Ref:	GENERAL NOTES
	The declaration below consists of a number of questions used to evaluate the level of system development of a member firm's Quality Management System and is based on the following guidelines:
1	FIDIC Guide to Quality Management in the Consulting Engineering Industry (copyright 2001)
2	FIDIC Guide to the interpretation and application of the ISO9001:2015 standard for the Consulting Engineering Industry (copyright 2017)

Has your organisation been certified by an independent body to ISO9001:2015?

If yes, please submit the certification and answer the following in lieu of completing the questions in the declaration. If no, please complete the questions in the declaration below.

- Name of certification body
- Certificate Registration Number
- Validity from (insert issue date YYYY-MM-DD) to (insert expiration date YYYY-MM-DD)
- Date of first certification

No.	Ref1	Ref2	DECLARATION	LEVEL OF SYSTEM DEVELOPMENT				
				YES	NO	NA	If yes, have evidence for verification	If NA, give justification
			Please consult the '**Procedure: CESA Management System Declarations (MSDs)**' for guidance on how to complete the Management System Declaration. Click here to view the Procedure.					
			QUALITY MANAGEMENT IN BUSINESS STRATEGY, PLANNING AND LEADERSHIP					
1	2.2, 2.3	4.1, 4.2	Does the company have a management plan in place which identifies the overall objectives of the organisation to reduce enterprise and project risks and to which the requirements of the quality management system are aligned? *The plan should consider both the internal and external factors and the needs and expectations of interested parties and their respective impact on the overall achievement of the objectives of the organisation.* *Internal factors – Vision, mission, culture, governance, knowledge & performance etc.* *External Factors – Legal, technological, competitive market, social & economic environment etc.*				*(e.g. strategic management plan, business plan)*	

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			Please consult the '**Procedure: CESA Management System Declarations (MSDs)'** for guidance on how to complete the Management System Declaration. Click here to view the Procedure.	**YES**	**NO**	**NA**	**If yes, have evidence for verification**	**If NA, give justification**
			Interested parties – Clients, shareholders, employees, suppliers, regulatory bodies, society etc.					
2	3.3	4.3	Has the company scope been documented? *The scope should identify what services and / or product the organisation delivers and should define the geographical locations where these services and /or product can be delivered.*				*(e.g. documented scope)*	
3	2.3, 3.3	4.4	Are the requirements of the company's processes documented? *Company processes should include (but are not limited to) project delivery, financial and supply chain management, human resource management, performance management etc. The who does what, when and where should be addressed in the documented processes.*				*(e.g. workflows, procedures, manuals, work instructions)*	
4	3.4	4.4, 5.1	Have all staff been inducted / trained on the requirements of these processes? *Staff should be trained on the requirements of the company processes when joining with refresher sessions at pre-determined intervals.*				*(e.g. induction / internal training records)*	
5	2.2, 2.3, 3.2, 3.3	5.2	Has top management documented a quality policy statement / written mission statement on quality which is aligned to the strategic direction of the company? *The Quality Policy should guide the organisation as to what it wants to achieve through its quality management system. The policy should form a framework for the setting of quality objectives, identify the requirements of relevant statutory and regulatory bodies and should contain a commitment to excellence by continually improving the quality system.*				*(e.g. documented Quality Policy)*	
6		6.2	Has top management established measurable, quality objectives at relevant functions, levels and processes throughout the organisation?				*(e.g. documented*	

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			The quality policy statement should provide a framework for the setting of quality objectives. Objectives should be set for each process / function and at each level throughout the organisation. These can include (but are not limited to) business objectives, project objectives, staff objectives etc.				*objectives / targets, KPIs)*	
7	2.3, 3.3	5.1, 7.3	Does top management communicate the importance of the quality management system to its staff? *Communication should include the contents of the Quality Policy, the status of the Quality Objectives, consequences if quality requirements are not followed etc. and can be performed during staff meetings, training etc. The company should also consider incentive schemes for staff embracing the quality system.*				*(e.g. Minutes of staff meetings, training records)*	
8	2.3, 3.2, 3.3	5.3	Has top management defined roles, responsibilities and authorities (specifically relating to quality)? *Roles, responsibilities and authorities must be established by top management and communicated to staff through job descriptions, organisational structures, matrices etc. There should be a clear indication of a person / team responsible to act on quality issues and who will analyse and evaluate the performance of the system as well to drive improvement throughout the organisation.*				*(e.g. job descriptions, organisational structure, authorisation matrix)*	
9	2.3, 3.3	6.1	Does the company identify overall business risk and opportunity together with mitigating action plans? *Overall business risk and opportunity relates to all aspects and processes within the business e.g. finances, resources, supply chain risk etc.*				*(e.g. business risk register, risk assessment)*	

