

PROVISION OF ISO DEVELOPMENT, IMPLEMENTATION AND AUDITING SERVICES

WE ARE THE ISO SPECIALISTS



More than just a number -
It's the first step to success.

ISO9001 ISO20000-1
ISO/TS16949 ISO14001 ISO27001 ISO50001 ISO/TS16949
ISO45001 SHERQ HACCP
ISO9001 SHERQ ISO45001 ISO20000-1 ISO22001
ISO20252 OHSAS
OHSAS ISO31000 HACCP ISO22301 ISO19011/17021
ISO14001 ISO27001 ISO50001 ISO/TS16949
ISO31000
ISO27001

ISO 9001 Quality Management Systems
ISO 14001 Environmental Management Systems
ISO 45001 Health & Safety Management Systems
ISO 27001 Information Security Management Systems
ISO 20000-1 IT Service Management Systems

ISO 50001 Energy Management Systems
ISO 22000 Food Safety Management Systems
ISO 31000 Risk Management Guideline Standard
ISO 22301 Business Continuity Management Systems
ISO 3834 The Quality Requirements for Welding

Any other National and International Standards

“When it comes to quality, is Perception Reality?”
ISO Consulting - Training - Auditing

WWiSE
WORLD WIDE INDUSTRIAL & SYSTEMS ENGINEERS



WWISE MEMBERSHIPS, ACCREDITATIONS AND PARTNERSHIPS

thyme^{IT}

Now offering
Office 365



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WHAT WE DO

World Wide Industrial and Systems Engineers (WWISE) is a Level 1 B-BBEE contributor. Our services aim to improve the quality, efficiency, knowledge and competitiveness of our clients. WWISE offers you industry experts to help answer your questions. Our team consists of engineers, business consultants and auditors with years of extensive experience in ISO conformity.

WWISE'S Competitive Edge:

- *Affordable*

WWISE focuses on large corporations and smaller businesses alike, understanding that each business should experience the value of conformance with various international standards. With this in mind, we price our range of services extremely competitively and cater for all businesses – from start-ups to corporates.

- *Professional*

Our professional approach to involving and supporting executives and employees alike ensures commitment to the process of redesigning systems and/or integrating with existing systems. We pride ourselves on being customer focused, being hands-on and assisting any client with attention to detail. We work on the finest details to ensure customer satisfaction.

- *Administrative Alleviation*

At WWISE we have collaborative and mutual workshops with our clients to document their policies, processes, procedures, work instructions, risks, and standardise their forms and templates. The aim is to deliver organisations strategic direction utilising ISO as a tool.

- *Prompt Execution*

Our response period to quotes and information requests is 24 hours and we can develop a conforming ISO Management System in accordance to the client's needs.

- *Customisable Solutions*

Since every management system is unique, we avoid a one-size-fits-all approach to systems development and conformance management by customising business solutions to fit your specific company size, industry, and objectives.

- *Post Certification*

Certification is only the confirmation of your company's conformance with an ISO management system and relevant statutory and regulatory requirements. Ongoing improvements should be pursued to provide solutions to optimise your processes and reduce your risks.

- *Continuous Solutions*

At WWISE, we embody compliance through a well documented approach to auditing, training, business consultancy, systems development and certification preparation.

- ***Business Networking***

We offer our clients a networking platform to expand their business network with like-minded businesses that have also achieved ISO conformance.

- ***100% Certification Record***

Our team of engineers, business consultants, and lead auditors have over 30 years of combined experience in assisting organisations with ISO conformity, with a 100% certification record – your guarantee to successful ISO certification.

- ***Collaborative Approach***

At WWiSE, we believe that we should assist you through the process of attaining ISO certification or accreditation in any manner within our capacity. Therefore, we work with you to achieve your ISO Management System needs. We manage the administrative burden on your behalf regarding standardisation.

- ***Distance Learning***

In addition to on-site training, we have an e-Learning platform and mobile application which offers training on ISO standards at different levels. These include templates, toolkits, training materials, and videos for your employees to continuously learn at their own leisure.

- ***Level 1 B-BBEE***

World Wide Industrial and Systems Engineers is a 100% woman owned business and a level 1 B-BBEE contributor. This amounts to a 135% B-BBEE Procurement Recognition.



- *Our Credibility*

WWISE is accredited, certified and/or member(s) of:

1. Chartered Quality Institute | International Registrar for Certificated Auditors (CQI | IRCA)
2. Engineering Council of South Africa (ECSA)
3. Fibre Processing and Manufacturing (FP&M) SETA
4. Green Building Council of South Africa (GBCSA)
5. Institute of Internal Auditors (IIA)
6. Institute of Risk Management South Africa (IRMSA)
7. Local Government (LG) SETA
8. Media, Information and Communication Technologies (MICT) SETA
9. Professional Evaluation and Certification Board (PECB)
10. Project Management South Africa (PMSA)
11. Proudly South African
12. SABS ISO 22301:2019 Certification
13. SABS ISO 9001:2015 Certification
14. SABS ISO/IEC 27001:2013 Certification
15. Services Sector Education and Training Authority (SSETA)
16. South African Institute of Occupational Safety and Health (SAIOSH)
17. South African Institute of Industrial Engineers (SAIIE)
18. South African Quality Institute (SAQI)
19. Southern African Auditors and Training Certification Authority (SAATCA)
20. Exemplar Global
21. Microsoft Gold Partner



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WHY YOU NEED WWISE?

Our services aim to improve the quality, efficiency, knowledge and competitiveness of our clients. The service range includes:

- ***ISO and SHEQ Systems Implementation Services***

We assist organisations in implementing the requirements of any ISO and national standards by adhering to best practice governance frameworks.

- ***Maintenance and Consulting***

If you are certified and need assistance with internal audits, management reviews, non-conformances, corrective actions, and an ad hoc consultant to assist in maintaining your certification, WWISE has a bespoke way of managing this for you to be prepared for surveillance and recertification audits.

- ***Training***

We provide accredited training for all levels, from shop floor to executive management, within organisations. We furthermore provide an opportunity to develop or upskill unemployed learners. We customise our training material to suit any manufacturing, service, state-owned companies, mining, telecommunication, or any other industry to provide an effective training programme.

