

A1211

20 January 2021

The Managing Director
Waco Africa (Pty) Ltd T/A Abacus
Cnr Tunney Road and Barbara Road,
Elandsfontein Rail,
Germiston,
1429

Subject: Annual Quality and Compliance Inspection Report

Dear: Mr K.P Dippenaar

Agrément South Africa would like to thank Waco Africa (Pty) Ltd T/A Abacus and everyone in the organization for their cooperation during the annual quality and compliance inspection for Agrément certificate **2015/490: ABACUS EZEESPACE BUILDING SYSTEM** conducted on **30 June 2020**. Herewith is a submission of the annual quality and compliance inspection report.

This report contains a summary of all audit findings. Details of documentation reviewed, persons interviewed and other observations, which may have been noted on the day of the audit, will be contained in the auditor's notes.

Should Waco Africa (Pty) Ltd T/A Abacus have enquiries, please contact us. We would be happy and willing to give any clarifications regarding any of the issues raised in the report.

Sincerely,

MMabuse

Ms. Mary Mabuse
Technical Group Leader: Quality Assurance
Agrément South Africa

REVIEW DETAILS		
Certification Number	Certification Title	Audit Date
2015/490	Abacus Ezeespace Building System	30 June 2020

AUDIT INFORMATION	
Type of Audit	Annual Quality and Compliance Inspection
Audit Scope	An audit of the process of production, handling and control applied to the above-mentioned building system.
Audit Objective	Checking that the certificate holder's quality management system complies with Agrément South Africa's requirements. Assurance that quality in the manufacture and erection of Abacus Ezeespace Building System is consistently maintained.
Audit Location	Cnr Tunney Road and Barbara Road, Elandsfontein Rail, Germiston, 1429 (Desktop Study, Video conference and a WhatsApp Video were used to conduct audit)

CLIENT INFORMATION	
Contact person	Mr K.P Dippenaar
Cell phone number	079 500 1117
Telephone number	011-397 8150
Email Address	Kp.dippenaar@abacusspace.co.za

AUDITORS INFORMATION	
Lead Auditor	Khanyisa Khomani
Audit Team	Khanyisa Khomani

innovative construction product assessments



Audit Report Prepared by	Khanyisa Khomani
Audit Report Submission Date	08 July 2020

DECLARATION

The information reviewed in the course of producing this report will be treated as confidential. It will not be used for any purpose other than to produce this report.

Due to the sampling nature of auditing, some deficiencies may exist that were not detected at the time of the audit.

The contents of this report are intended only for use in determining whether **Waco Africa (Pty) Ltd T/A Abacus** meets *Agrément South Africa Guidelines for the preparation of a quality management system for Agrément South Africa certificate holders.*

AUDIT SUMMARY

Attendance Register:

Name & Surname	Organisation	Position
Khanyisa Khomani	Agrément South Africa	Quality Assurance Officer
KP Dipenaar	Waco Africa (Pty) Ltd T/A Abacus	Design and Technical Manager
Megan Stols	Waco Africa (Pty) Ltd T/A Abacus	SHEQ Officer Administrator

Summary and Recommendations:

This report is based on the virtual inspection that was conducted on the 30 June 2020 for Waco Africa (Pty) Ltd T/A Abacus located at Cnr Tunney Road and Barbara Road, Elandsfontein Rail, Germiston, 1429. The scope of inspection was communicated to Waco Africa (Pty) Ltd T/A Abacus beforehand.

Waco Africa (Pty) Ltd T/A Abacus's Quality Manual used in production of Abacus Ezeespace Building System, Agrément Guidelines for the preparation of a quality management system and the Agrément Certificates were used as a basis of inspection.

The virtual inspection excludes quality assurance for erection of Abacus Ezeespace Building System.

The assessment of the quality documents and virtual inspection established that the quality management procedures as described in the quality manual referred to above it is implemented. No non-conformances were raised during this audit.

The certificate is recommended to remain valid.