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			For additional guidance on company Risk Management refer to the CESA Risk Management Implementation Guideline *(RMIG).*					
QUALITY MANAGEMENT IN PROJECT DELIVERY (according to the ECSA Project Stages)								
Stage 1 – Inception								
10		8.2	Does the company formally communicate project requirements (scope, fee, time etc.) to the client / similar authority? *Project requirements should also include statutory and regulatory requirements applicable to the project, risks and opportunities relating to the project etc. and the company should ensure that it has the capabilities of meeting the project requirements prior to communicating these to the client / similar authority.*				*(e.g. written proposal, brief, tender, quotation)*	
11		8.2	Does the company retain signed written agreements with the client / similar authority confirming all agreed project requirements? *Requirements should be well defined (especially scope of work and services and associated fee) to allow for tracking of changes / variances to prevent scope creep as the project progresses. The terms and conditions should also be well defined in the event of a dispute, claim or litigation.*				*(e.g. client agreements / contracts)*	
Stage 2 & 3 – Concept, Viability and Design Development								
12	2.3, 3.3	8.3	Does the company implement a project plan or similar defining project requirements, project risk, required resources, verification and validation criteria, co-ordination, controls etc.?				*(e.g. project quality plan, project report)*	

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			Project requirements can be as per the submitted proposal. Alternatively, a separate project plan / report can be compiled which is advisable on larger, more complex projects. Project requirements should be tracked on an ongoing basis and updated should the need arise. *For additional guidance on project Risk Management refer to the* CESA Risk Management Implementation Guideline *(RMIG).*					
13		8.3	Does the company ensure all project inputs are adequate prior to implementation in design? *Project inputs such as reports, investigations, surveys etc. that will be incorporated into the design, should be reviewed for adequacy prior to adopting the requirements into the project design.*				*(e.g. review of project inputs, marked up comments on received information)*	
14		8.3	Does the company control the design by reviewing, verifying and validating the designs to ensure project requirements are met? *Reviews of design must be documented, and the frequency and intensity of the review is a function of the complexity and level of risk of the project. Reviews need to consider client requirements, environmental aspects, sequence of design activities, compliance with design brief, identification and control of interfaces, constructability, safety, maintenance, operational aspects etc.*				*(e.g. documented design reviews)*	
15		8.3	Does the company review all deliverables to ensure that the design intent is correctly reflected on the deliverable? *Deliverables can include drawings, reports, specifications, schedules etc. and the company should retain evidence of these reviews. Evidence of reviews should indicate the name of reviewer, date and status of review.*				*(e.g. red lining deliverables, inserting comments onto deliverables)*	

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16	App B		Does the company communicate specific requirements to the project team to ensure disciplines are co-ordinated and requirements of each discipline are taken into consideration in the design of the project? *The company must actively engage with the rest of the professional team to ensure design co-ordination does occur and that records of this engagement are retained.*				*(e.g. minutes of project meetings)*	
17		8.3	Does the company manage change by ensuring that changes to scope are identified, approved and communicated? *Change which has a direct impact on time and cost must be approved by the client / similar body prior to implementation and evidence of this approval should be retained. The company must ensure that changes to deliverables are communicated to the relevant bodies.*				*(e.g. Change registers / approvals, version control, tracking of changes)*	
Stage 4 – Documentation and Procurement								
18		8.6	Does the Company ensure that all deliverables issued to external bodies have traceability back to the person authorising the release of the deliverable? *Evidence of conformity to acceptance criteria and approval for release must be traceable for all deliverables. This is commonly done by ensuring that a competent person, according to the authorisation matrix signs off the deliverable. This person should have good knowledge of the project requirements and design stages involved.*				*(e.g. signatures on issued deliverables)*	
19		7.5, 8.5.4	Does the company keep documented evidence that all issued deliverables are received by the relevant external parties and that superseded deliverables are identified?				*(e.g. signed transmittals and document registers)*	

