Betaways Innovation Systems Ltd
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Betaways Innovation Systems Ltd

Quality Management strategy

Version 1.0

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Contents

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1. Introduction

Quality Management System (hereafter known as the QMS) has been developed to comply with statutory, regulatory, industry and customer quality requirements that are applicable to the services provided by Betaways Innovation Systems Ltd .

The QMS describes Betaways Innovation Systems Commitment to quality assurance (QA) requirements that ensure the highest levels of customer satisfaction. As a provider of ICT and Project Management Project services, Betaways Innovation Systems recognizes that ICT and Project Management technology is special and unique and that its deliverables must be of the highest standard, value for money and reliable.

These deliverables require compliance to quality assurance requirements and standards through management organizations that possess a strong expertize culture with core values that are consistent with the corresponding enabling principles, and behaviours that reinforce them.

The Betaways QMS provides the necessary quality assurance framework for an environment that enables and sustains ICT and Project Management culture core values

Our Mission

To be the preferred choice for Project Management, ICT and Telco solutions in Zambia and the region

Our Objectives

- To offer unparalleled services to our customers in Project Management.
- To Deliver ICT and Telco value added services
- To be actively involved in research and development
- To add value to the ICT/Telco Eco-system
- Offer Project Management services

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Who we are

KEY MANAGEMENT STRUCTURE

MANAGING   DIRECTOR
Dr Laban Mwansa PhD

Director Strategy
Mr. Mumba
BSc, MSc IT
+420724032227
Francis.Mulenga@betaways-
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Director –General Administration
Annie Mwakawamfwa
Annie.Mwakawamfwa@betaways-
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Director Operations & Training
Dr. Laban Mwansa MSc IT; PhD
PRINCE2 Registered Practitioner

+ 260975280392
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Manager
- Procurement Mg't Dept
- Project Mg't Dept
- Logistics Mg't Dept
- Contract Mg't
- Ware housing Mg't
- Delivery Quality Mg't
- Company strategy

Manager
- Financial Accounting
- Legal Affairs
- Contract
  Governance
- Admin Outsourcing
- Management
  Reporting
- Company Policy mg't

Manager
- HR Dept
- IT Dept
- Office Admin Dept
- Competence
  Development
- Employee
  Satisfaction

