



merSETA
MANUFACTURING, ENGINEERING
AND RELATED SERVICES SETA

QUALITY POLICY

Document Title	Quality Policy		
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*The document shall be revised at least 12 months before the next revision date or as per merSETA organisational and operational changes

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1. Acronyms

AA	- Accounting Authority
CEO	- Chief Executive Officer
DHET	- Department of Higher Education and Training
EMSRR	- Executive Manager: Strategy Research and Reporting
GSC	- Governance and Strategy Committee
GL	- Guideline
ISO	- International Organisation for Standardisation
MANCO	- Management Committee
merSETA	- Manufacturing Engineering and Related Services Education and Training Authority
PL	- Policy
PR	- Procedure
QMS	- Quality Management System
SMSPR	- Senior Manager: Strategic Planning and Reporting
TR	- Terms of Reference



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2. Definitions

Documented Information means all the important information within a business that must be kept organised and controlled (policies, procedures, guidelines, forms, templates, checklist and terms of reference).

Guideline means a document that outlines a set of general rules and principle.

ISO 9001:2015 means a globally recognised standard for quality management that assists organisations of all sizes and sectors in enhancing their performance and meeting their expectations.

International Organisation for Standardisation means a worldwide federation of international standards bodies.

Management System means a collection of interrelated or interacting elements within an organisation that establish policies, objectives, and processes to achieve those objectives.

Policy means the intentions and directions of an organisation, as formally expressed by its Management Committee (MANCO) and Accounting Authority (AA).

Procedure means a document that specifies a way to carry out an activity or a process.

Process means a set of interrelated or interacting activities which transforms inputs into outputs.

Quality means the degree to which a set of inherent characteristics of an object fulfils requirements. The term "quality" can be used with adjectives such as poor, good, or excellent, and "inherent," as opposed to "assigned," means existing in the object.

Quality Audit means an activity that organisations conduct to evaluate, confirm, and verify processes related to the quality, security and safety of products and services so that organisations can ensure the management system has been effectively implemented.

Quality Management means the establishment of quality policies, objectives, and processes that aim to achieve these objectives through quality planning, assurance, control, and improvement.

Quality Management System means a component of a management system.

System means a set of interrelated or interacting elements.

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Quality Objectives means measurable goals that reflect an organisation's commitment to meet stakeholder expectations while complying with applicable statutory and regulatory requirements.

Quality Policy means a document that outlines an organisation's commitment to delivering high-quality products and services, meeting stakeholder requirements, and continually improving its processes.

Terms of Reference means a document that outline the scope and limitations of an activity or area of knowledge.

Top Management refers to an individual or a team responsible for directing and controlling organisation at the highest level; in the case of merSETA, this refers to the MANCO and the AA.



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3. Purpose

- 3.1. The purpose of the policy is to provide the merSETA with a foundation for every action or decision that the Management Committee (MANCO) and the Accounting Authority (AA) take about quality:
 - 3.1.1 It is aligned to the merSETA mandate, strategic direction, and operational direction.
 - 3.1.2 Provides a framework for quality objectives and includes a commitment to meet applicable statutory and regulatory requirements.
 - 3.1.3 Show the commitment of MANCO, the AA, and the employees to comply with requirements and to improve the effectiveness of the Quality Management System (QMS); and
 - 3.1.4 It involves MANCO, the AA, and all the employees being aware that their individual contribution directly or indirectly affects the organisation's commitment to quality and the importance of the contribution to the organisation's overall success.

4. Policy Statement

- 4.1 The merSETA commit to providing quality skills development research, grant management, and education quality administration services to meet stakeholder expectations by:
 - 4.1.1 Maintaining a QMS that aligns with ISO 9001:2015 is crucial.
 - 4.1.2 Promote the Skills Development Act (Act No. 97 of 1998) and other statutory and regulatory requirements that seek to meet and exceed the strategic and institutional performance; and
 - 4.1.3 Strive for constant enhancement to satisfy and surpass the expectations of our stakeholders.
 - 4.1.4 Implementing a QMS that includes a quality manual, quality objectives, organisational structure, responsibilities, integrated internal processes, customer satisfaction, improvement opportunities, and quality instruments for monitoring and reporting the performance of the system.
 - 4.1.5 A commitment to continuous improvement of the merSETA based quality assessment and stakeholder feedback.

