

## International Certification Services

### Pleased to inform you

We Started New Office At,  
DAFZA DUBAI AIRPORT FREE ZONE AUTHORITY.

### ICS Team Welcomes



**Vidya Selvaraj**  
Station Manager



**Cristina Cueto**  
Customer Care



**Shalini Vijay Kumar**  
Client Coordinator



**DR. SUNDAR KATARIA**



**Sanan Chandran**  
Business Development



**Bibin Varghese**  
HACCP

## TOTAL QUALITY - 360

### ISO MANAGEMENT SYSTEM CERTIFICATION

1. Quality
2. Safety
3. Excel Safety
4. Infrastructure Security

### CORROSION

1. Cathodic protection
2. Inspection & Testing
3. Laboratory Testing
4. Design Installation
5. In services Inspection
6. Corrosion services ECD

### TRAINING & QUALIFICATION

1. Personal
2. Management System
3. Technical
4. Skilled Personnel
5. ICS Technologies

### INFRASTRUCTURE TECHNOLOGIES

1. Net working
2. Web design
3. Engg Software
4. Enterprise Software
5. ICS Intech

### LABORATORY

1. Inspection & Testing
2. Calibration
3. Safety Testing
4. Corrosion Testing
5. ICS Technologies

### CERTIFICATION & VERIFICATION

1. Inspection testing services
2. Vendor
3. Metal Components
4. projects
5. Engg, Design
6. Safety

### VERIFICATION

1. Medical Claims
2. Automobile Claims
3. Fire Investigation



OUR SERVICES ARE ACCREDITED AND RECOGNIZED ON ACCREDITATION

JAS-ANZ

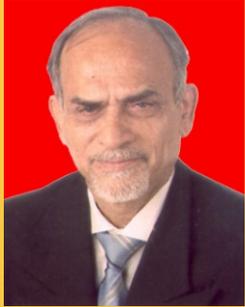


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## PROFILE

**DR. SUNDAR KATARIA**  
Chairman And Managing Director.

Dr. Sundar Kataria Chairman & Managing Director, a mechanical engineer with doctrate in business management, has 47 years of wide experience in engineering, oil & gas industry and quality assurance. His valuable contribution consists of:

- a. to build the first nuclear power plant, RAPP at Rawat Bhata, Kota
- b. the development of Bombay high offshore oil and gas field
- c. the development of certification and Inspection Services. He has worked with Det Norske Veritas for 16 years and was responsible for onshore and offshore operations.

Dr. Kataria is a member in a number of professional organizations like AWS, IIM, IIW, NACE and BMA. He is the founder member of the "National Association of Corrosion Engineers, India Section." He is specialized in the Management System in Engineering & Service Industry covering QMS, EMS, OHSAS, Metallurgy, Welding, Corrosion, Offshore Pipelines and pressure vessels, C.P systems and quality assurance, quality management systems including risk, safety & environmental assessment. Dr. Kataria has accomplished a number of major projects in India, Sri Lanka, Japan, Singapore, Middle East, Egypt.



**MS. VIDYA**  
Station Manager – Dubai, UAE

Ms. Vidya Selvraj Station Manager – Dubai, having more than 10 years experience and also responsible for responsible for the development of the Middle East region.

Ms. Vidya is BE Electronics & Communication Engineering and Lead Auditor for ISO 9001:2008, ISO 14001:2004 & OHSAS 18001:2007, she has also completed successfully ISO 17024:2012 and having more than 5 years of auditing experience in India as well abroad, out of which 3 years in the Quality control / supervisor. She has completed more than 100 Manday audits in the manufacturing, Service industry, trading industry (Expertise developed in the electronics, IT field Electrical industry & Management Field.)

On a personal level she has a professional appearance, enthusiastic attitude and has the ability to inject trust and confidence in customers, looking after the safety of employees and customers, making sure the branch is adequately staffed to achieve set goals, developing targets for the branch, ensuring the security of the branch, making branch business plans, committed to attaining & maintaining the qualifications required for the job.



**BIBIN VARGHESE**  
**FSMS Auditor and also Marketing Officer**

Mr. Bibin Sam Varghese a Post Graduate in Food Technology and Graduate in Food Science and technology having 15 year experience in food safety.

