Eskom	**Supplier QM Category 4 Method Statement Template**	**Template Identifier**	**240-43921804**	**Rev**	**6**
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Method statement Title (Title as per tender/RFQ title)	Full Name (Supplier Representative Details)	Originated by	Reviewed by	Approved by:	
	Designation (of the compiler)				
	Contact No (of the compiler)				
	Date				
Client (Business Unit as per tender/RFQ)		Method Statement version			
Client/Eskom Representative (Buyer/End User)		Date Accepted			
Activity	Detailed Description (type in the information required)			Reference Document/ Procedure	Area / Dept./ Discipline
Scope of work as described in the contract/ order/ tender	Outline the scope of work as detailed in the Works Information of the NEC document/ RFQ			Note the relevant document ref number (if available)	Relevant discipline (if any)
Objectives/ Outputs	List 2-3 objectives (SMART) in relation to the SOW outputs				
Customer Focus - The primary focus of quality management is to meet customer requirements and to strive to exceed customer expectations. How are customer needs communicated to affected personnel?	How are customer needs identified and communicated to affected personnel in the organisation?				
Competency, empowering and engaging people throughout the organization to enhance its capability to create value. What Human Resources, training and authority are required for delivering this SOW?	Provide details of skills/ competencies and training required to deliver the tender/order Scope of work?				
Infrastructure; What PPE, tools and equipment are required to deliver this SOW.	List the tools/equipment/infrastructure (including testing/ measurements to be done) required to deliver the scope of work?				
Leadership- How is the organization's mission, vision, strategy, policies and processes communicated throughout the organization; What are the shared values of this organisation?	The mission; vision; values of the organisation.				
How are **risks** that affect outputs of the processes and overall outcomes of the SOW identified and managed?	List all Risks associated with delivering the scope of work, what actions will be taken to minimise and mitigate the identified risks.				
What are the actions taken for **improving efficiency** and	Explain how the organisation identifies gaps for improvement in business processes to meet or exceed customer/regulatory requirements				

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effectiveness of the business processes?			
Data and Analysis –what data will be collected from this contract and what analysis will be carried out to assist with decision making.	What data is analysed for improvement on this scope of work?		
Relationship Management. For sustained success, organizations manage their relationships with interested parties, such as suppliers. Purchasing/Procurement done including supplier selection criteria and monitoring if any.	What other stakeholders are affected by the product/service being offered? How are they affected (low; medium and high), what actions are taken to address the stakeholders? Is outsourcing involved in delivering this scope of work? Explain how suppliers are identified, selected; evaluated and monitored.		

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