



**ISO 9001  
enhances the  
delivery of services  
to Ramaco's customers  
through streamlining  
their internal processes  
and improving operational  
performance.**



**Ramaco Trading and contracting Company is a Grade-A General Contracting Company, which delivers Prime Residential, Commercial, Educational and Industrial properties.**

Founded in 2001, RAMACO is continuously expanding to become one of today's most sought-after construction companies, with an experience of constructing more than 450,000 m<sup>2</sup> of built up area, distributed over 110 projects


In addition, Ramaco Property Management Department is managing more than 1,500 residential units and providing post construction maintenance service to projects constructed by Ramaco. Ramaco's vision is to maintain its growth as one of the leading contracting companies in Qatar, which delivers unique projects.

Ramaco is dedicated to providing value added general contracting services to its clients via a successful partnership with them throughout the whole construction process. Ramaco constantly strives to improve the technological and professional development of their team.



Find out more: [bsigroup.com](http://bsigroup.com)





**“We have had the opportunity in the last 13 years to invest in the business to improve our services for our customers in Qatar.**

**ISO 9001 certification provides evidence to customers, suppliers, employees, and their community of our continuous commitment to producing quality products and providing customer satisfaction”**

**- Eng. Ramzi Mazloun, General Manager,  
Ramaco Trading & Contracting**

## Client challenge

Ramaco found that the vital ingredients were not necessarily financial but harnessing the commitment of their management and employees. At the outset a thorough gap analysis was carried out and all the department heads were consulted in order to understand what the existing processes and procedures were. This enabled them to get a clearer idea on what they needed to do in order to achieve certification. After establishing this, the senior management team was able to start implementing the new processes and procedures. “One of the main challenges was documenting all of the processes and procedures, much of what we did was stored in our heads and formalizing the processes was very time consuming. However, we were able to simplify much of our work by creating easy to understand flow charts that clearly explained the way each process is intended to work and how it will be measured. Each process was added to a Business Process Manual, which was shared with all members of staff. This simplistic method of explanation assisted the workforce with their understanding of what we were measuring, how and why.”

- Eng. Joseph H. Zraibi, (Projects Controls Director, Management Representative)

## BSI solution

By implementing ISO 9001, the management system has provided a structured framework to monitor and improve Ramaco’s performance. It has helped them to assess all processes and to identify what needs to be the focus in the future. Auditing is performed monthly and continues to highlight opportunities for process improvements. Non conformities and corrective actions are logged continuously, which enables Ramaco to learn from mistakes and put in place initiatives to prevent recurrences of problems. ‘Employees who may have been wary of ongoing internal audits can now see the benefits of ISO 9001. Issues raised within the organisation are now identified, reported and resolved more quickly. The implementation of ISO 9001 has led to an increased sense of unity across the organisation’s numerous sites. We have seen a shift in culture in terms of sharing and learning from different departmental challenges and experiences, whilst working together to simplify areas of the business, creating increased efficiency. With this framework in place we are better positioned to ensure that an efficient and effective service is provided’.

- Me. Samia Mazloun, (Administrative & Legal Director)



## Why BSI?

Ramaco chose to work with BSI because of its excellent reputation, experience and internationally recognized status.