QUALITY MANUAL

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Document QS-01

Revision O

eTesla Consulting Engineers

04 AUGUST 2006

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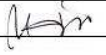
Status	Author	Agreed	Approved
For Implementation			

NOTE

Terms used in this Quality Manual, or in the Procedures forming part of the company's Quality System, which have a specific meaning, or which might not otherwise be readily understood, are defined in the glossary which forms Section 8 of this manual. All such terms, wherever they appear in these documents, have capital initial letters when it is intended that they should have the specific meaning defined.

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CONTENTS

QUALITY POLICY STATEMENT

eTesla Consulting Engineers (Pty) Ltd is a consulting company in electrical engineering and project management, providing superior services to the electricity supply industry.

The Company's Head Office is in Johannesburg, Gauteng. eTesla Consulting engineers consists of six subsidiaries; eTeslaSA (South Africa), eTeslaBo (Botswana), eTeslaMo (Mozambique), eTeslaKe (Kenya), eTeslaYu (former Yugoslavia) and eTeslaGh (Ghana).

The Company places particular emphasis on good relationships with its Clients. The prime aim of the management and staff of the Company is therefore to ensure that the services it provides achieve the level of Quality required by its Clients.

To this end, the Company has established a Quality System that accords with the requirements of ISO 9001:2000. Activities critical to the standard of services provided by the Company have been identified and documented. Procedures have been prepared covering those activities. Work is progressed in a systematic manner in accordance with those Procedures. Conformity to the Procedures by all members of management and staff is mandatory and is verified by an internal Quality Audit, which will also aid and assist in the improvement of the Company's quality system.

This Quality Manual describes the Quality System, the organisation of the Company and the responsibilities for Quality.

M. Čolić **02/07/2006**
Managing Director

2. RESPONSIBILITIES FOR QUALITY

2.1 The Managing Director is responsible for determining the Company's policy on Quality.

2.2 Executive Directors are responsible for ensuring that the policy on Quality is communicated to, and understood by all members of staff.

2.3 Subsidiary Company Managing Directors are responsible for ensuring that Client requirements are fully met and that staff under their control complies with the requirements of the Quality System.

2.4 Subsidiary Company Librarians (part-time) are responsible for the control of externally produced published documents held by the Department.

2.5 Project Managers are responsible to their Subsidiary Company Managing Directors for all work on an individual project.

2.6 The Quality responsibilities of staff below Project Manager level are set out in Project Quality Plans.

2.7 The Quality System Director is the "management representative" required by Clause 5.5.2 of ISO 9001:2000. He reports direct to the Managing Director. He has overall responsibility for ensuring that the Quality System is implemented and maintained in accordance with ISO 9001 and for reporting to the Managing Director on the performance of the Quality System.

2.8 The Quality System Manager is responsible to the Quality System Director (within the latter's responsibilities) for:

- ensuring that the Quality System is developed and maintained so as to fully incorporate the Company's policy on Quality and to comply with the requirements of ISO 9001:2000.
- keeping under review the Company's policy for quality and advising and Quality System Director on any changes which may be required.
- providing training in Quality Management for all members of the Company's staff to them.)
- verifying whether Quality activities and related results comply with planned arrangements by means of regular auditing.

- dealing with suggestions for improvements made by any members of staff and making appropriate recommendations to the Quality System Director.

2.9 Other staff in Quality System Department is responsible for carrying out those functions delegated to them by the Quality System Manager.

2.10 Subsidiary Company Quality System Representatives (part-time) are responsible for liaison between the Subsidiary Company and the Quality System Manager and, in particular, relaying to the Quality System Manager any suggestions made by staff of the Subsidiary Company for improvements to the Quality System.

2.11 All members of staff are responsible for the Quality of work they produce and for working in conformance with the Procedures of the Quality System relevant to their functions. They are also responsible for making suggestions to their Subsidiary Company Quality System Representative regarding improvements to the Quality System that they may consider being desirable.

2.12 Functions allocated by a Procedure to an identified member or grade of staff may be delegated in writing to another member of staff provided that this is not specially prohibited by the Procedure. Such functions may be carried out by a more senior member or grade of staff without written delegation.

