



ASPASA QUALITY SYSTEM

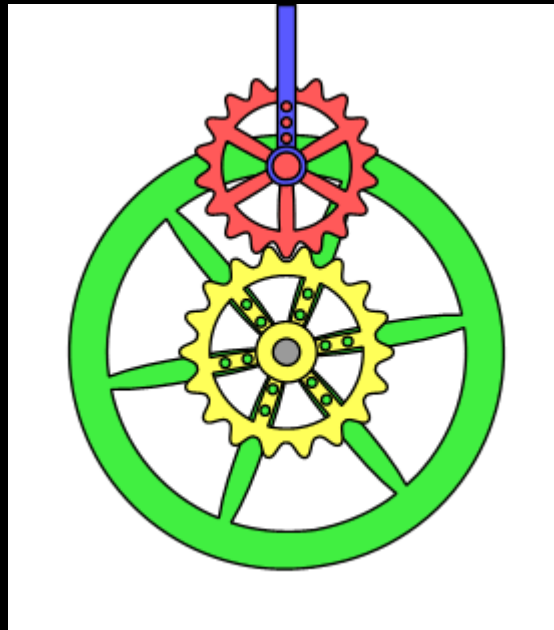
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QUALITY MANAGEMENT SIMPLIFIED

- Three types of inspections:
 1. In the pit;
 2. During production;
 3. Final product.

SECURE BUY-IN

- Quality is only going to be as good as the buy-in from every staff member.
- Strong leadership is required where quality is modelled and spoken about.



DETERMINE WHAT THE CUSTOMER WANTS

- This might or might not be linked to existing specifications like SANS 1083.



RUN A LABORATORY

- Decide on the **tests** that will be conducted and the methods and standards that will be followed.
- Procure the required **equipment**.
- **Training** for lab staff.



START A SAMPLING AND TESTING REGIME

- **Production requirements** – achieve and maintain a consistent product;
- **Customer requirements**;
- **Sampling** forms a vital part of quality management – must be as representative as possible.



PROFICIENCY TESTING

- **Validate laboratory results** against results from an external laboratory – not from the same company.

REPORTING

1. If making use of Excel, make sure that the **formulae are correct**.
2. Check for **typing errors** if any software is used.
3. **Double check** handwritten calculations.
4. Reports should go out as quickly as possible to ensure **informed decision-making**.
5. Include **trend analysis** in reporting results for informed decision-making.

NON-CONFORMANCE

- Corrective action;
- Preventive action.

COMMUNICATION

- Regular communication with the customer.
- Most customers want to be informed:
 - If there is a **change in colour**;
 - When a **new stockpile** is built;
 - When there is a **change in shape** of the product;
 - When the **moisture content** changes;
 - When mining is started in a **new area** in the quarry.



WAY FORWARD

- Raise awareness;
- Train lab testers;
- Training on sampling;
- Quality awards.