

Quality Objectives

The objectives of CBI-electric: low voltage, are to embrace, accept and achieve our “Four Absolutes of Quality” on a continuous basis.

1. Conformance to Requirements:

- All personnel shall at all times conform to the specified requirements, both internal and external.
- The company shall provide the required training throughout all levels of skill in the organisation and where possible shall assist our suppliers in adopting the same principles.
- We shall ensure that all requirements are well documented, understood and are free of errors.
- We will provide our customers with products and services which at all times conform to their requirements in respect of quality, service and delivery.

2. Prevention:

- Maximise the use of statistical process control and process capability analysis.
- Constantly monitor and measure customer returns and implement effective permanent corrective actions.
- Use task teams to address preventive and corrective actions.
- Make use of internal process and product audits.
- Measure all processes so as to identify and rectify potential problems efficiently and effectively.
- Maintain a high standard of health and safety as well as impeccable house-keeping.
- Monitor and measure environmental responsibilities in line with international standards.

3. Zero Defects:

- All employees shall strive to achieve a standard of Zero Defects in all of their individual processes and goals.
- Empower all employees to identify, control and address Non Conformances immediately and effectively.
- “Close enough” is not good enough.
- Meet the requirements “first time every time”

4. Price of Non-Conformance:

- Reduced the price of Non-Conformance by reducing the amount of scrap, rework and customer returns.
- Measure all processes on an ongoing basis and apply pareto principles to identify processes which need to be addressed by task teams.
- Reduce the following costs:
 - ❖ Expediting
 - ❖ Reprocessing
 - ❖ Complaints handling
 - ❖ Excess Inventory

Further to the above, CBI-electric: low voltage shall maintain a Quality Management System in accordance with the requirements of ISO 9001. This will be measured by internal quality system audits, corrective actions as well as other second and third party audits.

CBI-electric: low voltage shall encourage the execution of all work and processes with pride and dignity.

Approved by:



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