- ***ISO and Legal Evaluations***

We assist organisations to understand their current conformity to standards and compliance to legal requirements by conducting a gap assessment. To evaluate the effectiveness of your ISO Management Systems and Legal Compliance a first party internal system audit and legal evaluation is essential to ensure conformity and compliance. We further aid with second party supplier audits and evaluations.

Our consultants and lead auditors are registered with the Southern African Auditor and Training Certification Authority (SAATCA) and International Registrar for Certified Auditors (IRCA) to assist regulatory bodies with third party certification audits.

- ***Customised web-based solutions***

We integrate current systems to be in line with ISO requirements. It can be linked with Office 365, SharePoint, or any other JAVA, PHP or Microsoft.net platform.

3 ISO MANAGEMENT SYSTEMS



We provide implementation, consulting, training and auditing for the following standards:

APRA CPS 220

Australian Prudential Regulation Authority: Risk Management Prudential Standard

APRA CPS 234

Australian Prudential Regulation Authority: Information Security Prudential Standard

IATF 16949

International Automotive Task Force : Automotive Quality Management System

ISO 13485

Medical Devices — Quality Management Systems

ISO 14001

Environmental Management Systems

ISO 14064/5

Greenhouse Gases Management Systems

ISO 19011

Guidelines for Auditing Management Systems

ISO 20400

Sustainable Procurement — Guidance

ISO 21500

Guidance on Project Management

ISO 22000

Food Safety Management Systems (FSSC)

ISO 22301

Security and Resilience — Business Continuity Management Systems

ISO 28000

Specification for Security Management Systems for the Supply Chain

ISO 30405

Human Resource Management – Guidelines on Recruitment

ISO 31000

Risk Management Guideline Standard

ISO 37001

Anti-Bribery Management Systems

ISO 3834

Quality Requirements for Fusion Welding of Metallic Materials

ISO 44001

Business Relationship Management Systems

ISO 45001	Occupational Health and Safety Management Systems
ISO 50001	Energy Management Systems
ISO 55001	Asset Management – Management System Requirements
ISO 9001	Quality Management Systems
ISO/IEC 17021	Conformity Assessment – Requirements for Bodies Providing Audit & Certification of Management Systems
ISO/ IEC 17025	Testing & Calibration Laboratories
ISO/IEC 17065	Conformity Assessment – Requirements for Bodies Certifying Products, Processes, and Services
ISO/IEC 20000-1	IT Service Management Systems
ISO/IEC 27001	Information Security Management Systems
ISO/IEC 27017	Information Technology — Security Techniques — Code of practice for information security controls based on ISO/IEC 27002 for cloud services
ISO/IEC 27032	Information Technology — Security Techniques — Guidelines for cybersecurity
PCI-DSS	Payment Card Industry Data Security Standard
SANS 10330	HACCP – Hazard Analysis and Critical Control Points
SANS 16001	Wellness and Disease Management Systems
SANS 1752	Strategic Facilities Management Systems – Requirements
SHERQ	Safety, Health, Environmental, Risk & Quality (Integrated Management Systems)

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CORE ISO IMPLEMENTATION SERVICES

4.1 ISO Implementation

We have a range of professional consultants and engineers, who are registered lead auditors, to assist in the implementation and maintenance of any ISO management system. Our range of industry experience includes services, telecommunication, manufacturing, construction, engineering services, fast moving consumer goods, mining, power generation, state owned companies and government entities. A good consultant understands the processes employed by your company and how best to approach the implementation of the ISO requirements. The cost of hiring a consultant and the time spent to implement your ISO management system will pay off in the long run.

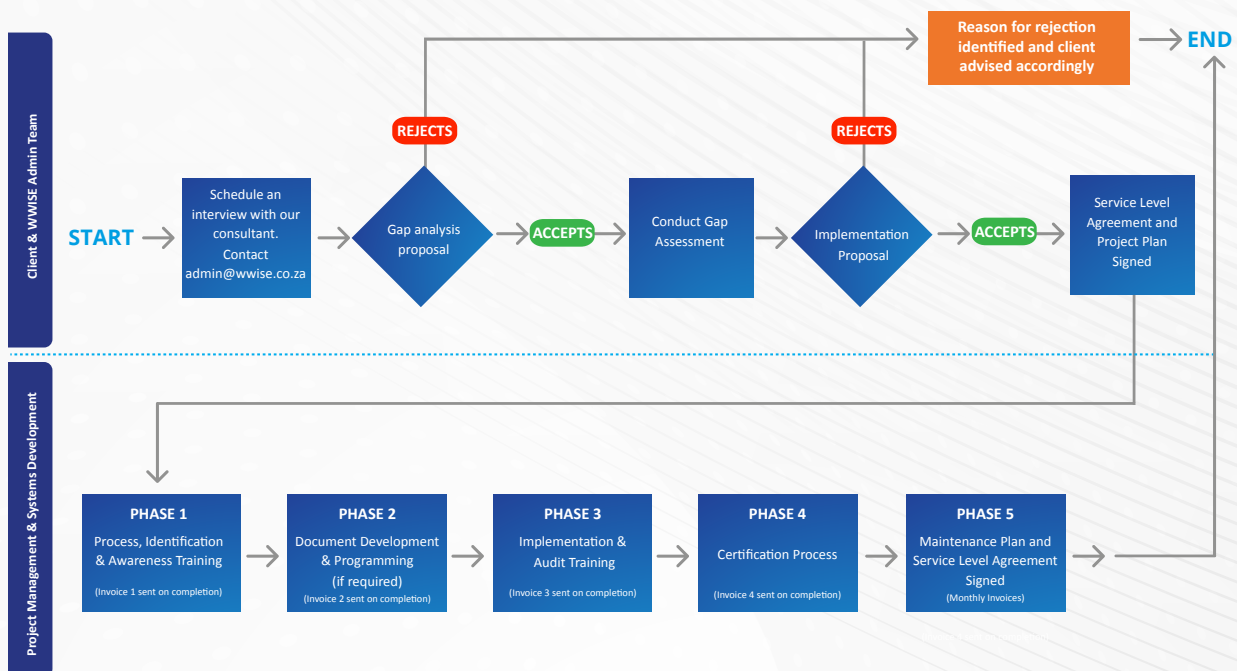
We work on a Five Phase Approach:

- Phase 1 – Gap Analysis Audit & Information Gathering
- Phase 2 – ISO Documentation Risk Assessments & Process Mapping
- Phase 3 – Implementation & Coaching
- Phase 4 – Certification Preparation
- Phase 5 – Maintenance

We provide a full turnkey solution which includes providing templates, one-on-one coaching, on the job training and mentorship. As a consulting firm the only service we do not provide is certification, however, we will guide you through the process and guarantee certification.