He is FSMS Auditor, a conscientious and self motivated individual with great enthusiasm and determination to succeed. Hard working, reliable and resourceful, combined with the ability to prioritize a substantial workload. Started career in UAE as Food safety manger and Auditor and expediting all the area of food safety management internally as well as externally. Being a Post Graduate in Food Technology and Graduate in Food Science and technology he extended to exploring more throughout his career to achieve food safety and managing through regulatory requirements which would be more precise and effective.



**SANAN CHANDRAN**  
**Business Development Officer**

Mr. Sanan Chandran, graduate in Business Administration having 7 year experience in business development in gulf working as Business Development Officer with ICS Dubai. He is responsible to develop, implement and monitor business strategies keeping in mind current market environment.

As a strategic professional he has to assess clients needs, generate options. and provide solutions in collaboration with clients and stakeholders. He is well versed in all phases of Sales and Marketing Strategies.



**CRISTINA CUETO**  
Marketing Executive, and Customer Care

Ms. Cristina Cueto, a science graduate having 10 years wide experience in hospitality and customer care working as Marketing Executive and Customer Care at ICS Dubai. Started her career as substitute teacher in 1st standard at San Isidro Elementary School Rosario, Batangas, Philippines, then worked in hotel for the 2 years as a desk coordinator and subsequently graduated to sales executive in Philippines.

Since last 9 months working with ICS Dubai as a Marketing executive aiming to deliver a good service to all our clients form small, medium and large scale industries.



**SHALINI VIJAY KUMAR**  
Administration & Accounts

Ms. Shalini Vijay Kumar, a commerce graduate with MBA in project management having experience in accounts & customer support with various industries. She takes care of office Administrator and Customer Support at ICS Dubai. She has good exposure to financial planning and project management with using advanced research, analysis, strategic planning and negotiation skills to successfully develop business initiatives whilst maximizing profit, minimizing cost and driving continuous change.

## "MARHABA NAMO" AT DUBAI

ICS Dubai had opportunity to attend "Marhaba NaMo".meet in Dubai for the honorable Prime Minister of Republic of India NARENDRA MODI'S visit to Dubai on 17TH AUGUST 2015. All our ICS colleagues were present for this auspicious moment held at the cricket stadium located in Dubai Sports City.

History is made in Dubai, UAE . A large gathering more than 50,000 people attending the NAMO in DUBAI EVENT, A Simple and powerful one hour speech was delivered by our Narendra Modi was outstanding and thrilling. People of Dubai covering Indian expatriate and their families started pouring into the stadium since 2.00 pm onward and waited eagerly to listen Mr. Narendra Modi. Throughout the speech every one was on their toe standing, clapping, shouting and applauding with name of devoted to and popular prime minister of India who is representing 125 crores Indians.

We all at ICS salute our prime minister who has made India's top place in the world recognizing a fast growing country in the world.

His speech focuses all front of life, politics and issues in great length. he thanked His Highness Sheikh Mohammed Bin Rashid Al Maktoum, Vice President and prime minister of UAE and Ruler of Dubai for the warm welcome.

PM Modi invites Vice-President His Highness Sheikh Mohammed bin Rashid Al Maktoum to **India**.

**Both the PMs jointly agreed many important points like:**

- 1) Statement condemn terror, ties to be strengthen
- 2) UAE to help India develop Strategic petroleum reserves.
- 3) UAE keen to invest in realty, Railways and tourism in India.
- 4) UAE stresses commitment to strong bilateral relations

PM Modi thanks UAE Leadership for unforgettable welcome. He also hails Dubai as Microcosm of the world and salutes Indian Experts hard work reaching out.

Modi addressing Indian expatriate at Dubai International Stadium on 17th August 2015 and narrated that "People from every nook and corner of India, I bow before you. You are the people who have reached the acme of hard work in the search for livelihood but who have never compromised on the dignity of India in the pursuit of their goal."





## GOLDEN MEMORIES BY SUNDAR KATARIA



When I go back to my golden memories I recall my maiden overseas visit to Dubai way back in the year 1979. We spent nearly six months in Dubai Sun Shine from hot sun to the winter very harsh to nice weather. During late seventies Dubai was being exposed to the outside world and opening door for the economic development.

