



SPEECH PRESENTED BY
SICELO MASHWAMA
SHEQ MANAGER
SWAZILAND WATER SERVICES
CORPORATION
ISO 9001:2015 CERTIFICATION
EZULWINI
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- Honourable Minister
- Principal Secretaries
- SWSC Board
- SACAS Officials
- Company Executives
- SWSC Executive, Management and staff
- Senior Government Officials
- Members of different media houses
- Distinguished Guests
- Ladies and Gentlemen

It is quite an honour for me to get this opportunity to share the Corporation's journey to achieve ISO 9001:2015 certification.

The team's success is widely attributed to our Executive Management and SWSC board on the constant support and motivation, as well as clearly defining roles to ensure that the Quality Management System is effectively implemented. The SWSC Management Team has also allocated the necessary resources to enable us to implement the quality management system and achieve its targets in line with the strategic plan.

The Corporation was previously certified for ISO 9001:2008, 5 years ago, however, the certification we receive today goes to show the continual improvement that has been implemented to keep up to date with the changing circumstances regarding quality management systems.

Simply defined quality is the extent to which a product or service meets a set of defined customer and compliance requirements.

ISO 9001:2015 (Quality Management System) has assisted us to adopt a process approach in implementing quality requirements, a move that has seen the organisation undertake a stakeholder analysis to identify the needs and expectations of interested parties including interested parties and customers. Further, the management system has allowed us to implement risk-based thinking in all our processes as a proactive means to determine risks controls and to avert risks timely.

ISO 9001:2015 aims to enhance customer satisfaction through effective application of a quality management system, including processes for continual improvement and the assurance of conformity to customer and other compliance obligations.

Major world class organisations attribute their success to implementation of a quality management system. This achievement therefore puts not only the Corporation on the global map, but the country as a whole since this achievement is exactly in line with King's vision of attaining first world status by 2022.

What happens next;

1. We will be annually audited through surveillance audits to track continual improvement of the QMS
2. The certification cycle is three years, which means that in the 3rd year of our certification we will be audited and recertified once more for another 3 year cycle.
3. In between the surveillance audits we will also conduct internal audits followed by management review meetings which informs the recommendations of improving the QMS

In closing I would also like to highlight that ISO 9001 is not the first certification we have received since in the last 3 years we have also been certified for ISO 14001, a management system that helps the Corporation to identify and manage impacts on the environment; as well as OHSAS 18001 which an occupational health & safety management system ensuring safety of the employees in the workplace.

Benefits of implementing a Quality Management System (ISO 9001:2008) at SWSC:

1. Enhanced Corporate image
2. Corporation will be preferred by other organisations for benchmarking
3. It will become easy to meet and fulfil customer service level agreements
4. Improved documentation
5. Improved supplier relations
6. Improved controls of risks and opportunities
7. Enhanced stakeholder relationships