The Implementation process of becoming ISO certified is denoted in the flow chart below:

ISO Implementation Process Flowchart:



Task List for ISO Implementation

Task description	Time frame on average days	
	Word based manual system	Web based electronic system
PHASE 1: GAP ANALYSIS		
1. GAP analysis audit	3	3
2. Project kick-off meeting and awareness training on ISO standards (requirements)	2	2
3. Implementation training for two ISO champions per department (optional).	5	5
4. Information gathering from core and sub-core processes (current policies, procedures, forms and templates and any other departmental documentation).	5	10
5. Identification of templates and standardisation to be signed and approved by client.	2	5
Total phase 1:	17 Days	25 Days
PHASE 2: SYSTEM DEVELOPMENT		
1. Development of the strategic plan aligned to the context of the organisation.	4	10
2. Mandatory documentation & legal requirements addressed.	5	10
3. Documenting departmental/ divisional documentation (standard operating procedures / work instructions / forms & templates).	20	35
4. Conduct a risk assessment workshop.	5	5
5. Quality Control Plan / Environmental Aspects & Impacts / hazard Identification and Risk Analysis / IT Operational Controls / Safety Files / Energy Performance Indicators / Critical Control Points - Relevant to the Specific ISO Standard.	10	15
Total phase 2:	44 Days	75 Days
PHASE 3: IMPLEMENTATION		
1. Implementation training (on-the-job training) with all employees.	3	4
2. Internal Auditing and maintenance of system training (Minimum of 2 employees)	3	3
3. Internal audit conducted.	3	3
4. Non-conformances and corrective action workshop.	2	2
5. Analysis of statistical data and update of issue and risk register.	2	2
6. Assist with management review meeting and follow-up on action items .	2	2
Total phase 3:	15 Days	16 Days
PHASE 4: CERTIFICATION PROCESS		
1. Audit readiness for Stage 1	1	1
2. Assist with Stage 1 audit by certification body.	1	1
3. Address areas of concern.	2	2
4. Assist with Stage 2 audit by certification body.	3	3
5. Stage 2 audit by certification body.	2	2
6. Closing of Non-conformance and Corrective Actions after certification audit.	1	1
Total phase 4:	10 Days	10 Days
Total duration:	86 Days	126 Days
PHASE 5 - MAINTENANCE (OPTIONAL)		
1. Maintenance of Management Systems (optional). Refer to point 6 (page 19)	2 Days per month	4 Days per month
Total phase 5:	24 Days	48 Days

• BLUE ITEMS INDICATE THAT TRAINING IS INCLUDED IN THE PACKAGE.



*We have a National Footprint
and Travel Globally*



WWiSE

WORLD WIDE INDUSTRIAL & SYSTEMS ENGINEERS

India

Perth, AU

General information of changing business activity of subdivisions of main company



The given analytical report allows to estimate to the full a current situation both in all company, and in its divisions separately. It will allow to predict more precisely immediate prospects of development of the company at the account of preservation of positive dynamics of growth.

As a result of investigation of period to do next: raise a break-even sales level, increase incomes of direct sales, reduce costs to transportation, strengthen sale divisions, carry out personnel training.

4.3 ISO Management systems implementation costs

WWiSE MICROSOFT WORD BASED MANAGEMENT SYSTEMS COST BREAKDOWN (EXCLUDING VAT)				
	Quality Management System <i>(ISO 9001)</i>	Food Safety Management System <i>(ISO 45001 or 14001 or 22000)</i>	Information Security/ IT Service Management /Energy <i>(ISO 27001 or 20000-1 or 50001) or any other required standard</i>	Integrated Management Systems <i>(Any two systems / standards)</i>
0-3 EMPLOYEES or at least 3 processes	R 40 000,00	R 60 000,00	R 120 000,00	R 220 000,00
4-10 EMPLOYEES or at least 6 processes	R 40 000,00 - R 130 000,00	R 60 000,00 - R 150 000,00	R 120 000,00 - R 250 000,00	R 220 000,00 - R 350 000,00
11-15 EMPLOYEES or at least 9 processes	R 130 000,00 - R 250 000,00	R 150 000,00 - R 300 000,00	R 250 000,00 - R 350 000,00	R 350 000,00 - R 500 000,00
15-30 EMPLOYEES or at least 12 processes	R 250 000,00 - R 400 000,00	R 300 000,00 - R 450 000,00	R 350 000,00 - R 500 000,00	R 500 000,00 - R 650 000,00
TRANSITION to latest ISO Standards	When transition of a standard is required our fees will range from R 60 000,00 to R 80 000,00 depending on the scope of services.			

Note 1:

All costs are subject to change depending on the Gap Analysis Audit, the costs are for ONE site only. All Systems include training to maintain the system.

Note 2:

The total costs are subdivided into the Project Plan (See 4.2) and paid per phase upon completion. A deposit for Phase 1 shall be required to start the project with a Service Level Agreement signed to confirm the work and conditions of payment. The final invoice can be paid once certification is attained as security.

Note 3:

For any organisation outside of Gauteng or Western Cape, travel arrangements are NOT included and shall be included after determining the client's location.

