



L & M Management Services CC

PASSIONATE ABOUT QUALITY

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Business Profile

Introduction

The company is wholly black owned & was started by two individuals who have extensive experience in Construction Quality Control, Business Development and Project Management respectively. The primary focus of the business is to manage & monitor compliance regarding the quality of service delivery in areas currently working on.

Share Holding:

There are two shareholders in the business.

- 1 Lucky Phillemon Hlatshwayo
- 2 Mohau Leibnitz Madondo

L & M Management services boasts among its team, young and energetic professionals who are qualified & have worked in landmark projects including a presidential project.

References:

Projects:

Imisebe Trading

Mr. Bonke Mkhonto (Managing Director)

(011) 849-7207

(082) 557-2045

- 1 Kliptown Institutional project, 900 units.
- 2 Heidelberg subsidized housing project ext 23, 3200 units.
- 3 Refilwe Housing Project ext 2,3 & 5 500 units.

Mr. Skhumbuzo Ndumndum (Executive housing director)

(011) 406-7300

Walter Sisulu Refurbishment (Johannesburg Social Housing)

Mr Tumo Lenong (Project Manager)

(011) 630-5137

Kliptown Golf Course Precinct. (Gauteng Provincial Housing Dept)

City of Johannesburg, Housing department

Francis Gazikwa (Deputy Director)

(011) 407-7045

Vision:

To be a leading BEE company in quality service delivery & monitoring in the country.

Mission:

A Societal Marketing Company

- 1 Form partnerships with government, communities & all stakeholders.
- 2 Ensure the investment made by our customers yield positive returns.
- 3 Reduce the risk of unforeseen & not budgeted costs.
- 4 We seek to meet different & changing needs of our customers by providing high quality services.

Value proposition:

- 1 We are a learning organization.
- 2 We respect the values and cultures of communities within which we operate.
- 3 We serve with Honesty & Integrity.
- 4 Innovation, professionalism & team work are primary in our business.
- 5 We seek to be open in our communications.
- 6 We are adaptable & flexible.

Services:

- Monitor & Manage Quality Control Compliance.
- Project Management
- Subsidy Administration.
- Prepare progress reports.
- On site measurement & management for certification.
- Manage the transition of housing stock.
- Community Social Facilitation.
- Manage & update project database.

Target Market:

- National & Provincial Housing Departments.
- Local Municipalities
- Social Housing Institutions.
- National Home Builders Registration Council (NHBRC)
- National Housing Finance Corporation.
- Housing agencies (Thubelisha, Ixhasa)

Organizational Capabilities:

- Institute of Marketing Managers (IMM).
- Management Advancement Program (MAP).
- Project Management.
- Building drawing, Science & Civil technology.
- Quantity Surveying.
- Building administration.
- Building & Structural Survey

Re: Quality Control & Site Supervision.

L & M Management Services has been involved in the Construction Industry for a number of years. Our specific field of expertise has been that of Quality Control Management and Project Process Management. We believe that a process of quality management control that filters every phase of the construction process will ensure that the delivery of houses will be fast tracked.

We have also noted that most contractors are faced with many challenges related to the projects that they have been appointed to complete. These challenges range from;

- Project Planning,
- Scheduling of works ,
- Contractor Management,
- Administration,

The support service we offer would also include going through the process with the contractor. L & M Management Services has the necessary capacity and skilled personnel on board to ensure that the contractors are sufficiently capacitated to complete projects successfully. This allows the Principal Agent/Client to focus on overall management of the project instead of micro managing progress by the contractor.

This preliminary approach plan is to be subjected to more detailed study and analysis from the work content of the contract before it is finalized.

The approach plan seeks to create a regime which is practically implement able without being destructive of the programme of work and yet aims to impose a detailed methodology for quality control.

