SHEQ TOOLKIT

A SIMPLE SYSTEM COMPLIANT TO ISO 9001, ISO 14001 & OHSAS 18001 REQUIREMENTS TO ASSIST SMME’S AND MEDIUM-SIZED COMPANIES WITH QUALITY IMPLEMENTATION AND ADMINISTRATION
INTRODUCTION:

This Toolkit has been developed especially for small and medium enterprises wishing to implement a formal Management system.

It is intended to be used almost immediately, as the Toolbox has been set up with templates, spreadsheets and pre-defined forms, which are easily adaptable to suit the individual and specific needs of a company.

For those companies implementing ISO 9001, ISO 14001 and/or OHSAS 18001 the Toolbox offers practical tools, eliminating the need for laborious administrative tasks associated with setting up of such systems.

It is expected that the user of this package has a working knowledge of Microsoft Office software, especially Microsoft Excel. The Toolbox is an Excel workbook, consisting of various spreadsheets. The Toolbox also has hyperlinks to other spreadsheets, folders, documents, etc. effectively providing a “hub” from which to navigate the Management System documentation easily and quickly. Due to the diverse nature of the types of Management systems appropriate to different companies, a certain amount of customization will be needed.

This document highlights the main features of the Kit, and points to some tools which provide affective, time-saving solutions for your Company

This “Toolkit” has been developed after many years of experience implementing formal quality management systems.

Ed Tison has implemented Management and ISO systems in many companies, and has audited Quality, Environmental and Safety Management systems professionally in over 100 companies. From feedback received and experienced gained, it has become evident that companies, especially small and medium enterprises, cannot afford the extensive time required just to set up the infrastructure for such a system. Ed Tison has also learnt what NOT to do, and has avoided complex, bureaucratic documentation.

This has resulted in the creation of this “Toolkit”.

This kit will save you a massive amount of time in the laborious tasks of setting up the Management System infrastructure. It is estimated that a consultant would need about 10-15 mandays to accomplish what we have given you in this Kit.

There are many products of this nature on the market, and the Toolkit is not designed to compete with these. It has been designed specifically for small and medium enterprises with no prior knowledge or exposure to formal quality management systems.

The Toolkit comes complete with the following:

- All templates, forms and spreadsheets as described in this brochure
- Information delivered on your choice of CD-ROM or USB flash memory
The Toolbox has been successfully installed, audited and is fully operational in various companies, including:

- Armadillo Concepts (roll-tops and roller shutters for motor industry)
- Motorcare Mozambique (Nissan sales & servicing)
- Motorcare Uganda (Nissan sales & servicing)
- Motorcare Sierra Leone (Ford sales & servicing)
- Technoslide (civil bridge bearings design and supply)
- Polycomp (PCB manufacture and display units)
- Randburg Diesel & Turbo
- NAC Engineering (control integration projects)
- Umjwali (market research)
- Jaguar Metals (SS tubes and pipes)
- Process Vacuum (vacuum pumps)
- Funda Uzenzele (tailoring training)
- Metprep Engineering (general metal industry engineering)
- Elite Chemicals (chemicals)
- Training at Work (training company)
- Eli-Dough (dough-moulding compounds)

The Toolbox has also been used successfully for various Wallmart / Massmart suppliers, assisting in establishing a viable, simple Quality management System

- AT Nursery
- Ball Straathof (seedlings)
- Easi8 EDM (pool tables)
- Peerless Trading (bicycles and toys)
- Miele (home appliances)
- Ashur Lighting
- Sena Windows
- Megagroup (built-in braais and related metal fabrication)

Note: Pictures below may differ from current versions, as improvements and changes are continually made to improve systems and documentation
ACTIVITY GUIDE

A Guideline describes a generic Quality implementation plan, divided into 5 phases. The plan lists critical tasks, and refers to documents, forms and spreadsheets in the Toolkit which can be used for easy implementation. The Guide also doubles as a plan which is used to monitor and record the status and progress of implementation. The various tools are hyperlinked from this plan for easy access.