Note 4:

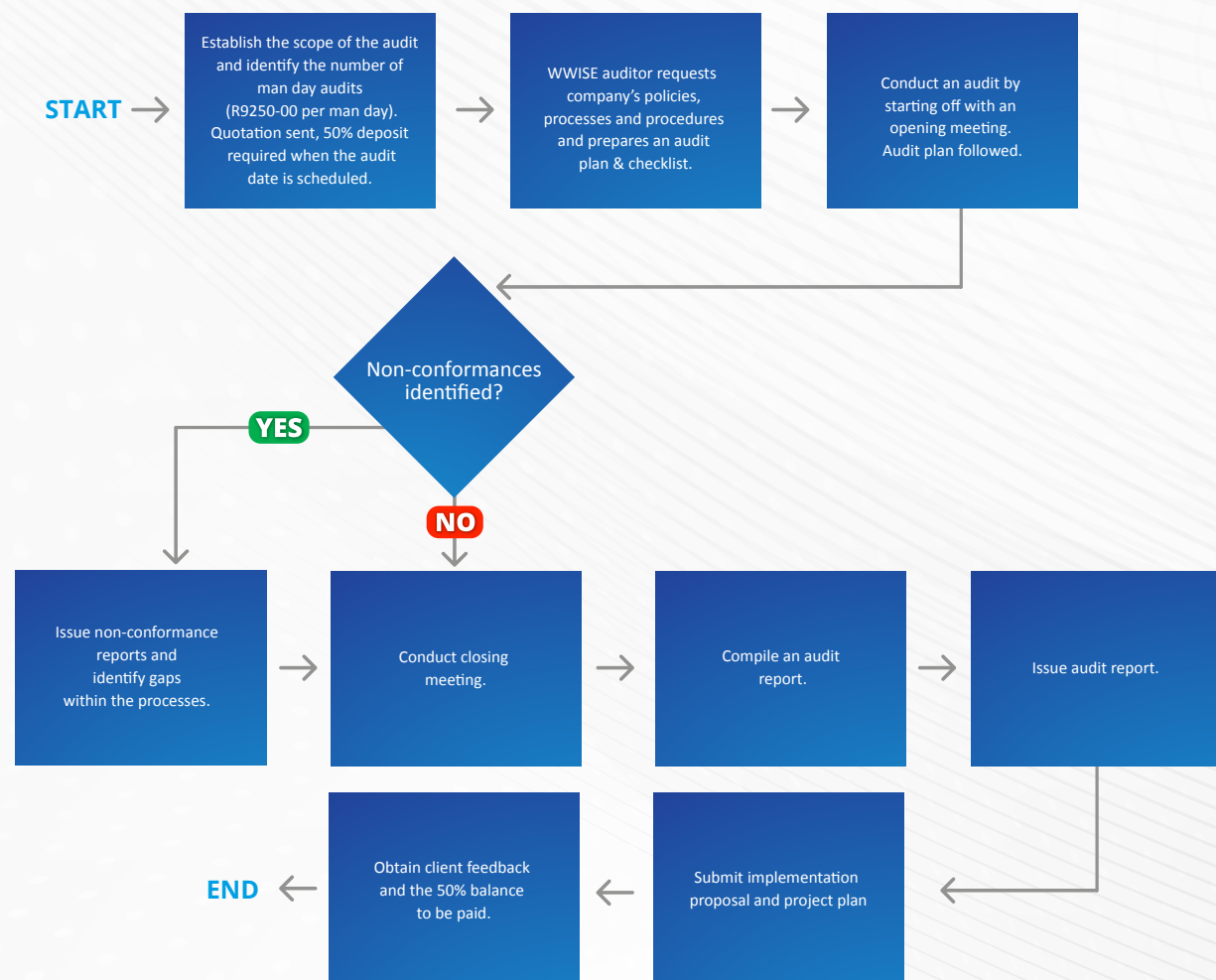
For companies that have more than 30 employees a Gap Analysis Audit is mandatory. The output of the audit shall be a Gap Analysis Report and project proposal for implementation. (See 4.2)

5 GAP ANALYSIS

5.1 Gap Analysis Audit

A Gap Analysis Audit will determine your current conformance to the relevant ISO Standard. We identify the gaps within your organisation's processes against the standards requirements. The Gap Analysis Audit will guide WWISE consultants on the "Gaps" and costs related to your ISO Management Systems.

The costs associated with an audit is R 9 250,00 per man day
(excluding VAT and travel outside of Gauteng and the Western Cape).
One man day audit can audit up to 4 processes or 8 employees in a day which includes the ISO Management System.



5.2 Gap Analysis Costs

The cost breakdown and the number of WWiSE auditors will be determined by the number of processes / employees of the organisation requesting the Gap Analysis.

To quote effectively for a Gap Analysis Audit WWiSE requires the following Information:

- *Scope of the organisation, including the ISO Standard Required to be audited against.*
- *Legal requirements (register) if there are any.*
- *Number of processes / departments.*
- *Number of employees per process / department.*

A Gap Analysis Audit proposal with a quotation shall be sent once the information is gathered from the organisation.

A 50% deposit is required for WWiSE to book dates for the audit. The balance is paid after the audit is complete, with an audit report and project implementation proposal.



6 LEGAL EVALUATIONS

What is a Legal Compliance Evaluation?

Legal Compliance is no longer an option for organisations, it has become the duty of top management to ensure that the entity's labour, health, safety, and environmental risks are identified and mitigated. This is done by conducting Legal Compliance Evaluations. A Legal Compliance Evaluation highlights any deviations, areas of non-compliance, and risks in an organisation. It provides assurance to management that sufficient internal controls are being implemented to mitigate legal compliance risks.

The benefits of Legal Compliance Evaluations include:

- Reduction of the organisation's potential legal liabilities through the identification and mitigation of legal risks such as penalties, fines, or closure.
- Ensuring that organisations are compliant with regulatory and legislative requirements.
- Improvement in the functionality of the area evaluated.
- Assurance to customers or clients that the organisation complies with legal requirements.
- A tool for ensuring that an organisation remains up to date with current legislations.

Legal Compliance Evaluation Services:

- Environmental Legal Compliance Evaluations
- Health and Safety Legal Compliance Evaluations
- Labour and Employment Law Compliance Evaluations
- Business Entity Law Compliance Evaluations
- Information Privacy Management Evaluations



OCCUPATIONAL HEALTH AND SAFETY FILE

WWiSE assists organisations with the design and development of site-specific Health and Safety Files based on the organisation's scope, legislative requirements (Occupational Health & Safety Act & applicable regulations) and client specific requirements.

