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**Welcome to our 200<sup>th</sup> edition of our Quality Edge**



We have travelled a long way since our first issue of the SAQI Quality Edge in February 1998. In those days we produced a hard copy centre fold in "Management Today" that went out to around 200 members. Today the actual readership of our electronic version is hard to track but we estimate it is in the tens of thousands not only in South Africa but in many countries around the world. We will be celebrating our two hundredth edition by reprinting our very first article which was about the role of quality in developing our country

four years into our new democracy. We ask the question again of our readers, with the benefit of hindsight; "have we achieved our vision of 1998?"

We are also publishing a South African success story covering quality, efficiency and innovation where we will be featuring an article on Fourex, a company started by two South Africans operating in London.

We also take the opportunity to launch our 2016 National Quality Week theme "Improving the Quality of Life"

Bill Coetzee shares his down to earth view of SHEQ and progress made on this subject in recent years. Our regular contributor Terry Booysen will continue the focus by asking "Do we have a bleak future or can Corporate Responsibility change things around? Richard Hayward also continues with his important contribution to quality and tells us that accepting Responsibility and Accountability can change things around.

SAQI would like to thank all its members and associates both at home and abroad for their continued loyalty and support for the organization over the past 22 years in the promotion of Quality.

*Paul Harding*

**SAQI MD**



**Quality:**  
helping South Africans live,  
learn and work better



# Celebrating 200 Editions of the Quality Edge

## A look back on the first article published in February 1998

This is an extract from the first Quality Edge article by previous SAQI Chairman Dr Daan Luyt.

Imagine the following news flash: "The South African Rand has strengthened yet again against the US dollar and British pound with the currency now trading at 1,00 dollar to the Rand. South Africa has truly become the Japan of the West and is set to unlock the wealth of Africa!"

For those who practice doom and gloom this statement would seem like a pipe dream, wishful thinking, a fool's tale and an unrealistic projection of the future.

The South African Quality Institute believes that it is not so much a question of 'if' this happens, but 'when' it happens and that what this country needs is a Nationwide Quality (NWQ) System to activate the booster rockets of the economy.

Nationwide quality is what will turn South Africa into an economic powerhouse in the 21<sup>st</sup> century.

*"I keep six honest serving men  
(They taught me all I knew):  
Their names are What and Why and When  
and How and Where and Who."  
- Rudyard Kipling : The Serving Men*

### The System (What)

Nationwide Quality is the product of a NWQ system and it is the condition which exists where a well-defined and managed national quality system supports the production and supply of quality goods and services, leading to growth in the economy.

This definition is perfectly in line with the philosophies of Total Quality Control, Total Quality Management and Company Wide Quality Control.

These systems are not specific activities of individuals, but the condition

which exists in organisations where the company values make it possible, even mandatory, for all employees to carry out their work in such a way that it delivers customer satisfaction.

Clearly the NWQ system will not produce quality goods and services in itself, its function is to give organisations a blueprint to follow in order that they, in turn, can produce quality goods and services.

### The Need (Why)

As far back as ten years ago, the steering committee of the President's Council investigated and reported on

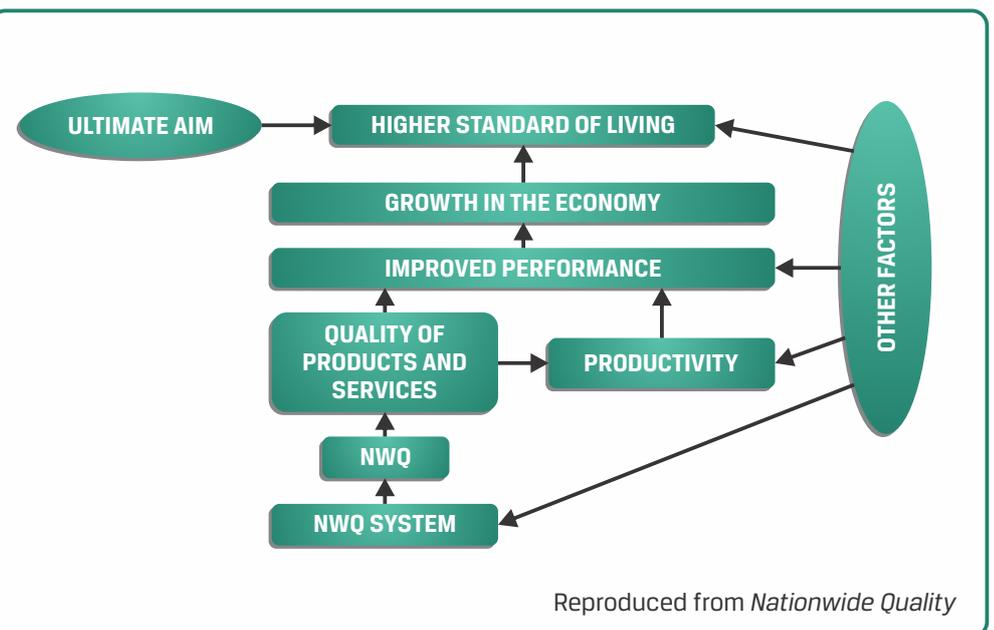
the state of productivity and the facts that affect its growth in South Africa.

Their brief was to identify factors that:

- Lead to improved productivity, growth, accelerated economic expansion and job creation.
- Enhance South Africa's international competitive ability and achieve a higher standard of living for all.