**Associate
Trainer**
Mr Innocent Shumba,
B.Eng, PGDPM,
SAIM, PMP®,
CCP®, PRINCE2®,
MBA
Accredited
PRINCE2®
TRAINER

**Associate
Trainer**
- Service deliv
  and customer
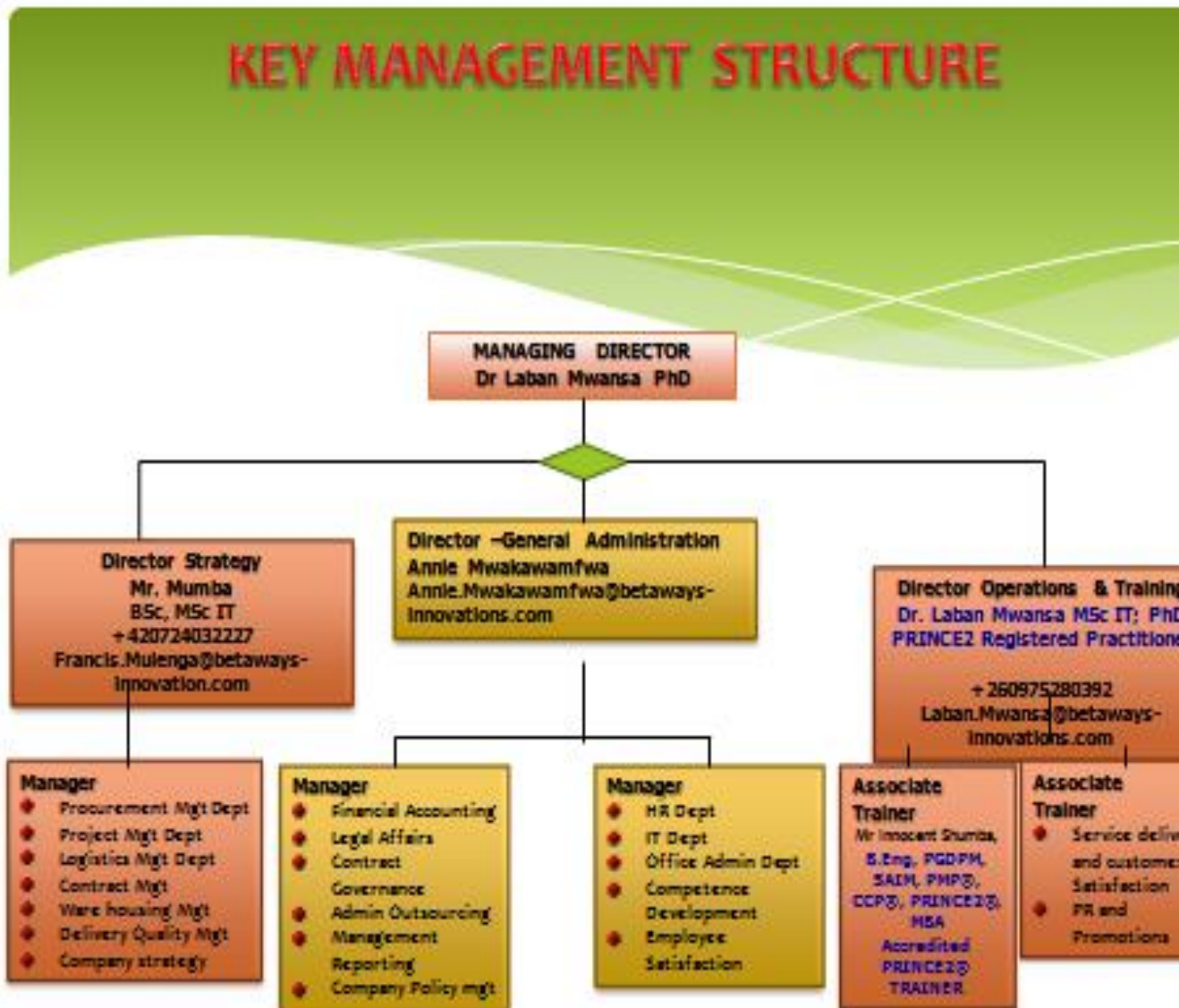 Satisfaction
- PR and
  Promotions

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2. PURPOSE

The purpose of this document is to ensure that the correct procedures and documents are followed when enrolling a student and ensure that the training life cycle is complete with quality checks in place to ensure maximum maintained pass rate.

Our intention is to be known as the BEST PPM training provider in Southern Africa.

In short – We deliver what is promised.

1. SCOPE

The policies stated in this manual apply to all operations and activities at Betaways Innovation Systems Ltd.

The scope of Betaways Innovation Systems Ltd activities under the scope of this manual are:
   a. The re-Sale of proprietary and custom training products, training documentation and services related to training.
   b. It is the responsibility of the directors to help define, implement, and maintain the procedures required by this manual and to ensure all processes conform to these requirements.
   c. It is the responsibility of all employees to follow procedures that implement these policies and to help strive for continuous improvement in all activities and processes of Betaways Innovation Systems Ltd.
   d. The processes are defined to ensure that Customer (Delegates or people being trained) or Regulator (e.g. PEOPLECERT, PMI) needs are met at the same time;
   e. Operations of Betaways Innovation Systems Ltd are streamlined and standardized.

2. QUALITY POLICY

Betaways Innovation Systems Ltd purpose is to provide students / delegates with ALL the necessary tools and materials to ensure that they have the best possible chance of achieving their intended objectives and purposes when enrolling with Betaways Innovation Systems Ltd.

3. QUALITY MANAGEMENT SYSTEM

3.1 General requirements

Betaways Innovation Systems Ltd has established, documented, and implemented a Quality Management System. The system will be maintained and continually improved based on periodic reviews and business needs.
To design and implement the QMS, Betaways Innovation Systems Ltd has:

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- Identified the processes needed for the QMS and their application according to the QMS subset.
- Ensured the continuing availability of resources and information necessary to achieve planned results and continual improvement of these processes.
- Established systems to monitor, measure and analyse these processes.
- Established processes to identify and implement actions necessary to achieve planned results and continual improvement of these processes.
- Determined the criteria and information necessary to ensure that required regulations and standards are met.