3. ORGANISATION FOR QUALITY

3.1 The internal organisational structure of the Company as it relates to Quality is shown diagrammatically in the three organisational charts which follow:

- Chart 1 - Senior Management
- Chart 2 - Typical Department
- Chart 3 - Quality System Department

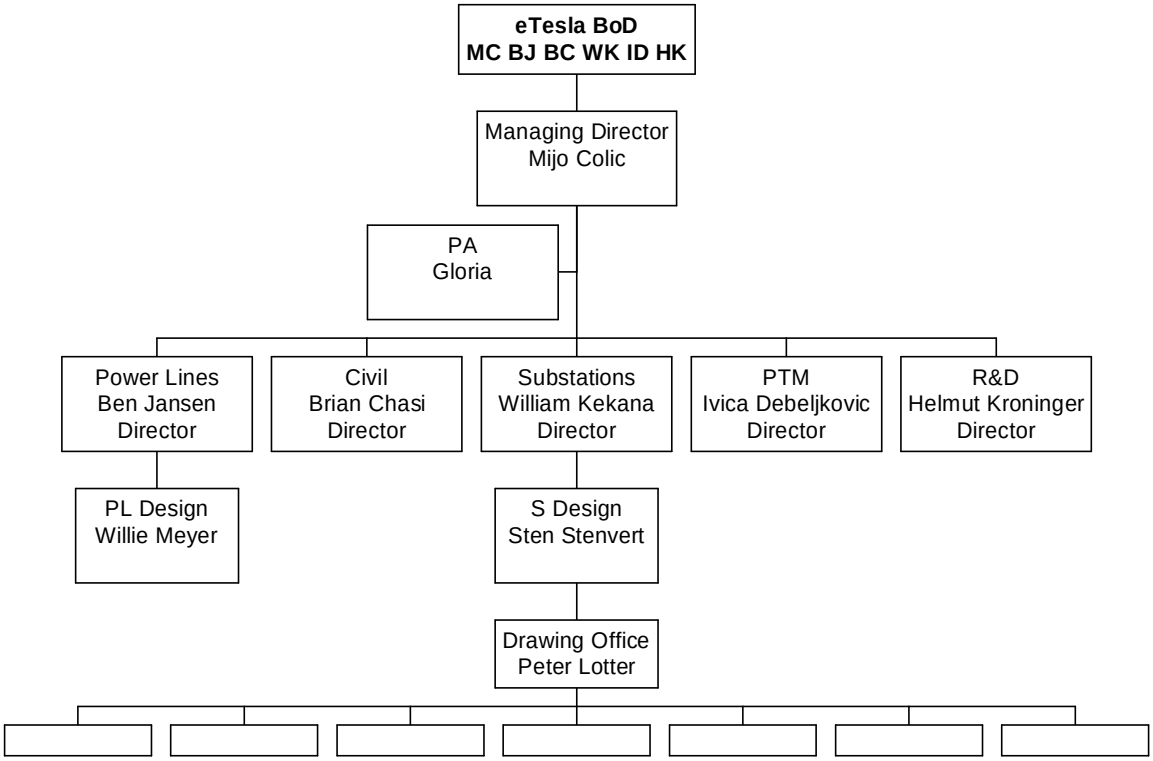

Chart 1: Senior Management Organisation

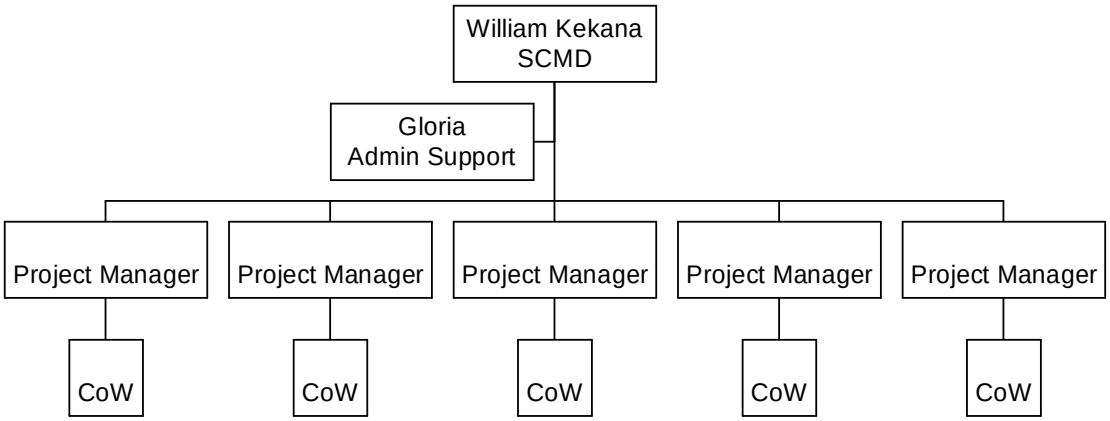

Chart 2: Typical Subsidiary Company Organisation

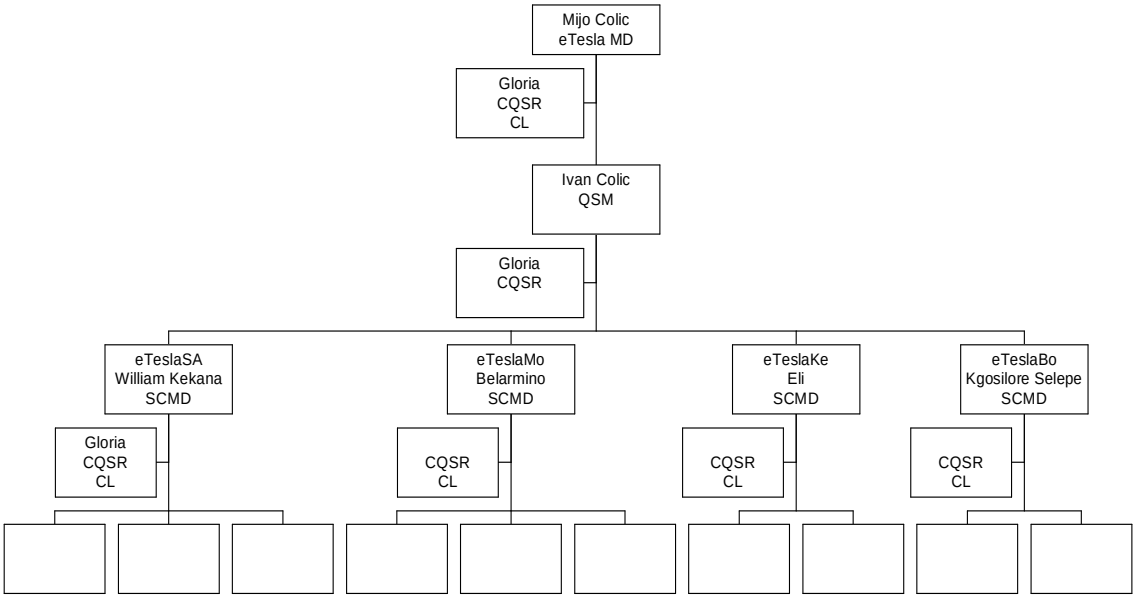

Chart 3: Quality System Organisation

4. QUALITY MANUAL – PREPARATION, APPROVAL, ISSUE AND REVISION

4.1 This Quality Manual has been prepared by the Quality System Manager and approved for issue by the Quality System Director. It is regularly reviewed in order to re-affirm its adequacy and conformity with the Company's requirements. This review takes place at intervals not greater than twelve months.

4.2 Amendments to the Quality Manual are made as required and a new revision prepared and approved as above. Approved revisions of the Quality Manual, having a status "For Implementation", are numbered consecutively from Revision O upwards. Draft, having numbers a status "For Comment", are numbered Revision O/D1, O/D2, 1/D1, etc. Revision numbers appear at the head of each page.

4.3 In each approved revision of the Quality Manual, amendments made since the previous approved revision are identified by sidelining in the right-hand margin.

4.4 Prior issue, an approved revision of the Quality Manual is signed by the Quality System Manager in the "Agreed" box on page 1 and by the Quality System Director in the "Approved" box.

4.5 Issue of the Quality Manual is controlled in accordance with the requirements of Document No. SP-02, Procedure for Control of Quality System Documents.

4.6 Each approved revision of the Quality Manual cancels and replaces all previous revisions. It is responsibility of all holders of copies of the Quality Manual to destroy superseded revisions when they receive a new revision.

5. OUTLINE OF THE QUALITY SYSTEM

5.1 Introduction

This section of the Quality Manual outlines the Company's Quality System with reference to the various clauses of ISO 9001. Each paragraph references the clause of the Standard with it addresses. The titles of the Procedures may be found in the Index to Procedures, which forms Section 6 of this Quality Manual. A tabular correlation between the clauses of the Standard and the company's Procedures form Section 7 of this Quality Manual.