The Health and Safety file is site specific and it is provided in a hard or soft copy. The file includes the following documents:

- Inductions:
 - Induction presentation;
 - Induction checklist;
 - Induction questionnaire;
- Method Statement;
- Safe Operating Procedures;
- Risk assessments;
- Fall protection plan;
- Health and Safety Plan;
- Emergency procedures:
 - Emergency Evacuation Plan;
 - Emergency Reporting Procedure;
 - All relevant forms and templates i.e.
- Annexure 1:
 - First aid dressing register;
 - Incident reporting form;
 - Witness statement questionnaire;
 - Incident statistics;
 - WCA forms and documents; and
 - Incident investigation form etc;
- Appointment letters:
 - Resolution of the board;
 - 16(2) assignee/s;
 - Construction Manager, Alternative and Assistant construction manager (where required);
 - Construction Supervisor and assistant supervisor;
 - Scaffold Supervisor;
 - Excavation supervisor;
 - Risk assessor;
 - H&S officer;
 - Fall Protection Planner; and
 - Incident investigation and any other as per the legislative and/or client requirements.
- Organisation's Health and Safety Structure;
- HSE Policy Document;
- Toolbox talk topics and attendance registers;
- Mandatory Agreement and contractor appointment;

- Health and safety inspection equipment and environment inspection checklist/registers i.e:

- Electrical tools;
- Excavation;
- Vehicles;
- Mobile Elevated working Platforms;
- Daily Job Safety Analysis;
- Scaffolding;
- DB Boards;
- Infrastructure Inspection;
- H&S Representative Reports;
- H&S Meeting Agenda and Minutes; and
- Ladders, hand tools, stacking, lifting gear, etc. inspection registers.

On completion of the Health and Safety File, training will be provided to the relevant personnel on how to implement and complete the required documentation. Training will also be provided on the following:

- Induction;
- Method Statement;
- Safe operating Procedures;
- Risk assessment;
- Fall protection plan;
- Emergency procedures;

Additionally, WWISE assists with the development of the Mine Health and Safety Act File.

Upon request WWISE will assign a designated consultant to review and monitor the safety file/system at an additional cost.

Cost: R 5 000, 00 (hard copy) or
R 15 000,00 (soft copy)

7 MAINTENANCE

7.1 ISO Maintenance

At WWISE, we believe that continual improvement of a management system requires a systematic and transparent evaluation.

WWISE offers efficient improvement methodologies and tools that help define improvements and put them into best practice to ensure that your organisation is prepared for surveillance audits as well as improving your business by creating a culture of “perfect practice makes perfect”.

Maintenance includes:

- Reviewing, editing and maintaining mandatory documentations aligned to the specific ISO Standard;
- Reviewing, editing and maintaining the current process documentation;
- Reviewing, editing and maintaining the risk assessment to the specific ISO Standard;
- Awareness training for staff;
- Internal and external communication channels in accordance to the relevant ISO standards using innovative methodologies such as induction videos, posters, campaigns, and animated videos;
- Internal Audit on the specific ISO Standard, per the Internal Audit Schedule (with on the Job Training, where required);
- Assisting with issuing and closing of non-conformances and corrective actions raised during Internal Audits and, updating the risk assessment accordingly;
- Assisting with Strategic Objective analysis and Statistical Reviews;
- Assisting with Management Review Meetings and Action Plans;
- Non-conformances, Corrective action reports, Management Review Meetings / action items and Legal Compliance aligned to the specific ISO Standard;
- Reviewing departmental process inputs and verifying their outputs related to the specific ISO Standards’ clauses, objectives, risks, and key performance indicators;
- Assisting during External Audits and closing off findings from External Audits;
- Streamline processes using Microsoft Applications for efficient document and record keeping.



Continuous Improvement

To improve your organisation's processes, competitiveness and versatility through the adoption of innovative technologies, our group of industrial and systems engineers can assist with continuous improvement solutions that are tailored to suit your needs.

Tools used include:

- Six Sigma
- Lean Manufacturing
- Business Process Modelling
- Work, Time, and Motion Studies
- Facility Layout and Material Handling
- Data Analytics
- Cost Analysis
- Human Resource Optimisation
- Strategic Marketing
- Business Continuity and Procurement Optimisation
- Problem-Solving and Root Cause Analysis
- Brand and credibility building through memberships, certifications and accreditations.



Our maintenance packages for the above services range from the following:				
	30 employees or less (1 Management System)	60 employees (1 Management System)	100 employees (1 Management System)	500 employees (1 Management System)
1 day	R 5 500,00 per auditor/ consultant	R 8 500,00 per auditor/ consultant on-site, and 1 auditor off-site	R 9 250,00 for 2 auditors / consultants	R 12 000,00 for 2 auditors / consultants
2 days	R 10 000,00 per auditor/ consultant	R 16 000,00 per auditor/ consultant on-site, and 1 auditor off-site	R 18 500,00 for 2 auditors / consultants	R 20 000,00 for 2 auditors / consultants
3 days	R 15 000,00 per auditor/ consultant	R 24 000,00 per auditor/ consultant on-site, and 1 auditor off-site	R 27 000,00 for 2 auditors / consultants	R 35 000,00 for 2 auditors / consultants
4 days	R 20 000,00 per auditor/ consultant	R 30 000,00 per auditor/ consultant on-site, and 1 auditor off-site	R 36 000,00 for 2 auditors / consultants	R 40 000,00 for 2 auditors / consultants

WWiSE has a pool of professional consultants with different areas of expertise who can assist with continual improvements. The consultants will work on your weakness whilst you perform towards your strengths. It is important that a broad and continuous improvement strategy be created, that will assist in calculating and estimating cost and time savings before the implementation of any of the solutions mentioned can be recommended. Our consultants will work on your organisation's weaknesses while you perform towards your strengths.

8 VIRTUAL AUDITS

COVID-19 has brought many changes to the way that we live. Most of these changes are here to stay and we are to adapt. This affects many businesses, as most are client facing. Some of these changes include virtual audits and consulting.

We provide our clients the opportunity and convenience of remote consulting and auditing on any platform such as Microsoft Teams, Zoom, Google Meets or any other communication platform. We are focused on ensuring that your business and ISO needs are met within the set time frames.

The main objective is to analyse your processes and ensure that you are conforming and complying to the standards and legal requirements, respectively. Our auditors will provide the same quality of skills and expertise that you would experience during an on-site audit.

The overall cost breakdown will consists of R 7 500,00 ex VAT per man day (1 auditor can audit 4 processes per day).