I came to Dubai for a very important and gigantic project of oil and gas development by Oil & Natural Gas Commission, the VERY FIRST OFFSHORE PROJECT for Bombay high oil & Gas field. Working with Engineers India Ltd. in the project Team, responsible for the project management, Quality Assurance and Quality control for the fabrication of huge offline platform - BHN complex and SA Complex structural steel. More than 50,000 MT to be completed on record time of six month so as it reach in India well on time for the installation at offshore. MC Dermott Inc has been the main contractor and Crest Engineering Inc as Consultant with Engineers India Ltd as main project management /Engineers on behalf of ONGC. I was assigned with the responsibilities to take care fabrication, welding, NDT of the tubular, piles and structure. We have to work six days a week outside under the sun scorching heat. Alternate day i had is visit at MC Dermott tube mill at Ras Al Khema. The extensive work also involve visit to the laboratory for the witness of material testing, review and approval of NDT-non destructive testing of weld joints (X-ray, ultra sonic testing, magnetic particle inspection and dye penetrate test etc.) The technical requirements were with very high quality standards using API, AISC, ASTM and AWS etc. We had to use very special and high strength carbon steel with excellent fatigue strength to prevent failure of thick steel for lamellar tearing many kilometers of welding was performed using all kind of welding processes like SAW, SMAW, FCAW, TIG, MIG Flux Core Metal Arc welding etc by qualified welders round the clock more than 100 welders were engage to completed such a quantum of weld. My overseas working has been existing to work with many multinational companies including Det Norske Veritas. The project was executed with excellent quality ensuring timely delivery.

The Dubai has just started developing and growing during the year 1989 where as Deira side was complete desert with little town facilities. The Bur Dubai was also developed near the water channel only. We were staying at Deira in one of the villa which access was on the sand with no roads. Al Ghurair just started construction activities Deira had very few restaurants serving Indian, Gujarati and Pakistani food. Bur Dubai also had limited choices for the food.

I still remember that we could use Indian money for shopping and surprise to note that ratio of INR: AED was 1:1.5 only. The attraction was electronics, textile, perfumes, gold and ittar etc.

**"LIFE WAS NOT EASY AT THAT TIME SINCE IT WAS FULL OF CHALLENGES AND THRILLS & ADVENTURE. BUT IT HAS BEEN A GOLDEN AND ADVENTUROUS MEMORIES FOR ME TO SHAPE MY LIFE."**



**MURALIDHAR VAITY**  
**G M - Certification**

## ISO FDIS 9001:2015 – AN OVERVIEW

Good to understand Quality; better still to implement and reap the benefits. ISO 9001:2015 takes you to the destination.

ISO 9001:2015 is going through a major change since ISO 9001:2008 due to the fundamental changes to its structure and contents. The International Standard, ISO 9001:2015, will be published in September 2015 – get set and go!

Culture can be described as: “The way things are done around here.” However, this culture will have to change as a consequence of the adoption of Annex SL as the basis for ISO 9001:2015. This includes the behaviors of everyone connected with the quality management system, and, in particular, of those operating at the most senior level within an organization.

Annex SL Structure:

### INTRODUCTION :

- ✓ Scope
- ✓ Normative references
- ✓ Terms and definitions
- ✓ Context of the organisation
- ✓ Leadership
- ✓ Planning
- ✓ Support
- ✓ Operation
- ✓ Performance evaluation
- ✓ Improvement Appendix Bibliography

### SUMMARY OF CHANGES:

- ✓ Context of the Organization.
- ✓ Risk-based thinking throughout the standard supersedes a single clause on preventive action
- ✓ The term ‘documented information’ replaces ‘documents and records’
- ✓ The term ‘outsourcing’ is replaced by ‘external provision’
- ✓ Increased leadership requirements
- ✓ No requirement for a management representative



