



## Eskom Launch Sword Achiever Enterprise Wide Quality Management System, Ensuring Sustainable Quality Improvement

Sword Achiever are proud to announce that their Governance, Risk and Compliance (GRC) solution has been specified, evaluated, tested and approved for implementation across the Eskom Group as their mandatory Quality Management Application.

Eskom generates approximately 95% of electricity used in South Africa and approximately 45% used in Africa with additional power stations and major power lines being built to meet rising electricity demand in South Africa. Eskom generates, transmits and distributes electricity to industrial, mining, commercial, agricultural and residential customers and redistributors.

Eskom realise the importance of sustained improvement through the application of a single integrated framework that advances the management of controls and the control environment across the whole organisation. As part of this, visibility, transparency and accountability are all of paramount importance, none more so than ensuring the continuous improvement of quality and continuity of supply. With this in mind, Eskom searched for a solution that would cover multiple areas of control within a single solution.

Following a thorough assessment of existing applications, Sword Achiever was selected with a number of key features setting the solution apart from alternatives including, ease of configuration, off-line availability, utilisation via remote devices, openness to external parties and functional richness.

The predominant use of the application will be to:

- Perform and manage quality operational activities in projects, both locally and worldwide, during inspections
- Automate key QMS operational activities across the division



***“As a best of breed application that fits with our approved Quality Management strategy, Sword Achiever has been selected as the mandatory Quality Management application across the Group, allowing us to automate and control key operational QMS activities locally and worldwide.”***

Sipho Tjabadi  
General Manager  
Eskom

The system will be integrated into the existing application landscape and rolled out across Eskom's active projects, along with those that are currently in the development stages, with specific timelines set for each.

Deborah Young, Business Unit Director for Sword Achiever, commented "We are delighted that Eskom have decided to utilise the full power of the Sword Achiever solution as they continue to improve the management of controls and the control environment across the Group to ensure sustained growth. Eskom are renowned as a market leader in the Utilities industry and their addition highlights Sword Achiever's position as a world class provider of GRC products and services. We look forward to working with Eskom to ensure that they gain the greatest value from our solution moving forward."

#### **About Sword Achiever**

Our strength is in providing tools and frameworks that enable our customers to control their multiple compliance and audit obligations while at the same time protecting their reputations by mitigating internal and external risks, improving their quality and performance of operations and helping to deliver sustained growth.

Our integrated modular solution increases our customers' visibility and control over their risk and compliance processes and enables them to meet their quality objectives including:

- Promoting quality improvement while reducing costs and risks throughout the organisation
- Incorporating all stakeholders into the quality system (employees, suppliers, auditors)
- Setting up and maintaining control and document procedures
- Identifying non-conformances and implementing corrective actions
- Monitoring performance through scorecards and dashboards

For additional information please visit [www.sword-achiever.com](http://www.sword-achiever.com) or call or 0208 232 2555

The logo for Sword Achiever features the word "SWORD" in a large, bold, blue, italicized sans-serif font. A thick yellow horizontal line is positioned directly beneath "SWORD". Below this line, the word "ACHIEVER" is written in a smaller, blue, all-caps sans-serif font.

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