

04

An Obsession  
with Quality  
Systems.

TSEBO



# An Obsession with Quality Systems.

Our global standards across operational procedures and management enable us to deliver the highest quality services and provide clients with absolute assurance.

Consistent quality is the result of knowing what is good, measuring against that standard, and then closing the gaps to establish an even higher level of quality.

## WE UNDERSTAND QUALITY IN ALL ITS FORMS

### QUALITY MANAGEMENT

#### STANDARDS

We continuously audit our entire value chain to deliver optimal quality from "farm-to-fork."



#### MONITORING

Independent internal quality control teams

External quality assessments by industry auditing leaders

Scientific analysis

Real-time information and data

#### CONTROL

Strict process methodology to regulate operations

Quality management at the heart of individual performance management

Almost **50 YEARS** of international experience in operational delivery

#### PRECISION

Where accuracy and care are integral to everything



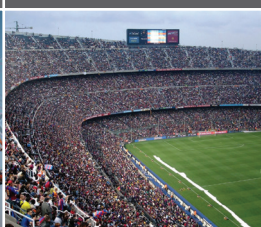
Government



Leisure



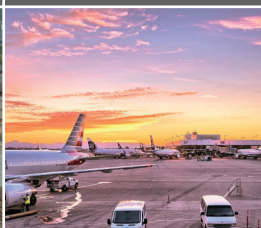
Theme Parks



Global Sports Events



Volatile Areas



Airports



Largest PP Hospital in Africa



Data Centres

#### SCALE

Where drops in efficiency have massive implications



**Power Station:**  
20,000 meals served every day



**Mining:**  
3 days drive from established infrastructure

We measure ourselves against our clients' metrics



**Large Vehicle Plant:**  
Tailor-made processes to feed 10,00 employees and get them back on the line in 20 minutes



**Mining:**  
We run an entire town in the middle of the desert

#### EXPECTATION

Where anything less than 100% = disaster



Law Firms



Embassies



Casinos



Investment Banks



High-End Estates



### CLIENT BENEFITS

#### OUTPUT BASED MEASUREMENT



Quality is as diverse as the business you're in – we measure quality on what matters to our clients.

**On-site management** is backed up by our **quality audit teams** and **training**



Behind every employee is an army

#### DIVERSITY AND DEPTH OF EXPERIENCE



We have worked in all industries.

#### CERTIFICATIONS THAT MATTER

ISO 9001: 2015

ISO 14001: 2015  
ENVIRONMENTAL  
MANAGEMENT

ISO 22000:2005  
FOOD SAFETY  
MANAGEMENT

OHSAS 18001: 2007  
OCCUPATIONAL  
HEALTH & SAFETY

HACCP: HAZARD  
ANALYSIS & CRITICAL  
CONTROL POINTS

WHAT'S IMPORTANT TO YOU

IS IMPORTANT TO US

TRUST