5.2 Management Responsibility

5.2.1 Quality Policy (Clauses 5.1, 5.3 & 5.4.1)

The Company's policy for, and commitment to Quality are set out in this Quality Manual. To ensure that this policy is understood at all levels in the Company, each member of staff has been issued with a copy of the Quality Manual. All members of the staff have received, in addition, training in the principles of quality and quality management, and have ready access to copies of the Procedures relevant to their work that give effect to the policy. Effective implementation of the Procedures is ensured through a programme of regular internal Quality Audits. Objectives for Quality are formulated and documented for each Subsidiary Company from time to time by the Quality System Director, advised by the Quality System Manager and in consultation with the Subsidiary Company Managing Director. All staff are advised of the current quality objectives.

5.2.2 Organisation

5.2.2.1 Responsibility and Authority (Clause 5.5.1)

The responsibility, authority and the inter-relation of all personnel who manage, perform and verify work affecting Quality are defined in this Quality and/or in individual Procedures and Project Quality Plans.

5.2.2.2 Resources (Clause 6.1 & 6.2.1)

The resources requirements for the management, performance and verification of work within individual projects are identified in the course of the Agreement Review required by several Clauses of ISO 9001:2000, namely 'Review' (clauses 5.2, 7.2.1, 7.2.2 & 7.2.3), 'Amendment to a Contract' (clause 7.2.2) and 'Records" (clause 7.2.2). The relevant Subsidiary Company Managing Director shall provide the requirements. The resource requirements for internal Quality Audits are identified by the Quality System Manager and are provided either by him or staff reporting to him, or, in consultation with the Quality System Director and Subsidiary Company Managing Director.

5.2.2.3 Management Representative (Clause 5.5.2)

The Company has appointed a management representative – the Quality System Director. The responsibilities and authority of the Quality System Director are set out in this Quality Manual.

5.2.2.4 Management Review (Clauses 5.6.1 & 8.5.1)

A Procedure is included within the Quality System, which requires the system to be reviewed at top management level, in order to ensure its continuing suitably and effectiveness, at intervals not exceeding twelve months. Records of these reviews form part of the Company's Quality Records.

5.3 Quality System

5.3.1 General (Clauses 4.1 & 4.2.2)

The Company's Quality System documentation comprises:

- this Quality Manual
- the Procedures listed in the Index to Procedures forming Section 5 of this Quality Manual
- any project-specific Procedures which may, from time to time, be required
- Project Quality Plans prepared in connection with each individual Project.

5.3.2 Quality System Procedures (Clause 4.2.1)

As noted above, Procedures addressing the requirements of ISO 9001 have been prepared and are listed in Section 5 of this Quality Manual. These Procedures only cover, at present, the activities involved in project engineering and project management. Procedures covering other of the Company's activities will be developed and implemented at a later stage. Effective implementation of t he Procedures is ensured through a programme of regular internal Quality Audits.

5.3.3 Quality Planning (Clauses 5.4.2 & 7.1)

As also noted above, Project Quality Plans are prepared in connection with each individual Project for which the Company is retained. A Procedure is included within the Quality System that sets out the requirements for the preparation, approval, issued and revision of Project Quality Plans.

5.4 Contract Review

5.4.1 General

A Procedure is included within the Quality System that requires an appointment review to be carried out prior to submission of a proposal or bid (if

any), and prior to acceptance of a Commission.

5.4.2 Review (Clauses 5.2, 7.2.1, 7.2.2 & 7.2.3)

The purpose of this review is to ensure that:

- the client's requirements are as completely defined as is possible at that stage, that they are understood by the Company and that, that understanding is documented and agreed by the Client.
- any difference between the Client's requirements as then expressed and assumptions made by the Company in any preceding proposal are examined jointly by the Client and the Company, resolved and the resolution documented.
- the capabilities available, or potentially available to the Company for the purposes of meeting the Client's requirements are assessed and the results of that assessment are documented.

5.4.3 Amendment to a Contract (Clause 7.2.2)

The Procedure on Appointment Review also sets out the action to be taken when an amendment to the Commission is made.

5.4.4 Records (Clause 7.2.2)

Documentation arising out of Appointment Reviews is required by the Procedures on Appointment Reviews to form part of the Company's Quality Records

5.5 Design Control

5.5.1 General

Procedures to control design work carried out by Company staff and to verify that work form part of the Quality System documentation.

5.5.2 Design and Development Planning (Clause 7.3.1)

Procedures are included within the Quality System that set out the requirement for identifying the responsibilities for each design activity.

The planning of design activity forms part of the Project Quality Plan. The Project Quality Plan identifies and assigns responsibility for these activities to appropriately qualified members of staff.

Preparation of the Project Quality Plan is itself governed by a Procedure forming part of the Quality System.