Pre-defined documentation structure:

The Toolkit comes complete on a CD, with a pre-structured layout for your documentation into logical folders. Users can add or customize the names of Folders.

“HOME” PAGE

The home page is the hub of the System, and contains a basic index, with hyperlinks to all parts of the Toolkit, including various spreadsheets, essential company information, and graphic hyperlinks to Policy documents, SHEQ Manual template, folders, spreadsheets, etc.

The Home Page is customized with your Company logo and corporate colours, fonts, etc. Click on any of the hyperlinks to go directly to the chosen spreadsheet in an instant. Links in each spreadsheet take you directly back to the home page.

ORGANIZATIONAL CHARTS

Define and plan the structure of your Company. Editing, formatting and customization can easily be done by anyone with a basic knowledge of Excel.

As far as possible, all spreadsheets have been pre-sized to allow printing of complete pages, i.e. without any parts of a page being cut off or printed on another page.

All spreadsheets have template headers and footers, so that printed documents contain ISO compliant document controls.
Authority Matrix

An “Authority Matrix” provides an easy method of identifying key responsibilities and authorities within an organization.

Primary and deputy responsibilities are clearly laid out, and provide for a simple method of communication within the work environment.

Process Diagrams

Process templates have been drawn up, providing macro overviews of your business. These are also easily customized and formatted to describe your business accurately in graphic format.

Document Control Registers

A system to control your Quality system documents is essential. Our spreadsheet allows you to list and identify all documents within your system. The spreadsheet also identifies document revision number status document review status and hyperlinks to all documents within the system.

Another spreadsheet gives a Register of documents of external origin, allowing you to identify and register all documents such as Acts, Standards, Manuals, etc.

Monitoring and Measurement of Processes

A basic structure has been set up to enable instant data entry for any user-defined processes. This spreadsheet links to a spreadsheet containing 16 pre-defined graphs and charts generated automatically from the source data. Each set of source data links to its corresponding colour-coded graph. Data can be captured from Day 1 of the implementation project.

As all companies monitor and measure in a unique manner, the structure is very generic, and should be customized further.

The graphic below shows an example of the types of graphs and charts which have been pre-defined. Obviously, a person with some knowledge of Excel can edit, amend, format or adjust the graphs using dozens of styles, colours and enhancements.
QUALITY COSTING

In any company, costing of the Quality system, and more importantly of poor quality (such as scrap, rework, warranty claims, etc.) is one of the most important Management tools. This spreadsheet gives the user the flexibility of entering cost data on a daily basis. The spreadsheet provides a facility for using standardized costings, yet also consolidates information into a monthly breakdown of costs.

Graphs have been pre-set, to provide an automatic monthly presentation of Quality costs. The user can view various categories of costs instantly throughout the month.

At month-end, a single Macro can be run to clear the spreadsheet and prepare for the next month's cost analysis. Simple instructions make easy work of what could be a complicated task. Cost recording and breakdowns are recorded in a consistent manner.

Monitoring and Measurement Matrix

A practical and useful matrix to organize the various inspection, measuring and monitoring processes in the Organization.

OTHER REGISTERS AND SPREADSHEETS

Objectives, targets and improvement project register.

Conditional formatting is applied, which automatically warns of imminent or overdue items. Data filters and sorting provide effective methods of sorting data.

Drop-down lists and other special facilities can easily be programmed into the spreadsheet, to minimize spelling errors and assure consistency of data.
SUPPLIERS’ DATABASE

This sheet complies with ISO 9001 requirements to monitor and measure suppliers’ performance. As for all the other spreadsheets, formatting warns of imminent or overdue service level agreements, review dates, etc. In addition, this sheet provides a useful database of approved suppliers.

SKILLS AND COMPETENCIES

A pre-defined spreadsheet which is used to record key critical skills and competencies. Colour-coding enables easy identification of competency levels, and assists in training needs assessment. Hyperlinks take the user directly to the Job Description associated with each staff member.

The spreadsheet also doubles up as a simple training plan.

MEASURING DEVICES REGISTER

Record and control all monitoring and measuring devices and equipment. The register can be customized to warn of items due for calibration, overdue items, completed calibration, etc. This spreadsheet is complimented by an internal verification form, for in-house verifications if needed.