3.2 Documentation Requirements

3.2.1 General

The QMS documentation includes:
- Quality Manual including Quality Policy and Procedures in accordance with the QMS Subset.
- Quality Records.

3.2.2 Document Management System

All the documents are maintained and controlled in the Document Management System (Appendix A). This procedure defines the process for maintenance of the documents:

- Following are the types of documents and procedure involved.
  - Controlled Documentation –Defined as a document which cannot be modified without explicit approval of one of the Directors and/or regulators (e.g. PEOPLECERT, PMI) as per requirement of the regulator.
  - Training Material: Training Materials are all Controlled Documents and will follow the previous points.
- Review Records, will be maintained in the Document Management System in the Review Folder.
- All Old versions will be maintained and backed up in the Document Management System Folder in an additional hard drive and in the Dropbox.
- Following will be ensured
  - Ensuring that relevant versions of applicable documents are available at points of use.
  - Ensuring that documents remain legible and readily identifiable.
  - Ensuring proper access control.
- Identifying the retention period of quality records.
- Preventing the unintended use of obsolete documents and to apply suitable identification to them if they are retained for any purpose.

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3.2.3 Document Control

As described in Appendix A

3.2.4 Back-up and Restoration Procedure

- Daily backups are run on additional drive
- All documents and changes are automatically uploaded onto our Dropbox on a daily basis
- Monthly backups are scheduled for the hard drive.

3.3 Examination Procedure

All the policies and procedures related to conducting of Exams are stored in the "Betaways-REP" folder in the Quality Manual Folder. And all our examination policies and procedures are according to the QMS subset.

- Also specific instructions are documented in the Trainer Notes
- Trainer is required to comply to the procedures described by the regulator for conducting exams.
- Any violation of the policy will be dealt with strictly by the Directors.
- Betaways Innovation Systems Ltd would make arrangements to provide necessary Manuals as per requirements of exam (or to ensure that students bring their Manuals) as per policies imposed by regulator for each country.

3.4 Delegate Enrolment Process

Betaways Innovation Systems Ltd believes that each and every Delegate should take an informed decision about enrolling in a course. Betaways Innovation Systems Ltd has the following policy

- Complete transparency is required
- All information related to the course needs to be given to the delegate
- The advantages that the delegate will get after completion of the course has to be told
- The commitment required from the delegate needs to be informed (in terms of time and money)
- There should be no hidden expenses
- The prospective delegate needs to be informed about what he/she will be entitled to in the fees he/she has paid.
- To achieve the above policy following process is to be followed
- The Training Coordinator is trained on the Product about which he/she is supposed to talk to the delegate.
- Training Coordinator notes are prepared which describes the typical FAQ

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- Each Training Coordinator is trained on the FAQs and the training coordinators keep the notes handy while speaking to the prospective delegates.
- Betaways Innovation Systems Ltd receives contact details of prospective delegates through various channels established for generation of leads.
- Introductory email is sent which introduces Betaways Innovation Systems Ltd and the course details
- A call is made to the delegate to discuss the email sent
- If the delegate informs that he/she is not interested, then it is ensured that follow-up emails or phone calls are not made to the same delegate.
- If the Delegate is interested in knowing more details are shared by the training coordinator.
- If Delegate needs further information beyond the scope of the Training Coordinator, then the Training Coordinator refers the delegates to the directors or trainers to speak to them.
- Delegate is asked about any special requirement needs. If Betaways Innovation Systems Ltd can cater to the special requirements then they are provided, however, if it is not possible to cater to the special requirements then necessary communication is done to the delegate.
- After the Delegate accepts to enrol for a course, the necessary payment details are provided to the delegate along with a pro-forma invoice. The delegate makes payments through various options available with Betaways Innovation Systems Ltd.
- Once the payment is received the Delegate is sent a Welcome to Betaways Innovation Systems Ltd e-mail where he is informed of his log in details, the timetable of the course, his responsibilities as a student and the opportunity to raise any questions or objections.
- Follow up is done with email on a monthly basis and the delegate is asked to acknowledge the receipt of email.
- If the response is not received, follow up call is made to the associate reminding of the course and the expiration dates for his/her e-learning as applicable.
- As per confirmation received from Delegate, exam booking is done with PEOPLECERT and arrangements done as per the QMS subset.
- Exams take place as scheduled and per the PEOPLECERT , Invigilator policy and the QMS Subset.
- Any last minute cancellations are informed to PEOPLECERT by cancelling the booking done for the delegate. Cancellation policy is applied as per the QMS Subset.