The Committee published its finding in the Jacobs Report in 1989, identifying the key factors necessary for achieving this objective highlighting specifically the fact that quality leads to productivity and better system performance.

The overall recommendation of the report was that steps be taken to improve quality on



Reproduced from Nationwide Quality

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a national scale. These findings are still pertinent today (1998).

**The Responsibility (Who)**

So, who is responsible for improving quality in South Africa? The obvious answer would be: "Those who manufacture the goods and provide services."

But what support do these business people have in their endeavours to improve quality when little guidance exists to encourage them to become involved in quality?

According to David McClland in *The Achievement Motive* there are three basic motivators for individuals and organisations wanting to become involved in quality.

- ◆ At the individual level, to strengthen affiliations, sense of belonging, career improvement, social acceptance, peer recognition, etc.
- ◆ At the business and commercial levels, to improve market share and profits.
- ◆ At the national level, to create order in society, whether in the local community or for the nation as a whole.

Clearly it is principally out of the third category that a nation can create and manage a quality support system that will help those in the second category to improve the quality of products and services, and generally change attitudes and behaviours at the individual level.

All South Africans will have the opportunity in 1998 to contribute their views towards the formulation of a National Quality Policy which is being initiated by the Department of Trade and Industry. The first small step on a long journey.

Nevertheless to accelerate the establishment of a Nationwide Quality System,

the industrial and commercial sectors should step up their demand for support from government and thus activate the whole process.

**SAQI's role in the Nationwide Quality System**

SAQI is ideally placed at the facilitator between commerce and industry on the one side, groupings of individual quality promoters on the other and the central authority and its agencies on the third side. SAQI's catalytic role is crucial to identify the needs of the private sector, study, understand and explain the system(s) that will satisfy the needs of the customer. It should also motivate and make recommendations to the central authority on what action should be taken to establish and develop the Nationwide Quality System.

Captains of commerce and industry must become the prime movers of the NQWQ System and demand the support that they need to be able to produce quality products and render quality services.

**Original article ends**

**With the benefit of hindsight**  
Paul Harding SAQI MD

*So with the benefit of hindsight did this dream of 1998 contained in our first edition of the Quality Edge come true?*

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# Nationwide Quality

*A look at how other countries have done it*

During a study tour abroad in 1990, by Dr Daan Luyt, the then Chairman of SAQI and Vice President of SABS asked the following questions to members of the quality fraternity in various countries:

**Do you have a 'national quality campaign' in your country? How does it work? And Who is responsible and/or who finances the campaign?**

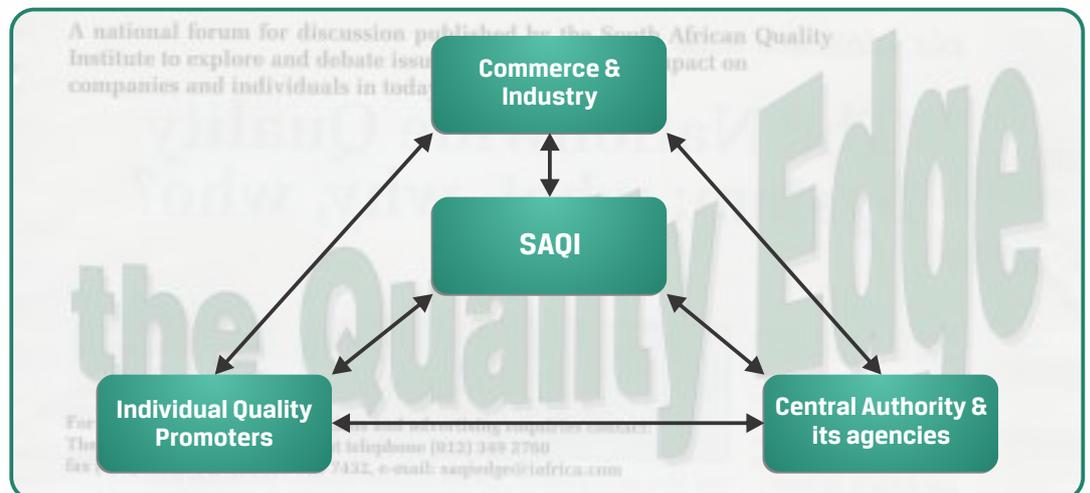
Dr Luyt summarised the finding of his study as follows:

- ◆ In the UK, there is a well-planned and substantially financed campaign to enhance quality activities
- ◆ In Ireland, the activities of the IQA focus mostly on quality awareness and culminate yearly in a Quality month during November.
- ◆ In the USA, the ASQ runs Quality Forums and concentrates its awareness campaign in Quality Month normally in November. The US government became heavily involved in quality promotions when it launched and supported the Malcolm Baldrige Quality Award Scheme.
- ◆ In Japan, the JUSE (non-government organisation) normally supports the National Quality Month and administers the Application Prize.
- ◆ In the Republic of China, the government commissioned its China Productivity Centre to plan and execute a comprehensive Quality Improvement Strategy and campaign.
- ◆ In Hong Kong, the government sponsored a comprehensive campaign to run over four years.
- ◆ In Singapore, the government, together with the Japanese government sponsored a comprehensive Quality and Productivity improvement campaign.
- ◆ In France, the government sponsored a very superficial awareness campaign.

