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**TO: ALL MQA STAKEHOLDERS**  
**FROM: CHIEF EXECUTIVE OFFICER**  
**MQA BOARD**

**DATE: 17 NOVEMBER 2008**

**MANAGEMENT INFORMATION SYSTEM (MIS)**

On the 2 September 2008 all Stakeholders were advised by the Chairperson on MQA Board that from the 1<sup>st</sup> November 2008 the new MQA MIS now known as MQA-I-Share will become operational and that all stakeholders will progressively be brought on board through an intensive training process that will be implemented during October 2008.

The roll out of MQA-I-Share started as scheduled and continues to gain momentum. A total of 257 stakeholders were trained during October at the newly created MQA learning centre located within the MQA offices in Joburg. An analysis of the training evaluation forms that were completed immediately after the training at the MQA shows the following outcomes:

	Very good	Good	Fair	Poor
How structured was the session?	128	81	7	2
Was there a good balance between theory and practice?	135	77	10	1
Was an appropriate venue booked?	153	80	1	0
Were you advised with enough notice of the session?	146	52	18	0
How was the pace of the session?	122	88	15	0
Did the training meet your knowledge requirements?	105	101	11	5
Will you be able to apply what you were taught in recent future?	114	100	12	0
How prepared was the facilitator?	177	40	5	1
How engaging was the facilitator?	183	40	3	0
How was the quality of the training aids?	143	70	4	0
	1406	729	86	9
	63.0%	32.7%	3.9%	0.4%

From the above analysis it is apparent that stakeholders are appreciative of MQA-I-Share. Training has continued into November and has also been extended to external venues that have been made available by numbers employers across the country. The MQA wishes to express our appreciation for this initiative to assist with the training roll out. Training will continue to be monitored and results reported on to stakeholders.

The MQA is of the view that this training is only an initial process that will continue to be supported by further more advanced, functionality and/or content specific training both through formal sessions at the MQA learning centre and through on site support as required. Requests for such training are already being received by the MQA and stakeholders are assured that this process will be implemented with additional training resources being brought on line both by the MQA and Deloitte.

As MQA-I-Share starts to be used by the stakeholders across the country, there has been what the MQA considers a normal escalation of concerns raised over some of the functionality and accuracy/availability of data within MQA-I-Share. Given that this massive operational change process is only two weeks old, it is understandable that most of the concerns relate to “how to do what” that might have not been considered during the initial training. These concerns are being addressed very quickly through additional knowledge transfer either verbally on email.

However the MQA has noted a few very serious issues raised by stakeholders that have triggered a negative rise in the risk profile of MQA-I-Share implementation project. The MQA immediately put a process in place through an urgent project risk mitigation meeting with Deloitte on Friday 14<sup>th</sup> November 2008 to ensure that these serious issues are firstly noted and secondly urgently prioritized for solving.

The outcome of the project risk mitigation meeting is that the MQA & Deloitte has moved into a full scale MQA-I-Share support process that has “seconded” dedicated specific individuals from each operational unit to addressing all issues raised by stakeholders. This same team of persons from the MQA & Deloitte is led by the Chief Operating Officer and meets on a daily basis to consider stakeholder concerns. It is envisaged that this team will progressively become the MQA technical MQA-I-Share trainers and support persons, the “fundis”.

In addition the MQA believes that it is appropriate timing to bring into the implementation phase a small group of high volume users amongst stakeholders that can be used as “external” stakeholder control sites and a technical reference group on MQA-I-Share. The Chief Operating Officer will be contacting these sites in the near future to discuss with possible roles and processes.

Notwithstanding the establishment of the “external” stakeholder control sites and a technical reference group, all stakeholders are encouraged to continue to use the communication channels that have been implemented to bring to the attention of the MQA any concern they might have as MQA-I-Share is rolled out. These include all emails sent to [helpdesk@mqa.org.za](mailto:helpdesk@mqa.org.za) and the new created MQA-I-Share Updates section on the [www.mqa.org.za](http://www.mqa.org.za).

Kind regards



Hluthu Nengovhela  
Chief Executive Officer