**MS. VIDYA**  
**Station Manager – Dubai, UAE**

## **OVERVIEW - ISO 9001 QUALITY MANAGEMENT SYSTEM**

### **OVERVIEW - ISO 9001 QUALITY MANAGEMENT SYSTEM :**

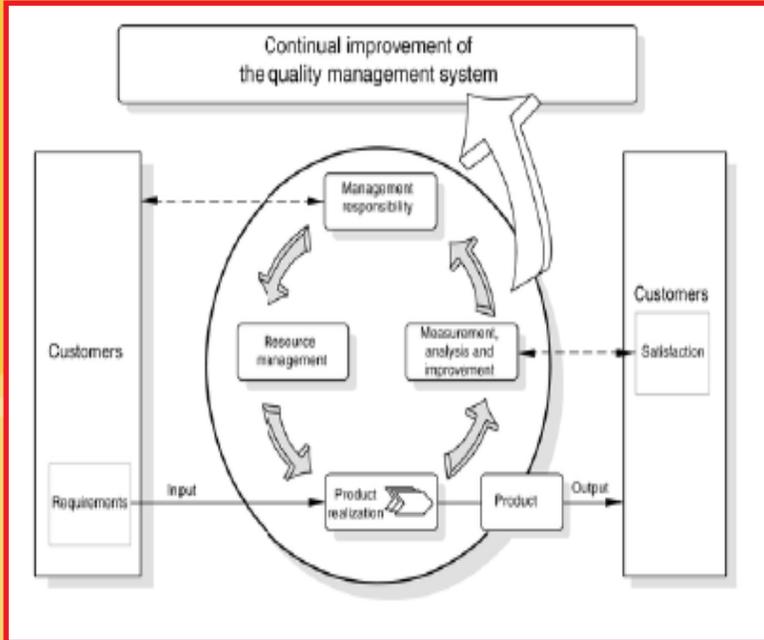
ISO 9001:2008 is an internationally recognized certification standard that demonstrates that all company possesses an excellent Quality Management.

It is a set of requirements that a company must meet and effectively implement in order to meet the demands of customers and the company more consistently. Securing an ISO-9001:2008 certification demonstrates that a company can ensure the highest levels of Customer satisfaction and Quality across the board.

The ISO-9001 certification also aims to continuously refine and improve on a business and operational processes. It can ease customer concerns and make all company in UAE and Dubai and Abu Dhabi perform to its maximum potential.

The ISO-9001 standard requires a business organization to define a management process in a documented system with a Quality Manual that details process interactions, a total of six procedures that are mandatory for document control (4.2.3), Records control (4.2.4), internal audit (8.2.2), non-conforming product control (8.3), corrective action (8.5.2) and preventive action (8.5.3) as well as any additional procedures that are required. This standard can be modified to suit the needs of an organization. Its benefits are global and it is essential for a business in UAE, Dubai Abu Dhabi and worldwide.

# QMS



**NOTE:**

The Methodology known as “plan-do-check-act” (PDCA) can be applied to all processes. PDCA can be briefly described as follows.

**PLAN:** establish the objective and processes necessary to deliver results in accordance with customer requirements and the organization’s policies.

**DO:** implement the process.

**CHECK:** monitor and measure processes and product against policies, objectives and requirements for the product and report the results.

**ACT:** take actions to continually improve process performance.

ISO 9001:2008 is based on eight quality management principles (all fundamental to good business practice). When fully adopted, these principles can help improve your organizational performance:

Customer focus: organizations depends on their customers, and therefore need to shape activities around the fulfillment of market need. Leadership: is needed to provide unity of purpose and direction. Involvement of people: creates an environment where people become fully involved in achieving the organization's objectives. Process approach: to achieve organizational objectives, resources and activities need to be managed as processes, with an understanding of how the outputs of one process affects the inputs of another. System approach to management: the effectiveness and efficiency of the organization depends on a system approach to work activities.

Continual improvement: adopting this as a part of everyday culture is a key objective for an organization. Fact based decision-making: effective decisions are based on the logical and intuitive analysis of data and factual information. Mutually beneficial supplier relationships: such relationships will enhance the ability to create value.