5.5.3 Organisational and Technical Interfaces (Clauses 7.3.1)

Interfaces between different groups working on the same design are defined in the Project Quality Plan. Procedures are included in the Quality System to ensure that necessary information is transmitted in documented form across interfaces.

5.5.4 Design Input (Clauses 7.2.1 & 7.3.2)

Design input requirements, including applicable statutory and regulatory requirements, are identified and documented prior to commencement of the design process. These are reviewed for adequacy by the relevant Design Team Leader or,

Where required by the Project Quality Plan, as part of a design review process, any inadequacies are resolved between the reviewer, the Design Team Leader, the Project Manager and (where necessary) the Client and external authorities.

5.5.5 Design Output (Clause 7.3.3)

Procedures covering the preparation of various items of design output are included within the Quality System. Criteria for the acceptance of works constructed from the design are set out in specifications for the works, as are those characteristics of the design that are crucial to the safe and proper functioning of the works.

All design output is reviewed prior to issue or internal use (see paragraphs 5.5.6 to 5.5.8 below).

5.5.6 Design Review (Clause 7.3.4)

A Procedure is included within the Quality System that sets out the requirements for design review. This requires the Project Quality Plan to identify the stages of design work at which a design review is to be carried out and the personnel to be included in the review. It also requires that records of design reviews are to form part of the Company's Quality Records.

5.5.7 Design Verification (Clause 7.3.5)

That design output meets the design input requirements is assured by verification of that output. Design verification requirements are set out in the various Procedures forming part of the Quality System and are assigned to competent personnel.

Records of design verification are maintained and form part of the Company's Quality Records.

5.5.8 Design Validation (Clause 7.3.6)

Since the Company's responsibilities often do not extend beyond carrying out of design work and since, specifically, it does not itself undertake construction work, it is not possible to carry out design validation "under defined operating conditions" and to confirm thereby that the constructed product conforms to the Client's needs and/or requirements. However, the Procedures within the Quality System governing verification of the Company's output do requires that, before that output is released, a check is made to confirm that the output meets the Client's requirements as recorded in the Agreement Review process.

5.5.9 Design Changes (Clause 7.3.7)

A Procedure is included within the Quality System documentation setting out how design changes are to be handled.

5.6 Document and Data Control

5.6.1 General (Clause 4.2.3)

Documents and data relevant to Quality are identified in various Procedures forming part of the Quality System documentation.

5.6.2 Document and Data Approval and Issue (Clause 4.2.3)

The Procedures detail how the documents/data are approved before issue, how it is ensured that up-to-date issues of the documents/data are available at all relevant locations and that only those issues are in use and how obsolete documents/data are identified.

5.6.3 Document and Data Changes (Clause 4.2.3)

The Procedures also detail how changes to the documents/data are approved and how they are identified.

5.7 Purchasing

5.7.1 General

The Quality System includes a number of Procedures designed to ensure that services purchased from external Suppliers/Subconsultants conform to the Company's requirements.

5.7.2 Assessment of Subcontractors (Clause 7.4.1)

The Quality System includes Procedures governing how potential Suppliers or Subconsultants are assessed for adequacy, how the type and extent of control over them is defined and how records of the performance of Supplier or Subconsultants are maintained.

5.7.3 Purchasing Data (Clause 7.4.2)

Procedures are included in the Quality System, which control the preparation and approval of purchasing documents in connection with the services of Suppliers or Subconsultants.

5.7.4 Verification of Purchased Information/Data/Services (Clause 7.4.3)

5.7.5 Verification at Supplier's/Subconsultants' Premises (Clause 7.4.3)

The Quality System does not at present, include any Procedures concerning verification at Suppliers/Subconsultants premises because this in not the Company's usual practice. Should this be appropriate at any time, project-specific Procedure will be developed to suit and will be implemented.

5.7.6 Customer Verification of Purchased Information/Data/Services (Clause 7.4.3)

Likewise, the Quality System does not, at present, include any Procedures concerning verification by the Client of purchased information/data/services. Should this be required by any Client at any time, project-specific Procedures will be developed to suit and will be implemented.

5.8 Client Supplied Information/Data/Services (Clause 7.5.4)

The Quality System includes a Procedure governing the handling of information, data, or services supplied by the Client.

5.9 Product Identification and Tractability (Clause 7.5.3)

The Quality System includes a Procedure that sets out how project documentation is to be identified and related to the Client's documented instructions. There are not, at present, any Procedures governing tractability. Should this be required by any Client at any time, project-specific Procedures will be developed to suit and will be implemented.

