Eskom	**Supplier Quality Management:** **List of Tender Returnables Documents**	Unique Identifier	**240-12248652**
		Revision	**7**
		Effective Date	**2022/01/26**
		Specification	**240-105658000**

Category 3 : Quality Requirements	**Deliverables to be evaluated indicator = 1**	

SECTION A : Quality Management System Requirements ISO 9001 **Objective evidence of documented QMS that is not certified but complies with ISO 9001**	
	Apply =1
A.1 QMS Manual or a document that defines and describes the QMS and its scope	1
A.2 Quality Policy Approved by top management.	1
A.3 Quality Objectives Approved by top management.	1
A.4 Control of documented information (i.e. document and record control) Clause 7.5 of ISO 9001:2015	1
A.5 Documented information for Control of nonconforming outputs Clause 8.7 of ISO 9001:2015	1
A.6 Documented information for Nonconformity and Corrective action Clause 10.2 of ISO 9001:2015	1
A.7 Documented information for Internal audit Clause 9.2 of ISO 9001:2015	1
Section A Score Option 2	**7**

SECTION B : Evidence of QMS in operation (Tender Quality Requirements -Ref 240-105658000)	
	Apply =1
B.1 Documented information for defined roles, responsibilities and authorities - Organization chart and Responsibility matrix (must include but not limited to quality management function/role) (Clause 5.3 of ISO 9001:2015)	1
B.2 Documented information for Control of Externally Provided Processes, Products and Services - Must include criteria for evaluation, selection, monitoring of performance, and re-evaluation of external providers (Clause 8.4 of ISO 9001:2015)	1
Section B Score	**2**

SECTION C: Contract Quality Plan Requirements (Ref 240-105658000 and 240-109253698). **Draft Contract Quality Plan specific to the scope of work as described in the tender documents (Ref ISO 10005)**	
	Apply (Yes=1)
NB! Draft Contract/Project Quality Plan has important QA deliverables	1
Section C Score	**1**

SECTION D: Quality Control Plan Requirements (Ref 240-105658000 or 240-109253302) **QCP /Checklist/ ITP (Quality Control Plans) as per Scope of Works (Ref ISO 10005)**	
	Apply = 1
NB! Draft/ Example of an Inspection and Test Plan (ITP) or Quality Control Plan (QCP) on similar and/ or previous work done	1
Section D Score	**1**

SECTION E: User defined additional Requirements & miscellaneous (Ref 240-105658000) **Customer specific requirements & other standards and required can be listed and evaluated here**	
	Apply (Yes=1)
E.1 Form A is completed and signed.	1
E.2 Add other requirements (if applicable) as per the scope of work and/ or specification	1
Section E Score	**2**

NAME OF ESKOM REPPRESENTATIVE	Xola Klaas
DATE ISSUED	24/08/2026
PROJECT: TENDER TITLE	Debt Collection Service Contract
SIGNATURE	