**CURRENT STATUS :**

- Recognized as the World's #1 Quality Management System in over 150 Countries
- Reviewed & Revised Every 5-7 Years by Industry Experts Worldwide
- Year 2001 Change.....Process Approach - the Way Most Businesses Operate
- New Streamlined Version Applicable to Both Fortune 500 and Small Companies
- Special Emphasis on Customer Satisfaction, Vendor Performance, & Employee Training
- Major Change Expected 2015 - Combined With ISO 14001 (Environmental)

**BENEFITS :**

- Streamlines Company Operations
- Reduces All Operating Costs
- Ease of Training New Employees in Dept. Procedures
- Improves Customer Service & Increases Repeat Orders
- Presents New Marketing Opportunities
- Improves Financial Performance and Profits

**BIBIN VARGHESE**  
**FSMS Auditor / Marketing Officer**

## FOOD SAFETY

Food is important for life. To be healthy and active, we should certainly have enough food. But the foods we eat should also be safe and rich in all the nutrients our body needs. We should choose from a wide variety of foods and we should eat them regularly, throughout the day, every day of the year. Do not forget that we should also enjoy the food that we eat; it should look, smell and taste good. Without good nutrition, children and young people cannot develop their potential to the full, and adults will have difficulty in doing their best.

Food provides our bodies with what they need to:

- stay alive, be active, move and work;
- build new cells and tissues for growth;
- stay healthy and heal themselves;
- Prevent and fight infections.

This section of your Handbook provides 9 activities that can be used to help your Youth Club members to learn about the basic functions of foods and the importance of getting enough of all the nutrients in a person's diet.

### Functions of Food

- growth & development
- muscles,
- bones and teeth
- energy
- healthy bodies
- fighting disease
- good brains
- healthy organs



Many Namibians have come to understand the word Diet to mean the kind of foods that people eat for slimming or losing weight, but the word really means all the foods and beverages (drinks/liquids) any person consumes, even those who are not slimming. So a good diet means a Healthy Eating Plan and healthy and balanced nutrition means eating the right type of foods in the right quantities to keep healthy, keep fit, and enjoy life. For our nutritional well-being we need to have a variety of nutritious, safe and acceptable foods that meet the dietary needs of all members of the household every day throughout the year. This section of your Handbook includes 8 activities that will help your group members to understand the meaning and importance of having a healthy diet and a Healthy Eating Plan.

Food safety is about handling, storing and preparing food to prevent infection and help to make sure that our food keeps enough nutrients for us to have a healthy diet. Unsafe food and water means that it has been exposed to dirt and germs, or may even be rotten, which can cause infections or diseases such as diarrhea, meningitis, etc.

These diseases can make people very sick or even be life threatening. When people are sick, they are weak and would have difficulty working or concentrating at school. Some of these infections also make it difficult for our bodies to absorb the nutrients they need to get healthy. Unsafe or stale foods also deteriorate and be of poor quality, which means they lose nutrients and so we do not get enough of what we need for a healthy diet. So unsafe food can also lead to poor nutrition. Activities to help Rural Youth Club members to learn about Food Safety and think of ways to promote Food and Water Safety messages in their communities while greater volumes of information can often help us to understand complex issues - it can also expose us to misinformation and falsehoods. Unfortunately, sometimes even the most well-intentioned can be misinformed on issues as important as food safety. To help better inform and educate consumers - we have listed below important findings from across the scientific community about biotechnology and food safety. By relying on the scientific community for this information - we help eliminate some of the rhetoric that often accompanies debates related to issues as important as the safety of our food.

### Foodborne Illness Is Serious Business

Foodborne illness can strike anyone. However, some people are at a higher risk for developing foodborne illness. These include pregnant women, young children, older adults and people with weakened immune systems. If you — or someone you care for — are in one of these at-risk groups, it's important to pay extra attention to handling food safely.

Step 1



CLEAN



Step 2



SEPARATE



Step 3



COOK



Step 4



CHILL



## FOUR STEPS TO FOOD SAFETY

### 1. CLEAN: Wash Hands And Surfaces Often

Bacteria can be spread throughout the kitchen and get onto hands, cutting boards, utensils, counter tops and food.

#### TO ENSURE THAT YOUR HANDS AND SURFACES ARE CLEAN, BE SURE TO:

- Wash your hands with warm water and soap for at least 20 seconds before and after handling food and after using the bathroom, changing diapers and handling pets.
- Wash your cutting boards, dishes, utensils and counter tops with hot soapy water after preparing each food item and before you go on to the next food.
- Consider using paper towels to clean up kitchen surfaces. If you use cloth towels wash them often in the hot cycle of your washing machine.
- Rinse fresh fruits and vegetables under running tap water, including those with skins and rinds that are not eaten.
- Rub firm-skin fruits and vegetables under running tap water or scrub with a clean vegetable brush while rinsing with running tap water.
- With canned goods, remember to clean lids before opening.

