

BUSINESS PROPOSAL



GAUTENG BRANCH

20 Yaron Avenue,
Cnr 14 Amanda Avenue,
Lea Glen,
1709, Roodepoort,
Johannesburg

Tel: 010 004 2507
011 472-7838

Cell 082 847 9541
082 056 6154

Fax: (086) 530-2272
(086) 503-5485

Directors:

SIKHOSIPHI SHEZI
THABILE SHARON SHEZI

LIMPOPO BRANCH

42 Gypsum Street,
Superbia,
Polokwane
0699

Tel: 010 004 2507
Cell 082 847 9541
082 056 6154



"We keep them moving"

CAPABILITY • RELIABILITY • EXPERIENCE



is an accredited repairer of
prasa rotating machines &
Weg electric motors



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 rotating machines &
 electric motors



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BLACK ECONOMIC EMPOWERMENT

Through its BEE Policy, N & C Maintenance and Spares intends to empower the historically disadvantaged South Africans with information and knowledge which is key in quality service delivery. The organizational and management structure of N & C Maintenance and Spares favors the principle of knowledge and skill transfer to ensure quality service delivery in the rewinding of AC/DC Machines, repairs of Submersible Pumps, Electric Motors, Gearboxes, End Suction Pumps, Water Treatment Plant and Waste Water Treatment Plant machines.

N & C Maintenance and Spares have the following enshrined principles:

- A managerial structure that nurtures and promotes blacks into areas of technical management.
- Unlocking the potential in pump, gearbox and motor repair, installation and fitment.
- Compliance with the Employment Equity Act (inc. amendments 2010)
- Technical training for young black female and male South Africans to further sustainable ability in areas of quality service delivery for forthcoming generations.
- N & C Maintenance and Spares provides funding for in house skills and human capital development.
- N & C Maintenance and Spares is a 100% BEE Company.
- Labour Relations Act

CORPORATE SOCIAL RESPONSIBILITY

N & C Maintenance and Spares has a clearly defined Corporate Social Responsibility which seeks to give back to the Local Community. In approach, N & C Maintenance and Spares seek to identify talent, utilize and reward it. In doing so, N & C Maintenance and Spares gives young black South Africans (both male and female) opportunities to work and gain experience which can be used for future reference and is essential for both a practical and technical experience. After delivering the service, N & C Maintenance and Spares offers young South Africans a package. We feel we give our communities hope for a brighter future.



1.5M Lathe Machine



2.5M Lathe Machine



Submersible Pumps



CNC train/locomotive wheel profiling machine



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PRODUCTS AND SERVICES

All processes at N & C Maintenance and Spares are carried out by experienced technicians under the supervision of qualified engineers.

WE PERFORM THE FOLLOWING TEST MEASUREMENTS:

- Dimensional Examination of Rotor, Shaft, Endshield, Bearing Housings
- Core test of Stator
- Megger Test
- High voltage withstand test
- Growler test of Rotor
- Pre-varnish test
- Dynamic Balancing of Rotor
- Testing of AC motor Lock Rotor Test
- No-Load Test
- Measurement of Vibration
- Testing for noise



1.5M CNC Machine

SUBMERSIBLE WATER PUMP REPAIR

Submersible water pumps see widespread use in applications such as municipal wastewater plants, golf course/turf irrigation, agricultural irrigation, de-watering, mining, cooling towers, water parks and other fluid intensive environments. N & C Maintenance and Spares provides complete submersible pump repair service on all makes and models.

N & C Maintenance and Spares Submersible Pump Repair Services include:

- Disassembling and inspecting of complete pump
- Non-destructive testing and precise measuring
- Cleaning of all component parts
- Replacement and or repairs of parts
- Parts fabrication (where appropriate)
- Reassembly
- Delivery & Installation
- On-site troubleshooting



Spray Painter



Painter & Armature Winder



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AC/DC REPAIRS AND REWINDING

N & C Maintenance and Spares appreciate the fact that electric motor repair is a critical part of Municipal (Waste Water and Sewerage Treatment) operation as well as mining, private and individual use. Motor-related downtime can cause serious disruption in time lines, reduce productivity and throw schedules into disarray. With so much at stake, N & C Maintenance and Spares AC/DC motor repair services are top quality repairs coupled with outstanding customer service. That's why when it comes to AC/DC motor repair, N & C Maintenance and Spares is at the forefront.

Every aspect of our AC/DC motor repair, from electric motor rewinding to electric motor part repair is performed against International Standards.

N & C Maintenance and Spares AC/DC Repair and Rewinding Services include:

- Disassembly
- Detailed inspections and measurements to identify electrical and mechanical damage
- Stripping of motor windings in a temperature controlled burnout oven to prevent efficiency loss from lamination damage
- Testing for correct electrical and mechanical operations (voltage, current, bearing temperature and vibration)

GEARBOX REPAIR

N & C Maintenance and Spares engineering and technical staff understand the critical demands placed on specific field applications of gear drive systems. Based on our combined experience, we are able to execute complete inspections of gearboxes.

