

GHANA EXPORT QUALITY MANAGEMENT SYSTEMS PROJECT

EVALUATION REPORT FOR THE SELECTION OF 30 SMES FOR QUALITY TRAINING

PREAMBLE

In accordance with the Terms of Reference for the Ghana Export Quality Management Systems Project, it is important that thirty (30) SMEs out of a total of 50 are selected and trained in Export Quality Management including QMS and ISO 9001. At the end of the training, fifteen (15) SMEs out of the selected 30 SMEs will receive certification support towards obtaining ISO 9001:2015 Certification.

The essence of this exercise is that, the trained SME professionals will assist their respective management teams to understand and adopt Quality Management Systems aligned with the requirement and certification of ISO 9001:2015, within their operations.

Undoubtedly, consistent Quality improvements achieved (with ISO 9001:2015 Certification) in SME operations and products, exports will conform to international standards.

The result: SMEs will improve their competitiveness in regional and International markets to facilitate trade. Customers in these markets will continually be assured of better products, safe and healthy for consumption. Satisfied customers mean repeat sales and revenues for exporting SMEs.

In the final analysis, Ghana's unfavorable trade balances will be improved.

METHODOLOGY FOR THE SELECTION OF THE SMES

Questionnaire and interview technique was used to collect information from SMEs bothering on their commitment to implement ISO 9001: 2015. For fourteen (14) consecutive days after the Sensitization Seminar, the CLSCE team interviewed all participants at the Seminar, individually through phone calls to determine each organization's commitment to go through the Quality Management Systems Programme. SMEs were evaluated and recommended for selection on the following criteria:

i. High Leadership Commitment

For an organization to integrate and align its processes to a Quality Management System like ISO 9001:2015, leadership of the organization must give its full approval for the commencement of the whole process. From the planning to the resourcing of the organization for ISO 9001 processes, leadership must be involved.

High leadership commitment was therefore considered as one of the key elements to evaluate an organization's preparedness towards adopting Quality Management Systems in its operations and supply chain systems. Thus, if an organization's leadership was not interested in implementing the requirement of ISO 9001, the evaluation team considered that as a general disinterest in the former's participation in the training programme.

ii. Customer Demand for QMS/ISO 9001 Certification

Another important criterion considered for the evaluation and selection was the SMEs' Customer demand for a QMS/Certification. A company whose regional and international customers wanted her to go through ISO 9001 Certification for their supplies scored more points during the evaluation, compared to one which had not received such a request.

iii. Human Resource and Time Availability

SMEs should have enough human resources and time to go through the Quality Management Systems programme. If say a company had a lot of staff and leadership thought none of the personnel would be available to join the training programme because they were all busy, the evaluation went against such an institution and vice versa.

iv. Financial Commitment

From the Gap Analysis, Assessment to Auditing processes, until the final Certification stage, an organization which desires to be ISO 9001:2015 certified must be prepared to pay for all the relevant costs in the chain. In Africa, the cost of Gap Analysis, Assessment and Auditing services ranges between \$6,000 and \$8,000.

The CLSCE believes that charging participating SMEs anything close to below for similar services was crucial for the sustainability of the programme. The Entry and Commitment fee for this project is as follows:

- An organization with 1-10 personnel = \$750
- An organization with 1-20 personnel = \$1,000
- An organization with 20 and above personnel = \$1,500

The Centre's low charges were considered right for the participating SMEs because, after the programme, they still needed an extra \$4,000 to \$5,000 to obtain the ISO 9001 certificate from the Certification bodies. As part of the evaluation criteria, SMEs which could not afford the CLSCE's Entry & Commitment fee above, were considered strong enough to participate in the training programme. The simple reason was that if they could not afford the entry and commitment fee, those SMEs would not be able to continue with the programme because of the lack of funds to secure their ISO certification from the Certification bodies.

The CLSCE therefore did not mark any SME which could not afford the Entry and Commitment fee, because the Centre:

- wants the EQMS programme to run for a long period to benefit more SMEs and Ghana as a whole.
- believes that the average European taxpayer's contribution to the programme must not go waste, simply because selected SMEs might be unable to continue with the programme to obtain ISO 9001 Certification.
- will put all proceeds realized from the charges in a fund to promote the Quality Concept and Business Excellence in Ghana

v. Regional and International Business Presence

SMEs which had a regional and international business presence gained a mark for the evaluation and selection process.

vi. Right Administrative Structure

Without the right administrative structure in place, SMEs will find it difficult to adopt and implement QMS/Certification. The evaluation team recommended for selection, those SMEs which had the right administrative structures to implement ISO 9001:2015.

THE EVALUATION PROCEDURE

After the collation of all the information from the Questionnaires and Interviews, the Evaluation team of the CLSCE prepared for the evaluation and selection of all the SMEs who attended the Sensitization Seminar.

MARKS AWARDED

Marks were awarded for each criteria selected. If SMEs met a particular criterion, full marks were awarded to it, and vice versa. At the end of the process, the total of SME marks scored determines the selection of that SME or otherwise to participate in the November 23-27, 2015 training programme for Quality Managers. Each SME should score at least 50% or more points to be considered for selection to join the programme.