Integrated RISK / IMPACT REGISTER

An integrated Risk / Impact register, which identifies hazards and aspects, and allows for automatic identification of significant hazards and impacts. The information is obtained form OH and Environmental “Worksheets”, which are included in the Toolkit.
SHE MANAGEMENT PROGRAMMES

We provide a useful spreadsheet to set up, plan and monitor Safety, Health and/or Environmental Management programmes.

SHE INSPECTION REGISTERS

The Toolkit includes customizable templates for OHS Act-compliant inspection lists. Inspection lists supplied include: Forklift; ladders; staff transport; welding equipment; power tools; electrical safety, and many others. The Inspection lists can be customized to suit the Company, or accommodate possible changes to legal requirements.

EMERGENCY PLANNING

Templates are provided for Fire, Evacuation and Spill control. These are adapted to align with specific Site requirements of the Company.

SYSTEM PROCEDURES

A comprehensive set of System procedures is supplied. While these are generic in nature, they provide a workable framework which can easily be customized to suit Company requirements and processes. Procedures provided are:

- Document Control
- Control of records
- Internal audits
- Risk assessment
- Impact assessment
- Communication
- Incidents and Accidents
- Control of measuring equipment
- Training & development
- Emergency response
- Internal Audits
- Legal & Other requirements
- Contractor Management
- Waste Management
- etc

Additional procedures are also supplied in the Toolkit.
MANAGEMENT REVIEW

Management is required to review system suitability, adequacy and effectiveness at defined intervals. We have developed an integrated system document which assists with ensuring reviews are conducted according to Management System requirements.

INTERNAL AUDITS

A combined planning and reporting sheet for managing internal audits. Performance graphs allow for effective monitoring of effectiveness by function/department and by ISO 9001 Clause number.

CUSTOMER SATISFACTION

Pre-formatted survey forms are available in the Toolkit. These are used to analyse data and present it in an easy-to-understand graphic format. Survey questions are customized to suit the Company’s requirements. No need to draw up the graphs as they are pre-defined, ready to accept data and update instantly.

INFORMATION AND TIPS THROUGHOUT

Every spreadsheet has a link to a related information section, which references the relevant ISO 9001 clauses and provides a brief explanation, in layman's terms, of the requirements of the Standard. In addition, standard Excel COMMENTS are posted in many places throughout the spreadsheet, giving instant pointers and tips related to the particular operation or data required in a cell or range of cells.
CORRECTIVE ACTION SYSTEM

This is one of the most important elements of any Quality Management system. We have designed a spreadsheet which has the following features:

- Pre-formatted cells which change colour according to proximity to due dates, overdue items, or completed items.
- Simple Excel data filter tool, which gives excellent sorting facility in order to present and analyse data in many ways, e.g. by problems related to suppliers, customer complaints, audit non-conformances, internal problems, product non-conformances, etc. Management review meetings are more efficient and effective as information is "live" and can be sorted in many ways.

MAINTENANCE / HSE PLANNER (new)

Even in small and medium-sized companies, maintenance of the equipment and infrastructure can be a neglected task. The Maintenance / HSE Planner is a simple scheduling and tracking spreadsheet. This is often used for Health & Safety planning, inspection planning, etc.

FORMS TEMPLATES

The Toolkit contains over 20 templates of common ISO 9001 and OHSAS 18001 forms, including templates for Corrective action, internal audit reports, customer surveys, internal training/Toolkit talks, document change request, supplier evaluation, mini risk assessment, emergency planning, accident reports, toolbox talks, etc.

KNOWLEDGE GUIDES

The Toolkit has a set of “Knowledge Guides” which provide basic information and information on a number of topics, including:

- ISO 9001 overview
- Procedure writing
- Objectives
- Flow-charts
- Quality costing.
TEMPLATE PROCEDURES

The Toolkit contains examples of all mandatory procedures, in template form, as well as other procedures and flow-charts.