N & C Maintenance and Spares Gearbox Repair Services include:

- Component supply and spares
- Total car maintenance
- Gearbox upgrades and reverse engineering
- Troubleshooting and failure analysis
- Noise and vibration surveys with gearbox running under normal operating conditions
- Assembly of the gearbox in our shop or on site
- Contact pattern checking
- Test run



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FABRICATION AND MACHINING OF:

- Machining
- Telescoping tubes
- Gear sets
- Shafts (i.e. Universal shafts, Assembly shafts, Sleeve shafts, Cylinder shafts)
- Shaft protection sleeves
- Cones
- Joint pins
- Pivots
- Diffusers
- Bearing Housings
- Seal retainers
- Wheels
- Mechanical guides
- Endshields
- Shafts
- Resleeves
- etc.



11 KV Test Facility

WE DO REPAIRS ON THE FOLLOWING AC ELECTRIC MOTORS:

- Winch Electric motors
- Vibrator Electric motors
- Ventilation Fans Electric motors
- Brake Electric motors
- Squirrel Cage Electric motors
- etc.



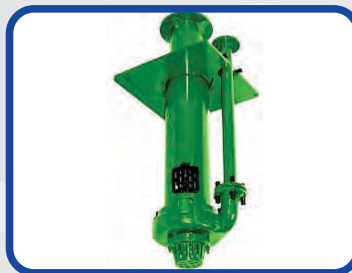
Rewinding Area



Assembling Area



Vibrating Screen Electric Motor



Vertical Spindle Pumps



Winch Motor



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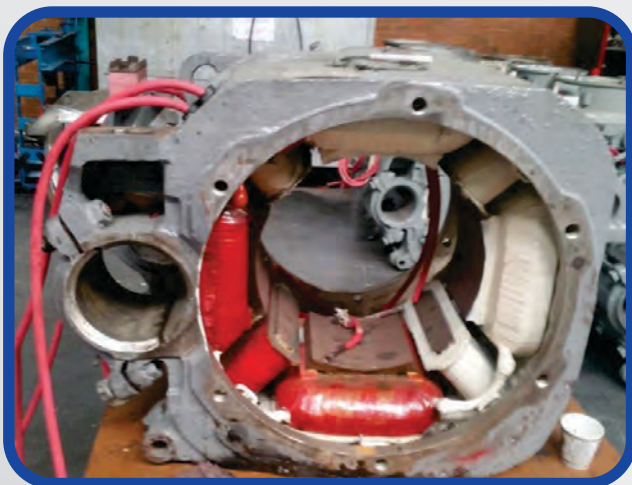
N AND C MAINTENANCE AND SPARES IS ACCREDITED BY TRANSNET TO REFURBISH THE FOLLOWING DC MACHINES AS PER ATTACHED ACCREDITATION CERTIFICATE

- Transformers and Mini - substations
- Pressurising Fans (Railway rotating machines)
- TM Blowers (Railway rotating machines)
- Motor Alternators (Railway rotating machines)
- Motor Generators (Railway rotating machines)
- Exhausters (Railway rotating machines)
- Compressors (Railway rotating machines)

WE ALSO DO REFURBISHMENT OF THE FOLLOWING PUMPS AND CONDUCT IN-HOUSE PERFORMANCE TESTING:

- Submersible pumps
- Vertical Spindle Pumps
- Oil pumps
- Centrifugal Pumps
- Self-Priming Pumps
- & Performance Testing of the above pumps on a Computerised Test Facility

Dynamic Balancing of Rotors, Armatures and Impellers is done in-house



Passenger Train Traction Motor Carcass



Balancing machine shop



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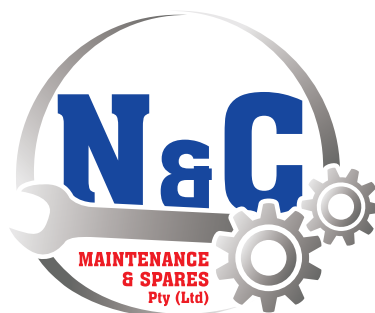
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PURPOSE OF THE PROPOSAL

N & C Maintenance and Spares Pty (Ltd) is committed to achieving the smooth running of Municipal clean water and sanitation machinery and facilities. The business of this proposal is to highlight technical areas which can disrupt provision of clean water and good sanitation for communities within the Municipality's jurisdiction. We understand that Water Purification Plant machines and Waste Water Treatment Plant machines have to be serviced and repaired. N & C Maintenance and Spares has invested in knowledge and expertise to ensure that All Government Entities meet their goals of delivering quality clean water and sanitation services for a healthy South Africa.