Is nationwide quality the responsibility of central government or the private sector?

With the exception of Ireland and Japan, all the countries visited where there was significant quality promoting activities, these were only really achieved when substantially sponsored by the central government.

Quality in South Africa needs to be the responsibility of each South African, but for a symphony orchestra to make beautiful music, it needs a conductor to orchestrate all the musicians into making good music together. It is the role of central government to support and back a single national body (in South African this is SAQI) to be that conductor for Quality.



# With the benefit of hindsight

by Paul Harding SAQI MD

**So with the benefit of hindsight did this dream of 1998 contained in our first edition of the Quality Edge come true?**

## The plan

The National Development Plan 2030 was launched in 2013

The National Development Plan (NDP) offers a long-term perspective. It defines a desired destination and identifies the role different sectors of society need to play in reaching that goal, Minister in The Presidency: National Planning Commission, Trevor Manuel, said at a media briefing on the implementation of the plan on 19 February 2013.

The NDP aims to eliminate poverty and reduce inequality by 2030. According to the plan, South Africa can realise these goals by drawing on the energies of its people, growing an inclusive economy, building capabilities, enhancing the capacity of the state, and promoting leadership and partnerships throughout society.

Minister Manuel highlighted the processes in the implementation of the plan:

- The NDP and its proposals will need to be implemented in the right order over the next 17 years. Three phases have been identified.
- Government has already started a process to align the long term plans of departments with the NDP and to identify areas where policy change is required to ensure consistency and coherence.
- The NDP is a plan for the whole country. Government will engage with all sectors to understand how they are contributing to implementation, and particularly to identify any obstacles to them fulfilling their role effectively.
- The Plan will shape budget allocation over the next 17 years.
- The Plan identifies the task of improving the quality of public services as critical to achieving transformation. This will require provinces to focus on identifying and overcoming the obstacles to achieving improved outcomes, including the need to strengthen the ability of local government to fulfil its developmental role.
- Planning and implementation should be informed by evidence-based monitoring and evaluation.
- The President and Deputy President will be the lead champions of the Plan within Cabinet, in government and throughout the country. Premiers and Mayors will need to be visible and active champions of the Plan, with their offices being the catalytic agencies to drive implementation at provincial and municipal levels.

Source <http://www.gov.za/issues/national-development-plan-2030>

## The bad news

At the time of going to press the South African Rand stands at R15.30 to the US dollar, a far cry from the one to one exchange

rate predicted back in 1998. In the last couple of weeks South Africa has narrowly missed being downgraded to "junk" status by the top three rating agencies. Did we institute the Nation Wide Quality System? There have been many plans put forward by government including the one referred to above to boost the economy but a NWQS was not one of them. Has the nation embraced the concept of quality? There are pockets of excellence but the hard truth is that quality comes way down the list of priorities in our country today. Our education system is in crisis both at basic and higher levels. At the time that this original article was written in 1998 SAQI was funded by government but ten years later in 2008 that funding was withdrawn. However, the article above indicates that we should not just rely on government to take responsibility for quality, each individual and organization must take the lead. We are pleased that SAQI has continued operating for the last eight years with support from its growing number of members with no government funding.

## The good news

SAQI has continued doing its work as a Not for Profit Organization (NPO). In that period SAQI has maintained its focus on our "Quality in Schools" program and has now trained thousands of Head Masters, HODs and teachers in Quality principles. We send out our Quality Education News every quarter and this is well received in the education community. We have tripled our membership since 1998 but this is still "a drop in the ocean" compared with other professional organisations like procurement and payroll. Quality continues to be the "Cinderella" of the professions.

We are making breakthroughs with our quality training programs. We have had our first graduates of our newly developed Quality Certification program. SAQI have now formed relationships with local Universities to accept our programs as Recognition of Prior Learning (RPL). Since moving away from our original hard copy centrefold of Management Today with a readership of 225 our "e Quality edge" is now read by thousands of people both in this country and many of our international SAQI partners in all corners of the world. SAQI has now formed close partnerships with many leading South African organizations through our Platinum membership program and our overall membership continues to grow.

## More is required

Although we are moving closer to our SAQI vision "To contribute to the establishment and maintenance of a Quality culture in South Africa" there is still much more to do. We call on all our corporate, business members and associates to spread the message of quality for the benefit of all citizens of South and Southern Africa.

**"Ask not what your country can do for you - ask what you can do for your country".**

John F. Kennedy's Inaugural Address, January 20, 1961

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# SAQI National Quality Week theme is announced

by Team SAQI

Our lead article in this 200<sup>th</sup> edition that was first published in 1998 was a reflection of what SAQI stood for then and in line with SAQI's current Mission as indicated below.

- SAQI will play a leading role in establishing and sustaining a National Quality Infrastructure that enhances the competitiveness of the South African economy.
- Create a National awareness of Quality to help improve the **Quality of life** of all South Africans
- Unify the Quality profession into a Body of Knowledge that is recognised as the national benchmark of Quality in all fields of human endeavour;
- Representing SA Quality abroad and help with the improvement of Africa's Quality Infrastructure.

