



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

"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 Mazloum, General Manager,
Ramaco Trading & Contracting

Customer Objectives

- Create a framework for effectively managing the business
- Streamline document control
- Simplify business processes
- Differentiate from competitors
- Improve operational efficiency
- Effectively manage risks

Customer Benefits

- Streamlined internal systems
- Improved industry credibility
- Enhanced client satisfaction
- Increased business performance
- Created a frame work for continual improvement
- Improved costumer focus

Customer Background

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 m² 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.

Why certification

Ramaco believes that a great service starts with an accurate job preparation and ends with the provision of a high end product.



Top management identified that the ISO 9001, Quality Management System, would help bring out the best in the organisation by enabling employees to better understand the processes by which they deliver products and services to their customers. With this vision in mind the company made the

decision to implement ISO 9001, in order to maximize customer satisfaction, increase market share, drive down costs and manage risk more effectively.

ISO 9001 provided Ramaco with an established and highly regarded framework through which it

could demonstrate commitment to excellent, service and product quality. They also wanted to send a clear message to their stakeholders and customers that they are a company committed to high standards and continual improvement.

Implementation Process

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)

A number of employees were chosen to attend BSI's internal auditor training, which enabled them to carry out internal audits throughout the organization. This allowed them to review the changes and take any corrective action prior to the 1st stage of BSI's audit. “The only other challenge we faced was helping our staff understand why we were implementing ISO 9001. We explained to them that the framework was aimed at improving processes and that they played a critical role in its success. As a consequence, our

employees are quality focused and more communicative with us. The Quality Management System also helped everyone in the organization understand their roles and responsibilities within the company.”

- Eng. Edgard Lahoud, (Operations & Business Development Manager)

Benefits

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 Mazloum, (Administrative & Legal Director)**

There is greater clarity about who does what and how, which has led to evident improvements in customer satisfaction. Committed to continually improve the quality of its services and striving to exceed customer expectations, the implementation of ISO 9001 has enabled Ramaco to function in a more disciplined way. This management system has provided a trusted platform to achieve company objectives like customer and partner communications. The best practice framework provided by ISO 9001 has embedded customer focus and continual improvement within the culture of Ramaco.

BSI's Role

Ramaco chose to work with BSI because of its excellent reputation, experience and internationally recognized status. "Every auditor we have seen from BSI has been

of a very high standard and interested in the wider aspects of our business. Our managers and employees continue to learn a great deal during the audits and other interactions with BSI, which in turn helps Ramaco to become a better company. In terms of the future, while the global construction industry continues to change rapidly, the company can demonstrate that it has a robust management framework in place to drive business performance, reduce risk and achieve sustainable growth."

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



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