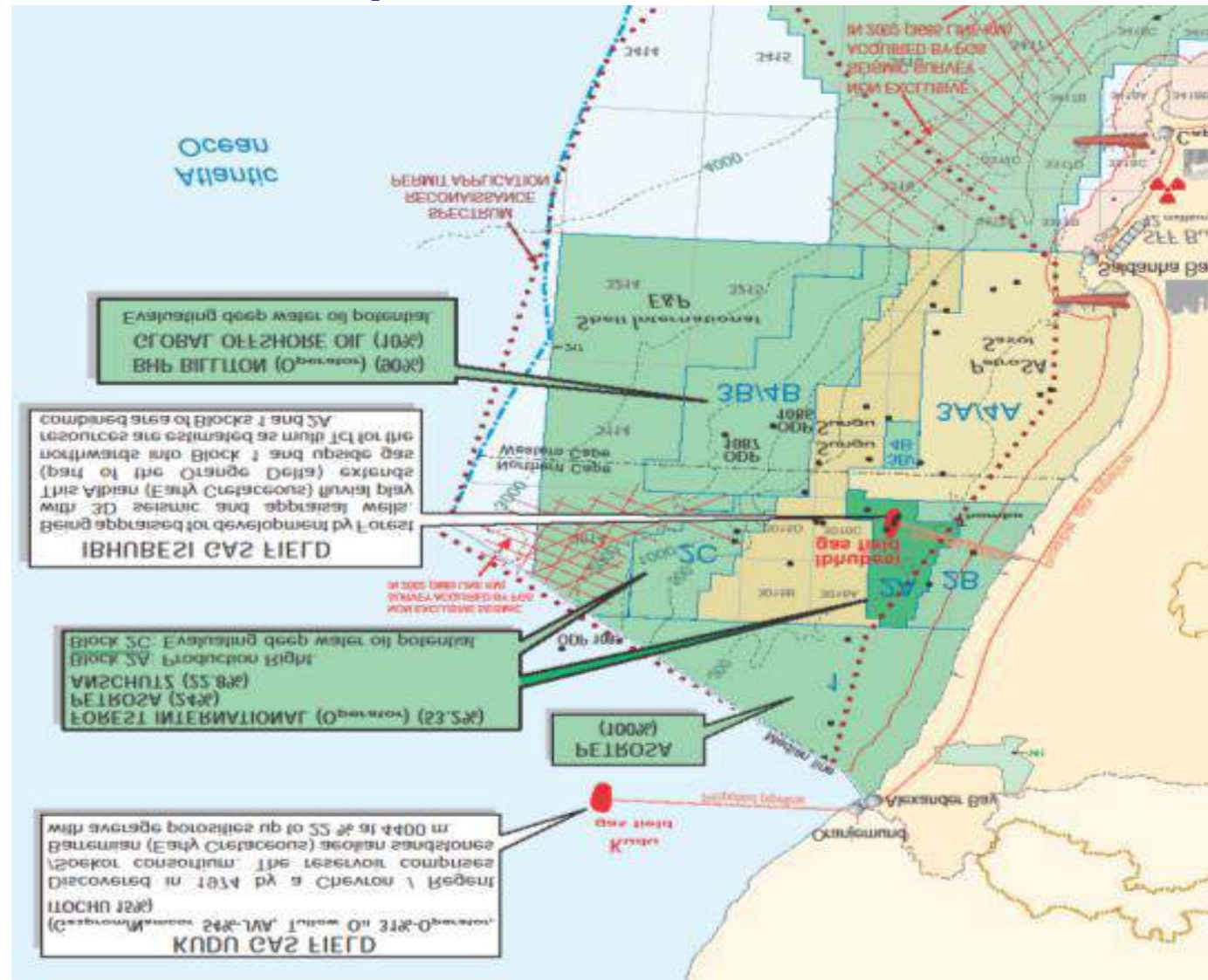
What's on the horizon...?



Other

- **Cleaner Fuels**
- **Offshore**
- **SBIDZ**

Offshore developments



Our People - our most precious resource....

- **“Nurture it, Develop it, Grow it, Value it and it will bring us sustainable growth, wealth and development as a matter of course”**