ISO COMPLIANT

N & C Maintenance and Spares is ISO 9001:2015 accredited as prescribed by TUV. We are also an approved repair agent for Zest / Weg Electric Motors

ISO 9001 Requirements for a Quality Management System Stipulate The Following:

A demonstrated ability to consistently provide product/services that meet customer and applicable statutory and regulatory requirements. Enhancement of customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

N & C Maintenance and Spares has a mandate to fulfill the above mentioned requirements and has embedded these principles in its N & C Maintenance and Spares' Company Policy and day to day management doctrine.



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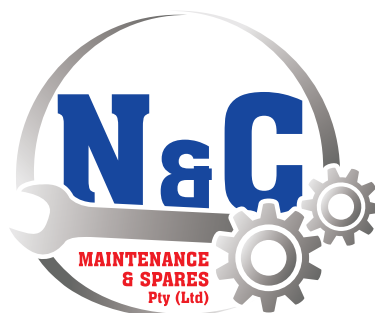
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TRAINING AND HUMAN CAPITAL DEVELOPMENT

Due to the shortage of trained personnel in the country which was directly caused by the previous Job Reservation Act of the old regime, N & C Maintenance and Spares has developed training programs in a bid to address the drastic skills shortage in the rewinding of AC/DC Motors, repairing of Submersible Pumps, Gearboxes, Stators and other Water Purification Plant and Waste Water Treatment Plant Machines of all types.

N & C Maintenance and Spares (Pty) Ltd has been and still is assisting clients in skills transfer. We train technical staff for a period of three months per employee. Training in this area includes preventive maintenance (scheduled maintenance of machines). Preventive maintenance will be done twice a month for the first three months and then your trained personnel will be able to do them in-house.

TRAINING WILL FALL UNDER THE FOLLOWING THEMES:

- Electric panel wiring and repair
- Greasing of machines
- Fault finding and troubleshooting
- Gland Packing change
- Dismantling and assembling of machines
- Electric isolation
- Machine installation
- ETC

N & C Maintenance and Spares is committed to infusing knowledge and skills so that clients can address minor problems in-house.



MEDIUM VOLTAGE MOTORS



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N & C MAINTENANCE AND SPARES TERMS OF SERVICE

DELIVERY PERIOD

Our delivery period is between:

- 1-2 weeks from the date of the order
- 1-5 days for breakdown
- 25% extra is charged for all breakdowns

PAYMENT TERMS

Payment ought to be remitted 30 days from the day the invoice is issued. Any changes that may affect payment terms should be communicated and can only be effected if agreed in writing.

WARRANTY

All our workmanship and new parts on all surface pumps and electric motors repaired and supplied respectively will carry a (6) six month warranty from date of installation.

A (3) three months warranty will be given for all repaired Submersible Pumps and Borehole pumps.

NB: Borehole pumps cannot be rewound but can be overhauled. So if a Borehole pump is burned or down to earth a replacement has to be purchased.



Traction Motor Carcass



Complete Traction Motor



Completed Client Machines



0 - 6600V AC & DC High Voltage Test Bench



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PRICING STRUCTURE

REPAIRS / REPLACEMENT

Any repairs that cost more than 70% of a new machine are considered to be un-economically viable for repairs according to N & C Maintenance and Spares and 99% of companies in the country. It is always advisable to buy a new machine if repairs cost more than 70% of a new machine.

A client will be advised in such cases, should the client insist on repairing the machine N & C Maintenance and Spares will carry out the work. Other than that, the Supply Chain/Procurement department should go out on RFQ's and buy a new replacement.



3M Balancing Machine



3M Manual Lathe Machine



HV & MV Coil Winding Machine



Balancing Machine for Armatures, Rotors, Impellers and Fans



Completed Traction Motor



Completed Traction Motor Stator Awaiting Armature for Final Assembly



Dipping Varnish Tank



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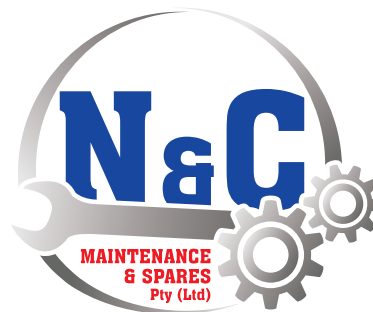
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BREAKDOWN PRICE BASIS

25% extra is charged for all work done on a breakdown. The delivery period for breakdowns is between 1-3 days from verbal or written authority by the client.

CALL-OUT CHARGE / WORKSHOP FACILITY

- We will avail ourselves within 1-2 hours when called on site and a fee is applicable per hour for all work carried out.
- Other jobs do not need to be transported to our workshop but can be done in-house, (provision of a small workshop with a Workbench and a Bench-vice will be required).
- Should our client(s) feel that we are far away to meet their delivery demand, we will gladly erect a workshop in your area to ensure that we avail ourselves as early as possible.

