A DECADE OF QUALITY

2010

2012

2015

2018

2020
Why Standards matter?

- Standards make an enormous and positive contribution to most aspects of our Utilities.
- Standards ensure desirable characteristics of products and services such as quality, environmental friendliness, safety, reliability, efficiency and at an economical cost.
- When products and services meet our expectations, we tend to take this for granted and be unaware of the role of standards. However, when standards are absent, we soon notice. We soon care when products turn out to be of poor quality, do not fit, are incompatible with equipment that we already have, are unreliable or dangerous.
- When products, systems, machinery and devices work well and safely, it is often because they meet standards. And the organization responsible for many thousands of the standards which benefit the world is ISO.

Our Benchmarks

Our Standards

ISO 9001:2015
ISO 45001:2018
ISO 14001:2015
ISO 17025:2016
ISO 22000
ISO 50001:2018

CITY OF CAPE TOWN WATER & SANITATION WORLD QUALITY DAY 2021: WHAT DO WE ALL HAVE IN COMMON?
How Are We Meeting SDGs?

Sustainable Development Goals (SDGs)
In Lean, "WASTEd" is defined as any action that does not add value to the customer.

The most commonly identified waste within an organisation can be defined by the acronym TIMWOODS:

- **Transportation**: Moving items or information.
- **Inventory**: Items or information that the customer has not received.
- **Motion**: Excessive movement within the workspace.
- **Waiting**: Waiting for information or items to arrive.
- **Overprocessing**: Doing more work than necessary.
- **Overproduction**: Doing work before it is needed.
- **Defects**: Mistakes and errors that need to be reworked.
- **Skills**: Not using workers to their fullest of abilities.
An explosion has been reported at the Rheinmetall Denel Munition in Somerset West.

No injuries have been reported.

In 2018, eight people died in an explosion at the same site.
PRODUCT:
ISO 22000 Water Safety Plans
POWER:
Energy Management System
ISO 50001

Attendees:

NAME | INITIAL | DESIGNATION
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Mario Carelse | MC | Head: Business Improvement (WDM & Strategy)
Oliver Stolko | OS | SPO: Generation Dev. & Municipal Efficiency
Judy Josephs | JJ | Senior Process Controller: Bellville WW2W
Mewandile Mkhize | MM | Technician: Water Demand Management & Strat.
Musthafa Rehman | MR | Student: Water Demand Manage, & Strategy
Sue-Ann Muller | SM | Student: Water and Sanitation
Tasneem Adams | TA | Technician: Energy & Climate Change Directorate
Damien Forshin | DF | Learner Technician: E&CC Directorate
Darin McComb | DM | External Consultant: Resource Innovations
Denis van Es | DvE | External Consultant
Jesper Vaever | JV | Energy Efficiency Advisor (GIZ)

SUBJECT | ACTION
1. Discussion on Existing ISO9001 System at Bellville WW2W
   a) MM presented the ISO9001 system which was certified to the 2015 latest version of the standard by the South African Bureau of Standards. The last system internal audit took place in October 2018 at Bellville WW2W. The certification was for the Bellville WW2W but the long term approach to obtain an organisational certification (this will take time as in this case the potential weakness of one plant will affect the certification of the whole organisation so all sites will have to be standardized before this approach taken). JJ is the designated QM Representative for the Bellville WW2W.
   b) DM and DvE highlighted the framework similarities between ISO9001:2015 and ISO50001:2018 both following the Plan-Do-Check-Act approach. OS to purchase copy of
ENVIRONMENT:
EMS
ISO 14001

15 LIFE ON LAND
14 LIFE BELOW WATER
13 CLIMATE ACTION
ASSETS:
AMS/ISO 55001
PARTNERSHIPS:
SCM/Enterprise and Supplier Development and Investment

The programme will support City vendors to improve competitiveness and access new markets through the following business development services:

i. Feasibility studies to access new market opportunities
ii. Marketing material
iii. Signage
iv. Human resource assistance
v. Financial management services/ system implementation i.e. financial clean-up for tax compliance, accounting systems e.g. Pastel, QuickBooks, etc.
vii. Mentorships
viii. Website development
ix. The services provided by SEDA will differ based on their diagnostic assessment and offered on a shared cost basis as follows - City (45%), SEDA(45%) and the applicant(10%).

