

ARTICLE

DQS APPROVES ECOSA BUSINESS OPERATIONS, PROCESSES AND SYSTEMS

The international certification body DQS, has granted the Engineering Council of South Africa (ECOSA) its ISO 9001 certification. The certification which endorses ECOSA's business operations, processes and systems approves of the number of quality management principles including a strong customer focus, the motivation and implication of top management, the process approach and continual improvement implemented by ECOSA over the previous financial years.

The certification audit was conducted using a two-pronged approach, the first stage encompassed confirmation that the ECOSA management systems had been developed and implemented in line with the requirements of ISO 9001:2015 and the second stage included verification and confirmation that management systems had been implemented and maintained in all business processes.

This process was preceded by a certification readiness audit conducted in the 2019-2020 financial year by an independent auditor. It confirmed that the organisation was ready for ISO 9001 certification.

The ISO 9001 is an international standard with quality management systems (QMS) requirements that are globally recognised. It is the foundation of business operations excellence, and it comes with but is not limited to the following benefits:

- Improved processes and systems efficiency,
- Improved business performance,
- Improved knowledge management,
- Enhanced customer satisfaction and experience,
- Compliance with applicable laws and regulations, as well as stakeholders' requirements,
- Focus on intended stakeholders (both internal and external ones), and
- Empowered employees.

Obtaining the ISO:9001 certification was a strategic intent of the Council's 2015-2020 business strategy and carried over to the 2020-2025 ECOSA Strategic Plan set on ensuring ECOSA becomes an effective regulator assuring engineering excellence.

This strategic objective of becoming an effective regulator encapsulates several programmes by the Council such as the Identification of Engineering Work, implementation of the Information Communication Technology Strategy focused on reorienting systems and processes to improve the digital experience for our stakeholders, accreditation of engineering programmes, improved stakeholder relations, improved service offering to stakeholders

through enhanced systems and the introduction of new communication platforms to increase the accessibility of ECSA to its stakeholders.

These key programmes and more seek to ensure ECSA's ability to sustain success through the management of processes as one coherent Quality Management System that is no longer abstract but concrete and defined.