PREVENTIVE / SCHEDULE MAINTENANCE

N & C Maintenance and Spares will develop a Schedule Maintenance Program for all your plant machines. An effective Maintenance Program should be carried out twice a month to ensure that unexpected breakdowns are prevented by means of machine lubrication. In this respect, N & C Maintenance and Spares incorporate both a proactive and reactive machine maintenance strategy for pump and plant machine repair. In this respect, the program will be carried out on the first and the third week of every month.

Every pump station has to be provided with a maintenance log book.



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N & C MAINTENANCE AND SPARES CLIENT BASE

Since its inception in 2004, N & C Maintenance and Spares has been providing services to Municipalities, Mines, Industries, Mall, Private Businesses and Individuals. N & C Maintenance and Spares has a mandate to continuously assist Government and the Private Sector to ensure that quality standards in Water and Sanitation are achieved and are of the highest quality locally and regionally.

N & C Maintenance and Spares repairs Water Purification Plant and Waste Water Treatment Plant machines for the following:

Client Name:

- Alstom Ubunye
- Macsteel
- South African Bank Notes
- Glencore
- Nkentoane Municipality
- Msukaligwa
- Govan Mbeki
- Mafube Municipality
- Harmony Gold (Doornkop)
- Harmony Gold (Kusasaletu)
- Harmony Gold (Unisel)
- Anglo American
- Harmony Mine
- Prasa Railway(JHB Head office)
- Prasa Railway(JHB Depot)
- Prasa Railway(PTA Depot)
- Anglo American Mine
- Anglo American Mine
- Xstrata Mine
- Modimolle Municipality
- Thabazimbi Municipality
- Bela Bela Municipality
- Matjhabeng Municipality
- Nala Municipality



Traction Motors



Armature Rewinding Section



Baking Oven



Traction Motors to be delivered



New Workshop



VPI Tank



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BENEFITS OF N & C MAINTENANCE AND SPARES SERVICES

FACILITIES

N & C Maintenance and Spares boast of a workshop with the most up-to-date and state of the art repair machines. The workshop has the capacity to host repair machines from all Municipalities in South Africa. Some of our machines include the following: Submersible Pump Testing Tanks, Test Benches, Varnish Tanks, AC/DC Test Benches, Baking Ovens, Bearing Heaters, Bearing Pressers, Coil Winding Machines, Electric Motor Testing Instruments inter alia.

EXPERTISE AND PERSONNEL

N & C Maintenance and Spares has highly skilled personnel. We engage in constant training of our technical staff. Our skill upgrade program is continuous, constant and consistent. N & C Maintenance and Spares employs 29 people and has highly qualified engineering managers, supervisors and technical staff.

Of the 92 staff that we employ, we have two divisions:

- Mechanical Specialists and;
- Electrical Specialists

EXCEPTIONAL QUALITY AND SERVICE DELIVERY

We assure all our clients that our service is of exceptional quality. We realize that disruptions in Water and Sanitation delivery services can be costly, therefore we deliver services promptly, on or before the deadline. We also offer expert service advice to clients.