The following is the evaluation mark per criterion set before the start of the evaluation process.

NO	EVALUATION CRITERIA	MARK PER CRITERIA
1	Leadership Commitment	30
2	Customer Demand for QMS/Certification	15
3	Human & Time Resource Availability	15
4	Financial Commitment	15
5	Regional & International Business Presence	15
6	Right Administrative Structure	10
	TOTAL	100%

THE EVALUATION

Below is the evaluation and how SMEs were selected for the EQMS training programme for Quality Managers slated for November 23-27, 2015, at the Ramada Resort, Nungua, Accra:

1. CHOCHO INDUSTRIES LTD

When the management team of Chocho Industries Ltd was contacted on their commitment to adopting Quality Management Systems in their operations, the team stated that:

- ✓ Leadership commitment to implement ISO 9001:2015 was very high
- ✓ The company's customers had demanded that they obtain ISO 9001 Certification for their products
- ✓ Human & Time Resource Availability was not a problem for the company
- ✓ For their Financial Commitment, the company was adequately resourced to start and complete the ISO 9001:2015 Certification process
- ✓ The company had a strong Regional Business Presence and hoped to enter potential international markets in the future.
- ✓ Chocho Industries Ltd has the requisite administrative structure to undertake the Export Quality Management Systems programme.

TOTAL EVALUATION MARKS FOR CHOCHO INDUSTRIES LTD.

NO	EVALUATION CRITERIA	MARK PER CRITERIA
1	Leadership Commitment	30
2	Customer Demand for QMS/Certification	15
3	Human & Time Resource Availability	15
4	Financial Commitment	15
5	Regional Business Presence	10
6	Right Administrative Structure	10
	TOTAL	95%

2. NAT & SONS PHARMACY

Nat & Sons Pharmacy revealed that:

- ✓ Leadership commitment to implement ISO 9001:2015 was very high

- ✓ Although the company did not have regional and international customers yet, management wanted to be proactive and obtain ISO 9001 Certification for their products
- ✓ Human & Time Resource Availability was not a problem for the company
- ✓ For their Financial Commitment, the company was adequately resourced to start and complete the ISO 9001:2015 Certification process
- ✓ The company did not have a Regional or International Business Presence yet but hoped to enter potential markets in the future.
- ✓ Nat & Sons Pharmacy has the requisite administrative structure to undertake the Export Quality Management Systems programme.

TOTAL EVALUATION MARKS FOR NAT & SONS PHARMACEUTICALS LTD.

NO	EVALUATION CRITERIA	MARK PER CRITERIA
1	Leadership Commitment	30
2	Customer Demand for QMS/Certification	-
3	Human & Time Resource Availability	15
4	Financial Commitment	10
5	Regional & International Business Presence	-
6	Right Administrative Structure	10
TOTAL		65%

3. M & G PHARMACEUTICALS LTD

The summary responses from M& G Pharmaceuticals:

- ✓ Leadership was very committed to adopting ISO 9001:2015
- ✓ The company's regional customers had not demanded M&G Pharmaceuticals to secure ISO 9001 Certification for their products. However, management believed that the global business situation was changing due to intense competition. ISO 9001:2015 would increase their competitiveness in the regional and international markets.
- ✓ Human & Time Resource Availability was not a challenge for the company
- ✓ For their Financial Commitment, the company was adequately resourced to start and complete the ISO 9001:2015 Certification process
- ✓ The company had a strong Regional Business Presence and hoped to enter potential international markets in the future.

- ✓ M&G Pharmaceuticals Ltd has the requisite administrative structure to undertake the Export Quality Management Systems programme.

TOTAL EVALUATION MARKS FOR M&G PHARMACEUTICALS LTD.

NO	EVALUATION CRITERIA	MARK PER CRITERIA
1	Leadership Commitment	30
2	Customer Demand for QMS/Certification	-
3	Human & Time Resource Availability	15
4	Financial Commitment	10
5	Regional Business Presence	10
6	Right Administrative Structure	10
	TOTAL	75%

4. ANSAHDYS CO. LTD

Response from Ansahdys Co. Ltd:

- ✓ Leadership commitment to implement ISO 9001:2015 was very high
- ✓ The company's customers had not yet demanded that they obtain ISO 9001 Certification for their products.
- ✓ Human & Time Resource Availability was not a problem for the company
- ✓ For their Financial Commitment, the company was adequately resourced to start and complete the ISO 9001:2015 Certification process
- ✓ The company have a strong Regional and/or International Business Presence yet and hoped to enter potential international markets in the future.
- ✓ Ansahdys Co. Ltd has the requisite administrative structure to undertake the Export Quality Management Systems programme.

TOTAL EVALUATION MARKS FOR ANSAHDYS CO. LTD.