3.5 Venue Selection Guidelines
- Venue to be selected should not be noisy so that the candidates can appear for exam comfortably.

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- The conference room/examination room should be such that there should not be any possibility of unfair practices.
- The venue should be safe
- The venue should comply with all requirements of the regulator towards conducting the examination.

4. Complaints, Concerns and appeals

BETAWAYS aims to have zero complaints and appeals. but recognises that complaints and appeals do arise.

There are processes in place to ensure that complaints and appeals are dealt with in an appropriate manner. This means that they must be logged, acknowledged to the complainant/appellant with an indication of when the matter will be investigated. The investigation must be documented and the complainant or appellant advised of the progress of the investigation and of the final outcome.

BETAWAYS also recognises that people sometimes have concerns which they may not wish to raise as a formal complaint. BETAWAYS records these in order to provide continuous improvement. Such concerns do not follow the full complaints and appeals procedure.

4.1.1 Timelines

BETAWAYS has a SLA to respond to complaints/appellants with an acknowledgement within 3 working days of receipt. Staff should keep the client regularly updated at intervals no longer than 10 working days until closure of the case.

4.1.2 Definition

☐ **Complaint**

An expression of dissatisfaction made to BETAWAYS, related to it's products, services, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.

☐   **Concern**

A matter that engages a person's attention, interest, or care, or that affects a person's welfare or happiness.

☐   **Appeal**

An appeal can arise when a person or organisation does not agree with a decision on certification. In such situations the appellant is required to submit their appeal in writing.

4.1.3 Complaints, Concerns and appeals log

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Complainants, persons raising a concern, and Appellants are required to contact BETAWAYS in writing, (via email, letter or fax). If a complaint or appeal is received by telephone the caller is advised of the policy for all formal complaints and appeals or directed to the website. Complaints and appeals must be made in writing within 7 days. Telephone complaints not followed up in writing will be treated as concerns.

Complaints, appeals and concerns from all Betaways offices and Betaways-Corporate shall be logged onto the 'Complaints, Concerns and Appeals Log', recording the date received, name of complainant or appellant and the details of the issue raised. If a complaint is received regarding our services or quality issue they shall be re-directed to inf@betaways-innovations.com The Head of our standards reviews the log to determine if it is a valid issue, before assigning ownership for the investigation to an assigned Betaways staff member, who shall be independent of the complaint or appeal made. A standard acknowledgement email/letter is sent to the complainant/appellant advising whether it is valid and if so, who will be investigating the matter.

The 'Complaints, Concerns and Appeals Log' is used by Betaways employees to record and track investigations until the issue is closed. The individual delegated to action and respond to a complaint or appeal should have agreed the ownership of this prior to being logged as the owner. They must be independent of the complaint or appeal, and is referred to as the 'complaint or appeal owner'. The complainant/appellant should be informed of progress at key stages and times and of the final outcome of the investigation by the complainant.

Actions undertaken to resolve complaints, concerns and appeals should be recorded, a root cause analysis completed to enable correction, corrective and preventive actions to be completed.

4.1.4 Decision

The decision of the panel will be final and shall not result in any discriminatory actions against the appellant.

