



27 March 2017

To Whom It May Concern

12th Floor, Metlife Centre  
Walter Sisulu Avenue  
Cape Town 8001  
South Africa

PO Box 6899  
Roggebaai  
8012  
Cape Town

+27 (0)21 421 7001  
www.turnerandtowntsend.com

### **Excell Consumables – ISO 9001:2015 Quality Management System**

Turner & Townsend herewith confirms the participation of Excell Consumables on the Turner & Townsend Quality Management Implementation Programme.

Excell Consumables is being mentored to achieve ISO 9001:2015 certification. ISO 9001:2015 specifies the requirements for an effective quality management system and EXcell Consumables will benefit from the system as ISO 9001:2015 will help ensure their customers consistently receive high quality products and services, which in turn brings many benefits, including satisfied customers, management, and employees.

The following documents and processes will be developed by Excell Consumables, under the guidance of Turner & Townsend.

- Quality Manual
- Quality Policy
- Quality Goals and Objectives
- Quality Risk Register
- Process Maps
  - Control of Documents and Records
  - Control of Nonconforming Products
  - Management of nonconformities and corrective actions
  - Monitoring customer satisfaction
  - Business Development/Sales
  - Human Resourcing & Training
  - Subcontractor and Supplier Management
  - Internal audit program
  - Management Review

Yours faithfully

Wanda Chunnett  
Director  
Turner & Townsend (Proprietary) Limited  
e: wchunnett@turntown.com

**Turner & Townsend is a level 1 BBBEE contributor**