



ABESA's Quality Assurance System

ABESA subscribes to a system of continuous quality monitoring, quality is embedded in all areas of our operation. The Mission statement alludes to the importance of quality and together with the vision of the organisation is the guiding force of all engagements of the organisation.

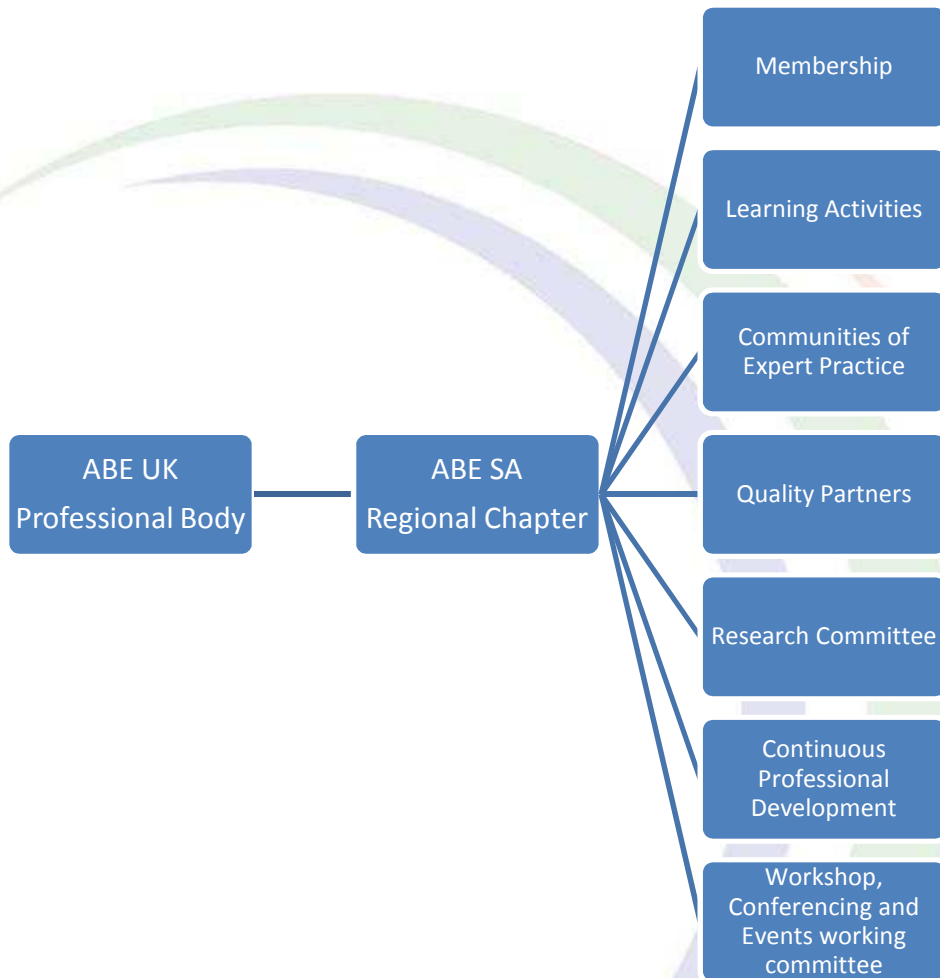
All staff and members of ABESA are responsible for the quality of the organisation and in turn have a commitment to the profession of management.

At ABE we subscribe to internal and external quality assurance processes as follows;

Internal Quality Assurance which includes the management of all organisational activities and administration, support services and networking, resources and facilities, research, financial and marketing activities as well as integrity in assessment and related activities (including recognition of prior learning) as well as the organisation and constitution of the professional body. With a focus on internal customer service and excellence the drive within the organisation is internal quality, which, leads to external excellence, unbeatable service delivery and professionalism.

External Quality Assurance takes cognisance of the external drivers of ABE such as Industry Boards, SETA and other quality requirements such as Umalusi and the Council for Higher Education and related quality expectations, with appropriate sensitivity to the South African regulatory environment.

The following diagrammatic representation outlines the involvement of a holistic approach to the professional body with important underpinning principles of quality and adherence to a high standard of delivery to stakeholders.



At ABE quality is not considered to be a standalone exercise, rather it is a function which is incorporated into all normal daily activities of the operation.