



**South African Quality Institute**

Improving the quality of life of all South Africans

# TRAINING & SERVICES BROCHURE

Promoting Quality since 1993



**South African Quality Institute**  
Promoting Quality since 1993

# SAQI Training Centre and Head Office

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# SAQI Mission & Vision



## Promoting Quality since 1993

### Vision

**To contribute to the establishment and maintenance of a Quality culture in South Africa**

### Mission

- 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 particularly in those sectors that do not benefit from legislated Quality
- Unify the Quality in all fields of human endeavour
- Representing South Africa Quality abroad and assisting with the improvement of Africa's Quality infrastructure

*"Quality is the silent architect of precision and perfection achieved through integrity and passion. We should remind ourselves that excellence is not a privilege but a pursuit, binding us in a shared commitment that inspires greatness in all we do."*

**Arno Boshoff - SAQI Chairman**

# SAQI Membership & Benefits

## Associate Member & Senior Member

- ✓ SAQI Membership Number
- ✓ Newsletters & Other Quality Information
- ✓ Access to SAQI Network and Specialists
- ✓ Invitation of SAQI's Annual Forums and Conferences
- ✓ Discounted In-House Training

## SMME, Business level

- ✓ Company Membership Certificate
- ✓ Approval to use SAQI Logo on Stationary and Electronic Platforms *(Terms & Conditions Apply)*
- ✓ Access to SAQI Forums and Conferences
- ✓ Discounted Rates on Training & Consulting Services
- ✓ Access to Network Opportunities & Product Advertising in the SAQI Newsletter
- ✓ Opportunity to Advertise Quality Positions/Vacancies on SAQI's Social Media Platforms

## Corporate level 1&2 + Platinum

- ✓ All of the above Benefits Including:
- ✓ Opportunity to serve on the SAQI Board of Directors
- ✓ Complementary "Quality Health Check"
- ✓ Assistance with:
  - Development of your Company's Quality Strategy
  - Design & Development of your Quality Personnel HR Development Plan
  - Design & Development of Unique Quality Training Curriculum
  - Assist in your Company's "Supplier Development Program" for new & SMME suppliers
  - Design & Development of your Continuous Improvement Programs

# Training & Services

## ISO 9001 QMS SERVICES & TRAINING



At SAQI, we believe that an effective ISO 9001 QMS, should **not only** improve your company's processes, but should also be evident in the improvement of your bottom line. The ISO 9001 standard is based on a strong Plan-Do-Check-Act (PDCA) improvement methodology, and we believe that it should be seamlessly integrated with your other continuous improvement programs.

- ✓ SAQI offers assistance with the implementation, internal auditing and ISO 9001 training of SAQI members and non members.
- ✓ We will also advise and assist in the total integration of your ISO 9001 QMS & other Continuous Improvement programs within your organisation.
- ✓ All our practitioners are experienced industry specialists and not theoretical consultants.
- ✓ We believe in developing your ISO 9001 QMS around your needs and not an "off-the-shelf" solution.

## LEAN & SIX SIGMA IMPROVEMENT METHODOLOGIES

Lean & Six Sigma, are both very powerful continuous improvement methodologies, developed by Toyota and Motorola. SAQI unfortunately do not provide an integrated "LeanSigma" curriculum, as we believe that the two methodologies have different approaches, and is dependent on your company's current culture and process maturity level.

Our Lean and Six Sigma facilitators are experienced, and have effectively implemented these methodologies in their own respective organisations. They will be able to guide you through the pitfalls, and will assist you not only in the implementation and training of your CI programs, but also in the integration of your CI program into your ISO 9001 QMS.

SAQI offers training and consulting services for:

- ✓ Lean for Manufacturing
- ✓ Lean for service industries
- ✓ Rapid Kaizen workshop training
- ✓ A3 Problem solving training workshops
- ✓ Six sigma Green belt
- ✓ Six sigma Black belt
- ✓ Lean & Six Sigma overview training



# Quality Management Development Program for Manufacturing

## SAQI Development Program for Quality Professionals

Pre- 2014, the South African Quality Institute focused its training efforts on individual short course training programs. In collaboration with its business members, SAQI established a “Manufacturing Industry Workgroup”, who contributed in the development of the **Quality Management Development Program**, which were launched in 2015.

This program is structured around the individual levels of responsibilities reporting to today’s typical Quality Manager and clarifies the roles of Quality Control, Quality Assurance & Quality Management.

### Level 2 Certificate In Quality Control

The focus of this certificate program is to equip the quality inspector / team leader with the tools to effectively solve quality problems. Learners are taught how to use statistical data to errors, and problem solving techniques to confidently run a Quality Circle to address these problems at a shop floor level.

### Level 3 Certificate in Quality Assurance

The focus of this certificate program is Quality from a systems perspective. The requirements of ISO 9001 and that of internal auditing are covered in detail. In addition to this the learner is also introduced to the core tools of “Advanced Product Quality Planning (APQP), which will enable the learner to design a processes “Right First Time” utilizing the FMEA and Control Plan principles.

### Level 4 Certificate in Quality Management

This program focuses on Continuous Improvement by setting departmental Key Performance Indicators (KPIs) and measurements. The current and future Quality Managers are taught the principles of developing a Quality Strategy, as well as Lean Manufacturing to initiate and sustain those continuous improvement programs.

## Level 1 Awareness & Supplementary Short Course Programs

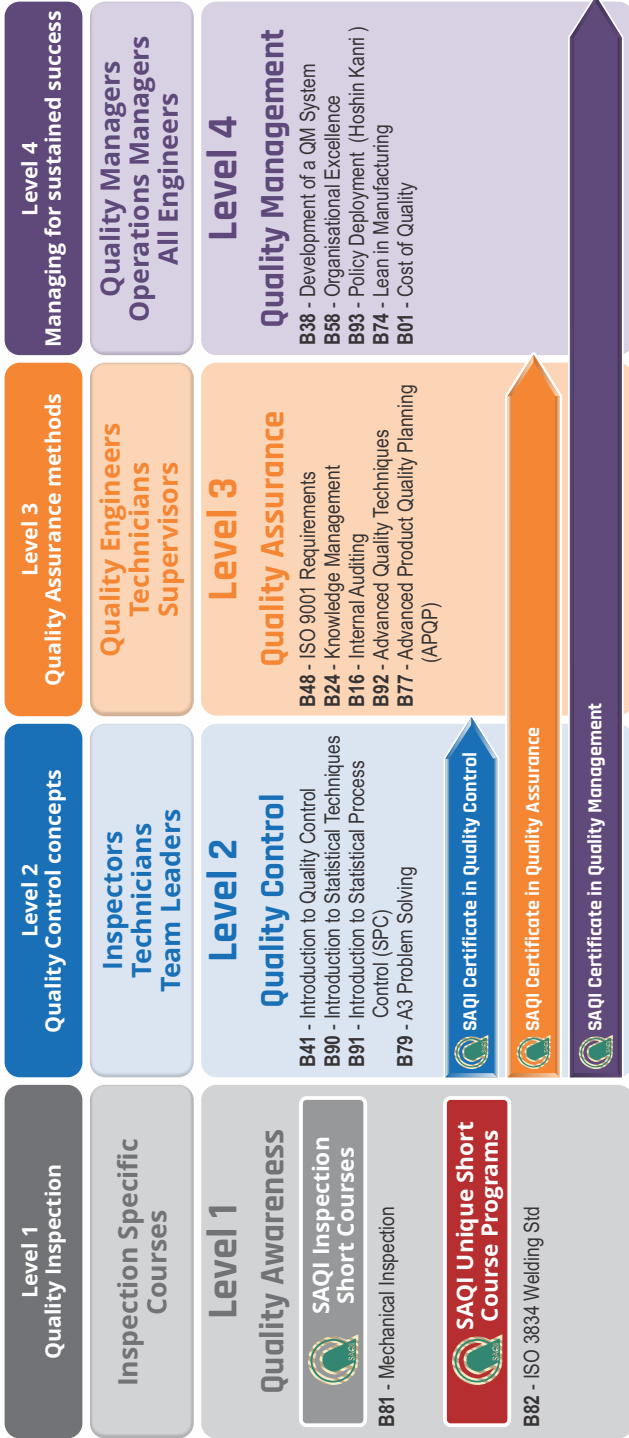
The SAQI Level 1 Awareness programs are aimed at equipping the entry level inspector with a “Hands-on” skill set to perform inspections activities . The current programs include:

- **Welding Inspection:** Aimed at the inspection of welded components
- **Mechanical Inspection:** Aimed at the inspection of components and parts

## ISO 3834 Short Course Program

**ISO 3834** is the international standard for quality requirements for the fusion welding of metallic materials. ISO 9001 states that, where necessary, special processes shall be identified, and the ISO 3834 standard is an excellent way to meet this requirement.





**Additional SAQI Short Course Program**

**Continuous Improvement Short Courses**  
(Lean Manufacturing)  
B79 - A3 Problem Solving  
B74 - Lean in Manufacturing



**Continuous Improvement Short Courses (Six Sigma)**  
B111 - Six Sigma Green Belt  
B112 - Six Sigma Black Belt  
B113 - Six Sigma Overview Training

**Executive Quality Strategy Development for Executives & Leadership**  
B120 - Executive Quality Strategy

# Quality Management Development Program for Services

## BACKGROUND

Since the launch of the “**Manufacturing Quality Management Development Program**” in 2015, there has been a growing call amongst the service industry members for SAQI to convert the current program to suite the Service industry at large.

This led to the formation of the “**Service Industry Workgroup**” and the conversion of the manufacturing program to focus on the challenges of the service industry members. The **Service Industry Program** is not very different to the **Manufacturing Program**, as the principles of quality remain the same. How these principles should be applied in the service industry is explained through the program with the use of industry specific examples.

### Level 2 Certificate in Quality Control

The focus in this certificate program is to equip the quality inspector / team leader with the tools to effectively solve quality problems. Learners are taught how to use statistical data to identify faults and problem solving techniques to confidently run a Quality Circle to address these problems at shop floor level.

### Level 3 Certificate in Quality Assurance

The approach of this certificate program is Quality from a systems perspective. The requirements of ISO 9001 and that of internal auditing are covered in detail. In addition to this the learner is also introduced to the core tools of Advanced Product Quality Planning (APQP), which will enable the learner to design a processes “Right First Time” utilizing the FMEA and Control Plan principles.

### Level 4 Certificate in Quality Management

This program focuses on Continuous Improvement by setting departmental Key Performance Indicators (KPIs) and measurements. The current and future Quality Managers are taught the principles of Hoshin Kanri (Policy Deployment), as well as Lean Manufacturing to initiate and sustain those continuous improvement programs.

## PROGRAM OVERVIEW

The SAQI development program is truly a development program which is based on the principle of applied learning. Thus learners and their companies are encouraged to allow time between programs for the learner to put their new knowledge into practice before returning to attend the next program level.

An added benefit of the program is that the learner’s personal development plan is already set out for the Human Resource Department and Line Manager. Interaction between the company’s Human Resources Department and SAQI to ensure that the programs are aligned to the organisation’s needs and expectations is encouraged.



**Level 2**  
Quality Control concepts

Quality Controllers  
Quality Team Leaders

**Level 2**  
Quality Control

- B30 - Introduction to Quality Control
- B31 - Introduction to Statistical Techniques
- B33 - Introduction to Quality Circles
- B34 - A3 Problem Solving



**Level 3**  
Quality Assurance methods

Quality Assurance  
Quality Auditors

**Level 3**  
Quality Assurance

- B48 - ISO 9001 Requirements
- B24 - Knowledge Management
- B16 - Internal Auditing
- B92 - Advanced Quality Techniques
- B77 - Advanced Quality Planning

**Level 4**  
Managing for sustained success

Quality Managers

**Level 4**  
Quality Management

- B38 - Development of a QMS
- B93 - Policy Deployment (Hoshin Kanri)
- B58 - Organisational Excellence
- B74 - Lean for Services Industries
- B01 - Cost of Quality

**Additional SAQI Short Course Program**

**Continuous Improvement Short Courses**

- (Lean Manufacturing)
- B79 - A3 Problem Solving
- B74 - Lean in Manufacturing

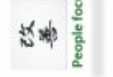


**Continuous Improvement Short Courses (Six Sigma)**

- B111 - Six Sigma Green Belt
- B112 - Six Sigma Black Belt
- B113 - Six Sigma Overview Training

**Executive Quality Strategy Development for Executives & Leadership**

- B120 - Executive Quality Strategy



# Quality Management Development Program for Construction

## INTRODUCTION

The SMME Development Programme consists of nine modules presented over a three day training session. Being an entry level program, the emphasis is on **core skills, basic principles** and **best practises**. The program incorporates a mix of information sessions, practical application and conception assessment. Training modules are supplemented with industry examples and information that gives context to the material and thus increases the candidates' ability to relate to the material.

The need for this program has been identified and supported by the construction industry itself. In its present format it can still be incorporated into the company SMME mentorship programme and claimed under Skills Development, whilst addressing a gap within the industry which is not covered by another recognised training platform.

At present the cost of managing unproductive SMME's and the risk of their non-compliance is factored into project risk. A reduction in linked items such as lag on construction program, rework cost, supervision or material cost should contribute to the project vitals and thus be off-set against training expenditure.

## PROGRAM OVERVIEW

The Small, Medium and Micro-sized Enterprise (SMME) Development Programme is focused to better equip the management and supervision of the SMME entering the construction industry.

Training candidates will be introduced to the fundamental elements of a quality management system.

- ✓ Specifications and Standards
- ✓ Process Control
- ✓ Method Statements
- ✓ Quality Control Plans or Inspection & Test Plans
- ✓ Material Management
- ✓ Data Dossiers
- ✓ Cost of rework

By understanding these elements, they will better understand the expectations of the project role players and more importantly their responsibilities to both these parties and their own organisation.



**Level 2**  
Quality Control concepts

Quality Controllers  
Quality Team Leaders

**Level 2**  
Quality Control

B101 - Product Quality Planning  
B102 - QCP's and Method statements  
B103 - Monitoring and Measuring  
B104 - Quality Improvement




 SAQI Certificate in Quality Control for Construction  
 SAQI Certificate in Quality Assurance  
 SAQI Certificate in Quality Management

**Level 3**  
Quality Assurance methods

Quality Assurance  
Quality Auditors

**Level 3**  
Quality Assurance

B48 - ISO 9001 Requirements  
B24 - Knowledge Management  
B16 - Internal Auditing  
B92 - Advanced Quality Techniques  
B77 - Advanced Quality Planning




 SAQI Certificate in Quality Control for Construction  
 SAQI Certificate in Quality Assurance  
 SAQI Certificate in Quality Management

**Level 4**  
Managing for sustained success

Quality Managers

**Level 4**  
Quality Management

B38 - Development of a QMS  
B93 - Policy Deployment (Hoshin Kanri)  
B58 - Organisational Excellence  
B74 - Lean for Services Industries  
B01 - Cost of Quality

 SAQI Certificate in Quality Control for Construction  
 SAQI Certificate in Quality Assurance  
 SAQI Certificate in Quality Management

**Additional SAQI Short Course Program**

**Continuous Improvement Short Courses**  
(Lean Manufacturing)  
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**Continuous Improvement Short Courses (Six Sigma)**  
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**Executive Quality Strategy Development for Executives & Leadership**  
B120 - Executive Quality Strategy



# Quality Management Development Program for Welding

## INTRODUCTION

Welding is a critical special process in South Africa's manufacturing, structural, rail, petrochemical, and construction industries. The demand for professionals who can ensure welding quality, traceability, and compliance has grown significantly. In response, the South African Quality Institute (SAQI) has developed the Welding Quality Control (WQC) program as a structured, industry-aligned quality development stream.

This program equips learners with the skills to effectively inspect welded components, interpret welding standards and symbols, apply quality tools, and ensure compliance with both ISO 9001 and ISO 3834 requirements. The WQC Program fits into SAQI's national Quality Development Framework, and forms part of the Level 2, 3 and 4 Quality Certification Pathway.

## PROGRAM OVERVIEW

### Level 2 Certificate in Quality Control

The Level 2 program equips welding quality personnel with the skills to inspect welded components, identify and classify defects, ensure traceability, and compile compliant documentation. Learners are introduced to statistical process control, welding methods, inspection techniques, and ISO 3834 documentation aligned with ISO 9001. The program develops confident quality inspectors capable of applying structured problem solving on the shop floor.

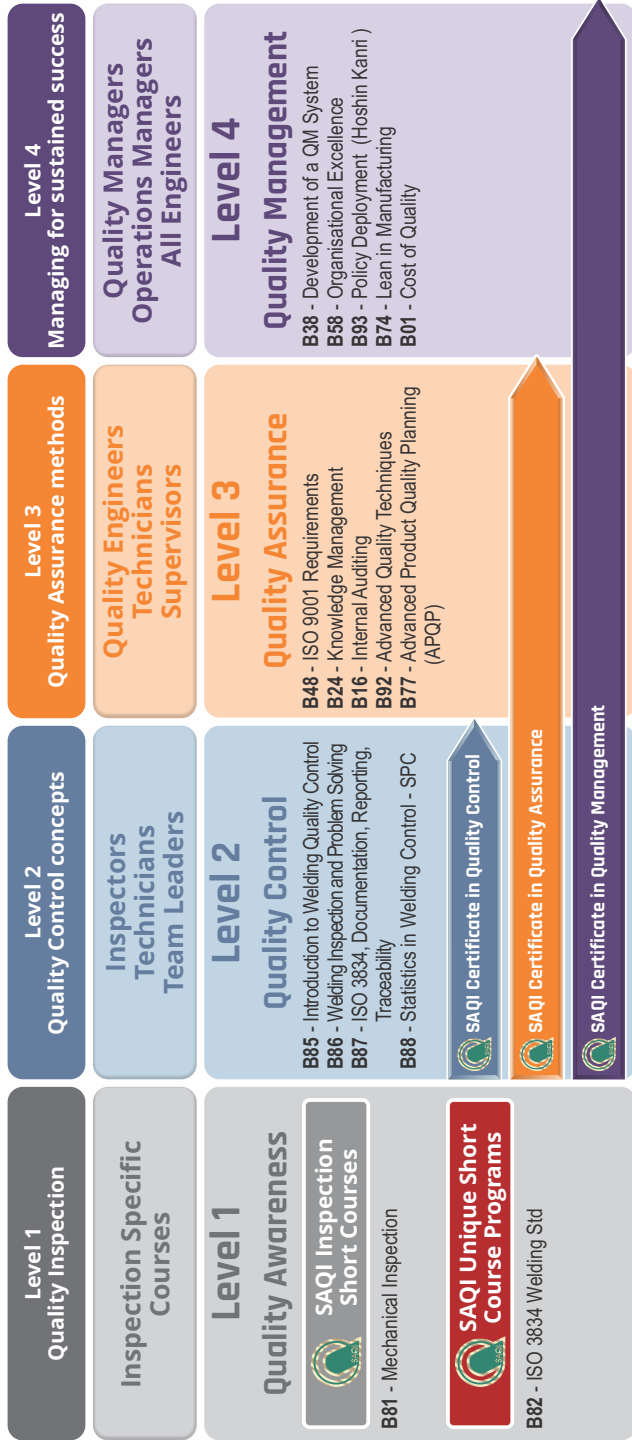
### Level 3 Certificate in Quality Assurance