In line with its mission SAQI takes pleasure in announcing its theme for 2016 National Quality Week to run from the 7<sup>th</sup> to the 11<sup>th</sup> November as:-

## Improving the Quality of Life

When SAQI member organizations sign their pledge to quality as a mandatory requirement to join SAQI they commit, as part of their approach to Quality, to improving the quality of life. The SAQI certificate says:- **"We strive to improve the quality of life in the workplace, in our own families, societies in general and especially in the communities we serve."**

**This year's SAQI National Quality Week theme will focus on doing just that. So we call on all our members and associates to make a special effort to support this year's program.**

SAQI will be happy to publish the plans and any events that our members will put together to celebrate our National Quality Week activities. We look forward to hearing from you all.

Send your NQW details to [vanessa@saqi.co.za](mailto:vanessa@saqi.co.za)



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# The ATM that turns leftover coins into cash

by Paul Harding SAQI MD

On a recent trip to London I decided to hunt down the Fourex machine at King's Cross underground station that had been developed by two South African entrepreneurs that seemed to embrace quality, efficiency and definitely innovation, all the buzz words currently used by the Quality Professional.

This innovative product had been featured on the television program Carte Blanche in South Africa but seemed too good to be true. As a background my wife Ansie and I had been travelling overseas for many years and had accumulated a large tin full of coins from many different regions around the world. This collection had spanned a period of over twenty years and surely would be the ultimate test of the machine's capabilities.

We had found ourselves in the same position as many travellers, coming home from a trip abroad with leftover money. But the two South African entrepreneurs Jeff Paterson and Oliver du Toit decided to do something about that, launching their Fourex currency machines, which unlike other exchanges convert both coins and notes, around different locations in London last year.

Soon after developing the idea, the South African pair won the "New Things" category of Virgin Media's "Pitch to Rich" competition which they saw advertised on LinkedIn. Fourex beat out thousands of competitors and took home £50,000 (\$73,000) (R1, 100,000) in prize money as well as an endorsement from Virgin founder and billionaire entrepreneur, Richard Branson.



"Winning that award was an absolute game-changer for us," admits Paterson. "It's a lot easier to open doors when you've got Richard Branson endorsing you."

Yet even without the Virgin prize Fourex seemed set to achieve great things after smashing the £275,000 (\$400,000) (R6,050,000) funding target Paterson and du Toit had set on the crowdfunding site, Crowdcube, in just two weeks last summer.

## Marriage of sorts

Paterson said for he and du Toit, the key to success has been that they both have clearly defined roles and their business partnership is more like a marriage. "He (du Toit) is really good with the technology. I'm good with people." Both have worked together for years, starting back in Abu Dhabi where they were entrepreneurs frequently traveling around the region. It was returning from business trips and finding hundreds of dollars of random notes lying around that spurred the pair into action on the issue of currency exchanges.

## How does the machine work?

Fourex uses image recognition technology to sort and recognize money, and getting the technology right was no easy feat. "We had to reinvent the wheel with image recognition," said Paterson. Existing technologies were able to deal with coins but the duo decided they might as well build machines that converted notes too. "It took us about three years to build the technology," said Paterson, who added it then took another two years to build the machine. Fourex can currently convert 180 currencies and turn them into dollars, British pounds or euros. Its first machines include two in London's King's Cross underground station, another at Blackfriars station and another in the city's Westfield-Stratford shopping centre.

Paterson said the plan is to roll out another 100 machines around London's underground network by December 2016. Eventually they plan to launch in other countries. Rates are highly competitive, explained Paterson, as the machines don't charge a fee or commission like normal exchanges. But there is a margin added in for each transaction, he added, which is normal for all currency exchanges and how Fourex generates its profits.

Technology is king

"We're constantly working on trying to improve the customer experience," said Paterson, with technology being at the forefront of this challenge. Making the user experience simple and straightforward is a continual process, he added. Customers of the machines at King's Cross station agreed. "I used it for (getting) euro coins. It's been good for that," said Sylvie Clement, an IT worker from London, using the machine before a trip to France. "They should have it in France also." Julian Clarke, who works in construction in London, was using it to exchange euros to pounds, and said his first impression of using the machine was positive. "It's a great thing because there isn't really a facility for this, to change these coins in the UK with a bank."

## Advantages of Fourex

Fourex is money exchange made easy. Mixed coins and notes are simply dumped into the kiosk, and the machine uses its

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high speed technology to identify, evaluate and exchange each and every coin or note. The kiosks accept coins and notes from over 180 currencies, as well as money from the old European currencies. (Deutschmarks, Pesetas, Schillings, etc.) Local UK coins can also be converted into cash. You can choose to exchange your money directly into pounds, euros or dollars.

We pride ourselves on having some of the most competitive exchange rates in the market. Our exchange rates are competitive because we do not have large branches with big overheads and staff costs and so are able to pass on these savings to directly to our customers. There is no minimum value required. The accumulated value of multiple currencies is calculated and paid to you in cash. We accept many "old" banknotes from certain currencies. Simply feed the note into the machine, but if it is rejected, then it is not a note we can accept at this time. We are constantly upgrading our database, so please keep the note and try it again on your next visit to a Fouxex kiosk. In the unlikely event that one of your coins is not accepted, the coin is rejected and returned. We are constantly adding to the database, so keep the rejected coin until next time as it is likely we will accept it then. The total value per transaction is capped at £650. Any transactions over this amount require identification.