Back to Back Testing



High Voltage Test Bench

0 - 6600V AC & DC Voltage

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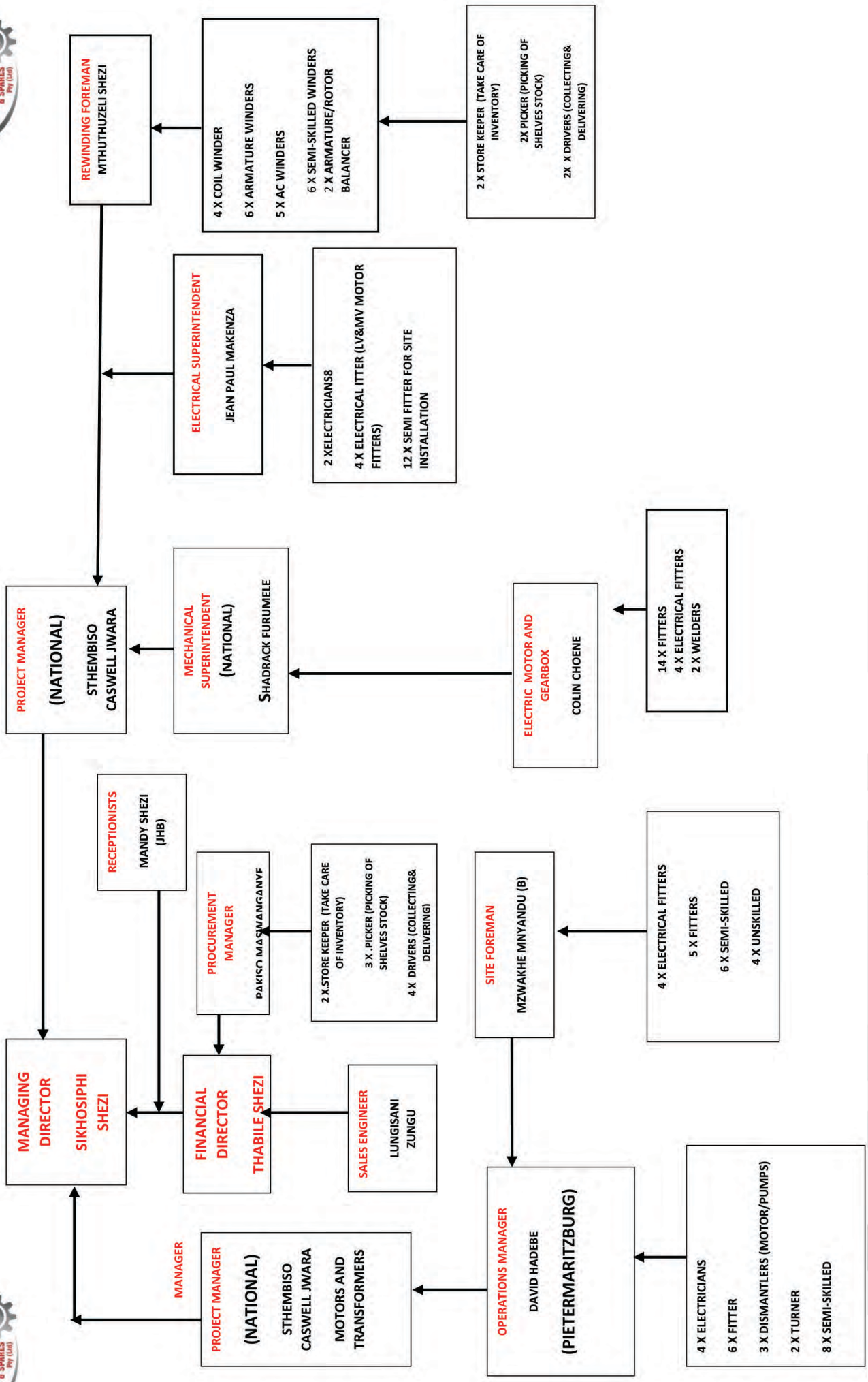
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N AND C MAINTENANCE AND SPARES (PTY) LTD ORGANOGRAM STRUCTURE
For both JOHANNESBURG AND PMB BRANCH





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CONCLUSION

N & C Maintenance and Spares guarantees repair services that are satisfactory for its clients. As presented above, we offer service that is exceptional and rated against International Standards. For our clients and potential clients alike we would like to:

- Invite you to visit our workshop so that we can take you through all the processes of machinery repairs.
- Assure you of good quality standard of work at all times and request you to have faith in us as your machines will be handled and transported with care.

Thank you for offering us a chance to submit this proposal



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Certificate

ZEST WEG Group
Certifies that

Zabalaza Electrical and Mechanical Engineers cc

T/A N and C Maintenance and Spares (Pty) Ltd


is a

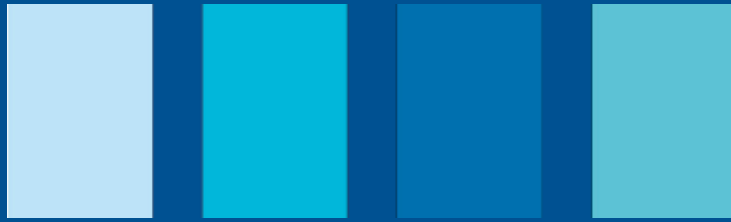
WEG AUTHORIZED REPAIR SHOP

for

WEG Low Voltage, Standard (IE1), Premium Efficiency (IE2) and
Top Premium Efficiency (IE3) Electric Motors.

Certificate date of expiry: 31st December 2022


Juliano Saldanha Vargas
Chief Executive Officer
ZEST WEG Group



ZEST
WEG Group



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CERTIFICATE

Standard ISO 9001:2015

Certificate Registr. No. 01 100 928519

TÜV Rheinland Inspection Services Certifies:

Certificate Holder: **N & C Maintenance & Spares (Pty) Ltd**
No.7 Silver Lane Street
Unit 5, Cansmart
Extension 44, Ormonde
2091
Republic of South Africa

Scope: Repair and rewind of AC/DC Electrical Motors, transformers, mini sub-stations, substations, compressors, traction motors, motor generators, motor alternators, submersible and centrifugal pumps & exhauster Motors.

An audit was performed, Report No. 928519. Proof has been furnished that the requirements according to ISO 9001:2015 are fulfilled.

The due date for all future audits is 23 - 01 (dd.mm).