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5. Scope

- 5.1. This policy applies to all departments and employees within the merSETA. It encompasses all activities related to the research, design, development, and delivery of our products and services.
- 5.2. The scope of the merSETA covers:
 - 5.2.1. The need to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements; and
 - 5.2.2. The aim is to enhance customer satisfaction through the effective application of the system, including processes for improvements of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

6. Authority and Governance

- 6.1. Accounting Authority (AA)
 - 6.1.1. Approves Terms of Reference (ToR) for AA Committees; and
 - 6.1.2. Approves policies of the merSETA in accordance with the Terms of Reference of the Accounting Authority-Ref: CGD-TR-006 and the Delegation of Authority (Ref: DGD-GL-003) as recommended by the various committees of the AA that includes the Governance and Strategy Committee-Ref: CGD-TR-014, the Finance and Grants Committee-CGD-TR-011, the Audit and Risk Committee-Ref: CGD-TR-008, the Executive Committee-CGD-TR-004, and the Human Resource and Remuneration Committee-CGD-TR-001.
- 6.2. Governance and Strategy Committee (GSC)
 - 6.2.1. Reviews and recommends policies and terms of reference for various committees from MANCO to the AA and in accordance with the Terms of Reference for Governance and Strategy Committee – Ref: CGD-TR-014.
- 6.3. Chief Executive Officer (CEO)
 - 6.3.1. Signs off all the merSETAs' documented information that have been approved by various structures.
 - 6.3.2. Creates a culture of quality, and
 - 6.3.3. Fosters continuous improvement through QMS across the organisation.
- 6.4. Management Committee (MANCO)
 - 6.4.1. Approves procedures and criteria to implement approved policies.

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6.4.2. Reviews and recommends policies and terms of reference for the various committees from MANCO to any other sub-committees of the AA such as the Governance and Strategy Committee, the Finance and Grants Committee, the Audit and Risk Committee, the Executive Committee, and the Human Resource and Remuneration Committee for review and recommendation in accordance with the Terms of Reference for the Management Committee - Ref: CGD-TR-015 including the Chamber Committee-CGD-TR-009 and the ETQA Committee-Ref: CGD-TR-0010 to the AA subcommittees for review and ultimately AA approval.

6.5. Executive Managers

- 6.5.1. Develop and maintain policies governing the departments functions.
- 6.5.2. Review and recommend policies, procedures, guidelines and terms of reference to the MANCO after review and recommendations by the QMS; and
- 6.5.3. Effect and communicate any changes and decisions on the recommendations made from the MANCO.

6.6. Senior Managers

- 6.6.1. Identify QMS related processes to align with the QMS.
- 6.6.2. Develop departmental documented information.
- 6.6.3. Identify departmental risks related to the processes that promote service and product delivery.
- 6.6.4. Ensure compliance to abide by the requirements of the QMS.
- 6.6.5. Avail related information and records for the monitoring of internal processes and audit assessments where required; and
- 6.6.6. Effectively implement and monitor the requirements of the QMS in line with documented information through business processes and report on effectiveness of such processes.
- 6.6.7. Incorporate and support any constructive review recommendations from the QMS before finalising any documentation to Executives and MANCO.

6.7. Manager: Quality System

- 6.7.1. Develop and implement a QMS that complies with applicable standards, laws and regulations
- 6.7.2. Conducts regular quality audits and inspections to ensure that the QMS is complied with.

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- 6.7.3. Drives conformance to the requirements of the QMS across the merSETA, which include conducting quality audit assessments and managing reviews.
- 6.7.4. Reports on the performance of the QMS and opportunities for improvement to MANCO.
- 6.7.5. Maintains the QMS's integrity during the planning and implementation of changes .
- 6.7.6. Promotes and facilitates continuous improvement, and
- 6.7.7. Reviews and recommends documented information,
- 6.7.8. Communicates and educates employees on quality standards and practices.
- 6.7.9. Identifies non-conformances and develops corrective and preventive actions to address them.
- 6.7.10. Implement a Complaints Management System for collecting and analysing stakeholder feedback to improve quality.
- 6.8. Managers
 - 6.8.1. Responsible for implementing and managing processes/procedures.
 - 6.8.2. Analyse process feedback and performance;
 - 6.8.3. Conduct management reviews and reporting on processes in the unit.
- 6.9. Employees
 - 6.9.1. Comply with the requirements of the QMS and the documented information.