### My own experience

On my recent visit to London I called in at King's Cross station and in one go I was able to exchange coins from Australia, Croatia, Hong Kong, Korea, Japan, Hungary, Sweden, Norway, USA, Euros and even a few South African coins too. The whole exercise took no more than a couple of minutes to complete and there was no queue. There is an option to donate all or part of the exchange to a number of charities that are shown on the machine. This was a true customer focused quality experience that is supported by a social responsibility program too.

For more information follow the link below  
<https://www.fouxex.co.uk/>



# SAQI MD Joins the International Academy for Quality in Helsinki

We are pleased to report that Paul Harding has been accepted as a Companion member of the International Academy of Quality at a meeting of the IAQ in Helsinki on the 3<sup>rd</sup> June.



Janak Mehta the IAQ Chairperson, Paul Harding SAQI MD, Prof. Pal Molnar IAQ President.

In Paul's address to the Academy he spoke about SAQI's initiative in South Africa to improve the Quality of Education and the Education of Quality. He detailed the work being done by Dr. Richard Hayward in SAQI's Quality in Schools program as well as the work done by SAQI in developing its new **Certificate in Quality** program. Paul has since been seconded to the IAQ Quality in Education Think Tank and hopes to make a contribution to this important work on behalf of South Africa.



Members of the IAQ meeting in Helsinki

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# The SHEQ Revolution

by Bill Coetsee

When I started working as an apprentice Fitter and Turner in 1979, safety in South African industry meant wearing a boiler suit, eye protection when you felt like it, safety shoes and a hard hat when you stepped out of the training centre. Likewise, quality was not a priority and the major focus was on quantity of production.

There were some serious injuries, amputations and fatalities, and waste in processes was common. I mean "what the heck", factories are dangerous places and these things are bound to happen. Well, that was the attitude way back.

The SHEQ revolution started with the introduction of the now defunct Machinery and Occupational Safety Act of 1984. The focus shifted to machinery and equipment. A lot of effort went into researching machinery related incidents and Root Cause Analysis became a buzz term. This had a positive impact on machinery related incidents.

A mere nine years after the introduction of the MOS Act, the OHSAct of 1993 saw the light of day. A year later when South Africa became a full democracy, the role of quality was given a serious jolt when import taxes were all but removed and South African companies had to compete in the marketplace with world class companies. The SHEQ revolution was in full swing. Occupational Health and the Environment would now have the same status as Occupational Safety and Quality and South African companies would change forever.

The years post 1994 and the advent of the OHSAct have brought about a different era where health, safety, quality and the environment have evolved to the extent that it has become a science and this branch of science is called SHEQ. We are now able to manage safety, health, environment and quality processes by means of capturing data, analysing the data and comparing it to pre-determined process standards. By doing so we have become much more proactive rather than reactive in our approach to solving SHEQ related problems.

Even though we find ourselves in this enlightened era with regards to SHEQ, there are still companies that do not make use of the tools that have been made available to them and have left SHEQ by the wayside in the chase for increased output. In our current economic situation, these companies are not only under pressure to retain contracts due to not being competitive anymore, they are also under immense pressure to comply to SHE legislation.

Managers at these companies find that they have lost touch with SHEQ and in the process of trying to rectify mistakes of the past, they realise that SHEQ has become more complicated than what they were used to. They over analyse and over complicate matters to the extent that they start doubting themselves and their abilities as managers.

## To these managers I would like to give the following advice:

You don't have to memorise the OHSAct and Regulations or pray to the quality gurus for guidance to get the job done. By doing

that you may sound impressive and knowledgeable but in my experience, you will in all probability not be able to walk the talk.

The following seven rules will assist you in implementing, revising and reviving SHEQ:

1. **Practical** - In your approach to SHEQ, be practical, methodical and systematic.
2. **Logical** - Apply logic when thinking about and planning improvement. (Do not over analyse)
3. **Ask** - Asking for help is not a sign of weakness.
4. **Shortcuts** - Don't look for shortcuts as they don't exist.
5. **Complicate** - Don't over complicate keep it simple
6. **Application** - Apply the basics.
7. **Foundation** - Build a solid foundation for future improvements.

These rules, used in conjunction with the Plan, Do, Check, Act principle, will steer you on your way to SHEQ success.

By keeping it simple, you will find that SHEQ in the new era is only as complicated as we make it.

One thing is certain though; SHEQ has shed its Cinderella image and has stepped to the fore as one of the main supporting actors in an organisation. An Oscar for SHEQ?

## Profile of Bill Coetsee:

Bill is a long standing member of SAQI. He started his career as an apprentice Fitter & Turner in 1979 and completed the Olifantsfontein Trade Test in 1983.

During 1988 he moved into production where he held various supervisory and management positions over the next 20 years before he made a natural transgression into Safety and Quality in 2008.

His interest in Quality Management Systems started in 1995, when he was part of a CSIR Productivity Improvement & Change Management team at the company he worked for.

He believes that change can only be truly successful when there is a strong foundation to build on. That foundation is an informed, trained and knowledgeable workforce and is something that he is very passionate about.

For those of you that read Bill's article "Sustainable World Class Manufacturing and South African Managers" in the August 2014 edition of the SAQI Newsletter, the following might be somewhat amusing: Bill has recently bid farewell to a career spanning 37 years in manufacturing and has joined forces with CymaSHEQ as Principal Consultant for the Gauteng region.