NO	EVALUATION CRITERIA	MARK PER CRITERIA
1	Leadership Commitment	30
2	Customer Demand for QMS/Certification	20
3	Human & Time Resource Availability	15
4	Financial Commitment	10
5	Regional & International Business Presence	10
6	Right Administrative Structure	10
	TOTAL	95%

5. BLUE SKIES CO. LTD

Blue Skies Co. Ltd was convinced that its distribution system needed to be managed with a QMS Certification. Management said that:

- ✓ Leadership commitment to implement ISO 9001:2015 was very high
- ✓ The company's customers had demanded that Blue Skies obtain ISO 9001 Certification for their distribution system
- ✓ Human & Time Resource Availability was not an issue for the company
- ✓ For their Financial Commitment, the company was adequately resourced to start and complete the ISO 9001:2015 Certification process
- ✓ The company did not have a Regional and International Business Presence yet.
- ✓ Blue Skies Ltd has the requisite administrative structure to undertake the Export Quality Management Systems programme.

TOTAL EVALUATION MARKS FOR BLUE SKIES CO. LTD

NO	EVALUATION CRITERIA	MARK PER CRITERIA
1	Leadership Commitment	30
2	Customer Demand for QMS/Certification	15
3	Human & Time Resource Availability	15
4	Financial Commitment	15
5	Regional & International Business Presence	-
6	Right Administrative Structure	10
	TOTAL	85%

6. SAMATRO CO. LTD

When the management team of Samatro Co. Ltd was contacted on their commitment to adopting Quality Management Systems in their operations, the team stated that:

- ✓ Leadership commitment to implement ISO 9001:2015 was very high
- ✓ The company's customers had demanded that they obtain ISO 9001 Certification for their products
- ✓ Human & Time Resource Availability was easy for the company
- ✓ For their Financial Commitment, the company was adequately resourced to start and complete the ISO 9001:2015 Certification process

- ✓ The company did not have a strong Regional or International Business Presence yet, and hoped to enter such markets in the future.
- ✓ Samatro Co. Ltd has the requisite administrative structure to undertake the Export Quality Management Systems programme.

TOTAL EVALUATION MARKS FOR SAMATRO CO. LTD

NO	EVALUATION CRITERIA	MARK PER CRITERIA
1	Leadership Commitment	30
2	Customer Demand for QMS/Certification	15
3	Human & Time Resource Availability	15
4	Financial Commitment	10
5	Regional Business Presence	-
6	Right Administrative Structure	10
	TOTAL	80%

7. AGILITY INTERNATIONAL LTD

Agility International (Gh) Ltd attended the Sensitization Seminar on the 8th of October, 2015. However, management informed CLSCE that the company was in the process of obtaining ISO 9001 certification from her parent company in Dubai. The response from the company ended their evaluation process and selection to participate in the November training programme.

8. TRADE WINDS CHEMISTS LTD

Trade Winds Chemists Ltd specialized in exporting plant medicines. The management team was contacted on their commitment to adopting Quality Management Systems in their operations, the team stated that:

- ✓ Leadership commitment to implement ISO 9001:2015 was very high
- ✓ The company's customers had demanded that they obtain ISO 9001 Certification for their products
- ✓ Human & Time Resource Availability was not a problem for the company
- ✓ For their Financial Commitment, the company was adequately resourced to start and complete the ISO 9001:2015 Certification process

- ✓ The company did not have a strong Regional Business Presence and hoped to enter potential international markets in the future.
- ✓ Trade Winds Chemists Ltd has the requisite administrative structure to undertake the Export Quality Management Systems programme.

TOTAL EVALUATION MARKS FOR TRADE WINDS CHEMISTS LTD.

NO	EVALUATION CRITERIA	MARK PER CRITERIA
1	Leadership Commitment	30
2	Customer Demand for QMS/Certification	15
3	Human & Time Resource Availability	15
4	Financial Commitment	10
5	Regional Business Presence	-
6	Right Administrative Structure	10
TOTAL		80%

9. B. B. MOTORS

B.B. Motors says:

- ✓ Leadership commitment to implement ISO 9001:2015 was very high
- ✓ The company's customers had demanded that they obtain ISO 9001 Certification for their services
- ✓ Human & Time Resource Availability was not a challenge for the company
- ✓ For their Financial Commitment, the company was adequately resourced to start and complete the ISO 9001:2015 Certification process
- ✓ The company did not have either a Regional or International Business Presence and hoped to enter potential markets in the future.
- ✓ B.B. Motors Ltd has the requisite administrative structure to undertake the Export Quality Management Systems programme.

TOTAL EVALUATION MARKS FOR B. B. MOTORS LTD.

NO	EVALUATION CRITERIA	MARK PER CRITERIA
1	Leadership Commitment	30
2	Customer Demand for QMS/Certification	15
3	Human & Time Resource Availability	15
4	Financial Commitment	10
5	Regional Business Presence	-

6	Right Administrative Structure	10
	TOTAL	80%

10. ADENT LTD

The management of Adent Ltd indicated that currently, the company preferred having ISO 18000 to 9001. The answer from management ended their evaluation and selection process.

11. FORESIGHT ECO FRIENDLY LTD

Foresight Eco Friendly Ltd export plant medicines. The management team was contacted on their commitment to adopting Quality Management Systems in their operations, the team stated that:

- ✓ Leadership commitment to implement ISO 9001:2015 was very high
- ✓ The company's customers had demanded that they obtain ISO 9001 Certification for their products
- ✓ Human & Time Resource Availability was not a problem for the company
- ✓ For their Financial Commitment, the company was adequately resourced to start and complete the ISO 9001:2015 Certification process
- ✓ The company did not have a strong Regional Business Presence and hoped to enter potential international markets in the future.
- ✓ Foresight Eco Friendly Ltd has the requisite administrative structure to undertake the Export Quality Management Systems programme.

