



How certification to ISO 9001:2015 enables Neledzi Cleaning Services to demonstrate quality of their services

Client Background

Neledzi, which means “A Star” in Venda, was started in 1998 by the CEO Mr Makhubela.

For over a decade Neledzi Cleaning Services (Pty) Ltd has grown into a thriving cleaning services enterprise that strives for the utmost quality and value added services and related products.

Their clients' requirements are held in the highest regard. Their mission is to ensure that their clients are able to focus on their core business practices while they oversee their cleaning service needs.

Services Offered

Neledzi provides commercial and industrial contract cleaning services, hygiene services, pest control services and supply of consumables. They also do deep cleaning, flood clean-up, pre-occupational cleaning of buildings, spring cleaning, window, carpet and upholstery cleaning. In effect, they offer a one-stop-shop cleaning service, that gives the customer peace of mind and allows them to focus on their core business.

Neledzi render services to banks, offices, hospitality industry entities, educational institutions and shopping centres, to name a few.

Why certification?

Top management identified that the ISO 9001, Quality Management System, would help bring out the best in the organization by enabling employees to better understand the processes by which they deliver services to their customers. With this vision in mind the company made the decision to implement ISO 9001, in order to maximize customer satisfaction, increase market share, drive down costs and manage risk more effectively. They wanted certification in order for the organization to be taken seriously by customers and to be managed according to the recorded processes.



The challenges faced during certification were gathering information in order to compile processes for each department. One of the main challenges was documenting all of the processes and procedures, much of what was stored in their heads and formalizing the processes was very time consuming. However, they were able to simplify much of their work by creating easy to understand flow charts that clearly explained the way each process is intended to work and how it will be measured.

Implementation Process

Siemens subsidized the facilitator to assist them with the certification process. With the facilitator they compiled the processes for each department. An employee attended internal auditor training, which enabled them to carry out internal audits throughout the organization. This allowed them to review the changes and take any corrective action prior to the 1st stage of BSI's audit. The only other challenge was helping staff understand why they were implementing ISO 9001, and why it played a critical role in the success of the company.



Benefits of certification

By implementing ISO 9001, the management system has provided a structured framework to monitor and improve the company's performance. It has helped them to assess all processes and to identify what needs to be the focus in the future. They are more credible than their competitors when it comes to tenders due to their ISO 9001:2015 certification.

In 2009, Neledzi was awarded the National Golden Services Award in Retail Large Category and in 2010 South African Council of Shopping Centers Star Award.

“Attaining the ISO 9001:2015 certificate was my dream from the start in 1998. For the past

21 years, Neledzi has been developing business processes to achieve this goal. I am of the view that an ISO 9001 certification is an excellent tool for consistent business practices, it is also a confidence booster to our employees and clients, to know that Neledzi is operating in an orderly manner at all times.

It was important to note that our operating procedure have been audited, verified and certified by an international certification organization like BSI. We are very excited as a company to be the recipient of such a prestigious ISO Certificate, this will boost our marketing strategies for our organization going forward.”
Mr Makhubela, CEO.