1. THE QUALITY CONTROL APPROACH

Aims to satisfy the requirements the following will be implemented as the defined “Quality Control Programme”:-

- A team of inspectors representing L & M Management Services will answer to the Clients Implementing Agent as the “Clerk of the Works” team.
- This inspectorate will do inspections for all trades on every building/floor/room and will not merely perform random sampling or control checks.
- Pre-approval of materials will be done prior to installation and samples will be held for comparative purposes during construction.
- In certain instances, inspections will be done during the manufacture of materials, to assure their quality (e.g. Echo slabs, door and window frames).
- Specific works deficient in any of the prescribed standards will immediately be put on hold until defects are rectified. The contractor will immediately be informed of the defect for attention.
- All inspections, reinspections, findings and dates will be logged and signed by inspectors and the contractor. Workers responsible for the flaws will be noted for future inspections.
- Professional service providers (architects, engineers, etc) will be expected to monitor on an adhoc basis to assure an appropriate minimum set of standards being applied and compliance to design criteria and to resolve lacking design.
- Inspectors will be subjected to regular training and testing by the Clerk of the Works to maintain consistency of inspection service.
- The Clerk of the Works will institute its own independent audits with the Site Manager and Contract Manager to discover any possible irregularities between the contractor’s staff and inspectors.
- Any In situ testing required will be subjected to external control testing by independent laboratories as and if required.

2. THE QUALITY CONTROL PLAN

The essence of the plan will be to resource the inspectorate so that staged inspections are done on every unit during its construction.

2.1 Staged Inspections

2.1.1 The stages for inspections would probably for houses or blocks of flats specify:-

- Foundations (set out and construct)
- Surface beds
- Superstructure
- Suspended floors
- Roof structures
- Roof covering
- First fix plumbing
- First fix electrical and other (e.g. gas, tv, etc.)
- Plastering
- Screeds
- Tiling
- Final fixes (all trades)
- Joinery and ceilings
- Painting and glazing
- Balance finishes

2.1.2 The staged approach will apply to Civil and Electrical works. Wet services, for example the sewers, would require separate inspections of:-

- Trenches
- Bedding
- Pipelaying
- Blankets
- Manholes
- Backfill
- Testing

All of which will be done between paired manholes. Similarly for water and stormwater. Road work inspections will be dominated by layer works, kerbs and paving lay.

2.1.3 Other provisional sums would also have specific sheets developed.

2.1.4 The sheets are A4 proforma in duplicate with fields for ticks and signing with dates, and identification of areas. They are passed to contractors and reused for a reinspection if so required.

2.1.5 A file is then built per housing unit, service runs or roadways, etc. This then is a historical record of issues or problems and it is retained for possible archiving by the client if so desired.

2.2 Housing Delivery

This part of the quality control mechanism is done in isolation from 2.1. Housing delivery is handled by:

- 2.2.1 Snagging for the completion inspection.
- 2.2.2 Reinspections to achieve practical completion by unit and by block.
- 2.2.3 Receipting of deliveries to parties receiving or occupying units.
- 2.2.4 Maintenance inspections and lists.
- 2.2.5 End of maintenance inspections and certification.

All the above should be audited by the principal agent/client. Effective methods will be set up to minimize the client's detailed involvement by providing well documented programmes to give the client confidence.

2.3 Compliance

Part of our quality control programme is compliance which is the checking of work against drawings, specifications and other relevant standards such as SANS codes, NHBRC and local authority byelaws.

This will require documenting of all items relevant to the project and ensuring adequate and complete circulation and education amongst all the parties.

The Clerk of the Work's must be copied all construction working drawings timeously in order to study and make the team aware of all the details of work to be quality inspected.

L & M MANAGEMENT'S TECHNICAL COMPLIANCE:

- * **Minimum standards.** We undertake to conduct our work in accordance with the housing code and NHBRC's Technical Requirements. To achieve this successfully, we demand competent performance, and anticipate the highest level of personal service from our inspectors as a minimum standard.
- * **Behavioral Standards.** We do not tolerate or allow arrogance or insobriety under any circumstances, and our inspectors are a pleasure to work with.
- * **Client Relationships.** Our Inspectors are trained to build deeper and stronger relationships with our Clients.
- * **Training Capacity.** We have access to and provide ongoing, advanced training on all aspects of being Inspections, incorporating the minimum standards required by the NHBRC. Practical training is followed by 'apprenticeship mentor inspections', and on satisfactory completion of these, Inspector status is granted.
- * **Professional Technical Back up.** We have recourse to not only Engineers, Building Inspectors, Quality Assessors and Architects on the Technical aspects, from Head Office, but also to the major representative bodies within the building industry.
- * **Work Ethic.** We take the responsibility of delivering quality work very seriously – Our inspectors must do it right the first time – quality must be an obsession. They are trained to demonstrate an eagerness to always comply with or exceed actual agreed requirements.