Non-Conformances Raised:

No non-conformances were raised during this audit.



Conclusions and Follow-up Actions:

The Quality management system documented in Waco Africa (Pty) Ltd T/A Abacus's Quality manual it is effectively implemented. No non-conformances were raised; therefore, it is recommended that the certificate remains valid.

The audit team would like to thank the management and staff for their assistance and cooperation during this process.

INTRODUCTION AND AUDIT SCOPE

The annual quality and compliance inspection are carried out as part of the quality monitoring programme that is required for the continuity of the validity of the Agrément certificate specified in this document only and in accordance with the Agrément Conditions of Certification.

The aim of the inspection is to ensure that good-quality materials and satisfactory standards of design, manufacture and erection are consistently maintained within defined parameters. It also ensures that the quality and performance of the material has not deteriorated to that assessed.

The virtual inspection was conducted by Agrément South Africa's Lead Quality Assessor, Khanyisa Khomani on 30 June 2020.

An inspection of the quality management system and virtual comprised the following:

- review of internal documentation, including quality documents, production, and quality assurance figures.
- interviews of personnel and members of staff of the different departments and sections.
- walkabout (through video call) and observation of the manufacturing facility and production process.
- confirmation of compliance with Agrément Conditions of Certification.
- The audit was conducted through a desktop study and video conferencing.

This report provides details of the findings and recommendations raised during the audit.

AUDIT FINDINGS

1. Quality Management System

The Quality Manual was available. This proves that Leadership and Management are committed and involved to the upkeep of the Quality Management System.

The Agrément certificate 2015/490: Abacus Ezeespace Building System was not active during the time of the audit. The last time the certificate was active was in 2016. The building system seems to be quite expensive for potential clients.

The organisation is also ISO 9001:2015 certified through DQS South Africa.

Records were available during the audit.

2. Quality Management Manual

The manual (Doc. No. SHEQ-M-04, Revision 02, Dated 14/11/2019) was available. The quality manual seemed to be controlled.

The organogram (Doc. No. 0501, Revision 1, Dated 11/10/2019) was also available.

The manual will be updated as and when necessary.

3. Management's Involvement to Quality

Management and Leadership also demonstrated their commitment through the following:

3.1. Quality Policy (Doc. No. WA_SHEQ-FM-01, Revision 19, Dated 12/05/2019)

The quality policy included the scope, management principles and measurable objectives.

3.2. Quality Management System Representative

Megan Stols is the appointed Quality Assurance Representative. Her appointment is included in her job description as a SHEQ Officer Administrator.

3.3. Management Review Meetings (Progress report)

Management review meetings are held at least once a year. The last meeting took place on 11 February 2020. The minutes included non-conformances raised within the organisation.

It is observed that the management review meeting for 2020 has not taken place due to the pandemic.

It is recommended that the management review meetings also report on Agrément South Africa audits and its findings and other departments within the organisation.

4. Technical Worker's Involvement to Quality

Trevor Nicolau is one of the technical workers who holds meetings for drawing interpretation and completion of final quality checks.

Technical workers also assist in updating work instructions and standards operating procedures.

5. Admin Worker's Involvement to Quality

Megan Stols is one of the admin workers who deals with SHEQ Induction booklet, kick off meetings and final quality checks.


Finance department handles invoices, payments and sending invoices to the right people.

6. Implementation of Quality Manual

The quality manual is effectively implemented.

7. Filing System, Doc. Control, Quality Records

Document control procedure is included in the quality manual (clause 7.5). The procedure is included in the quality manual.



The procedure includes creating and updating, electronic data, changes to documentation and control of documented information.

Records are available.

8. Complying with Conditions of Certification

The organization complies with conditions of certification. No non-conformances were raised during this audit.

9. Quality Control on Site/Factory

The following design controls are practiced:

- Works order file is prepared.
- Signed and controlled drawings which the product is checked against.
- Engineers and clients sign off drawing if applicable.
- A physical inspection is conducted on panels to check thickness.