Validity: The certificate is valid from 2020-02-19 until 2023-02-18
First Certification 2017



South Africa, 2019-12-02

TÜV Rheinland Inspection Services (Pty) Ltd
92 Koranna Avenue
Doringkloof
Centurion
0140
Certification Body No. C09



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LIMPOPO BRANCH

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Audit Report



Client	Standard(s)	Certification Number(s)	Audit Type
N and C Maintenance and Spares (Pty) Ltd	ISO 9001:2015	01 100 928519	Surveillance 2

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N and C Maintenance and Spares (Pty) Ltd	ISO 9001:2015	01 100 928519	Surveillance 2

Audit Leader : Francois Celliers
Audit Team : -
Client's representative : Pieter Lubbe
Audit Date : 2021-12-09

1 Audit result

Management system effectiveness was verified on site by means of random sampling by an appropriately selected audit team. This applies in particular to the compliance of workflows with standard requirements and the descriptions in management system documentation. The audit objectives as stated in the audit plan, the special features of the organization's business activities, the applicable statutory and regulatory requirements and the requirements set forth in other generally applicable documents were also taken into account. This was done by means of a sampling approach, by conducting interviews and reviewing the appropriate documentation. Audit findings and recommendations regarding opportunities for improvement have been set forth in Section 4 of this report.

<input type="checkbox"/>	The last audit revealed nonconformities which have been demonstrably corrected. The corrections and corrective actions taken in this respect have been verified.
<input type="checkbox"/>	A stage 1 audit was performed and the organization found ready for certification. Identified weaknesses, if any, have been eliminated and the corrective action associated therewith verified.
<input type="checkbox"/>	The current audit revealed 0 major nonconformities and 0 minor nonconformities.
<input type="checkbox"/>	The major nonconformities (No's n - n) with individual standard elements require a re-audit to verify the effectiveness of the corrections and corrective actions (probable date: 20yy-mm-dd)
<input checked="" type="checkbox"/>	The organization has established and maintains an effective system to ensure compliance with its policy and objectives. The audit team confirms in line with the audit targets that the organization's management system complies with, adequately maintains and implements the requirements of the standard(s).

The audit team therefore recommends:

<input type="checkbox"/>	Award of the new certificates.
<input checked="" type="checkbox"/>	Maintenance of the existing certification.
<input type="checkbox"/>	Inclusion of the changes (see Section 3) in the scope of application of existing certifications
<input type="checkbox"/>	Maintenance or issue of the certificates only after successful completion of a re-audit.

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2 Scope

2.1 Description of the organization

N and C Maintenance and Spares was started in 2004, and is registered as a Proprietary Limited company in South Africa, specialising in motor and pump repairs in water purification and sewerage treatment plant applications. It operates with 40 people from small industrial premises in Roodepoort, comprising administrative and workshop facilities, from where it rewinds and repairs a wide range of electrical motors and transformers, repairs pumps, gearboxes and valves, and offers balancing of their components.

The company has a modern facility with suitable equipment to support its operational processes, which focus on stripping and assessment, electrical winding data collection, coil and stator winding, electrical and mechanical rebuilding and re-assembly, and testing.

The company does not have corporate affiliation, and has a branch operating in Polokwane, which is not included in this certification. It closed its branch in Pietermaritzburg in 2020.

Key clientele are state owned entities, government institutions, municipalities, mines and other operators of water purification plants and sewerage plants.

2.2 Scope of certification

Scope of certification: (for each standard)	ISO 9001:2015 – see below
ISO 9001 requirements which are not applied:	Reasons for not applying:
8.3	The company does not do design or development work

Internal auditing at the single site was verified with a positive result.

The audit took appropriate account of the single shift operation.

No part of the audit was done by using Information and Communication Technology.

In this audit, auditing was performed at the sites identified in the table below.

The following sites and their scopes are included in the scope of certification:

Site No CN ext.	Sites included in cert. Name/address of site	No. of empl.	Scope and processes	Stand ard(s)	Audi ted
01	N and C Maintenance and Spares (Pty) Ltd 20 Yaron Avenue Lea Glen Industrial Park 1709 Roodepoort	40	Repair and rewind of AC (LV and MV) and DC electrical motors, traction motors, motor generators, motor alternators, exhaustor motors, and transformers. Repair of compressors, submersible and centrifugal pumps, gearboxes, and valves, and balancing of fans, rotors, impellers and propshafts.	ISO 9001:2015	<input checked="" type="checkbox"/>

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3 Changes in the management system / Contract review

The order details which form the basis of the audit (including number of employees, scope and sites) does not reflect the actual situation in the organization. No major changes have been made to the management system and the management system documentation since the last audit. The following changes have been implemented since the last audit: the company moved to premises in Roodepoort. The implementation of these changes was verified within the scope of the audit.

The description of the scope in the certificate doesn't appropriately reflect the scope of the management system in that balancing ability is added. A corresponding printing request is attached.

The audit plan was not changed during the audit.

4 Audit findings

The audit findings related to the audited standards are listed in the Annex to this report (see Annex ISO 9001). All information gained during the audit will be treated with strict confidentiality by the audit team and the certification body. In view of the sampling approach applied to the audit, weaknesses and nonconformities may still exist which have not been identified during the audit.

The following recommendations and opportunities for improvement provided by the audit team are intended to contribute to the continuous improvement of the management system. They also serve to eliminate any weaknesses still existing in the organization, ensure management system effectiveness and prevent nonconformities.

