



quality

- Namela Projects places considerable emphasis on the implementation of both administrative and technical **quality systems**.

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quality systems

- A pre-numbered filing system ensures that all documentation is manually and/or electronically filed in a manner that is easily accessible and retrievable for all with authorised access.
- Each work-related activity and project is registered separately, and all time is accounted for on an electronic time sheet which is submitted for monthly reconciliation.
- Pastel software is utilised for accounting purposes, and all invoices are generated electronically.
- MS Office Professional is the standard software utilised for word processing, spreadsheets, databases and presentations. MS project is used for project management purposes.
- All electronic data is backed up on a weekly basis and is stored off-site.
- Anti-virus software is installed on all computers.
- Protocols have been established for office communication.
- Each project is assigned a project manager who is responsible for overseeing the project budget and work programme, as well as clearly defining the tasks and responsibilities of each member of the project team, and monitoring output.
- Final technical quality control rests with the managing director, who ensures that all project work meets the required standard.
- On each project, an inception report is prepared after agreement has been reached with client on project objectives and deliverables.
- Client-service provider liaison structures are also established on each project in consultation with the client.
- Opportunities for improvements in quality systems and controls are constantly being sought.