5.10 Process Control (Clauses 6.3, 6.4, 7.5.1 & 7.5.2)

The above clauses refer to the control of a manufacturing (or construction) process; it is not relevant to control of construction design processes because this is covered by the Design Control clauses of ISO 9001:2000. However, meetings of various types frequently form part of the design process and Process Control clauses is seen as relevant to the control of project meetings. Process Control clauses are, in addition, relevant to all other types of project. As noted above, though not included at present, Procedures will be developed in the future, and added to the Quality System, which set out how the processes involved in such projects are controlled.

The Quality System does not at present include any Procedures on "special

processes". Should any project involve such processes, project-specific Procedures will be developed to suit and will be implemented.

5.11 Verification

5.11.1 General (Clause 7.1 & 8.1)

Procedures are included within the Quality System regarding the verification of information/data/services, whether generated internally or purchased.

5.11.2 Receiving Verification (Clause 7.4.3 & 8.2.4)

In particular, Procedures are included which control the verification, on receipt, of purchased information/data/services.

The Procedures allow for variations in the amount of control exercised by the Supplier/Subconsultant and for any evidence of conformance provided by the Supplier/Subconsultant. These Procedures also set out requirements to be followed where urgently required purchased information/data/services are released for use without receiving verification.

5.11.3 In-Process Verification (Clause 8.2.4)

This type of verification is not relevant in construction design projects since Clause 4.4 of ISO 9001 covers design verification. In all other types project, in-process verification is relevant. As noted above, Procedures governing the preparation and verification of items of output involved in such other types of project will be developed at a later stage.

5.11.4 Final Verification (Clause 8.2.4)

Procedures are included in the Quality System that require that satisfactory completion of all other verification is confirmed and recorded before any part of the Company's output is released externally. The Procedures also set out the action to be taken in the event of any verification being unsatisfactory.

5.11.5 Verification Records (Clause 7.5.3 & 8.2.4)

Procedures are included in the Quality System that set out the requirements for final verification of output prior to release. These Procedures also require that the authority responsible for final verification is recorded and that record form part of the Company's Quality Records.

5.12 Survey, Measuring and Test Equipment

5.12.1 General (Clause 7.6)

The Quality System included a Procedure governing the control, calibration, use and maintenance of survey, measuring and test equipment used by the

Company's staff – whether this is owned by the Company, hired, or provided by the Client.

5.12.2 Control Procedure (Clause 7.6)

The Procedure requires that all such equipment that can affect the Quality of the company's output is identified, calibrated at prescribed intervals and adjusted prior to use, that its calibration status is indicated and that calibration records are maintained. It also requires that staff ensure that environmental conditions are suitable for all survey, measurement and test work being carried out and that equipment is handled and stored in a way that maintains its accuracy and fitness for use.

5.13 Verification Status (Clause 7.5.3)

All items of the Company's output are required, by the Procedures governing their preparation, to carry evidence of their verification or for that evidence to be otherwise recorded.

5.14 Control of Non-conforming Work

5.14.1 General (Clause 8.3)

A Procedure governing the handling of nonconforming work forms part of the Quality System.

5.14.2 Review and Disposition of Nonconforming Work (Clause 8.3)

The responsibility for review of nonconforming work and the authority for its disposition are in the Procedure. There is not, at present, any Procedure governing acceptance of nonconforming work by concession. Should this be required by any Client at any time, a project-specific Procedure will be developed to suit and will be implemented.

The Procedure requires that any nonconforming work that is reworked is subsequently re-verified in accordance with the Verification clauses of ISO 9001:2000.

5.15 Corrective and Preventive Action

5.15.1 General (Clauses 8.5.2 & 8.5.3)

The Quality System includes a Procedure for implementing corrective and preventive actions. The Procedure requires that any changes to Procedures made necessary by corrective or preventive action are implemented and recorded.

5.15.2 Corrective Action (Clause 8.5.2)

The Procedure referred to in paragraph 5.15.1 above also sets out actions to be taken on Client complaints and all other reports of nonconformities. It also sets out the actions necessary to ensure that corrective actions are effective.

5.15.3 Preventive Action (Clause 8.5.3)

A Procedure forming part of the Quality System identifies sources of information to be used for the purpose of detecting, analysing and eliminating potential nonconformities. It also identifies the timing of such analyses and sets out the steps needed to deal with any problems revealed such that preventive actions are effective. Relevant information on preventive actions is required by the Procedure to be considered at the regular management reviews of the Quality Systems.