No.	Unit/Dept/Site	Recommendations and opportunities for improvement
1	Quality management system	The Organisation Flow Chart could be updated with transformers and the newly added balancing facility.
2	Non-conformities	The Non-conformance Report Register could be updated with the latest non-conformities raised. The latest one on file is number 37 while the register reflects up to number 29.
3	Customer satisfaction	The company is reminded that, as per the minutes of their Management Review Meeting, the customer satisfaction exercise is due in December.
4	Sales	On the quotation document, information regarding the statements on breakdown work and on warranties is cut off. (This was corrected during the audit.)
5	Human Resources	The competencies required in the newly instituted balancing facility need to be taken up in the matrix.
6	Purchasing	Purchase order requisitions and purchase orders still reflect the company's previous address in Ormonde. This could be corrected to avoid delayed deliveries.
7	Stores	Even though the current stores arrangement is temporary, care should always be taken not to obstruct fire extinguishers.

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5 Dates

Due date for the next audit: 2023-01-23

Agreed date for the next audit: 2022-12

2021-12-09

Date

Audit Leader: Francois Celliers

Client	Standard(s)	Certification Number(s)	Audit Type
N and C Maintenance and Spares (Pty) Ltd	ISO 9001:2015	01 100 928519	Surveillance 2

Annex ISO 9001

Item	Audit result
Context of the organization	<p>The organization has determined internal and external issues related to the following subject areas:</p> <p>Internal:</p> <ul style="list-style-type: none"> • Structure of the organization • Stability of workforce • Governance and Policies <p>External:</p> <ul style="list-style-type: none"> • Legislation; employee contract • Regulation within the industry generally • Overall economic climate in the country <p>Relationships with external interested parties</p> <p>The organization has identified interested parties and their requirements. Examples of such determined interested parties are:</p> <ul style="list-style-type: none"> • Direct customers • Suppliers/Sub-contractors • Stakeholders and owners • Staff and employees • Government Departments • Employees • Financial Institutions • Unions • Certification bodies • Competitors
Policy / objectives	<p>Top Management has declared its quality policy binding and implemented. The quality policy is appropriate and provides a framework for the respective quality objectives. It commits all employees to pursue continuous quality system improvement.</p> <p>Key quality objectives include:</p> <ul style="list-style-type: none"> • To maintain and improve the Quality Management System on a continual basis • To maintain On-Time Deliveries of 85% per annum • To use Feedback from Customers to improve product quality and service provision • To have a final test pass rate of products tested of >98% per year • To maintain Debtor's Collection target of 85% per year • To maintain Creditor's Payments target of 90% per year • To keep Customer Complaints as low as possible • To improve Sales and Turnover of the Company per year and remain profitable
Process control including outsourced processes	<p>The processes available in the organization have been identified and documented. Process workflows and interactions have been described and appropriately controlled. The processes are evaluated at regular intervals by means of key performance indicators.</p> <p>Key processes within the scope of product realization include:</p> <ul style="list-style-type: none"> • Receiving • Dismantling • Cleaning/HP Steam Cleaning • Quoting

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N and C Maintenance and Spares (Pty) Ltd	ISO 9001:2015	01 100 928519	Surveillance 2

Item	Audit result
	<ul style="list-style-type: none"> • Winding burn-off and stripping • DC Coil manufacturing • AC Coil manufacturing • Stator winding • Winding and testing • Transformer rewinding • Varnishing, baking and curing • Stores and purchasing • Spray paint • Final inspection and test • Pump strip and quote • Balancing • Assembly • Dispatch <p>The following processes have been outsourced:</p> <ul style="list-style-type: none"> • Calibration • IT • Shaft Journals <p><u>These processes are appropriately reviewed and controlled</u></p>
Risk-based thinking	<p>The requirements for risk-based thinking are being realized in the organization as follows:</p> <p>Risk-based thinking has been applied for the following processes:</p> <ul style="list-style-type: none"> • Quality Management System • Contractual/Legal • Marketing and customers • Information Technology • Human resources • All operational processes • Outsourced processes • Product testing <p>Examples of risks and opportunities of processes identified are:</p> <ul style="list-style-type: none"> • Loss of contracts • Products not repaired to specification • Pricing, limited scope of work, late delivery • Loss of data • Incompetent personnel, loss of skills • Poor workmanship, late deliveries, customers unsatisfied, complaints • Poor quality supplied from outsourced processes, identification and traceability • Incorrect information, customer complaints <p>Examples of measures taken to react on identified risks are:</p> <ul style="list-style-type: none"> • ISO 9001 certification, effective management of NCR's • Correct completion of job cards to specification • Price comparisons, work according to customer requirements • Back-ups, virus protection, IT contract.