*Editor's note: SAQI wishes Bill well with his new venture.*

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# Despondently Poor with Bleak Future

by Terrance M. Booysen

As is the case with so many developing countries across the world, poverty is a matter which is discussed as a growing crisis by heads of state, business leaders and civic groups; but the trends of poverty continue to rise. Whilst poverty has been described as a 'silent killer' amongst the poor, its visible effects have the most bearing upon children who suffer from undernutrition and who are the greatest victims of this socio-economic crime. According to a paper produced in 2013 by Black et al, it was estimated that circa 3 million children die annually\*, mostly as a result of undernutrition.



Disabled children at ADM receive their Teddy Bears to brighten their day

Indeed, as millions of homeless children from low and middle income countries suffer from malnutrition, the effects of diarrhea or a common cold, but certainly any contagious disease such as measles or malaria, is exacerbated by their vulnerable immune systems. Black et al believe that undernutrition is the underlying cause for many deaths in children; their research suggests similar findings for deaths related to diarrhea (61%), malaria (57%), pneumonia (52%) and measles (45%).

As one then considers the undernutrition findings of Black et al, South Africa's gini co-efficient rankings of 65% does not help matters, and places the country as the second worst index of poverty levels in the world. Making matters worse, about a quarter of our population are unemployed and according to UNAIDS, about a third of South Africa's fifty three million people live on less than \$2 a day. This bleak picture is most certainly not going to improve anytime soon, particularly considering that South Africa trails far behind our BRIC (Brazil, Russia, India and China) counterparts in poverty and GDP (Gross Domestic Product) rankings.

Given these circumstances, the call to assist the poorest of poor has never been so critical -- and so needed -- as it is today. And 'yes', while many corporates continue to demonstrate their

concern for the less fortunate, which is clearly evident when one reads about their financial support within their annual integrated reports, the problems associated to poverty are not improving in the grand scheme. Somehow more needs to be done to lift the plight of the poor; and whilst it is easy to apportion blame on government, in reality the problem goes well beyond government itself. Leaving the poverty problem to government alone simply prolongs the inevitable - this is a societal issue. In order to avoid a major catastrophe, our mindsets will most certainly need to radically change. Insular thinking, or sporadic donations and trying to 'wish the problem away' is not the sort of mindset change we are seeking. Indeed, to address the issues of poverty and its associated social ills will require all working citizens, and their employers, to seriously apply their minds to finding lasting solutions that are intentionally built into their organisation's strategies.

In its simplest form, organisations can arrange visits to call upon recognised non-profit organisations (NPOs) in order to get a perspective of the dire situation which so many NPO's are dealing with on a daily basis. However, larger organisations who are more reliant upon surrounding communities with a greater impact upon society, should align their corporate social responsibility programmes with the objectives found within the Sustainable Development Goals (SDGs). In following this approach, the collective behaviour amongst the corporates, supported by various international accords, will ensure a greater impact to stem the tide on poverty, instead of haphazard efforts which often result in project overlaps and 'donation leakage' which does not benefit the intended beneficiaries.

As a part of CGF Research Institute's ('CGF') efforts to assist impoverished communities in South Africa, our company realised the importance of understanding the plight of the poor. Whilst CGF may have initially only had a superficial understanding of poverty through the knowledge gained via television and other mediums of the media; our first-hand experience and renewed understanding only occurred when we actually began visiting the NGOs dealing with the poor. Expectedly, our perspectives changed instantly as the harsh realities of the stark contrasts between the 'have's and the have nots' struck home. At the same time, we also realised that our own efforts -- whilst very much appreciated by the beneficiaries -- was only 'a drop in the ocean'. This is when CGF changed its CSI (Corporate Social Investment) approach. We began partnering with various NGOs to bolster our efforts in an effort to positively increase our impact upon the poor.

In one of CGF's CSI programmes, supported by Wot-If? Trust, CGF seeks out registered NPOs where impoverished children are involved. Through Wot-If? Trust, CGF is provided Teddy Bears which are a donation from Big Five Duty Free. Big Five Duty Free encourage travelers at all major South African Airports to buy the Teddy Bears and leave them behind in large bins and these are then donated to those less fortunate. As the batches

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of Teddy Bears are delivered to CGF, we then go in search for NPOs with needy children, in order to add a little spark of joy to their day.

Whilst the initial purpose of CGF is to deliver the Teddy Bears to the children, in reality we have a greater objective. So often, only the larger and more 'visible' NPOs -- who have structured marketing campaigns -- are recognised by the corporates, and these NPOs are usually the first to be assisted with various forms of financial aid. Expectedly, the smaller registered NPOs are generally overlooked, and it for this reason that CGF specifically targets this segment of NPOs. In doing this, through CGF's wide reach within the corporate and government communities, we encourage the donors to consider splitting their existing CSI investment monies amongst the smaller NPOs. Accordingly, when CGF visits a new NPO beneficiary, we try and sketch some of the information about the NPO and their basic requirements; each time with the hope that a prospective donor will include the NPO as a new beneficiary of their time and investment.

### **Alexandra Disability Movement (Fund Raising No.006-192 NPO) (Alexandra)**

Recently, the Noordien Foundation introduced CGF to the Alexandra Disability Movement (ADM), where we met their CEO, Mr. Jerry Ntimbane. ADM was formed in 1991 to create protective employment workshops for the disabled through income generating projects. Whilst ADM's employment workshops are in much need of support, where five of the ADM beneficiaries have the ability to assist companies to package their small goods as a form of causal work, the remaining thirty-nine young children at ADM are mentally impaired and they are completely dependent on the home for shelter, care and support.