5.16 Handling, Storage, Packaging and Delivery (Clause 7.5.1 & 7.5.5)

A Procedure is included in the Quality System that sets out the requirements for the handling, storage, packaging, preservation and delivery of items of the Company's output.

5.17 Quality Records (Clause 4.2.4)

A Procedure forming part of the Quality System identifies all documents required to form part of the Company's Quality Records and their retention periods. Where any requirements for Quality Records other than those spelled out in this Procedure are specified, e.g. by a Client in connection with a specific project, or where any Client requires Quality Records to be made available for evaluation by himself or a representative, a project-specific Procedure is prepared setting out those requirements. The Procedure also governs the collection, indexing, storage, access to and disposition of Quality Records such that they are stored in an easily retrievable way in environments that prevent damage, deterioration or loss.

5.18 Internal Quality Audit (Clauses 8.2.2 & 8.2.3)

The Quality System includes a Procedure which sets out how internal quality audits are to be scheduled, carried out and reported on, how corrective actions are to be recorded and actioned and how follow-up action is to be carried out.

5.19 Training (Clause 6.2.2)

A Procedure is included in the Quality System that identifies the education, training and experience requirements for each of the Company's staff grades. It is also provides for the regular assessment of each member of staff and for the identification of any training needs.

5.20 Servicing (Clause 7.5.1)

There is not, at present, any Procedure governing servicing. Should servicing work be required by any Client at any time, a project-specific Procedure will be developed to suite and will be implemented.

5.21 Statistical Techniques

5.21.1 Identification of Need (Clauses 8.1, 8.2.3, 8.2.4 & 8.4)

Since every project undertaken by the Company is unique, there is little scope for the application of statistical techniques in the verification of acceptability of processes or of output characteristics. This clause is not therefore addressed in the Quality System. The Situation will be reviewed when a sufficient database or relevant information is available.

5.21.2 Procedures (Clauses 8.1, 8.2.3, 8.2.4 & 8.4)

As indicated above, suitable Procedures on statistical techniques will be developed and implemented when the need arises.

5.22 Activities not Covered by ISO 9001

With the sole exception of Clauses covering Agreement Review, ISO 9001 only covers activities that take place after appointment of the Company by a Client. Specifically, it does not cover such matters as the handling of enquiries and the preparation of bids/proposals.

The Quality of the Company's work in such activities in not less important to the Client and the Company that any other aspect of that work. The Company has therefore elected to include within its Quality System Procedures governing the handling of enquiries and the preparation of bids/proposals – even though not required to do so by ISO 9001.

6. INDEX OF PROCEDURES

6.1 System Procedures

SP-01 Preparation, Approval, Issue and Revision of Procedures
SP-02 Control of Quality System Documents
SP-03 Control of Correspondence
SP-04 Control of Telephone Conversations
SP-05 Filing of Correspondence
SP-06 Control of Externally Produced Published Documents
SP-07 Internal Quality Audit
SP-08 Control of Non-conformities, Corrective and Preventive Action
SP-09 Management Review of Quality System
SP-10 Pre-qualification/Vetting of Suppliers/Sub-consultants
SP-11 Staff Training
SP-12 Calibration of Survey and Measuring Equipment

6.2 Project Procedures

PP-01 Handling of Enquiries
PP-02 Preparation, Approval and Issue of Proposals
PP-03 Appointment Review
PP-04 Preparation, Approval, Issue and Revision of Project Quality Plans
PP-05 Preparation, Issue and Revision of Project Documents
PP-06 Verification of Project Documents, Design Review and Design Validation
PP-07 Control of Project Documents
PP-08 Design Change Control
PP-09 Control of Project Meetings
PP-10 Handling Storage Packing Preservation and Delivery of Project Documents
PP-11 Handling of Client Supplied Information/Data
PP-12 Requisition and Management of the Supply of Information/Data
PP-13 Requisition and Management of the Supply of Sub-consultant Services
PP-14 Preparation of Performance Reports on Suppliers/Sub-consultants
PP-15 Project Completion
PP-16 Maintenance of Records and Archiving