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Item	Audit result
	<ul style="list-style-type: none"> Internal training, HR procedures, staff retention Production planning, internal training, supervision, in process and final inspections Contracts, agreements, sub-contractor evaluation Training and supervision <p>Examples of risks and opportunities concerning the context of the organization are</p> <ul style="list-style-type: none"> Sub-contractor evaluation not done Employees - contract Government – OHS mandatory training not done <p>Concerning risk based thinking the following tools are used</p> <ul style="list-style-type: none"> SWOT analysis Risk Assessment matrix
Customer-related and other requirements	<p>The organization analyses and evaluates customer requirements and/or enquiries and any documented, assumed, statutory and regulatory requirements within the scope of a production and feasibility study performed in a team.</p> <p>Offers are prepared and approved by Sales and Financial directors. The person who prepared the offer reviews the contract to ensure its compliance with the offer and documents this compliance in an order confirmation. The same procedure applies to amendments.</p> <p>The following process requirements significantly affect product or service quality:</p> <ul style="list-style-type: none"> Proper assessment of products to ensure accurate quoting Understanding customer requirements Competent personnel <p>Key regulatory, statutory and customer-related requirements include:</p> <ul style="list-style-type: none"> Customer specific requirements (e.g. PRASA, Alstom, Mittal) SANS 10242-1:2017 - Refurbished rotating electrical machines On time delivery Correct products as per customer requirements
Customer satisfaction and complaints	<p>The organization maintains documented and effective procedures governing the handling of information, data analyses, improvement actions and responses to customer feedback.</p>
Internal audit and management review	<p>The organization measures MS implementation, maintenance and effectiveness by means of quarterly scheduled system audits. The organization reliably carries out these audits; the latest was done on 2021-11-11. The nonconformities identified in these internal audits had been taken up in the company's corrective action system by the time the audit documented in this report was performed.</p> <p>Top management reviews the organization's quality management system at regular intervals and in line with the requirements to ensure its continuous suitability, adequacy and effectiveness. The management review of 2021-06-15 was carried out in accordance with the requirements and was effective.</p>
Use of certificate and test mark	<p>The organization uses the test mark and the certificate (e.g. on business cards, company brochures, websites etc.) in compliance with the requirements.</p>

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Chapter of standard	4.1	4.2	4.3	4.4	5.1	5.2	5.3	6.1	6.2	6.3		
Rating *	1	1	1	1	1	1	1	1	1	1		
No. of nonconformity	-	-	-	-	-	-	-	-	-	-		
Chapter of standard	7.1	7.2	7.3	7.4	7.5	8.1	8.2	8.3	8.4	8.5	8.6	8.7
Rating *	1	1	1	1	1	1	1	4	1	1	1	1
No. of nonconformity	-	-	-	-	-	-	-	-	-	-	-	-
Chapter of standard	9.1	9.2	9.3	10.1	10.2	10.3	Mark					
Rating *	1	1	1	1	1	1	1					
No. of nonconformity	-	-	-	-	-	-	-					

- * **Rating:**
- 1 = conforming
 - 2 = not audited in this audit
 - 3 = failed/nonconformity (see nonconformity report)
 - 4 = not applicable



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OUR CLIENTS



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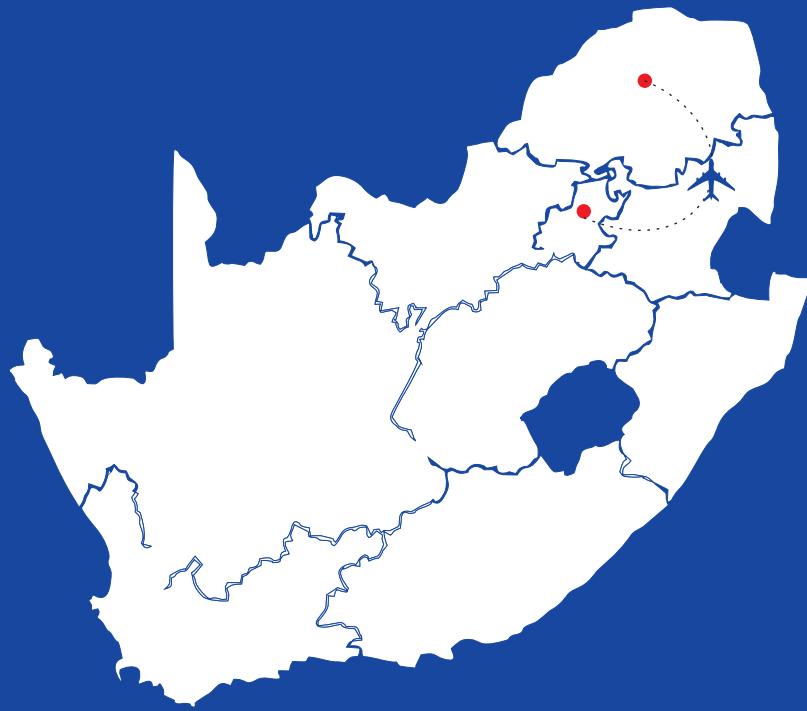


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