9.1 Integrated Management System Software

Businesses are utilising the power of information technology to replace paper-based systems with a digital platform. WWiSE provides multiple software solutions for your business. Our Integrated Management System Software options are designed according to the needs of your organisation. We offer three tailor-made options to suit your needs.

9.1.1 Microsoft Office 365

Microsoft Office 365 incorporates the basic software required for creating and managing documents. This package includes a Microsoft Suite for creating and updating policies and procedures. It also includes Microsoft Excel for forms, templates, Risk Assessments, and dashboards. Microsoft Visio is used to assist your organisation in creating professional process flow charts and diagrams.

WWiSE has a team of experienced consultants that can assist your company with building and maintaining a structured document management system. We can assist in collecting and documenting your organisation's information into standardised and professional formats.

Microsoft Office 365 is a secure cloud environment, providing high availability for your document management system. This can be synchronised to your OneDrive. OneDrive has the ability to instantly synchronise all your documents in a central document repository.

9.1.2 SharePoint

SharePoint online provides your organisation with a centralised high availability document repository. SharePoint offers more customisation for controlling the flow of information through your organisation. This software also offers data analytics that includes:

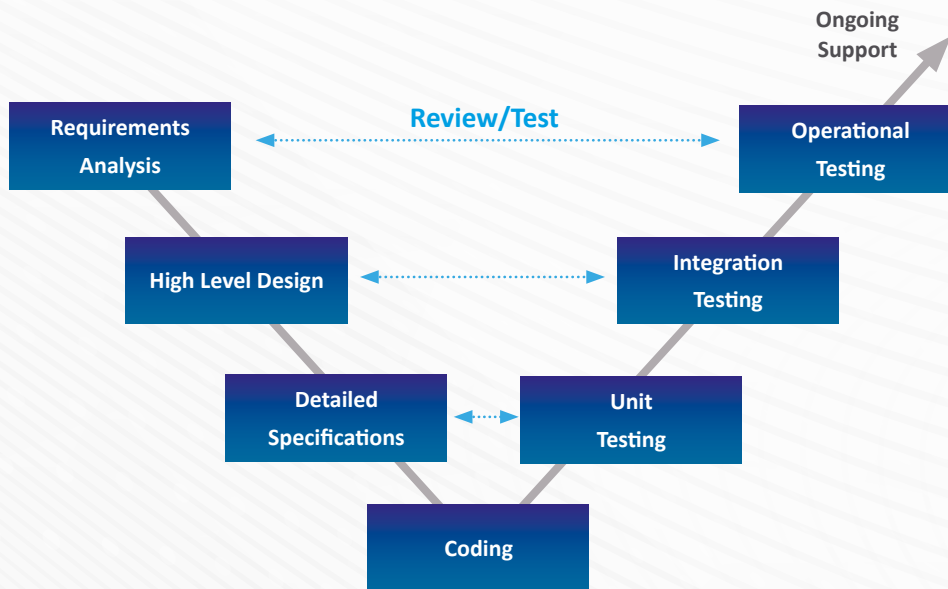
- Dashboards for displaying critical information.
- Document version control for shared documents.
- Internal communication of the latest organisational news and events.
- The document repository, which has the ability to identify, modify, determine retention time and disposition methods.
- Linking all aspects of your management system through automation by utilising our custom Management System Modules.
- Ensuring that relevant, new, and updated information reaches employees on time, while simplifying forms and reports.
- Having vital information at your fingertips with custom dashboards for each of your organisation's department. WWiSE offers a range of modules to make managing your organisation easier.

If your organisation requires a custom solution, we can assist your organisation with designing an entire application to accommodate how your organisation functions. WWiSE has a team of experienced application developers that can assist in designing a tailor-made system that will ensure your organisation is unique in the way it operates.



9.1.3 Customised Software

WWISE uses the V-MODEL of systems development to meet our clients' requirements. At each testing stage, we check the specifications against their corresponding planning stage to ensure the system accurately meets goals specified in the analysis and design.



The WWISE team follows a systems development methodology that is structured in a sequence of project phases to maintain continuous progress and ensure that the result makes your business more effective, efficient, and easier to manage. Here is how we do it.

NUMBER AND STAGE	DESCRIPTION/TASKS/OUTCOMES
1. Requirements Analysis	- System user groups are identified. - User requirements are defined and documented for each system user group. - Each requirement is categorised and given a unique reference number. - Process flows of current and proposed processes are created. - Systems research and information Gathering takes place. - A User Requirements Document (URD) is developed.
2. Design (Desktop/Web)	- A process model is designed and documented. - A data model is designed, created and documented. - A Design Specifications Document (DSD) is developed.
3. Development (Web)	- Unit and modular testing take place. - Technical implementation of functional specifications is carried out.
4. Integration and Testing	- Pilot study is conducted. - Quality Assurance and Information security system testing takes place. - Test plan documentation is created. - Bug, issue tracking and management carried out.
5. Implementation	- System deployment takes place. - End user training is conducted.
6. Support and Maintenance	- Help Desk is setup.

9.2 Our ISO-IMS Modules are:

1 *Organisational chart*

Illustrate the different levels and positions of your organisation on an interactive diagram that lets you view and structure your workforce.

2 *Organisational Objectives*

Manage and track your organisation's cross-functional (Departmental) objectives, view details of each objective and its status and record progress on the objective completion.

3 *Stakeholder Management and Supplier Evaluation*

Manage your suppliers and customers by keeping track of their details, activity and interaction with your organisation. Rate your suppliers according to their performance and make it easy for customers to provide feedback on the service provided to them.

4 *Sequence and Interactions*

Connect all your departments to an overall business model and view the interaction between the core and sub-core processes in a visual representation. The diagram shows swim-lanes for each department, with processes for that department depicted as action blocks. Navigate through departmental documentation directly from this module.

5 *Document Control*

The document control module gives you the ability to create, edit and update your organisation's documents and notify everyone of updates and changes electronically with email notifications or alerts. The document control module also caters for the distribution of documents to all relevant users in the Management System. This module archives records and any obsolete documents.



6 Non-Conformances & Corrective Action Module

Issue and track non-conformances by assigning each one to a responsible person. Non-conformances can be created, assigned to responsible parties, rejected, accepted and escalated. View the progress of the non-conformances and do follow ups to ensure continuous improvement of your business processes.