7. Legislative and Regulatory Requirements

- 7.1 The merSETA is a Schedule 3A public entity, governed by:
 - 7.1.1 The Public Finance Management Act No. 1 of 1999 (as amended).
 - 7.1.2 Treasury Regulations issued in terms of the Public Finance Management Act (Treasury Regulations) of 2005.
 - 7.1.3 Skills Development Act No. 97 of 1998.
 - 7.1.4 Skills Development Levies Act No. 9 of 1999.
 - 7.1.5 Government Gazette No. 42589, re-establishment of SETAs from 1 April 2020 to 31 March 2030, within the New SETA landscape.
 - 7.1.6 Quality Management System Standard : ISO 9001:2015.
 - 7.1.7 Guidelines for Auditing Management Systems : ISO 19011.
 - 7.1.8 Risk Management Systems : ISO 31000:2018.
 - 7.1.9 Enterprise-Wide Risk Management-Ref: FIN-PL-019.
 - 7.1.10 Information and Records Management Policy-Ref: ICT-PL-009; and

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- 7.1.11 Business Continuity Management Policy-Ref: ICT-PL-008.
- 7.1.12 Terms of Reference of the Accounting Authority-Ref: CGD-TR-006.
- 7.1.13 The Delegation of Authority-Ref: DGD-GL-003
- 7.1.14 Terms of Reference for Governance and Strategy Committee-Ref: CGD-TR-014.
- 7.1.15 Terms of Reference for Finance and Grants Committee-CGD-TR-011.
- 7.1.16 Terms of Reference for Audit and Risk Committee-Ref: CGD-TR-008.
- 7.1.17 Terms of Reference for Executive Committee-CGD-TR-004.
- 7.1.18 Human Resource and Remuneration Committee-CGD-TR-001.
- 7.1.19 Batho Pele Principles of:
 - 7.1.19.1 Consultation.
 - 7.1.19.2 Service standards.
 - 7.1.19.3 Access courtesy.
 - 7.1.19.4 Openness and transparency; and
 - 7.1.19.5 Readdress and value for money.

8. Principles of the Policy

- 8.1. The below provides the core principles of quality management that are designed to be used as a guiding foundation to support performance improvement for the merSETA:
 - 8.1.1. **Stakeholder focus** : At the heart of quality management is the core aim of meeting stakeholder requirements and striving to exceed the public's expectations. A strong stakeholder focus helps build long-term relationships between stakeholders and the organisation, which translates into improved stakeholder loyalty and retention, enhanced employee engagements, and improved organisational reputation.
 - 8.1.2. **Leadership**: MANCO shall establish a unified sense of purpose and strategic direction through continuously creating the optimal conditions in which employees flourish, gaining motivation and professional satisfaction in the pursuit of quality objectives.
 - 8.1.3. **Engagement** : Inspiring and empowering merSETA employees at all levels essential to the value delivery process.

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8.1.4. **Process approach** : A well-structured, coherent system is an effective system in which consistent and predictable results can be effectively and efficiently achieved.

8.1.5. **Improvement** : The hallmark of a successful merSETA is a continuous dedication to improvement, from product or service quality to meeting or exceeding stakeholders' expectations, and such a commitment is an important driver of sustained growth.

8.1.6. **Evidence-based decision making** : Reliable data analysis and informed, strategic decision making enhance the chances of achieving desired outcomes.

8.1.7. **Relationship management** : The process of building strong, clear, and mutually beneficial relationships with all stakeholders and interested parties lays the foundations of sustained success for the merSETA.