### 2. SEPARATE: Separate Raw Meats From Other Foods.

- Cross-contamination can occur when bacteria are spread from one food product to another. This is especially common when handling raw meat, poultry, seafood and eggs. The key is to keep these foods—and their juices—away from ready-to-eat foods.
- To prevent cross-contamination, remember to:
  - Separate raw meat, poultry, seafood and eggs from other foods in your grocery shopping cart, grocery bags and in your refrigerator.
  - Use one cutting board for fresh produce and a separate one for raw meat, poultry and seafood.
  - Never place cooked food on a plate that previously held raw meat, poultry, seafood or eggs.
  - Don't reuse marinades used on raw foods unless you bring them to a boil first.



### 3. COOK: Cook To The Right Temperatures

Food is safely cooked when it reaches a high enough internal temperature to kill the harmful bacteria that cause illness. Refer to the Safe Cooking Temperatures Chart for the proper internal temperatures.

#### TO ENSURE THAT YOUR FOODS ARE COOKED SAFELY, ALWAYS:

- Use a food thermometer to measure the internal temperature of cooked foods. Check the internal temperature in several places to make sure that the meat, poultry, seafood, eggs or dishes containing eggs are cooked to safe minimum internal temperatures as shown in the Safe cooking temperature chart
- Cook ground meat or ground poultry until it reaches a safe internal temperature. Color is not a reliable indicator of doneness.
- Cook eggs until the yolk and white are firm. Only use recipes in which eggs are cooked or heated thoroughly.
- When cooking in a microwave oven, cover food, stir, and rotate for even cooking. If there is no turntable, rotate the dish by hand once or twice during cooking. Always allow standing time, which completes the cooking, before checking the internal temperature with a food thermometer. Food is done when it reaches the safe minimum internal temperature.
- Bring sauces, soups and gravy to a boil when reheating.

### 4. CHILL: Refrigerate Foods Promptly

Refrigerate foods quickly because cold temperatures slow the growth of harmful bacteria. Do not over-stuff the refrigerator. Cold air must circulate to help keep food safe. Keeping a constant refrigerator temperature of 40°F or below is one of the most effective ways to reduce the risk of food borne illness. Use an appliance thermometer to be sure the temperature is consistently 40°F or below and the freezer temperature is 0°F or below.

#### TO CHILL FOODS PROPERLY:

- Refrigerate or freeze meat, poultry, eggs, seafood and other perishables within 2 hours of cooking or purchasing. Refrigerate within 1 hour if the temperature outside is above 90°F.
- Never thaw food at room temperature, such as on the counter top. Food must be kept at a safe temperature during thawing. There are three safe ways to defrost food: in the refrigerator, in cold water, and in the microwave. Food thawed in cold water or in the microwave should be cooked immediately.
- Always marinate food in the refrigerator.
- Divide large amounts of leftovers into shallow containers for quicker cooling in the refrigerator.
- Use or discard refrigerated food on a regular basis. Follow the recommendations in the Refrigerator & Freezer Storage Chart found at

**Be Food Safe**



**Cook.**

**Be Food Safe**



**Chill.**

**SANAN CHANDRAN**  
**Business Development Officer**

## CURRENT STATUS OF QMS IN THE ECONOMY

**“QUALITY IS EVERYONE’S RESPONSIBILITY AND WE NEVER HAVE TO STOP GETTING BETTER”**

The construction industry globally is one of the largest contributors to Gross Domestic Product (GDP), as well as playing an important role in determining a country’s economic growth. According to Better at all. (2011) in their written report on global forecasts for the construction industry over the decade 2011 to 2020, it was observed that this sector currently accounts for more than 11% of global GDP and it is estimated that by 2020 it will account for 13.2% of the world’s GDP. It is categorical as one of the emerging markets in the Asia and Middle East, (the others being China, India, USA, Canada, Russia and Australia), that it is predicted will account for 65% of growth in global construction by 2020 (ibid 2011). Since the early 1970s, the construction sector has been one of the main economic indicators to show continuous and gradual growth of the economy. This sector accounted for 10.19% of GDP in 2011 (Central Bureau of Statistics 2012). Planning activities in the construction sector in U.A.E are estimated to have provided direct employment for around numerous people, with this figure increasing to around 2 million during project execution stages. It has been reported that in the first-quarter of 2011, the construction industry workforce in U.A.E, is one of the largest employment sectors in the economy (Central Bureau of Statistics 2011).