TOTAL EVALUATION MARKS FOR FORESIGHT ECO FRIENDLY LTD.

NO	EVALUATION CRITERIA	MARK PER CRITERIA
1	Leadership Commitment	30
2	Customer Demand for QMS/Certification	15
3	Human & Time Resource Availability	15
4	Financial Commitment	10
5	Regional Business Presence	-
6	Right Administrative Structure	10
	TOTAL	80%

12. ISTINA PHARMACY

Istina Pharmacy has not yet decided.

13. MODERN WORLD LOGISTICS LTD

Clear indications from the leadership of Modern World Logistics Ltd were:

- ✓ Leadership commitment to implement ISO 9001:2015 was very high
- ✓ The company's customers had demanded they obtain ISO 9001 Certification for their products
- ✓ Human & Time Resource Availability was no challenge for the company
- ✓ For their Financial Commitment, the company was adequately resourced to start and complete the ISO 9001:2015 Certification process
- ✓ The company had a strong Regional and International Business Presence and hoped to enter other markets in the future.
- ✓ Modern World Logistics Ltd has the requisite administrative structure to undertake the Export Quality Management Systems programme.

TOTAL EVALUATION MARKS FOR MODERN WORLD LOGISTICS LTD.

NO	EVALUATION CRITERIA	MARK PER CRITERIA
1	Leadership Commitment	30
2	Customer Demand for QMS/Certification	15
3	Human & Time Resource Availability	15
4	Financial Commitment	15
5	Regional & International Business Presence	10
6	Right Administrative Structure	10
	TOTAL	95%

14. JIMP CO. LTD

Jimp Co. Ltd wanted to grow the company's current administrative structure through better management systems. The managing director was convinced that they would contact the CLSCE in future when the company was ready to adopt Quality Management Systems. The response ended their evaluation process and subsequent selection to the training programme in November.

15. CONSOLIDATED SHIPPING LTD

Upon interacting with the management team of Consolidated Shipping Ltd on commitment to adopting Quality Management Systems in their operations, we were informed that they have already started with the QMS and interested in the QMS training. The team stated that:

- ✓ Leadership commitment to implement ISO 9001:2015 was very high
- ✓ The company's regional customers had demanded that they obtain ISO 9001 Certification for their products
- ✓ Human & Time Resource Availability was not a problem to the company
- ✓ For their Financial Commitment, the company was adequately resourced to start and complete ISO 9001 Certification process
- ✓ The company had a strong and International Business Presence
- ✓ Consolidated Shipping Ltd has the requisite administrative structure to undertake the Export Quality Management Systems programme.

TOTAL EVALUATION MARKS FOR CONSOLIDATED SHIPPING LTD.

NO	EVALUATION CRITERIA	MARK PER CRITERIA
1	Leadership Commitment	30
2	Customer Demand for QMS/Certification	15
3	Human & Time Resource Availability	15
4	Financial Commitment	15
5	International & Regional Business Presence	15
6	Right Administrative Structure	10
	TOTAL	100%

16. O. H. COSTUMES

O.H. Costumes wanted to grow through better management systems. The managing director was convinced that they would contact the CLSCE in future when the company was ready to adopt Quality Management Systems. The response ended their evaluation process and subsequent selection to the training programme in November.

17. T. M. GLOBAL LOGISTICS LTD

Revelations from the leadership of T. M. Global Logistics Ltd were:

- ✓ Leadership commitment to implement ISO 9001:2015 was very high
- ✓ The company's customers had demanded they obtain ISO 9001 Certification for their products
- ✓ Human & Time Resource Availability was no challenge for the company
- ✓ For their Financial Commitment, the company was adequately resourced to start and complete the ISO 9001:2015 Certification process
- ✓ The company did not have a strong Regional and International Business Presence and hoped to enter other markets in the future.
- ✓ T.M. Global Logistics Ltd has the requisite administrative structure to undertake the Export Quality Management Systems programme.

TOTAL EVALUATION MARKS FOR T.M. GLOBAL LOGISTICS LTD

NO	EVALUATION CRITERIA	MARK PER CRITERIA
1	Leadership Commitment	30
2	Customer Demand for QMS/Certification	10
3	Human & Time Resource Availability	15
4	Financial Commitment	10
5	Regional & International Business Presence	-
6	Right Administrative Structure	10
TOTAL		75%

18. FOUNTAIN LIFE FOODS LTD

Being a Food Exporter, the managing director of Fountain Life Foods informed CLSCE officials that the company would be more interested in participating in the food project.

19. ALAJOY CO LTD

Response from the Chief Executive Officer of Alajoy Co. Ltd summed up as:

- ✓ Leadership was ready to adopt ISO 9001:2015 principles
- ✓ The company's customers had not yet demanded that Alajoy Co. obtain ISO 9001 Certification for their products
- ✓ Human & Time Resource Availability was not a challenge the company
- ✓ Alajoy Co. Ltd was adequately resourced to start and complete the ISO 9001:2015 Certification process
- ✓ The company neither had a strong Regional nor International Business Presence but hoped to enter potential markets in the future.
- ✓ Alajoy Co. Ltd has the requisite administrative structure to undertake the Export Quality Management Systems programme.

