

INTRODUCING NEW DIGITAL PLATFORMS IN ORDER TO ENHANCE PRODUCTIVITY

The SANAS team in its efforts to embrace the digital world as well as refocusing our strengths on Customer Relationship Management have embarked on a number of ICT projects that aim to enhance productivity as well as making information required for accreditation visible and accessible to all stakeholders.

The Shanduka project ‘change your old ways’ in Venda has seen new digital platforms being designed and implemented to enable the SANAS teams to focus on client centric solutions. The project which will be delivered in 2 phases has seen the revamp of the SANAS website to a new look and user friendly feel. The website project online has also introduced the online Accreditation Enquiry and Application which will be officially launched once completed.

This new digital platform also aims to eliminate time and paper used during the Accreditation process, furthermore the clients have liberty to capture their details correctly and keep a unique reference number for further enquiries on accreditation. Phase 2 of the Shanduka Project aims to streamline and automate the following accreditation processes;

- i. Assessment planning
- ii. Assessment data gathering
- iii. Accreditation Approval Advisory Committee
- iv. A Customer self-service Portal for tracking Accreditation enquiries and/or applications
- v. A view of the Accreditation Cycle Management will be delivered
- vi. Customer Relationship Management (CRM) system that will strengthen the relations SANAS has with clients

SANAS TO HOST WORLD ACCREDITATION DAY

SANAS and the Durban Chamber of Commerce and Industry will be hosting the World Accreditation Day Celebration on Friday, 07 June 2013 in Durban.

The 2013 theme is “Accreditation: Facilitating World Trade.” Nationally the focus will be on supporting

South African manufacturing and exports to complement the international agenda. The audience this year will consist of a range of South African manufacturers and exporters in KwaZulu Natal.

For further details on this event please contact, Ms Nombongo on nombongon@sanas.co.za