This module also provides an online root cause analysis. Complete analysis with ease and link corrective actions to non-conformance reports, audit findings, customer complaints and inspections. A user-friendly interface will help you carry out your corrective action process.

7 Asset Management Module

The Asset Management Module allows you to add and remove assets to and from an asset register as well as assign asset ownership to members of your organisation. View the list of assets and track the use, ownership and disposal of assets through an official approval channel.

8 Risk Assessments Module

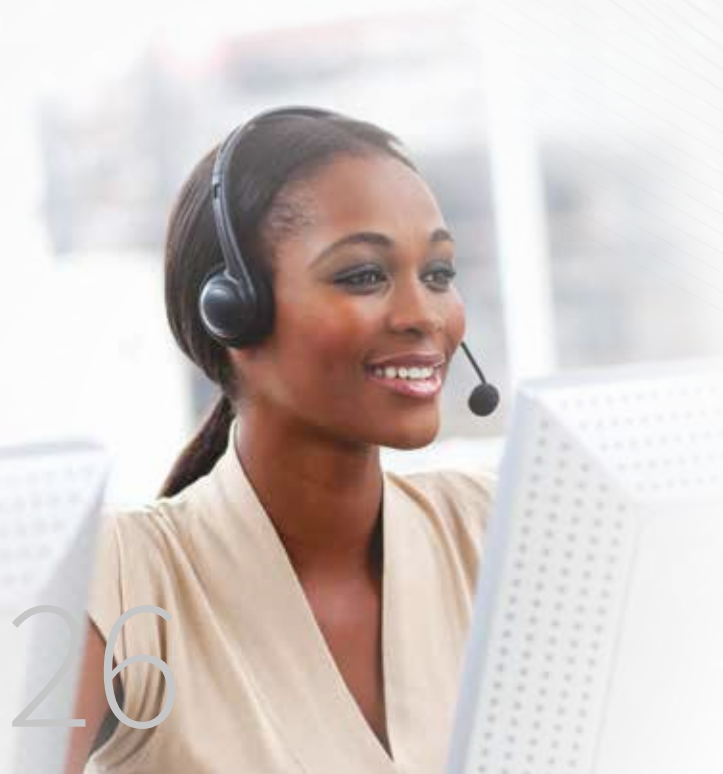
Identify, monitor and report on all risks associated with projects, products or services. The risk assessment module provides an online platform to enter identified risks, provide mitigation plans of risks and put control measures in place. Users can be assigned to the risk associated with their responsibility and carry out and record actions taken to reduce the risks.

9 Audit Management

Make sure that your organisation is always ready for upcoming audits and evaluations using our audit management tool. This module lets you schedule, plan and prepare for audits and keep track of audit reports.

10 Management Review

Plan, conduct and record management meetings by reviewing the progress on action items and focusing energy on important tasks. Generate meeting minutes and action items with ease and assign responsibilities to members of your organisation to make sure that the necessary tasks are executed on time.



11 *Change Management*

Manage your company's growth and monitor and control how your business changes by ensuring that the correct change procedures are followed. Request and approve organisational changes and automatically notify relevant parties to ensure open communication within your organisation.

12 *Task and Activity Management*

Balance the workload on your resources by assigning tasks to your team members. Monitor progress and generate performance reports for each resource, project or team.

13 *Equipment Maintenance and Calibration*

Create a maintenance schedule for your operational or safety equipment that automatically reminds you when equipment is due for service or replacement. Keep track of maintenance records and plan for upcoming maintenance activities.

14 *Statutory and Regulatory Requirements*

Keep track of your organisation's legal and regulatory requirements. List all applicable standards and guidelines and stay up to date with the latest news. Ensure that your legal compliance is regularly reviewed and maintain your organisation's legal compliance records.

15 *Training and Competency*

Identify your organisation's current skills gap. Create a training plan to upskill your employees to ensure effectiveness of your management system by keeping records of training, education and experience.



9.3 How to get ISO-IMS



10 OUR CLIENTS



City of Ekurhuleni



City Power Johannesburg



Columbus Stainless



CSIR



Department of Transport



Eskom Roshcon



Gold Fields



Implats Distinctly Platinum



Mafoko Security Patrols



MTN



Nashua



NECSA



PaySpace



USAID



PPC Cement



PRASA



SABC



SAFCOL



SASOL



SARS



Toyota



UNISA



University of the Free State



Vodacom

11

TESTIMONIALS

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On behalf of ACS Management and RadioAnalysis lab, I would like to take this opportunity to thank you and the entire WWISE team for assisting the lab in retaining the SANAS ISO/IEC17025:2017 accreditation in accordance with the new requirements. I'm so honoured to have been part of the working group and learnt so much from WWISE team. ACS extends our gratitude for all the support and commitment displayed by you and your team. Please do pass our gratitude to all.

Eleanor Moalosi

Head Monitoring Group
NECSA



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Our sincere thanks to WWISE for their dedicated group of consultants, hands-on approach, and customer focus approach, by exceeding our expectations and always delivering before time. The methodology of WWISE is unique and easy to understand. Their intimate knowledge of the ISO 9001:2015 standard and their professional approach ensured that ICT Services achieved implementation and certification in record time. WWISE guided ICT Services meticulously through the development of an efficient system that is unique to ICT Services. We can confidently recommend WWISE as a solid and reliable consultant, and experts in the implementation and certification of the ISO 9001:2015 standard.

Kate Smit

Head: Risk and Quality Management: ICT Services
University of the Free State



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We at Altech Radio Holdings appreciate all the work that WWISE have assisted us with. We passed our stage 1 and stage 2 audits first time around with BSI. With WWISE's assistance, we received our certification in such a short space of time.

The prompt service we received was very reassuring and they were very hands on to ensure we received certification. Their consultants are very professional and quick in assisting and ensuring that we have everything in place. With such a hands-on approach, they are knowledgeable and very engaging. With admiration and appreciation, Altech Radio Holdings would like to thank the WWISE team for their contribution.