TOTAL EVALUATION MARKS FOR ALAJOY CO. LTD

NO	EVALUATION CRITERIA	MARK PER CRITERIA
1	Leadership Commitment	30
2	Customer Demand for QMS/Certification	-
3	Human & Time Resource Availability	15
4	Financial Commitment	10
5	Regional & International Business Presence	-
6	Right Administrative Structure	10
	TOTAL	65%

20. ADDYMAN'S LTD

Addymans Ltd wanted to improve the company's current administrative structure to better management systems in future. The management indicated that they would contact the CLSCE in future when the company was ready to adopt Quality Management Systems. The response ended their evaluation process and subsequent selection to the training programme in November.

21. UT LOGISTICS

The leadership of UT Logistics was of the conviction that:

- ✓ Leadership's readiness to implement ISO 9001:2015 was very high
- ✓ The company's customers had demanded that UT Logistics required ISO 9001 Certification for their services
- ✓ Human & Time Resource Availability was no issue for the company
- ✓ For their Financial Commitment, the company was adequately resourced to start and complete the ISO 9001:2015 Certification process
- ✓ The company had a strong Regional and International Business Presence and hoped to enter potential international markets in the future.
- ✓ UT Logistics has the requisite administrative structure to participate in the Export Quality Management Systems training programme.

TOTAL EVALUATION MARKS FOR UT LOGISTICS

NO	EVALUATION CRITERIA	MARK PER CRITERIA
1	Leadership Commitment	30
2	Customer Demand for QMS/Certification	15
3	Human & Time Resource Availability	15
4	Financial Commitment	15
5	International & Regional Business Presence	15
6	Right Administrative Structure	10
	TOTAL	100%

22. ALLADSHAMS LTD

At the time of evaluation, the management of Alladshams Ltd had still not taken a decision on whether to participate in the programme or not.

23. GHANA PORTS & HARBORS AUTHORITY

Information gathered by the CLSCE was that the Ghana Ports & Harbors Authority (Takoradi) was on the verge of securing an ISO 9001: 2015 Certification for its services.

24. ONUA-DO ALUMININIUM

Upon interaction with leadership of Onua-Do Aluminium, it was revealed that:

- ✓ Leadership commitment to implement ISO 9001:2015 was very high
- ✓ The company's customers had not demanded that they obtain ISO 9001 Certification for their products
- ✓ Human & Time Resource Availability was not a problem to the company
- ✓ For their Financial Commitment, the company was adequately resourced to start and complete the ISO 9001:2015 Certification process
- ✓ The company neither had a strong Regional nor International Business Presence but hoped to enter such markets in the future.
- ✓ Onua-Do Aluminium has the requisite administrative structure to undertake the Export Quality Management Systems programme.

TOTAL EVALUATION MARKS FOR ONUA-DO ALUMINIUM.

NO	EVALUATION CRITERIA	MARK PER CRITERIA
1	Leadership Commitment	30
2	Customer Demand for QMS/Certification	-
3	Human & Time Resource Availability	15
4	Financial Commitment	10
5	Regional Business Presence	-
6	Right Administrative Structure	10
	TOTAL	65%

25. PABBS GLOBAL LTD

The management of Pabbs Global considered that:

- ✓ Leadership's commitment to implement ISO 9001:2015 was high
- ✓ The company's had demanded that Pabbs Global required ISO 9001 Certification for their services
- ✓ Human & Time Resource Availability was not a problem for the company
- ✓ The company was adequately resourced to start and complete the ISO 9001:2015 Certification process
- ✓ The company had a strong Regional and International Business Presence and hoped to enter other markets in the future.
- ✓ Pabbs Global has the requisite administrative structure to participate in the Export Quality Management Systems training programme.

TOTAL EVALUATION MARKS FOR PABBS GLOBAL

NO	EVALUATION CRITERIA	MARK PER CRITERIA
1	Leadership Commitment	30
2	Customer Demand for QMS/Certification	15
3	Human & Time Resource Availability	15
4	Financial Commitment	15
5	International & Regional Business Presence	-
6	Right Administrative Structure	10
	TOTAL	85%

26. FAGGIO LTD

Faggio Ltd is an importer to Ghana. Management hoped that in future it will consider ISO Certification for the company's operations in future.

27. PROSDO ALUMINUM LTD

Response for the leadership of Prosdo Aluminum Ltd was:

- ✓ Leadership commitment to implement ISO 9001:2015 was high

- ✓ The company's customers had not yet demanded that they obtain ISO 9001 Certification for their products
- ✓ Human & Time Resource Availability was not a problem to the company
- ✓ For their Financial Commitment, the company was adequately resourced to start and complete the ISO 9001:2015 Certification process
- ✓ The company had a strong Regional Business Presence and hoped to enter potential international markets in the future.
- ✓ Prosdo Aluminum Ltd has the requisite administrative structure to undertake the Export Quality Management Systems programme.

