

8th February 2018

Reference Letter

To: World Wide Industrial and Systems Engineers (WWISE)

Altech Radio Holdings would like to confirm that it has been working with World Wide Industrial and Systems Engineers (WWISE) in 2017.

It was evident from day one that WWISE had superior knowledge and experience in the ISO landscape when they assisted and guided Altech Radio Holdings during the development, implementation, training and maintenance of our ISO Management Systems.

The Scope of work for WWISE included but was not limited to the ISO 9001:2015 Quality Management Systems (QMS) Implementation which included:

- Awareness Training
- Strategic Planning of Executive Management Objectives and incorporating these objectives into the business in order to aligned with ISO Standards Requirements.
- Organizational Design - Performance Management System linked from Strategic Objectives and Departmental Objectives to Key Performance Areas/Indicators.
- Process Mapping and re-engineering (Industrial Engineering)
- Risk assessments per process
- Updating of all ISO Mandatory Documentation (Policies, Procedures, Forms and Templates)
- Updating and Streamlining Standard Operating Procedures and Work Instructions
- On the Job Training and Assessments for all staff on the updated Management System
- Maintenance Planning and reviewing corrective and preventive maintenance plans
- Supplier/Contract Management
- Internal Audit Training and Coaching
- Non-conformance, Corrective Action and updating Risk Assessments Workshops
- Management Reviews
- Assistance with Third Party Certification Audits
- Maintenance of the ISO Management System

Altech Radio Holdings passed stage 1 and stage 2 audits with BSI in Dec 2017 and were certified in Jan2018. This was a true reflection of the what could be achieved by having a professional group of consultants on board.

WWISE's staff were dedicated, hands on, knowledgeable, friendly and respectful throughout the engagement. With admiration and appreciation, Altech Radio Holding would like to thank the WWISE team for their contribution.

Altech Radio Holdings will engage with WWISE on further projects during 2018 when it comes to the various other ISO Management Systems such as ISO 27001 (Information Security), ISO 20 000-1 (IT Service Management), ISO 22301 (Business Continuity), ISO 14001 (Environmental Management) and ISO 45001 Occupational Health and Safety.

Your Sincerely,



Andries Raaths
HOD – Centralised Operations (COPS)



+27 81 234 0333
ARaaths@alcom.co.za ARaaths@arh.net.za

Tel: +27 11 235 7640
Fax: +27 11 656 4371
www.alcommatomo.co.za

Lincolnwood Office Park, Block B,
6-8 Woodlands Dr, Woodmead, 2191,
Gauteng, South Africa
PO Box 5574, Rivonia, 2128, South Africa