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			Use the company's transmittal system as evidence of issuing of documentation as well as identifying latest documentation on a documentation register / similar.					
Stage 5 – Contract Administration and Construction								
20		8.5.1	Does the Company provide and document suitable monitoring and measuring activities to ensure the requirements contained within the issued deliverables are achieved on site? *Records of site monitoring should be retained and available in the project office. This should extend to all records generated on site such as test results, contractor progress reports etc.*				*(e.g. site inspections, site monitoring records, site diaries)*	
21		8.5.1	If the company uses monitoring and measuring equipment, is this equipment controlled to ensure that accurate results are achieved during the measuring and monitoring process? *Equipment used to monitor and measure must be identified by a serial number or similar, safeguarded when stored and transported and if required, must have valid calibration certificates.*				*(e.g. equipment registers with calibration records)*	
Stage 6 – Close Out								
22		8.5.5	Does the company ensure that all project requirements including statutory and regulatory, risk management etc. have been met in a Project Close Out report / similar? *Refer back to the project proposal or project plan to ensure that all requirements have been met.*				*(e.g. project close out report)*	
23	2.3	8.5.5	Does the company proactively obtain feedback from the client and other interested stakeholders in order to assess if project requirements have been met? *The company should be proactively requesting feedback throughout project delivery and should not only rely on stage 6 for feedback. This ensures that all areas of project delivery are meeting*				*(e.g. client feedback, reference letter)*	

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			the project requirements including communication, value engineering, deliverables and content thereof, scheduling, budgeting, ethics and integrity of the team etc. Feedback received must be analysed and acted on when evaluating the performance of the management system.					
QUALITY MANAGEMENT IN SUPPORT SERVICES								
24	2.3	7.1, 7.2	HUMAN RESOURCES – Does the company continually assess staff competency to ensure service conformity? *Evidence of staff competency can include but is not limited to highest qualification, professional registrations, work experience, training records, career / performance reviews etc.*				*(e.g. evidence of competency in staff files)*	
25	2.3	7.1, 7.2	HUMAN RESOURCES – Does the company develop an employee's skills and knowledge in needed areas through continuing education, conference, seminars, professional societies, on-the-job training, self-study etc.? *Coming out of the competence assessment, the company should identify areas where skills need to be improved and continually expanded and should assist the individual in gaining these skills and personal development.*				*(e.g. training records)*	
26	App B		FINANCIAL MANAGEMENT – Does the company compile financial reporting to ensure the financial success of the organisation? *Financial reporting should include analysis of cashflow, profit / losses, work in progress, debtors' days etc. and this reporting should be shared with the authorised personnel within the organisation.*				*(e.g. financial reports)*	
27	2.3	7.1, 8.4	SUPPLY CHAIN MANAGEMENT - When resources are outsourced, does the company manage these outsourced activities in line with a written agreement / contract / similar?				*(e.g. Service Level*	