TOTAL EVALUATION MARKS FOR PROSDO ALUMINUM LTD.

NO	EVALUATION CRITERIA	MARK PER CRITERIA
1	Leadership Commitment	30
2	Customer Demand for QMS/Certification	-
3	Human & Time Resource Availability	15
4	Financial Commitment	10
5	Regional Business Presence	10
6	Right Administrative Structure	10
	TOTAL	75%

28. DOF ALUMINUM LTD

Response from the answered Questionnaire and interview with DOF Aluminum:

- ✓ Leadership commitment to implement ISO 9001:2015 was very high
- ✓ The company's customers had not yet demanded that it obtain ISO 9001 Certification for its products
- ✓ Human & Time Resource Availability was not a problem to the company
- ✓ For their Financial Commitment, the company was adequately resourced to start and complete the ISO 9001:2015 Certification process
- ✓ The company neither had a Regional nor International Business Presence but hoped to enter such markets in the future.
- ✓ DOF Aluminum Ltd has the requisite administrative structure to undertake the Export Quality Management Systems programme.

TOTAL EVALUATION MARKS FOR DOF ALUMINUM LTD.

NO	EVALUATION CRITERIA	MARK PER CRITERIA
1	Leadership Commitment	30
2	Customer Demand for QMS/Certification	-
3	Human & Time Resource Availability	15
4	Financial Commitment	10
5	Regional Business Presence	-
6	Right Administrative Structure	10
	TOTAL	65%

29. FERBIEKUUJIE LTD

At the time of evaluation, the management of Ferbiekuujie Ltd had still not taken a decision on whether to participate in the programme or not.

30. BLESSED CHILD FOODS

Management preferred to wait and participate in the food project.

31. SUPER SHIPPING LTD

The Leadership Super Shipping Ltd was interested in the ISO 9001:2015 training for now but not the certification.

32. MCDAN SHIPPING CO. LTD

The leadership of McDan Shipping Co. Ltd was convinced that:

- ✓ Leadership's commitment to implement ISO 9001:2015 was very high
- ✓ The company's customers had demanded that UT Logistics required ISO 9001 Certification for their services
- ✓ Human & Time Resource Availability was no issue for the company
- ✓ For their Financial Commitment, the company was adequately resourced to start and complete the ISO 9001:2015 Certification process

- ✓ The company had a strong Regional and International Business Presence and hoped to enter potential international markets in the future.
- ✓ McDan Shipping Co. Ltd has the requisite administrative structure to participate in the Export Quality Management Systems training programme.

TOTAL EVALUATION MARKS FOR MCDAN SHIPPING CO. LTD

NO	EVALUATION CRITERIA	MARK PER CRITERIA
1	Leadership Commitment	30
2	Customer Demand for QMS/Certification	15
3	Human & Time Resource Availability	15
4	Financial Commitment	15
5	International & Regional Business Presence	15
6	Right Administrative Structure	10
TOTAL		100%

33. MIKLOG AFRICANA CENTER

Miklog Africana Center's Questionnaire and Interview response was as follows:

- ✓ Leadership commitment to implement ISO 9001:2015 was very high
- ✓ The company's regional customers had demanded that they obtain ISO 9001 Certification for their products
- ✓ Human & Time Resource Availability was not a problem to the company
- ✓ For their Financial Commitment, the company was adequately resourced to start and complete the ISO 9001:2015 Certification process
- ✓ The company had a strong Regional Business Presence and hoped to enter potential international markets in the future.
- ✓ Miklog African Center has the requisite administrative structure to undertake the Export Quality Management Systems programme.

TOTAL EVALUATION MARKS FOR MIKLOG AFRICANA CENTER

NO	EVALUATION CRITERIA	MARK PER CRITERIA
1	Leadership Commitment	30
2	Customer Demand for QMS/Certification	15
3	Human & Time Resource Availability	15
4	Financial Commitment	10
5	Regional Business Presence	10
6	Right Administrative Structure	10
TOTAL		90%

34. IBRAHIM TRANSPORT AND TRAVELS LTD

Ibrahim Transport and Travels wanted to improve the company's current administrative structure to better management systems in future. The management indicated that they would contact the CLSCE in future when the company was ready to adopt Quality Management Systems. The response ended their evaluation process and subsequent selection to the training programme in November.

35. ASARE FARMS LTD

Asare Farms Ltd is a plant medicine exporter. Management response in their participating in the QMS training:

- ✓ Leadership commitment to implement ISO 9001:2015 was very high
- ✓ The company's customers had not yet demanded that Asare Farms obtain ISO 9001 Certification for their products
- ✓ Human & Time Resource Availability was not a problem for the company
- ✓ The company was adequately resourced to start and complete the ISO 9001:2015 Certification process
- ✓ The company has a Regional and International Business Presence
- ✓ Asare Farms Ltd has the requisite administrative structure to undertake the Export Quality Management Systems programme.

TOTAL EVALUATION MARKS FOR ASARE FARMS LTD.