- * **Communication.** Our inspectors are further trained to ensure that the quality of their service is also reflected in their thinking, behaviour and well co-ordinated communication. In order to ensure 24hr electronic, efficient communication, ADSL phone lines will be installed.
- * **Administrative Function.** Over and above the technical backing that we have access to, within our organization we have a strong administrative system, and each inspector is equipped with a cell and laptop, with 24hr ADSL internet access. One Administrator will be responsible for every four inspectors.
- * **Quality Control of Inspections and Materials.** L & M Management shall implement an effective and economical programme to ensure that all quality requirements are met. Satisfaction throughout all stages of construction, from inception to delivery, together with photographic evidence, will be produced to satisfy any contractual requirements, that do not form part of our existent systems at this stage.
- * **Standards of Practice and Inspection Objectives.** L & M Management upholds its culture and ethics to ensure that our code of conduct and our standards of practice are adhered to and upheld. Highly experienced inspectors who are not only conversant with the NHBRC technical Manuals, but also can interpret Act 95 of 1998, will be utilized for these inspections.
- * **Backup.** Building Construction is a very rapid process, and should there be any absence of an inspector on site, this could result in non-compliances. L & M Management will ensure that an inspector is available at all times. Inspectors will also look out for any unregistered builders, in terms of Section 10 of the legislation, as any work completed by them shall be construed to be non-compliant.
- * **Management.** Technical Staff will be managed by a well-trained Technical Specialist. The person is conversant with the Act, and the Homebuilding Technical Manual. Management strategy will be to employ from time to time, unannounced site visits, so as to check and regulate the quality of inspections carried out.
- * **Inspector criteria/recruitment.** We will also attempt, in terms of our policy of social responsibility, to utilize trainees from Technicons and Universities, under a mentor in that area.

Housing Code: (Provision of the housing consumers protection measures act 95 of 1998)

National Housing Code part 3 of chapter 3:

The act provides for a services provider (quality assurer) to satisfy the objectives of the quality assurance service.

Conclusion:

Due to the scope of work to be done with regards to the Quality Control Management & Project Management within the housing sector and the shortage of capacity within the building & construction industry. L & M Management Services is well positioned to act as an agent for the customer regarding Quality Control compliance so that there's no none compliance certificates issued by NHBRC & Provincial Inspectorate . This ensures that there is cost optimization and no reactive approach by the developer (client).

L & M MANAGEMENT SERVICES PROFESSIONAL TEAM:

- (1) Quantity Surveyor{ Elken Chiloane}
No 6 Ryder Road, Bordeaux
- (2)Manzil And Associates{Structural and Civil Engineers}
No 11 Denham Green, Cnr. Sunny Rd And Denham St, Lakefield Benoni.
- (3) Architects {Prestige Projects}
501 5th Floor, Boston House.
No 61 Human Rd, Krugersdorp 1740
- (4) Professor Herbert Uzoegbo{Wits University Professor of Structural and Civil Engineering}

Management

Lucky Hlatshwayo

Lucky Hlatshwayo has a wealth of experience in the Government housing sector. In 1999 he joined Stocks & Stocks (Homes for South Africa) as a General Manager. In November 2001 he started a company called HAD with two other partners. HAD is a consulting Project Management & Development Agent within Government housing sector. He's main responsibilities included management of Inspectors & Community Development in projects such as the Kliptown project.

Mohau Madondo

Mohau Madondo worked in corporates such SBSA, Transunion ITC till he joined BPB Gypsum as a Business Development Manager (Nationally). He has extensive experience in New Business Development. His main focus areas are, Responsible for departmental budgets, Strategize for each account, Update proposals for customers, Customer presentations, Liaise with Marketing, Sales & Finance departments, Coporate Social Investment & Drawing the business transformation policy.

Lucky Hlatshwayo & Mohau Madondo teamed up in 2007 to form a company called L & M Management Services that will focus on the Quality Control & Project Management within the housing sector.