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			Management of outsourced activities should include the evaluation of suppliers prior to engagement, documented requirements in an agreement / similar and ensure that delivery is in line with the requirements in the agreement.				*Agreement / Sub-consultancy agreement)*	
28	2.3 App B	8.4	SUPPLY CHAIN MANAGEMENT – Are outsourced resources evaluated, selected and re-evaluated on their ability to meet contractual requirements including quality? *Prior to engaging with an external resource, the organisation should evaluate the resource based on certain predetermined criteria (e.g. quality management, BBBEE status etc.). On completion the level of service delivery should be re-evaluated and centralised for future refence.*				*(e.g. pre-qualification scoring criteria, post-delivery evalautions)*	
29		7.1	ORGANISATIONAL KNOWLEDGE - Does the company make organisational knowledge readily available to staff? *Organisational knowledge can include internal and external sources such as standards, academia, lessons learnt etc. These can either be collated in hardcopy or in electronic libraries.*				*(e.g. electronic / hardcopy libraries)*	
30		7.1	INFRASTRUCTURE MANAGEMENT – Does the company provide a controlled and maintained infrastructure that supports the project delivery process as well as the staff? The infrastructure can be associated with the fixed office premises or a remote working site. The company should ensure that the following is addressed in infrastructure management: • buildings and associated facilities – consider security, cleanliness, safety • equipment, including furniture, hardware, software, PPE, on-site equipment including maintenance • transportation resources – public and/or private, hired / pool cars				*(e.g. infrastructure maintenance registers / schedules, equipment registers, log books)*	

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			• information and communication technology, in the office and remote connectivity for off-site work					
31	2.3	7.5	DOCUMENTED INFORMATION - Has the company implemented standardised electronic and / or hardcopy filing structures and file naming conventions for all the identified processes? *A filing structure should be implemented for project delivery as well as all the other identified processes such as financial and supply chain management, human resource management, performance management etc.*				*(e.g. formalised filing structures, file naming convention)*	
32		7.5	DOCUMENTED INFORMATION – Are company documents relating to all the company processes controlled and easily accessible to staff? *The company should be in a position to easily access any quality documentation or any documentation relating to the company processes such as projects, financial and supply chain management, human resource management, performance management etc.*				*(e.g. random selection and review of any evidence stated in this declaration)*	
33		7.5	DOCUMENTED INFORMATION - Has the company implemented standardised format for templates (e.g. procedures, records, reports, specifications, letters, drawings etc.)? *These templates should make allowance for the identification of the author, reviewer and approver as well as allow for version / revision control.*				*(e.g. standardised company templates)*	
34		7.5	DOCUMENTED INFORMATION – Does the company protect all documented information so that it can be retained for the required retention periods as prescribed by the applicable statutory and regulatory bodies? *Hardcopy storage systems – protected against water, fire, rodents etc.*				*(e.g. storage systems for data)*	

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			Electronic storage systems – data to be backed up and protected against cyber attacks					
QUALITY MANAGEMENT IN SYSTEM PERFORMANCE EVALUATION								
35	2.3, 3.4	9.1	Does the company collect, analyse and evaluate data pertaining to the performance of its quality management system? *Examples of performance data can include the following: Extent to which objectives are achieved, performance of external suppliers, competency of employees, client satisfaction, other interested party feedback, non-conformances, audit results etc.*				*(e.g. centralised databases for analysis and evaluation of data)*	
36	2.3	9.2	Does the company execute independent, internal checks on all its processes to ensure compliance to the company requirements, statutory and regulatory requirements etc.? *Checks can be executed and documented as internal audits and should demonstrate compliance to specified requirements.*				*(e.g. internal audit report)*	
37		8.7, 10.2	When non-conformities are identified during these checks, does the company take action to correct the non-conformity and apply corrective action to prevent the non-conformity from re-occurring? *Non-conformities can be identified in all business processes including project delivery and, in some cases, it can be required to issue a non-conformance report to an external party which is non-compliant.*				*(e.g. non-conformance reports, corrective action reports)*	
38	2.3, 3.2, 3.4	9.1.3, 9.3, 10.1	Does Top Management take an active role in recommending improvements to the Quality Management System based on the results of the data collected, analysed and evaluated?				*(e.g. management minutes)*	

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			Top management should meet on a regular basis to review the results of analysed data to document recommendations for improvements which can be made to the quality management system.					

QUALITY MANAGEMENT SYSTEM DECLARATION	
Member firms must ensure that the quality declaration is completed by the relevant functional head / manager for quality or similar competent person. Member firms must ensure that this competent person, is available at the verification review, if such is requested by CESA. During the verification review, the competent person will be asked to present evidence or justification to verify each declaration made on the MSD.	*Enter name of competent person completing the MSD*