



Your Quality Companion

COMPANY PROFILE

JSM Quality Academy Limited

Plot 74 Old Avondale, Simon Mwansa Kapwepwe Road

Lusaka, Zambia

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GENERAL INFORMATION

Name	JSM Quality Academy Ltd
Nature of Business	Agribusiness and Quality Management Systems consultancy
Company Registration Number	120200008260
Tax Payer Identification Number	2737701359 (Income Tax registered)
Focal Person	Director-Business Development & Quality Assurance
Business Address	Plot 74 Old Avondale, Simon Mwansa Kapwepwe Rd, Lusaka.
Mobile Numbers	+26097776162, +260973360845
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Facebook	www.facebook.com/jsmqualityacademy
Business Bankers	Stanbic Bank Limited /Zambia Industrial Commercial Bank-ZICB

INTRODUCTION



Quality is the pursuit of excellence, getting ahead of competitors when everything is equal. The shift towards meeting customer requirements by organisations has given rise in demand to have established management systems that help to control and coordinate business processes. With the emergence of Covid-19 pandemic, there has been a change on how products and services are being developed and delivered to the customer. There are more stringent regulatory requirements, supplier specifications and customer satisfaction needs. Thus, the need to have a well-developed Quality Management Systems to meets these demands.

JSM Quality Academy Ltd is a Zambian owned company whose mission is to support businesses to achieve operational excellence through tailored and innovative training and consultancy services in quality management systems.

We endeavour to continually engage and work in partnership with farmers, food manufacturers, commodity logistics, hospitality & catering, government bodies and non- governmental organizations within the African continent and beyond.

Our Vision

To be an efficient, reliable and independent provider of Quality Management services to small, medium and large businesses both locally and internationally.

Our Mission

To accelerate the growth of the businesses through development and implementation of Quality Management Systems and mentorship for greater competitiveness.

Our Core Values



We believe values are critical in supporting the company's shared vision as well as shaping a lasting corporate culture. Whenever we deal with our clients, we endeavour to deliver EPIC results leading to a sustained relationship and knowledge management. Our values are

- Efficiency
- Professionalism
- Innovation
- Customer Focus



COMPETENCE



Our team consists of highly skilled and committed individuals with extensive knowledge and experience in Food Safety, Quality Management, Product Development, Project Management and Business Development. Our team of directors, staff and expert consultants comprises of Food Scientists; Food Technologists; Quality Engineering, Occupational Health & Safety, Environment and Agribusiness specialists with a wealth of experience and shared purpose to empower and improve the business processes in Africa.

Our consultancy firm brings together, a team of highly skilled and experienced quality and business systems experts having a vast experience in different sectors of the economy.

Our Industry-certified team members bring a vast array of backgrounds, perspectives, and skills to our ongoing effort to provide business excellence solutions for our clients.



SERVICES OFFERED

We support businesses, provide consultancy and training including tailored-made courses to meet specific customer needs in the following areas;

Management Systems Training



We provide reliable and effective training in order to develop skills and competences in management systems in a manner that facilitates business growth and continuous improvement in all sectors of the economy.

The courses are offered under three categories; foundation & implementation, internal auditing and lead auditing.

- ISO 9001:2015 – Quality management systems — Requirements
- ISO 22000:2018 – Food safety management systems — Requirements for any organization in the food chain
- FSSC 22000 – Food Safety Systems Certification Version 5.1
- ISO 21401- Tourism and related services - Sustainability management system for accommodation establishments – Requirements
- ISO 21101–Adventure tourism - Safety management systems – Requirements
- ISO 14000:2015 – Environmental management systems — Requirements with guidance for use
- ISO 45001:2018 – Occupational health and safety management systems — Requirements with guidance for use
- ISO 50001— Energy Management Systems
- ISO 22301 Business Continuity Management System
- ISO 20700 - Guidelines for management consultancy services
- ISO 31000:2018 – Risk management — Guidelines
- ISO 19011:2018 – Guidelines for auditing management systems

Food Safety

We offer specialized services in the following areas;

- Good Agricultural Practices (cGAPs)/Global GAP pre-certification.
- Good Manufacturing Practice (cGMP) food & beverage industry
- GFSI Benchmark
- BRC Global Standards
- Good Catering Practices and Allergen Management for the Food Industry & Hospitality and catering industry.

- Supplier Risk Assessment, Approval & Auditing
- Abattoir Hygiene Management Systems & Retail Supply Chain Audits
- Hazard Analysis Critical Control Point (HACCP)
- Food Defense (Threat Assessment Critical Control Point-TACCP)
- Food Fraud (Vulnerability Assessment Critical Control Point- VACCP)

Special Hygiene Services



Hygiene Business Guard

The focus of this service is to ensure all companies continue to operate in the safest environment by ensuring appropriate health, safety and hygiene measures of their premises, employees and their clients are established and maintained. This is a unique business solution that guarantees resilience and operational efficiency and protects the business from unnecessary health risks. It is appropriate for;



Food, Retail and Hospitality Business

Provides assurance to hotels, restaurants and shops by monitoring and validating hygienic good practices consistently through effective auditing and reporting.



Learning Institutions

Review the protective measures in place and verify that they are properly implemented in schools and universities thus assuring safe learning environment and business continuity.



Business Premises

This is a comprehensive solutions to meet the needs of all sectors of the economy as they reopen for business. It addresses the risks specific to all places where people live and work, by training teams effectively on hygiene good practices and checking that protective measures are properly set up and implemented.

Process Improvement



We provide reliable technical assistant and development in the following;
 Food Processing and Technology (Beverage, Meat, Dairy, Sugar, Honey, Bakery, Confectionery, Snacks, Canned food and Ready-to-use Therapeutic Foods)

- Business Management Consultancy (Performance Improvement, 5S Implementation, Lean Manufacturing & Process Excellence)
- Product development and Life-Cycle Management.
- Feasibility studies to investigate the commercial viability of a new product or service.

Quality Assurance Auditing



This service includes comprehensive auditing to organisations that are preparing for regulatory or certification audits. The main aim of our audits is to help our esteemed clients reduce operational risk in all its forms. Through our certified and competent auditors, we provide critical and timely information on the level of compliance to the related systems requirements and assist the Organisation develop actions to address the non-conformances raised during the audits. We offer this service to both product and management systems.

Management Systems Consultancy and Mentorship



We provide step-by-step guidance in implementing quality systems to our esteemed clients. We become the reliable companion to the client throughout their journey to obtaining certification for products and management systems. This is achieved through the use of Plan-Do-Check-Act (PDCA) Cycle Methodology. The key steps include;

- Gap analysis auditing
- Process Mapping
- Training
- Developing of Management Systems documented information (Policies, Procedures, Forms, Records)
- Implementation of documented requirements
- Performance evaluations
- Improvements
- Preparing for certification audits.

Some of Our Clients:

