THE PROVISION OF ISO MANAGEMENT SYSTEMS IMPLEMENTATION AND GAP ANALYSIS AUDITS

We cover the following ISO Standards:

- ISO 9001 QMS
- ISO 14001 EMS
- ISO 50001 EnMS
- ISO 27001 ISMS
- ISO 20000-1 SMS
- ISO 31000 RMS
- FSSC 22000 FSM
- HACCP
- OHSAS 18001 OHS-MS
- TS 16949 AQMS

We Are The SHEQ Specialists

WWISE IS CERTIFIED & ACCREDITED WITH:
1.0 What we do

Our services are aimed at the improvement of quality, efficiency, knowledge and competitiveness of potential clients.

The service range includes:

- **ISO and SHEQ systems implementation:**
  services whereby we assist clients in meeting the requirements of ISO 9001, 14001, 22000, 31000, 20000-1; 27001, 50001, HACCP and OHSAS 18001 standards.

- **Integrated management systems development:**
  whereby we integrate several business systems and ISO management solutions into a single management system to comply with various quality and safety standards.

- **Training:**
  of all employees (Shop Floor to Executive Management) in the fields of SHEQ, Engineering, Finance, Business and Project Management to meet the job responsibilities of International Standards.

- **ISO, OHSAS legal auditing:**
  which includes gap analysis audits, product, process, procedural, and systems auditing by our registered SAATCA & IRCA auditors.

- **Customized web-based solutions:**
  integrating current systems to be in line with ISO and OHSAS requirements.
2.0 Introduction

World Wide Industrial and Systems Engineers (WWISE) specialises in ISO & OHSAS Systems Implementation, Consulting, SHEQ, and Legal Auditing, and Training. We are also a Level 1 BBBEE Contributor.

We specialize in the following ISO & OHSAS disciplines:

<table>
<thead>
<tr>
<th>ISO 9001</th>
<th>Quality Management Systems</th>
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</thead>
<tbody>
<tr>
<td>ISO 22000</td>
<td>Food Safety Management Systems (FSSC)</td>
</tr>
<tr>
<td>ISO 20000-1</td>
<td>Service Management Systems</td>
</tr>
<tr>
<td>ISO 31000</td>
<td>Risk Management Systems</td>
</tr>
<tr>
<td>OHSAS 18001</td>
<td>Occupational Health &amp; Safety Systems</td>
</tr>
<tr>
<td>SHEQ</td>
<td>Safety, Health, Environmental and Quality</td>
</tr>
<tr>
<td>ISO 14001</td>
<td>Environmental Management Systems</td>
</tr>
<tr>
<td>ISO 27001</td>
<td>Information Security Management Systems</td>
</tr>
<tr>
<td>HACCP</td>
<td>Hazard Analysis and Critical Control Points</td>
</tr>
<tr>
<td>ISO 50001</td>
<td>Energy Management Systems</td>
</tr>
<tr>
<td>ISO/TS 16949</td>
<td>Technical Specification for the Automotive Industry</td>
</tr>
</tbody>
</table>

(Legal Courses related to OHS Act, Natural Conversation Act and many more)

3.0 Specific Services

ISO IMPLEMENTATION

We have a range of professional consultants / engineers who are registered auditors to assist in the implementation and maintenance of any ISO and OHSAS Management System.

The Implementation process of becoming ISO and OHSAS Certified is denoted in the flow chart below:

3.1 ISO Management Systems Process
### 3.2 ISO Management Systems Implementation Project Plan

<table>
<thead>
<tr>
<th>Task List For ISO Implementation</th>
<th>Average Time Frame For a Company with 30 Employees</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PHASE 1: GAP ANALYSIS &amp; IDENTIFICATION OF PROCESSES</strong></td>
<td></td>
</tr>
<tr>
<td>1. Gap Analysis Audit</td>
<td>2</td>
</tr>
<tr>
<td>2. Awareness Training</td>
<td>1</td>
</tr>
<tr>
<td>3. Identification of Processes &amp; Information Gathering</td>
<td>2</td>
</tr>
<tr>
<td><strong>TOTAL DAYS REQUIRED (AVERAGE)</strong></td>
<td>5 DAYS</td>
</tr>
<tr>
<td><strong>PHASE 2: ISO MANAGEMENT SYSTEM DEVELOPMENT</strong></td>
<td></td>
</tr>
<tr>
<td>1. ISO Management System Manual</td>
<td>4</td>
</tr>
<tr>
<td><strong>TOTAL DAYS REQUIRED (AVERAGE)</strong></td>
<td>50 DAYS</td>
</tr>
<tr>
<td><strong>PHASE 3: IMPLEMENTATION</strong></td>
<td></td>
</tr>
<tr>
<td>1. On the Job Training and Workshops (Shop Floor to Executive Management)</td>
<td>5</td>
</tr>
<tr>
<td>2. Internal Auditor Training (Minimum 2 Employees)</td>
<td>2</td>
</tr>
<tr>
<td>3. Internal Audit, which will entail Non-Conformances &amp; Corrective Actions</td>
<td>5</td>
</tr>
<tr>
<td>4. Management Review Meeting</td>
<td>1</td>
</tr>
<tr>
<td><strong>TOTAL DAYS REQUIRED (AVERAGE)</strong></td>
<td>13 DAYS</td>
</tr>
<tr>
<td><strong>PHASE 4: CERTIFICATION</strong></td>
<td></td>
</tr>
<tr>
<td>1. Continuous Improvement File &amp; Hand over of ISO System</td>
<td>1</td>
</tr>
<tr>
<td>2. Stage 1 Audit Preparation / Training</td>
<td>1</td>
</tr>
<tr>
<td>3. Stage 2 Audit Preparation / Training</td>
<td>2</td>
</tr>
<tr>
<td>4. Maintenance if Required (6 Month free Maintenance Plan if another client is referred and closed)</td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL DAYS REQUIRED (AVERAGE)</strong></td>
<td>4 DAYS</td>
</tr>
</tbody>
</table>

**TOTAL AMOUNT OF DAYS ON AVERAGE TO BE READY FOR ISO CERTIFICATION** 72 DAYS (3 Months)

* **BLUE ITEMS INDICATE THAT TRAINING IS INCLUDED IN THE PACKAGE.**
### 3.3 ISO Management Systems Implementation Costs

#### WWISE MICROSOFT WORD BASED MANAGEMENT SYSTEMS COST BREAKDOWN (EXCLUDING VAT)

<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>0-3 EMPLOYEES Or atleast 3 processes</td>
<td>R 40 000</td>
<td>R 120 000</td>
<td>R 220 000</td>
</tr>
<tr>
<td>4-10 EMPLOYEES Or atleast 6 processes</td>
<td>R 40 000 - R 130 000</td>
<td>R 180 000</td>
<td>R 220 000 - R 300 000</td>
</tr>
<tr>
<td>11-15 EMPLOYEES Or atleast 9 processes</td>
<td>R 130 000 - R 200 000</td>
<td>R 250 000</td>
<td>R 300 000 - R 350 000</td>
</tr>
<tr>
<td>15-30 EMPLOYEES Or atleast 12 processes</td>
<td>R 200 000 - R 400 000</td>
<td>R 350 000</td>
<td>R 350 000 - R 650 000</td>
</tr>
</tbody>
</table>

**Note 1:**

All costs are subject to change depending on the Gap Analysis Audit, the costs are for **ONE site only**. All Systems include training to maintain the system.

**Note 2:**

The Total Costs are subdivided into the Project Plan (See 2.1.2) and paid per phase upon completion. A deposit of Phase 1 shall be required to start the project with a Service Level Agreement signed to confirm the work and conditions of payment. The final invoice can be paid once Certification is attained as security.

**Note 3:**

Any organization outside of Gauteng, travel arrangements are **NOT included** and shall be included after understanding client’s location and the number of travel arrangements required.

**Note 4:**

Companies that have more than 30 employees, a Gap Analysis Audit is mandatory. The output of the audit shall be a Gap Analysis Report and project proposal for implementation. (See 2.2)
3.4 Gap Analysis Audit

For organisations who require an accurate cost breakdown depending on their current status of conformance to standards and compliance to requirements. The most effective method is a Gap Analysis Audit.

A Gap Analysis Audit is a First Party Internal Audit to understand the organisations current status of compliance to an ISO standard or any Legal Requirement. The audit will guide the WWISE consultant & organisation to effectively cost on the “Gaps” within the organisations processes with respect to implementation.
3.5 Gap Analysis Costs

The costs associated with an audit is R9250-00 (excluding Vat and travel outside of Gauteng). One Man Day Audit can audit up to 4 processes or 8 employees in a day including the ISO Management System.

The more the processes / employees the more man days are required. WWISE and the organisation can agree on multiple days of an audit with 1 auditor or multiple auditors in one day.

To quote effectively for a Gap Analysis Audit WWISE require the following Information:

- Scope of the organisation including the ISO Standard Required to be audited against.
- Legal requirements (register) if there are any.
- Number of processes / departments.
- Number of employees per process department.

A Gap Analysis Audit proposal with a quotation shall be sent once the information is gathered from the organisation. A 50% deposit is required in order for WWISE to book dates for the audit. The balance is paid after the audit is complete, with a report and project implementation proposal.

4.0 Our Respected Clients

MTN SA
VODACOM
SABC LEARNING & DEVELOPMENT
ESKOM
PRASA
UNISA
PAYSPACE
COLUMBUS STAINLESS
ARCELOR MITTAL
US AID / PIMS
IMPLATS
AUTO MAGIC
5.0 Testimonials

We highly recommend Wwise on any projects that they wish to embark on and are delighted with the services provided to MTN to globally stand out as one of the leading telecommunication industries in the world.

Willem Weber  
Senior Manager Core Implementation  
MTN

The facilitator was incredibly knowledgeable and gave the course that element of joviality by allowing it to be completely interactive and providing real world examples which were specific to our organisation.

Shaan Hussain  
Specialist Process Engineer: Service Solutions  
SARS

I can confidently recommend WWISE as a solid and reliable consultant, and experts in their field.

Nokubonga Mhlongo  
Management Quality Representative  
R4C

SAQI has worked with Muhammad Ali since 2008 and has found him to be honest, trustworthy and extremely competent. He has been our preferred service provider for a number of SAQI’s training programs particularly our ‘SAQI certificate in quality.

Vanessa Du Toit & Paul Harding  
South African Quality Institute

6.0 Recommendation & Conclusion

6.1 WWISE RECOMMENDATION

WWISE recommends a Gap Analysis Audit for organisations to understand the current status of conformance to the ISO Standard to effectively be quoted on the Implementation of an ISO Management System.

* For Organisations that cannot afford the Consulting Fees and Implementation Costs associated with this proposal, WWISE recommends purchasing readymade Manuals, Procedures and Templates upon request - this excludes any training or consulting.

* HOWEVER THIS CANNOT GUARANTEE ISO CERTIFICATION.

6.2 CONCLUSION

WWISE would like to thank you for allowing us the opportunity to submit our proposal. We commit to meeting all our client requirements and exceed their expectations, with clear emphasis on quality.

We can guarantee any ISO certification with any certification body as we pride ourselves with a 100% conversion rate for our clients who continue with certification.

For more information on Customized Web-based Solutions, Training, Maintenance and Consulting contact us on: 08610 99473(WWISE)

To view our respective satisfied clients and any further information please visit our website: www.wwise.co.za
Jean Park Chambers, 252 Jean Avenue, Unit 26 Building 8, Centurion, South Africa

ACCREDITED & MEMBERS OF:
SABS: ISO 9001:2008 • SAIIE • SAQI • PROUDLY SOUTH AFRICAN • LEVEL 1 BBBEE
FP&M SETA • PMSA • SAATCA • MEMBER OF THE GREEN BUILDING COUNCIL OF SA

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