ADM's run-down facilities are found in Alexandra; it is clearly evident that their dwindling funds which they receive through a small monthly government grant, as well as from a few sponsors, is applied mostly to the sustenance of the children. The home accepts disabled and mentally handicapped children from the ages of two years, up to young adults of 20 years of age. The residents of ADM are provided lodging, basic stimulation, as well as various forms of physiotherapy; speech therapy and sign language. Whilst each case of the children is a sad affair, when visiting ADM there is a strong sense of unity, and these incredible people support and encourage one another through each day with song and praise.

On our tour of ADM, we observed the following immediate needs (in no order of importance):

1. an external steel staircase which needs to be converted into a ramp to assist moving the disabled children between the first and second floors of the building;
2. heating for the girl's and boy's dormitories;
3. renovations to the bathrooms to assist the disabled children to bath safely (with the assistance of their caregivers);
4. painting of the building (externally and internally);
5. repairs to ceilings;
6. equipment to stimulate the disabled;
7. safe toys and clothes; and
8. food.

Indeed, besides the above, we are aware that the government's social grants are not paid to the ADM on a reliant, nor regular basis and therefore funding -- particularly for disabled people -- is always a major challenge. Without finance, a home such as ADM cannot function, and the children will always be the first to

bear the brunt of the cold winters, not least also enjoying a nutritious meal. At the time of writing this article -- where Gauteng enters the grip of winter -- ADM have a mounting water and electricity bill which runs into the tens of thousands of rands. Cutting these basic services (which occurs frequently), leaves the ADM and its occupants in an unbearable situation.

If you are able to assist ADM with any of these items, please contact Mr. Jerry Ntimbane on 011 882 1147 or email: [disabilitymovement@iburst.co.za](mailto:disabilitymovement@iburst.co.za)

It is appropriate to reflect upon the sobering words of the former President Nelson Mandela who said at the launch of the Nelson Mandela Children's Fund, *"there can be no keener revelation of a society's soul than the way in which it treats its children."* [May 08, 1995]

\*Source: Maternal and child undernutrition and overweight in low-income and middle-income countries (<http://www.ncbi.nlm.nih.gov/pubmed/23746772>)



#### **About Wot-If? Trust**

Wot-If? Trust operates primarily in Diepsloot, working on Socio-Economic and Enterprise Development Initiatives. Their focus is on helping emerging and small enterprises to grow and become sustainable and giving the youth hope and opportunities for the future. Agriculture, business, technology, innovation and media are key drivers, specifically on how these impact on improving lives and the Diepsloot community in general.

For further information, please contact: Gail Styger (Wot-If? Trust: Founder & Trustee) 083 625 3929 or email [gail@wot-if.co.za](mailto:gail@wot-if.co.za)



#### **About Noordien Foundation**

The Nicole Noordien Foundation (NNF) is a non-profit organisation focusing on the upliftment and empowerment of abused women and children in South Africa and neighbouring SADC regions. The Nicole Noordien Foundation has a long term vision and mission for the rehabilitation, upskilling, upliftment and reintroduction of powerful women who have been disenfranchised, not only due to previous disadvantages, but also due to modern vulnerability. We believe that there is plenty that can be done, but nothing should be added before what already exists has been effectively understood and fixed.

The Nicole Noordien Foundation aims to intervene in domestic violence situations, to re-integrate survivors and their children back into the social environment that is conducive to supporting their very real needs. Where re-integration fails, we strive to escalate the matter to the correct authorities. Data assimilated from our work will be utilised for statistical records.

For further information, please contact: Nicole Noordien de Klerk (Noordien Foundation: Founder) 011 326 6788 / 079 679 2014 or email [nnoordein@icloud.com](mailto:nnoordein@icloud.com)

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# Quality in Schools

Many of our readers are parents themselves or interact often with children. We have asked our education editor, a retired headmaster, to share thoughts on how to get Quality principles and practices instilled in young people.



## Being responsible and accountable go together

Richard Hayward

The after-match TV interviews with sports captains and their coaches are revealing. There are those who blame losses on everyone else except themselves: the referee was biased, the playing pitch was poor or the players have to play too many matches in a short season. The "It's not my fault" excuse list is endless.

How refreshing it is to hear a captain state that it's his responsibility to lead a team to victory and if that doesn't happen, to make himself personally accountable. Last year in the World Cup Cricket semi-final in New Zealand, the sports world saw an example of true accountable leadership. South Africa lost to New Zealand at Eden Park. At the post-match interview, AB de Villiers openly stated he fluffed an easy run-out of Corey Anderson. That failure and a few others by his team resulted in South Africa being knocked out of the tournament.

As children grow up, they become aware of their increasing responsibilities. When they don't do them to the best of their ability or not at all, they should not be allowed to play the "Blame Game". Take the blame if you're responsible. Accept personal accountability.

Many children like the privileges that go with being seen as responsible but fewer like the expectations that follow. So, for example, Jack might be happy that he now has his own bedroom but less happy that he is personally responsible for keeping it clean and tidy.