Andries Raaths

HOD – Centralised Operations (COPS)
Altech Radio Holdings (ALTRON NEXUS)



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ISF Services would like to confirm that it has been working with World Wide Industrial and Systems Engineers (WWISE) from 2010 on the assistance of Developing, Implementing, Training and Maintaining our ISO Management Systems. WWISE have assisted ISF Services over the last 8 years in auditing, implementing, maintaining and updating our Quality Management System. With successful stage 1, stage 2, surveillance, transition and re-certification audits with SABS and Bureau Veritas we would like to thank WWISE for their professional group of consultants, hands on approach, customer focus method in exceeding our expectations and always delivering before time. Their services have been remarkable, and we wish to thank them for their wonderful contribution to the success of ISF Services Growth.

Ahmed Kathrada

Operations Manager
ISF Construction Services



TESTIMONIALS

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The South African Quality Institute (SAQI) would like to confirm that it has been working with WWISE from 2008 with training and consulting for various ISO standards. WWISE have an excellent record with SAQI and a strong relationship to pledge the word of Quality and follow the First Principal of Quality, Customer Focus. Their services have been remarkable and we appreciate their professionalism in assisting the growth of the African Economy. We highly recommend their services.

Vanessa du Toit
Operations Manager
South African Quality Institute



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As a company we continually recognize the contribution of our partners who assist us to achieve our goals and continuously deliver quality service to our valued customers in a very dynamic environment that our company operates in. WWISE has worked with other projects including development of a Greenhouse Gas management system which included a web-based calculator, development of procedures and manuals for use by the staff to ensure correct and accurate emissions are reported together. We highly recommend WWISE on any projects that they wish to embark on and are delighted with the services provided to MTN to globally stand out as one of the leading telecommunication industries in the world.

Willem Weber
Senior Manager: Core Implementation MTN
MTN



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WWISE have assisted JSI over the last 5 years in auditing, implementing, maintaining and updating our multiple ISO Management Systems and integrating them into one Business Management System. With successful stage 1, stage 2, surveillance, transition and re-certification audits with SABS we would like to thank WWISE for their professional group of consultants, hands on approach, customer focus approach in exceeding our expectations and always delivering before time. Their services have been remarkable, and we wish to thank them for their wonderful contribution to jsi's success.

Manyobvo Machipanda
Project Manager
John Snow Inc



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Finally something worth having! I attended your course on Statistical Process Control Charts. Firstly it would be remiss of me not to point out that out of the myriad of (in my view impotent) soft skill courses normally provided by my organisation, it was extremely refreshing to finally attend a course that provided me with an actual tool which improved my skill set. Not only was it an addition to my knowledge base, which would greatly assist me in conducting my daily roles and responsibilities in a more productive way, but it was also a SANAS accredited course which made it a must have. The facilitator was incredibly knowledgeable and gave the course that element of joviality by allowing it to be completely interactive and providing real world examples which were specific to our organisation. I would like to extend my greatest of thanks to WWISE for not only enriching my life with new skills and a new vigour for quality in my workplace but also for allowing me to be a part of an extremely enjoyable and rewarding 3 days.

Shaan Hussain
Specialist Process Engineer: (Service Solutions)
SARS



“When it comes to Quality, is Perception Reality?” This is a conundrum for all consumers in today’s time, because consumers are spoilt for choice with a variety of products and services. However, reliability, availability, conformity, and compliance are questions that ring alarm bells to consumers who unknowingly purchase products and services without the necessary knowledge of conformance and compliance.

Standardisation, consistencies with respect to products and services, ability to meet customer needs, cyber risks, and business continuity are all concerns that organisations in the private sector face. Along with claims of bribery, corruption, and poor governance quickly becoming public sector labels for companies who are not well managed. These snap-judgements are all fundamentals we know of, and the need to address these issues has never been clearer.

World Wide Industrial and Systems Engineers (WWISE) PTY LTD has been assisting organisations globally in overcoming these challenges since its establishment in 2009 – through implementing ISO Standards with an effective Management System linked to National Standards, Best Practices Frameworks, automation, and keeping up with the 4th Industrial Revolution.

WWISE understands that business comes first, and that clients don’t have the time to align their processes to what they do and follow best practice standards. It is because of this understanding that WWISE stands above the rest. Alleviating the administration burden by understanding the gaps to best practice standards, then documenting, standardising and implementing standards using innovative methodologies such as videos and internal communication platforms of the key messages of policies, processes, and procedures.

At WWISE, we believe understanding organisational structure, values, and culture is what changes business from “practice makes perfect” to “Perfect Practice makes Perfect”. Our hands-on approach utilises on-the-job training, coaching on how to use documents, generate reports, analyse data, and present in various formats using Power BI as a dashboard to verify the objectives and the strategic direction of the organisation. Furthermore, WWISE uses

the Risk Methodology to assist in motivating capital and operational expenditure aligned to Objectives, Treatment Plans, and Project Plans linked to Key Performance Indicators with a balance of recognition in coherence with remuneration of relevant skilled personnel.

WWISE ensures that each client, however small or large, is given the same time, with relevant experts that are professionals in their field, understanding various ISO Standards, to assist your organisation in becoming an economic value-add, creating job security, and providing assurance to clients with consistent products and services. WWISE trains, and mentors’ various certifications auditors, and our unique selling point is a 100% certification record with any accredit certification body globally on more than 30 different ISO and National Standards.

We embody leadership by ensuring our consultants work as a TEAM (Together Everyone Achieves More) with clear discipline, dedication, determination, and with the tool of communication – to motivate our clients with the passion we share.

Customer satisfaction is key, we believe in working with our clients to handcraft their WWISE experience. From customised proposals to gap assessments, we walk the journey of certification together through shared work, knowledge, and experiences by breaking an organisation into processes and then working in a unified systematic way focussed on a strategic plan that has contingencies of plan B, C and D, linked to business continuity.

The investment your business makes on ISO Implementation and Certification far outweighs the risk in being a victim of cybercrime, client dissatisfaction, legal penalties on Safety, Health, Environmental, and more. ISO Management Systems protect your organisation by understanding risk and managing them with effective controls.

We wish all employees, organisations, public or private sectors to work together by following best practice standards and being the focal point of good governance strong economies with a high literacy and employment rate using ISO Implementation.



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We will be opening branches in Perth: Australia, Accra: Ghana and Gaborone: Botswana