4.1.5 Complaints Handling

Please note that the Ethics & Standards Board (herafter known as the Ethics Board) is not a part of the normal operational management processes of Betaways, but sits outside of this. As such Complaints and Appeals are not considered by them at an operational level, they only review these to ensure that the Betaways has acted in accordance with their approved processes, and have conducted these in an ethical way. Ethics Board TOR states "The Ethics Board monitors that all involved in our processes do so with impartiality and that processes have integrity". The escalation route should be through the normal Betaways Line Management

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4.1.6 Publication of Complaints Information

Under some circumstances it may be considered desirable to make information about a complaint relating to certification activities and its resolution public. This will only be done in conjunction with and with the agreement of the client and complainant. Any such information will be made available on the appropriate Betaways website.

When Betaways receives a substantiated complaint about a certified person, the Head of Standards will refer this to the certified person in question at an appropriate time.

5. Management Responsibility

5.1 Management Commitment

Management has been actively involved in formulating and implementing the Quality Management System. It has provided the strategic direction for the growth of the QMS, and established quality objectives and the quality policy.

To continue to provide leadership and show commitment to the improvement of the QMS, management has done the following.

• Communicated the importance of meeting customer, statutory, and regulatory requirements to relevant stakeholders and staff.
• Established quality objectives.
• Ensured that the quality policy is communicated throughout the organization.
• Conducted periodic management reviews.
• Ensured the availability of resources.

5.2 Customer and Regulator Focus

Betaways Innovation Systems Ltd strives to identify current and future customer/Regulator needs, to meet customer/Regulator requirements and exceed their expectations.

Management ensures the focus on improving customer/Regulator satisfaction.

Management ensures that customer/Regulator requirements are understood and met.

5.3 Quality Policy

Management will ensure that the quality policy is communicated to all employees. It is included in new employee training and training on the QMS.

Management will review the quality policy during regular reviews to determine the policy's continuing suitability for our organization.

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5.4 Planning

5.4.1 Quality Objectives

- Quality objectives are established to support our organization's efforts in achieving our quality policy and reviewed annually for suitability.
- Quality objectives are measurable, and reviewed against performance goals during periodic management reviews in the form of statistics and graphs.
- The quality system has been planned and implemented to meet our quality objectives and the requirements of Customers/Regulators.
- The Organization Structure is maintained and communicated to the staff on a weekly basis. Currently the Organization structure is kept simple keeping in mind the size of the organization.
- The Quality Assurance role would be played by the Directors at this point in time.
    - Ensure that processes and procedures needed for the quality management system are established and implemented.
    - Promote awareness of customer/regulator requirements throughout the organization.
    - Act as a liaison with external parties such as customers or auditors or regulators on matters relating to the QMS.
- The effectiveness of our quality management system will be maintained through
    - Internal Audits
    - Corrective and Preventive Actions
    - Customer satisfaction results.

4.5 Management Review

4.5.1 General

Management will review the QMS periodically to be executed a minimum of twice per year. This review will assess the continuing QMS suitability, adequacy and effectiveness, identifying opportunities for improvement and needed changes. Actions coming out of internal reviews will be recorded as per the "Continuous Improvement Process detailed below"

4.5.2 Review Input

Assessment of the QMS is based on a review of information inputs to management review. These inputs include the following:

- Results of audits.
- Customer feedback received, analysed and logged in the Issue Log.

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- Process performance and product conformity.

4.5.3 Review Output

During these review meetings, management will identify appropriate actions to be taken regarding the following issues:

- Continuous Improvements
- Preventive Actions
- Corrective Actions

Responsibilities for required actions are assigned to members of the management review team. Any decisions made during the meeting, assigned actions, and their due dates are recorded in the Issue Log.

6. Resource Management

6.1 Provision of Resources

During planning and budgeting processes and as needed throughout the year, Management will determine and ensure that the appropriate resources are available to implement and maintain the quality management system, and continually improve its effectiveness and enhance customer satisfaction by meeting customer requirements.

6.2 Human Resources

6.2.1 General

To ensure competence of our personnel, an Organizational Chart (Appendix B) has been prepared identifying all Organizational functions in the Company required for each position that affects conformity to product requirements.

6.2.2 Competence, Awareness and Training

Qualifications are reviewed upon hire and only competent personnel are hired.