How do we teach children responsibility? Suggestions are:

- **Being an example:** Let the children see mom and dad being responsible. Dad faithfully collects the children at school on the way home from work or mom makes the lunch boxes. Be the role model of what responsibility entails.
- **Structure and routine:** Children need to be helped initially on how to carry out their responsibilities. The school might expect that a child spends an hour a day on doing homework. Help the child draw up a personal timetable that allows time for homework, extra murals, TV, free time and the like. Get the child into a routine that makes it easier to be responsible.
- **Allow natural consequences:** There'll be those times when Jack and Jill don't carry out their responsibilities. They don't hand in a school project on the due date. The consequence could be a detention or missing an outing with the rest of the class. If there's no reasonable excuse for handing in the work on time, the parents shouldn't go near the teacher begging forgiveness! Let the children experience the consequences.
- **Give encouragement and praise:** No child always behaves responsibly. Maybe a gentle nudge here or there might be

necessary: "Remember, Jack that your dog Guzzles has to be washed tomorrow before you go and play soccer with your friends." Praise progress towards responsible behaviour. The child who - without being reminded - settles down and does his daily homework deserves praise. An occasional visit to the café to buy a Magnum ice cream as a reward would be an encouragement to keep it up!

In the example above, Jack knows that he has to wash the dog. If the parent is insistent, Jack learns that accountability is expected 100% of the time. If the parent wavers and lets Jack play soccer with the dog still unwashed, mixed messages are given. Consistency of consequences help avoid responsibilities being ignored in the future.

When duties aren't carried out properly or simply not at all, it's time for restitution. The questions to ask are: "What can be done to right the wrong?" Who is accountable? Is an apology sufficient?

Imagine a child at a school where they know they are not to resort to physical violence. That same child gets involved in a verbal brawl with another pupil. In her rage she physically attacks her. Buttons are ripped off the victim's shirt which has now been torn. Counselling for both the bully and the victim follow. Peace is restored. So far so good. Yet what about the torn shirt? Who is to restore the shirt to its' original condition or go and buy a new one? Someone has to take accountability.

Maybe your own children are given responsibilities at school which could include leadership positions. May they carry them out diligently even when no one's looking! May they remember though that there will be those odd times when they slip-up in their duties. (It's part of being a true human being!) Accept accountability. Encourage the ethical courage of AB de Villiers to admit, "The blame is mine." Apologise sincerely right the wrongs to the best of ones abilities and carry on being responsible!

Reference

<http://politichicks.com/2015/09/10>

Richard Hayward does South African Council for Educators - endorsed workshops under the aegis of SAQI at schools across South Africa. His contact details are [rdphayward@yahoo.com](mailto:rdphayward@yahoo.com) and 011-888-3262. Poor schools are sponsored.

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# SAQI Training Programme for 2016

All courses offered by the South African Quality Institute are presented in association with other course providers and are available to all organisations and individuals. SAQI can assist with the training of a company's workforce and all training packages can be run in-house at cheaper rates. A special discount applies to SAQI members. For more information or to register contact Vanessa du Toit at (012) 349 5006 or [vanessa@saqi.co.za](mailto:vanessa@saqi.co.za)

1. Each course listed on the training schedule can be completed individually or form part of the overall three levels of certification.
2. SAQI reserves the right to change details of the programme without prior notice. Click on the course code for a synopsis or [click here](#) for all course synopsis.
3. The courses listed below form part of a specific Certificate and all modules should be successfully completed to qualify for the Certificate.
4. Delegates are advised to start on Level 2 before moving on to Level 3.
5. All courses completed previously will receive credit when proof of successful completion is received.

**ALL PRICES  
EXCLUDE VAT**

Code	Course	Days	Cost	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Dec
<b>L2</b>	<b>SAQI Certificate in Quality Control*</b>	<b>10</b>	<b>R 18,874</b>								
B41	Introduction to Quality Control	2	R 4,277			1-2		10-11			
B90	Introduction to Statistical Techniques	3	R 5,160			3-5		12-14			
B91	Introduction to Statistical Process Control (SPC)	3	R 5,160	27-29		22-24		31-2			
B79	A3 Problem Solving	2	R 4,277	30-1		25-26			3-4		
<b>L3</b>	<b>SAQI Certificate in Quality Assurance*</b>	<b>13</b>	<b>R 24,034</b>								
B48	ISO Requirements 9001:2015	3	R 5,160				5-7				
B24	Procedure writing	2	R 4,277				8-9				
B16	Internal Quality Auditing	3	R 5,160						14-16		
B92	Advanced Statistical Techniques	3	R 5,160					3-5			
B77	Advanced Product Quality Planning (APQP)	2	R 4,277					6-7			
<b>L4</b>	<b>SAQI Certificate in Quality Management*</b>	<b>15</b>	<b>R 31,706</b>								
B38	Development of a QMS	5	R 10,693				26-30				
B01	Cost of Quality	2	R 4,277					17-18			
B58	New SA Quality Excellence Model	2	R 4,277					19-21			
B74/B76	Lean for Manufacturing/Service Industries	4	R 8,182						21-24		
B93	Policy Deployment (Hoshin Kanri)	2	R 4,277						28-29		

\* Must successfully complete all modules listed to qualify for the certificate.

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Above and beyond the courses listed on the left, we can also provide your company with inhouse training on the following topics.

- Incident and Accident Investigation (B82)
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- Introduction to OHSAS 18001
- Inventory and Warehouse Management (B86)
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- Production Planning and Scheduling (B85)
- SHEQ Internal Auditing (B49)
- Supply Chain Management (B84)
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