8.2. Standard documented information

8.2.1. The merSETA must follow the below Policy standard and structure:

- 8.2.1.1. Acronyms.
- 8.2.1.2. Definitions.
- 8.2.1.3. Purpose.
- 8.2.1.4. Policy Statement.
- 8.2.1.5. Scope.
- 8.2.1.6. Authority and Governance.
- 8.2.1.7. Legislative and Regulatory Requirements.
- 8.2.1.8. Principles of the Policy; and
- 8.2.1.9. Policy Review.

8.2.2 The merSETA must follow the below Procedure standard and structure:

- 8.2.2.1 Acronyms.
- 8.2.2.2 Definitions.
- 8.2.2.3 Purpose.
- 8.2.2.4 Scope.
- 8.2.2.5 Reference.
- 8.2.2.6 Typical Process Inputs and Outputs.
- 8.2.2.7 Records and Evidence.
- 8.2.2.8 Related Risks.
- 8.2.2.9 Procedure Review; and

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8.2.2.10 Process Flow.

8.2.3 The merSETA must follow the below Terms of reference standard and structure:

8.2.3.1 Acronyms.

8.2.3.2 Definitions.

8.2.3.3 Introduction.

8.2.3.4 Scope.

8.2.3.5 Authority and Governance.

8.2.3.6 Legislative and Regulatory Requirements.

8.2.3.7 Principles of the Terms of Reference.

8.2.3.8 Evaluation of the Committee's Effectiveness.

8.2.3.9 Remuneration.

8.2.3.10 Disclosure and Declaration of Interest; and

8.2.3.11 Terms of Reference Review.

8.2.4 The merSETA must follow the below guideline standard and structure:

8.2.4.1 Acronyms.

8.2.4.2 Definitions.

8.2.4.3 Purpose.

8.2.4.4 Principles of the Guideline; and

8.2.4.5 Guideline Review.

9. Policy Review

9.1. The policy will undergo review every five (5) years or in accordance with operational and strategic adjustments, as outlined in Section 5 above, and will be monitored in accordance with the merSETA Quality Management System-ISO 9001:2015 for effective implementation.

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**DRAFT EXTRACT OF MINUTES OF THE SPECIAL ACCOUNTING AUTHORITY (AA) OF
merSETA HELD ON TUESDAY, 26 NOVEMBER 2024 VIA MICROSOFT TEAMS.**

1. QUALITY POLICY (AA.0940)

1.1. The GSC reviewed the policy and recommended it to the AA for approval.

1.1.1 The following was highlighted:

1.1.1.1 The definition of documented information covers policies, procedures, and guidelines. The Organisation is ISO9000 certified. The objective was for the Quality Policy to guide all decisions regarding quality and show the commitment of Manco and the AA to compliance to improve the effectiveness of the QMS.

1.1.1.2 MANCO would strive for continuous improvement and stakeholder engagement. The policy applies to all merSETA departments.

1.1.1.3 The merSETA was not using current and approved documents. The policy would address documentation in this regard.

1.1.1.4 The Manager: Quality Systems is responsible for overseeing the QMS, ensuring accreditation is in place and that quality audits take place. The policy will firm up the role of the Manager.

1.1.1.5 Implementation of complaints management system formally to handle complaints effectively. Laws and regulations guiding the policy were outlined.

1.1.1.6 Customer satisfaction was of concern. The goal was to retain existing stakeholders by satisfying them with the services offered.

1.1.1.7 The policy would be reviewed every five years.

1.2. Members raised the following:

1.2.1. Policy and procedures signal a positive message to the AG.

1.2.2. QCTO functions incorporated into the QMS: Procedures and policies exist around quality assurance. Changes were being implemented into the Organisation's documents. merSETA has staff members participating in the process and implementing the changes. The documentation outlining what QCTO has requested from merSETA be shared with the Members and Management. merSETA has an SLA with QCTO outlining the services offered by it. The quality assurance policy was being reviewed and updated.

1.2.3. Members questioned how merSETA has maintained its ISO9000 certification: not everything in the standard is required. The audits assess the evidence as to whether work is being performed. The current system was not coherent.

Resolved that:

1. That the Quality Policy be adopted by the AA.

CERTIFIED A TRUE DRAFT EXTRACT

Tlale D. Mokutu (Mr)

Company Secretary

28-01-2025

Date