Bid Specifications

108. Bid specifications must be drafted in an unbiased manner to allow all potential suppliers to offer their goods or services.

109. Bid specifications must take account of any accepted standards such as those issued by South African National Standards, the International Standards Organisation, or any authority accredited or recognised by the South African National Accreditation System with which the equipment or material or workmanship should comply.

110. Bid specifications shall, where possible, be described in terms of performance required rather than in terms of descriptive characteristics for design.
Cybersecurity

- Information Security
  - ISO/IEC 27001

- Application Security
  - ISO/IEC 27034

- Network Security
  - ISO/IEC 27033

- Internet Security
  - ISO/IEC 27032

Critical Information Infrastructure Protection
PEOPLE:
The main purpose behind this celebration to raise the level of quality awareness in our department and to recognize the efforts and contributions of our Quality Super Woman.
ISO/TS 24522:2019
Event detection process: Guidelines for water and wastewater utilities
Stage: Published (90.20)  TC: ISO/TC 224  ICS: 03.080.30, 13.060.20, 13.060.30
Sustainable Development Goal(s): 11, 6  Edition: 1

ISO 24523:2017
Service activities relating to drinking water supply systems and wastewater systems — Guidelines for benchmarking of water utilities
Stage: Published (90.20)  TC: ISO/TC 224  ICS: 03.080.30, 13.060.20, 13.060.30
Sustainable Development Goal(s): 11, 6  Edition: 1

ISO 24527:2020
Service activities relating to drinking water supply, wastewater and stormwater systems — Guidelines on alternative drinking water service provision during a crisis
Edition: 1  Stage: Published (60.60)  TC: ISO/TC 224  ICS: 03.080.30, 13.060.20
Sustainable Development Goal(s): 10, 11, 3, 6

ISO 24528:2021
Service activities relating to drinking water supply, wastewater and stormwater systems — Guideline for a water loss investigation of drinking water distribution networks
Edition: 1  Stage: Published (60.60)  TC: ISO/TC 224  ICS: 13.060.01, 13.060.20

ISO 24516-1:2016
Guidelines for the management of assets of water supply and wastewater systems — Part 1: Drinking water distribution networks
Edition: 1  Stage: Published (90.60)  TC: ISO/TC 224  ICS: 13.060.01, 13.060.20

ISO 24518:2015
Activities relating to drinking water and wastewater services — Crisis management of water utilities
Edition: 1  Stage: Published (90.60)  TC: ISO/TC 224  ICS: 03.080.30, 13.060.01
Sustainable Development Goal(s): 6, 11, 3

ISO 20760-2:2017
Water reuse in urban areas — Guidelines for centralized water reuse system — Part 2: Management of a centralized water reuse system
Edition: 1  Stage: Published (60.60)  TC: ISO/TC 282/SC 2  ICS: 13.060.01
Sustainable Development Goal(s): 6, 11

ISO 20760-1:2018
Water reuse in urban areas — Guidelines for centralized water reuse system — Part 1: Design principle of a centralized water reuse system
Edition: 1  Stage: Published (60.60)  TC: ISO/TC 282/SC 2  ICS: 13.060.01
Sustainable Development Goal(s): 6, 11

ISO/TR 14073:2017
Environmental management — Water footprint — Illustrative examples on how to apply ISO 14046
Edition: 2  Stage: Published (60.60)  TC: ISO/TC 207/SC 5  ICS: 13.020.10, 13.020.60
Are you making a QUALITY difference?