7. CORRELATION TABLE

ISO 9001:2000 CLAUSE NO.	QUALITY SYSTEM DOCUMENT NO.
5.1, 5.3 & 5.4.1	QS-01
5.5.1, 5.5.2, 6.1 & 6.2.1	QS-01
5.6.1 & 8.5.1	SP-09
4.1 & 4.2.2	QS-01
4.2.1	SP-01
5.4.2 & 7.1	PP-04
5.2, 7.2.1, 7.2.2 & 7.2.3	PP-03
7.3.1	PP-04
7.3.1	PP-04
7.2.1 & 7.3.2	PP-05
7.3.3	PP-05
7.3.4	PP-07
7.3.5	PP-06
7.3.6	PP-07
7.3.7	PP08
4.2.3	PP-SP-02, SP-03, SP-04, SP-05, SP-06. PP-07 SP-10, PP-14
7.4.1	PP-12, PP-13
7.4.2	Not applicable
7.4.3	PP-11
7.5.4	PP-07
7.5.3	PP-09
6.3, 6.4, 7.5.1 & 7.5.2	PP-07
7.1, 7.4.3, 7.5.3, 8.1, 8.2.4	SP-12
7.6	PP-06
7.5.3	SP-08
8.3	SP-08, PP-15
8.5.2 & 8.5.3	PP-10
7.5.1 & 7.5.5	PP-16
4.2.4	SP-07
8.2.2 & 8.2.3	SP-11
6.2.2	Not applicable
7.5.1	Not applicable
8.1, 8.2.3, 8.2.4 & 8.4	PP-01
-	PP-02
-	

8. GLOSSARY

Auditee	The individual, groups or project team which is the subject of a Quality Audit.
Auditor	Person qualified to carry out quality audits (ISO 8402)
Author	The member of the staff of the Company appointed by the Managing Director to prepare a draft of an element of the Company's quality system documentation.
Client	An individual or organisation which has retained the services of the Company.
Commission	An item of work, which a Client has requested the Company to perform.
Company	eTesla Consulting Engineers (Pty) Ltd
Correspondence	Letters, telexes, facsimiles, internal memos, records of telephone conversations.
Subsidiary Company	A defined group of the staff of the Company.
Subsidiary Company Managing Director	The member of the staff of the Company appointed by the Managing Director to be in charge of the activities of a Subsidiary Company.
Subsidiary Company Librarian	The member of the staff of the Company appointed by the Subsidiary Company Managing Director to have particular responsibility for controlling externally produced, published documents held by the Subsidiary Company.
Subsidiary Company	Quality Representative The member of staff of a Subsidiary Company appointed by the Subsidiary Company Managing Director to carry out liaison activity between the Subsidiary Company and the Quality System Manager.
Design Team Leader	The member of staff appointed by the Subsidiary Company Managing Director to be responsible to the Project Manager for leading a particular design team contributing to a project
Executive Director	A member of the Board of Directors of the Company
Managing Director	The chief executive of the Company

Mail Room Supervisor	The member of the staff of the Company appointed by the Managing Director to supervise activities concerned with the receipt of incoming correspondence and the dispatch of outgoing correspondence.
Management Review	A formal evaluation by top management of the status and adequacy of the quality system in relation to quality policy and objectives (ISO 8402)
Nonconformity	The nonfulfilment of a specified requirement (ISO 8402).
Original	The written, typed or word-processed initial copy of a document.
Procedure	Specified way to perform an activity (ISO 8402).
Project Manager	The member of staff of the Company appointed by a Subsidiary Company Managing Director to manage work in an individual project
Project Quality Plan	Document setting out the specific quality practices, resources and sequence of activities relevant to a particular product, service, contract or project (ISO 8402).
Quality	The totality of characteristics of an entity that bear on its ability to satisfy stated and implied needs (ISO 8402).
Quality Audit	Systematic and independent examination to determine whether quality activities and related results comply with planned arrangements and whether these arrangements are implemented effectively and are suitable to achieve objectives (ISO 8402).
Quality Management	All activities of the overall management function that determine the quality policy, objectives and responsibilities and implement then by means such as quality planning, quality control, quality assurance and quality improvement within the quality system (ISO 8402).
Quality Manual	Document stating the quality policy and describing the quality system of an organisation (ISO 8402).
Quality Record	A document which provides objectives evidence of the extent of fulfilment of the requirements for quality (e.g. product quality record) or the effectiveness of the operation of the quality system (e.g.. quality system record) (ISO 8402).

Quality System	Organisational structure, procedures, processes and resources needed implement quality management (ISO 8402).
Quality System Director	The member of the executive management of the Company appointed by the Managing Director to be responsible for ensuring that the Quality System is implemented and maintained in accordance with ISO 9001