All employees are trained on the relevance and importance of their activities and how they contribute to the achievement of the quality objectives by the use of the Quality Management System, General Policies and Procedures, Quality Policies and Procedures and the full QMS pack.

5.3 Infrastructure

Betaways Innovation Systems Ltd provides the infrastructure necessary to achieve conformity to product requirements. During the budgeting and strategic planning processes; office space, equipment, workspace, and associated utilities are evaluated and provided. When new personnel are added, it is ensured that

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appropriate process equipment including hardware and software if required and supporting services such as telephones etc. are available based on need.

5.4 Work Environment

A safe work environment suitable for achieving product conformance is maintained. Requirements are determined during quality planning. The work environment is managed for continuing suitability. Data from the quality system is evaluated to determine if the work environment is sufficient for achieving product conformance, or if preventive or corrective action related to the work environment is required.

7. Measurement, Analysis and Improvement

7.1 General

As part of our quality system and our commitment to continuous improvement Betaways Innovation Systems Ltd has
planned and implemented the monitoring measurement analysis and improvement processes
needed to demonstrate conformity of the product to ensure conformity of the quality
management system and to maintain and continually improve the effectiveness of the quality
management system. This includes determination of applicable methods including statistical
techniques and the extent of their use with the intention of converting data to information and
presenting it in a suitable format for decision-making.

7.2 Customer Feedback Measurements

- A Feedback Form is given by attendees on the last day of the Training/Examination containing rating of Faculty Fulfilment of Course Objectives Study material, Service, Space and requesting additional comments/suggestions/successes from the course.
- One of the Directors reads the Feedback Form carefully looking for improvements/advancements in current practices as well as customer dissatisfactions.
- This Feedback Form is reviewed on a weekly basis at the Staff Meeting and any Customer gets handled appropriately.
    - Happy Students, not interested in continuing studies: monthly mailers for future courses.
    - Happy Students interested in continuing studies: get sent to the Registrar for further enlightenment and registration.
    - Dissatisfied students: gets sent to one of the Directors, the reason is found and handled appropriately.

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Appendix A: Document Management System

Dropbox

- Betaways Innovation Systems Ltd has chosen to use Dropbox (www.Dropbox.com) as its document management system to save and control all the "Controlled Documents"

Document Control

- info@Betaways-Innovations.com account will the responsible for the Dropbox maintenance and backups.

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- Read/write/Update and Delete privileges for the Document Management System are provided to accounts info@Betaways-Innovations.com
- Since the documents are maintained on Dropbox the backup facility provided by Dropbox is used to backup the files, documents are safe in Dropbox.
- History of all deleted and earlier versions of files will be saved in Document Management System's Old Documents folder in the server's hard drive and will be backed up regularly onto a separate drive for safety.

Appendix B: Organizational Chart

Division	Responsibilities
Division 1 – Communications and files	- Answering phones - Answering emails and communication from students - Maintaining life chat Comm100 - Statistics Collection and Analysis - VAL docs filing and safe keeping
Division 2 – Promotion	- Calling existing students and re-selling - Central Files keeping - online application - Joomla/Facebook Students Forums Regulation and Maintenance
Division 3 – Accounts	- Maintaining Accounts - Generating quotes - Invoicing and Statements - Collections - Slips filing and financial packs - Debtor files Maintenance - Disbursements - Payroll System Maintenance - Stock on Manuals and deliveries - ZRA handlings: VAT, PAYE, UIF - Weekly Financial Planning
Division 4 – Technical	- Allocating students accounts/tokens - Following up and tracking student's progress - Student's debugged and/or questions answered when needed

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	- Registering Students - Maintaining TRACKING grid in with token numbers, details, etc
Division 5 – Quality	- Check and make sure that students are prepared for the exams - Sending the PEOPLECERT link to students to prepare for the exams - Schedule and invigilate Prince2 exams - Issuing certificates - Collect successes and feedback from students - Forward the success and feedback form for handlings - Verify that students completed their courses with 85% and above
Division 6 – Public Information	- Maintaining the Website up to date - New promotion discounts - Bulk emails - Successes in the website and/or emailed out - Following up on leads - Handling commissions to re-sellers - Handling re-sellers