It is recommended that the organisation has a quality control form for their next project. Last project was in 2016.

10. Purchasing, Control of Supplied Products

10.1. Raw materials included:

- Polystyrene with fire retardant
- Eurofen glue
- Chromadeck sheeting
- Galvanised structure U-channel
- 12 mm magnesium board.

Records of certificates of analysis and test results for the raw materials were available.

10.2. Purchasing procedure (WA-G12-PUR, Revision 10, Dated 01/07/2018) was available during the time of the audit.

ISO wall is the supplier of the walling system. The two organisations have a good business relation. ISO wall is also ISO 9001 certified. ISO wall understands the organisation's design and provides it at a reasonable price. ISO wall is also certified with Agrément South Africa and therefore understand the certificate conditions.

Records were available.

11. Contract Review

The following contract review controls are put in place to ensure that the end receiver is satisfied:

- Information is captured with QDS, Minutes of meetings, specifications, client signed drawings, BOM, Quotes, emails, practical completion certificates and Engineers sign off.
- Authorization is by the client, design, and technical department.

12. Design Control

Design control includes the following:

- There is an operational control procedure (Doc. No. WA-G06-SOP, Revision 11, Dated 11/01/2017).
- Capture information with QDS, minutes of meetings, specifications, client signed drawings, checking of drawings, checking of BOM, quotes, emails, practical completion certificates and engineers sign off.
- They also have a predesign system.

In case of a deviation from client, the client should put it in writing and a new quote gets generated. New drawings will then be prepared, and client will be asked to sign them again.

A sample of a drawing was available during the time of the audit.

13. Product control, Identification, Traceability

The panels are fastened together with the u-channel. A 12mm magnesium board is applied inside the panels. The board then gets fastened to a Chroma deck. The board is the finished with rhino lite, gets primed and painted.

A serial number plate is used for traceability which will reference the WO file and drawing.

A completion certificate is presented to the client upon completion of the project.

Records were available.

14. Process Control

Process control includes:

- A building material list.
- Installation procedure.
- Regular inspections per building stage.
- Signing off by client.
- Work instruction and standard operating procedures.

15. Inspection, Testing, Measuring Equipment

ISO wall provides the completed panels to the organisation and therefore measuring equipment could not be confirmed.

An occupancy certificate is presented to the client upon completion of project.

Records were available.

16. Handling, Storage, Packaging, Transportation

The material goes with works orders. It is delivered directly to site. Internal and external transport is used to deliver material to site. The labelling on the building includes company name and Agrément South Africa certificate number.

17. Training

Personnel performing duties that relate to quality need to have some form of training or qualification for their respective tasks and duties. The following employees were sampled:

- Khonikhoni Amon Mokgoadi (Team Leader) is trained on first aid level 2, firefighting and SHE representative, Basic Fall arrest Technician, Fall arrest Technician, Legal Liability, Legal Liability & Construction Regulations 2014, Use & Maintain power hand tools on a construction site, Select, use & care for engineering hand tools & Forklift.
- Bhekumuzi Richard Zulu (Senior Assembler) is trained on Use & Maintain power hand tools on a construction site, Select, use & care for engineering hand tools, Scaffolding Erectors & Inspectors & fall arrest technician.
- Windvoel Ramakolote Mokwana (Jnr Site supervisor) is trained on Use & Maintain power hand tools on a construction site, Select, use & care for engineering hand tools and forklift.

A training matrix was available during the time of the audit.

18. Internal Audits

The last internal audit was conducted on 11 February 2020. The internal audit checklist report was available during the time of the audit. Elandsfontein branch was the one audited in February.

Records are available.

19. Testing of Client/End User's Satisfaction

There has been a complaint on the 2016 project where there were corrosion problems. After investigating, the organisation has been maintaining the building whenever a complain around corrosion is lodged.

A customer survey through email was also received.

Records were available.