INTEGRATED SYSTEM MANUAL

A complete System Manual template is included in the Toolkit. Obviously, this document will need a fair amount of customization. But the template contains all the required document controls and formatting to make the compilation and implementation of the Manual easier.

INSTRUCTION GUIDE

A user-friendly instruction guide accompanies the Toolkit. The guide provides a graphic set of instructions for every spreadsheet, using actual examples and “callouts” to explain functions to the user.
OTHER FEATURES

The Toolkit has many features and functions.

- Password control to modify, preventing accidents
- Password-protected spreadsheets, which virtually eliminate accidental or deliberate tampering with formats, formulas, pre-defined macros, etc.
- Extensive use of Excel “comment” facility to provide tips and instructions where necessary
- Extensive use of hyperinks and bookmarks enable fast navigation around the entire Quality Toolkit
- Pre-defined and formatted graphs. Data is ready to be input, creating graphs and charts immediately.

This Toolkit consists of:

- Pre-structured standard Windows folder layout
- Implementation Guide (step-by-step)
- Toolkit “Hub” (Excel format)
- Quality Policy statement example
- Policy Manual template
- More than 30x routine forms commonly used in Integrated Systems
- 6x audit checklists
- Over 30 Legal Appointment letters (in terms of SA OHS Act)
- Comprehensive set of Inspection checklists for HSE.
- Job Description templates
- Various mandatory procedures
- Other non-mandatory procedures: Training; Calibration; Purchasing; Data controls and Backups; Outsourced Controls
- Various Procedures templates
- Various Work Instructions templates
- Spreadsheets covering a wide variety of quality and business requirements
  - Corrective Action register
  - Quality costing
  - Customer satisfaction, with graphs
  - External documents Register
  - Graphs and charts
  - Internal Audit scheduling
  - Master list of documents / revision control register
  - Objectives and Projects
  - Organizational charts
  - Risk / Impact register
  - Communications Register
  - Management programmes
  - Incident / Accident Register
  - Records Register
  - Responsibility & Authority Matrix
  - Skills Register
  - Suppliers Register
  - Measuring Devices Register
  - Maintenance / SHE Planner

Spreadsheets can easily be customized or added, according to the unique requirements of your Company. For example, extra spreadsheets can be added for Risk Assessments, Environmental Aspect registers, etc.

- 10 Knowledge Guides to provide critical background information on subjects such as:
  - Quality Policy
  - Objectives
  - Procedure-writing
  - Calibration
  - Flow-charting
- ISO 9001 overview and implementation
- Internal auditing
### SPECIFICATIONS

This table compares our product against 2 other commercially available products.

<table>
<thead>
<tr>
<th>Description / Feature</th>
<th>E-QUALITY Toolkit</th>
<th>Product B</th>
<th>Product C</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auto back-up of data</td>
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<tr>
<td>Customer satisfaction system</td>
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<tr>
<td>Document templates</td>
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<tr>
<td>Document controls / configuration management</td>
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<td>Email alerts</td>
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<tr>
<td>Forms templates (generic routine forms)</td>
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<tr>
<td>Incident management (corrective action) System</td>
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<td>Implementation period (days)</td>
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<td>Internal audit planning, scheduling and reporting</td>
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<td>ISO 9001/14001-compliant matrices</td>
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<td>Knowledge acquisition (capacity-building) Guides</td>
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<td>OLE linking and embedding</td>
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<td>Programmable graphics interfaces (hotspots)</td>
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<td>Pre-formatted documents and templates</td>
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### CONTACT INFORMATION

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CUSTOMER SATISFACTION

Angelo Titterton – AT Nurseries
We achieved a 96% for the assessment and are really happy as we have put in a lot of hard work to ensure we have a number of processes, procedures and so on in place....Thank you for your assistance it is truly appreciated....I am sure we will be calling on you to assist in the future... you and your toolkit deserve it.
Kind Regards
Angelo

Jeffrey Wheat – Ashur Lighting
I have to tell you, this stuff has been a real life saver. I can't imagine how difficult it would have been to do all this on my own from scratch. I don't want to imagine it. This has been a real life saver for us.