NO	EVALUATION CRITERIA	MARK PER CRITERIA
1	Leadership Commitment	30
2	Customer Demand for QMS/Certification	-
3	Human & Time Resource Availability	15
4	Financial Commitment	10
5	Regional & International Business Presence	15
6	Right Administrative Structure	10
TOTAL		80%

36. QUARCOO INITIATIVES

Management preferred the food project to the current programme

37. PABEA PHARMACEUTICALS LTD

The management team at Pabea revealed that:

- ✓ Leadership desire to implement ISO 9001:2015 was huge
- ✓ The company's customers had demanded ISO 9001 Certification for their products
- ✓ Human & Time Resource Availability was no challenge for the company
- ✓ For their Financial Commitment, the company was adequately resourced to start and complete the ISO 9001:2015 Certification process
- ✓ The company did not have a strong Regional Business Presence and hoped to enter other markets in the future.
- ✓ Pabea Pharmaceutical Ltd has the requisite administrative structure to undertake the Export Quality Management Systems programme.

TOTAL EVALUATION MARKS FOR PABEA PHARMACEUTICALS LTD

NO	EVALUATION CRITERIA	MARK PER CRITERIA
1	Leadership Commitment	30
2	Customer Demand for QMS/Certification	-
3	Human & Time Resource Availability	15
4	Financial Commitment	15
5	Regional Business Presence	-
6	Right Administrative Structure	10
	TOTAL	70%

38. MASS LOGISTICS LTD

The leadership of Mass Logistics responded to the Questionnaire and Interview:

- ✓ Leadership commitment to implement ISO 9001:2015 was very high
- ✓ The company's customers had demanded they obtain ISO 9001 Certification for their services
- ✓ Human & Time Resource Availability was no challenge for the company

- ✓ For their Financial Commitment, the company was adequately resourced to start and complete the ISO 9001:2015 Certification process
- ✓ The company had a strong Regional and International Business Presence and hoped to enter other markets in the future.
- ✓ Mass Logistics Ltd has the requisite administrative structure to undertake the Export Quality Management Systems programme.

TOTAL EVALUATION MARKS FOR MASS LOGISTICS LTD

NO	EVALUATION CRITERIA	MARK PER CRITERIA
1	Leadership Commitment	30
2	Customer Demand for QMS/Certification	15
3	Human & Time Resource Availability	15
4	Financial Commitment	15
5	Regional & International Business Presence	10
6	Right Administrative Structure	10
	TOTAL	95%

39. EVERPACK LTD

The company has a strong desire for QMS Certification and is yet to decide.

40. LEYSTEP LTD

Leystep Ltd wanted to improve the company's current administrative structure to obtain solid management systems in future. The management indicated that they would contact the CLSCE in future when the company was ready to adopt Quality Management Systems. The response ended their evaluation process and subsequent selection to the training programme in November.

41. WALFRED SERVICES LTD

Through the Interview and Questionnaire for the management of Walfred Services Ltd, CLSCE officials gathered that:

- ✓ Leadership had a passion to adopting ISO 9001:2015
- ✓ The company's customers had demanded ISO 9001 Certification for their products
- ✓ Human & Time Resource Availability was not a bother to the company

- ✓ For their Financial Commitment, the company was adequately resourced to start and complete the ISO 9001:2015 Certification process
- ✓ The company had a strong Regional and International Business Presence and hoped to enter more markets in the future.
- ✓ Walfred Services Ltd has the requisite administrative structure to undertake the Export Quality Management Systems programme.

TOTAL EVALUATION MARKS FOR WALFRED SERVICES LTD.

NO	EVALUATION CRITERIA	MARK PER CRITERIA
1	Leadership Commitment	30
2	Customer Demand for QMS/Certification	15
3	Human & Time Resource Availability	15
4	Financial Commitment	15
5	Regional and International Business Presence	15
6	Right Administrative Structure	10
TOTAL		100%

42. APEX SHIPPING LTD

Information gathered from the leadership of Apex Shipping Ltd:

- ✓ Leadership commitment to implement ISO 9001:2015 was very high
- ✓ The company's customers had requested Apex Shipping to secure an ISO 9001 Certification for their products
- ✓ Human & Time Resource Availability was not a worry for the company
- ✓ For their Financial Commitment, the company was adequately resourced to start and complete the ISO 9001:2015 Certification process
- ✓ The company had a strong Regional and International Business Presence and hoped to enter other markets in future.
- ✓ Apex Shipping Ltd has the requisite administrative structure to undertake the Export Quality Management Systems programme.

TOTAL EVALUATION MARKS FOR APEX SHIPPING LTD.

NO	EVALUATION CRITERIA	MARK PER CRITERIA
1	Leadership Commitment	30
2	Customer Demand for QMS/Certification	15
3	Human & Time Resource Availability	15

4	Financial Commitment	15
5	Regional & International Business Presence	15
6	Right Administrative Structure	10
	TOTAL	100%

43. TREGLOR LTD:

Treglor Ltd informed CLSCE officials that:

- ✓ Leadership had an overwhelming desire to implement ISO 9001:2015
- ✓ The company's customers had not yet demanded they obtain ISO 9001 Certification for their products
- ✓ Human & Time Resource Availability was not a problem for the company
- ✓ Treglor Ltd was adequately resourced to start and complete the ISO 9001:2015 Certification process
- ✓ Although the company had a strong Regional Business Presence, it did not have that same advantage in the international and hoped. Management hoped to enter other markets in the future.
- ✓ Treglor Ltd has the requisite administrative structure to undertake the Export Quality Management Systems programme.

