



## PHUNGWAYO PEOPLE DEVELOPMENT RESOURCE

*Learning and Development Professionals*

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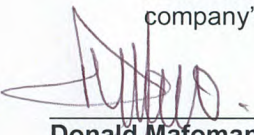
## QUALITY POLICY

We, Top Management of Phungwayo People Development Resource (Phungwayo), based at Mogale City, Gauteng Province in the Republic of South Africa, commit ourselves to implementing and maintaining a Quality Management System (QMS) that enables us to meet the needs of our clients and applicable requirements.

Our services consist of consulting, learning and development provided under Human Resource Development (HRD) Strategy, as well as Health, Safety, and Environment (HSE) Strategy respectively. Learning at Phungwayo People Development Resource is regarded as essentially an interactive process between and among learners and facilitators, with the learner at the center of the process.

Phungwayo Management takes Quality Management as an integral part of business strategy and performance; therefore, commits to -:

- Ensure customer satisfaction by understanding our customer requirements, strive to exceed customer expectations, and provide consistent high quality service;
- Comply with legislation relevant to the nature of our business;
- Provide resources and training for the implementation and maintenance of our QMS;
- Implement mechanisms to recognize prior learning of all learners and the objectives of SETA, NQF and SAQA.
- Use risk assessments, trend analysis, specifications, resources, and legislation, to set objectives at relevant functions in the organization annually, in line with our strategic direction;
- Manage our significant risks and opportunities to ensure that the QMS achieves its intended results;
- Review objectives and actions to address risks and opportunities at least quarterly;
- Review this policy and QMS performance annually and/or when there are changes affecting its suitability and relevance;
- Continually improve our QMS through objectives, risk assessments, analysis of data, audits, moderations, process monitoring, customer feedback, non-conformances investigations, policies, and management reviews;
- Communicate this policy to all employees working for and on behalf of Phungwayo and display it at conspicuous places to ensure that it is understood within the organization;
- Avail this policy to all Phungwayo's interested parties upon request and through the company's website;

  
**Donald Mafomane**  
Executive Member

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