The Level 3 program shifts focus from inspection to systemic quality. It includes ISO 9001 requirements, internal auditing, and the integration of ISO 3834 into quality systems. Learners gain insight into APQP tools such as FMEA and Control Plans to design welding processes right the first time. This level prepares participants for quality assurance roles within a welding-focused environment.

### Level 4 Certificate in Quality Management

At Level 4, learners are guided to lead and sustain quality improvement initiatives. The program covers policy deployment, Lean principles, and departmental KPI development. Welding quality professionals are taught to build and manage a strategic quality framework that ensures long-term compliance and continual improvement of welding and fabrication processes.





**Additional SAQI Short Course Program**

**Continuous Improvement Short Courses (Lean Manufacturing)**  
 B79 - A3 Problem Solving  
 B74 - Lean in Manufacturing



**Continuous Improvement Short Courses (Six Sigma)**  
 B111 - Six Sigma Green Belt  
 B112 - Six Sigma Black Belt  
 B113 - Six Sigma Overview Training

**Executive Quality Strategy Development for Executives & Leadership**  
 B120 - Executive Quality Strategy

# Previously trained companies and supporters of our programmes

Our Training Programs are proudly supported and acknowledged by our industry leading partners and business members

## Manufacturing

Refraline (Pty)Ltd  
Rand Refinery  
Afrit (PTY) Ltd  
CRC Industries  
Barloworld Power  
Actom High Voltage Equipment  
Consol Glass (pty)Ltd  
AL-ko Africa  
Lasercraft (Pty) Ltd  
Anglo American Platinum: Metal Refinery  
TechnoSwitch  
NCP Chlorchem (Pty) Ltd  
NECSA  
APE pumps (Pty) Ltd  
KSB Pumps Valves (PTY) Ltd  
Babcock Ntuthuko Engineering (Pty) Ltd  
3M South Africa  
Bearing Man Group  
Contipower  
Marcopolo South Africa (Pty)Ltd  
Lincoln Lubrication SA  
MA Automotive Berlin EC  
Formscaff  
FLSmith (Pty) Ltd  
Master Drilling (Pty) Ltd  
Eskom Holdings (SOC) Ltd  
Eskom Rotek Industries  
Remkor Technologies  
SA Mint  
Schneider Electric SA (Pty) Ltd  
Venture Diversified Products Rosslyn  
Debsawana Diamond Company  
Denel Vehicle Systems

## Services

Assupol Life  
Financial Services Board (FSCA)  
Momentum  
Santam  
SABS  
Road Accident Fund

Broadband Infracore  
National Health Laboratory Services (NHLS)  
National Institute for Occupational Health (NIOS)  
Sasria SOC Ltd  
Kantar Millward Brown  
Siemens EMS MS  
Incredible Joined (Pty) Ltd  
Insidedata

## Construction

Aveng Grinaker LTA  
SGB Cape  
Bicacon Pty(Ltd)  
Consulmet Construction  
GVK-Siya Zana Building Contractors  
Tyris Construction (Pty) Ltd  
King Civil Engineering Contractors  
Abicon (Pty) Ltd

## Food, Cosmetics and Oils

McCain  
Bevcan Springs  
Meze Foods  
Nampak Bevcan  
Premier Foods  
Revlon SA  
Johnson SC  
Sastel Pharmaceuticals  
Rosehip Farm  
Botanical Nature Products  
DRA Pharmaceuticals  
Everpix  
Herbs-aplenty  
Ovivo Water  
Botanic Essenza  
Obeds Essential Oils (Pty) Ltd





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