



# Pledge to Quality

## SGB-CAPE

as a member of

### The South African Quality Institute

**SGB002**  
Membership Number

**CORPORATE LEVEL 2**  
Membership Category

**undertake to uphold the principles of Quality  
in the following ways:**

#### Core Values of Quality

**Trust:**  
Engender trust and the values of Quality.

**Honesty:**  
To be honest and transparent.

**Respect:**  
To respect the dignity and  
diversity of all individuals.

**Empowerment:**  
Empower individuals and  
organisations to improve their Quality.

**Competitiveness:**  
Promote competitiveness as a key  
ingredient of success.

**Good Ethics:**  
Promote, practice and  
advance good ethics at  
work and in family life.

#### Approach to Quality

**Customer Satisfaction**  
Acknowledge that customers and their needs  
are the reason for business.

**Continuous Improvement of Products and Services**  
Continuous Improvement is fundamental to growth  
and survival.

**Respect for the Environment**  
Respect the environment and treat it responsibly.

**Foster South African Trade**  
Always expect high quality as consumers and/or  
suppliers of goods and services.

**Improving the Quality of Life**  
We strive to improve the Quality of life in the  
workplace, in our own families, society in general  
and especially in the communities we serve.


**Be Role Models for Quality**  
Be a role model of Quality in all we do.

**We pledge our commitment to these Quality principles**



  
Member: \_\_\_\_\_

November 2020  
Expiry Date: \_\_\_\_\_

  
SAQI: \_\_\_\_\_