TOTAL EVALUATION MARKS FOR TREGLOR LTD.

NO	EVALUATION CRITERIA	MARK PER CRITERIA
1	Leadership Commitment	30
2	Customer Demand for QMS/Certification	-
3	Human & Time Resource Availability	15
4	Financial Commitment	10
5	Regional & International Business Presence	10
6	Right Administrative Structure	10
	TOTAL	75%

44. DANADAMS PHARMACEUTICALS LTD

Conclusions drawn from the answered Questionnaire and the interview with the Chief Executive Officer of Danadams Pharmaceuticals Ltd:

- ✓ Leadership interest to implement ISO 9001:2015 was very high
- ✓ The company's customers had demanded ISO 9001 Certification for their products
- ✓ Human & Time Resource Availability was not a challenge for the company

- ✓ Danadams Pharmaceuticals was adequately resourced to start and complete the ISO 9001:2015 Certification process
- ✓ The company had a strong Regional and International Business Presence and hoped to enter more markets in the future.
- ✓ Danadams Pharmaceuticals Ltd has the requisite administrative structure to go through the Export Quality Management Systems programme.

TOTAL EVALUATION MARKS FOR DANADAMS PHARMACEUTICALS LTD.

NO	EVALUATION CRITERIA	MARK PER CRITERIA
1	Leadership Commitment	30
2	Customer Demand for QMS/Certification	15
3	Human & Time Resource Availability	15
4	Financial Commitment	15
5	Regional and International and Business Presence	15
6	Right Administrative Structure	10
	TOTAL	100%

45. LEWEF LTD

Lewef Ltd wants to improve the company's current administrative structure to obtain quality management systems in future. The management however, indicated that they would contact the CLSCE in future when the company was ready to adopt Quality Management Systems. The response ended their evaluation process and subsequent selection to the training programme in November.

46. SONAPACK (GH) LTD

Leadership of Sonapack (Gh) Ltd expressed their interest in the EQMS programme. To the leadership of the organization, the following points were crucial for her participation in the training programme:

- ✓ Leadership commitment to implement ISO 9001:2015 was very high
- ✓ The company's customers had demanded that they obtain ISO 9001 Certification for their products
- ✓ Human & Time Resource Availability was not a challenge for the company

- ✓ The company was adequately resourced to start and complete the ISO 9001:2015 Certification process
- ✓ The company had a strong Regional and International Business Presence and hoped to dominate other markets in the future.
- ✓ Sonapack (Gh) Ltd has the requisite administrative structure to undertake the Export Quality Management Systems programme.

TOTAL EVALUATION MARKS FOR SONAPACK (GH) LTD

NO	EVALUATION CRITERIA	MARK PER CRITERIA
1	Leadership Commitment	30
2	Customer Demand for QMS/Certification	15
3	Human & Time Resource Availability	15
4	Financial Commitment	15
5	Regional & International Business Presence	15
6	Right Administrative Structure	10
TOTAL		100%

47. RENAISSANCE LOGISTICS LTD

Response from the management team of Renaissance Logistics Ltd summed up as:

- ✓ Leadership was ready to adopt ISO 9001:2015 principles
- ✓ The company's customers had not demanded that Renaissance Logistics Ltd obtain ISO 9001 Certification for her services
- ✓ Human & Time Resource Availability was not a major issue for the company
- ✓ Renaissance was adequately resourced to start and complete the ISO 9001:2015 Certification process
- ✓ The company had a strong Regional and International Business Presence and expected to enter more potential markets in future.
- ✓ Renaissance Logistics Ltd has the requisite administrative structure to undertake the Export Quality Management Systems programme.

TOTAL EVALUATION MARKS FOR RENAISSANCE LOGISTICS LTD

NO	EVALUATION CRITERIA	MARK PER CRITERIA
1	Leadership Commitment	30
2	Customer Demand for QMS/Certification	-
3	Human & Time Resource Availability	15
4	Financial Commitment	10

5	Regional & International Business Presence	-
6	Right Administrative Structure	10
	TOTAL	65%

SUPPLEMENTARY LIST AND OTHER ISSUES

The probability that not all the 30 SMES recommended for selection will turn up at the event. Research has it that at least 10% of invitees for a programme do not eventually turn up. The CLSCE has therefore widened its net to include those SMES who were unable to attend the Sensitization Seminar, but are still very much interested in the training programme. Below are the companies:

1. AMPONSAH EFFAH PHARMACEUTICALS
2. POKU PHARMA LTD
3. NEW STAR POLY
4. POLYCRAFT
5. STRONG PLAST
6. KAMA GROUP INDUSTRIES
7. BARON HEALTHCARE
8. AMAL PLASTICS
9. ENGINEERING COMPANY
10. GATEWAY LOGISTICS LTD

Due to the above, the Centre wishes to work till 10th November to ensure that all 30 SMEs selected are represented at the programme.