In the light of such reports and also due to the local shortfalls described before, the Government of U.A.E in order for it’s construction industry to become more competitive, has enacted specific regulations relating to the application and implementation of quality management systems (QMSs), acknowledging that quality in construction is a major concern in the global construction industry. The implementation of QMSs has become more widespread in the construction industry since the quality of civil engineering project work became an issue of concern to the Government, contractors, consultants, project customers and end-users. Quality management systems are becoming increasingly important to customers, who have developed a growing aspiration to engage qualified and professional construction companies, capable of meeting their specification requirements, and capable of giving better customer satisfaction. Quality management in the construction industry is different from that in manufacturing or other service industries, as in the construction industry it encompasses not only the quality of products, but also the total management approach to meet a defined purpose provided by clients.

The quality management systems (QMSs) currently being implemented by the contractors and builders, are based on the ISO 9001 standard. Though the ISO 9001 standard is sometimes criticized in terms of its ability to assist construction companies in operating quality procedures and producing quality products, ISO 9001-based QMSs have been widely adopted in the global construction arena. Holding a valid ISO 9001 certification is a requirement for construction companies that wish to be registered, as well as for companies wishing to tender for government projects with a value above AED 800,000.

However, the mere existence of quality documentation, such as quality plans, procedures and work instructions, in company head offices, does not necessarily reflect the presence of deep-rooted operational practices and procedures needed for ensuring the ultimate delivery of a well-operated QMS, capable of giving customer satisfaction in line with the espoused values of ISO 9001, With regard to the whole concept of quality management and QMSs implementation. Some construction companies and builders try to obtain ISO 9001 certification solely based on a desire to be included on clients’ tendering lists, and to follow the trends of other companies, rather than having any real company objective to improve processes, or to satisfy customers with improved project outcomes. The holding of an ISO 9001 certificate does not mean that a company is implementing an effective QMS; to do that requires a cultural shift. The change from a culture of building to the lowest quality level and then repairing inevitable defective work, to a culture of producing „right-first-time“ output, is required for the demonstration of achievement of successful quality system application.

What is the current status of the quality management systems (QMSs) :  
being implemented by companies?

Essentially, the identification of the status of QMS implementation in an organization involves examining how effective and successful the implementation of QMS requirements, such as the standards of ISO 9001, is taking place. The complex nature of construction practices often causes challenges in the roll-out of QMS at the management and project levels. These challenges need to be identified in order to take measured actions to overcome the barriers. Furthermore, the assessment of a company's performance during implementation of a QMS is also important in order to evaluate the impact of the quality system on effectiveness of the system.

- What are the levels of implementation of the existing QMSs?
- If there are obstacles to the implementation of QMSs,
  - what are they?
- Do the barriers to the implementation of an effective quality management system significantly relate to the quality management system practices?
- What are the achievements of companies due to implementing the QMSs?
- Do the barriers to the implementation of an effective quality management system significantly relate to the key performance of construction companies?
- Does the identified presence of quality management system practices significantly relate to the key performance of construction companies?

As revealed in previous research, organizational culture correlates with, and affects, the effectiveness and continuous improvement of a company's QMS implementation.

A robust culture-based QMS implementation framework for construction companies in developing and implementing effective and continuously improving QMSs to achieve better bottom-line outcomes, as well as creating „strong“ organizational cultures, is considered as a pressing need.

This article seeks to identify and address the critical factors that impact on the gap between quality management and organizational culture, and the actual realization of such factors within the context of the management of construction processes and project implementation and achieved outcomes. The research also aims to facilitate the development of integrated culture-based QMS framework aimed at improving QMS implementation and performance.

**CRISTINA CUETO**  
Marketing Executive.

## QUALITY MANAGEMENT SYSTEM ISO 9001 BASIC

**“Quality is more important than quantity. One home run is much better than two doubles.”**

### CONTENT:

- Introduction
- Benefits of ISO 9001
- Requirements of ISO 9001
- General Requirements
- Management Responsibility
- Resource Management
- Product Realization
- Measurement & Analysis
- How To apply



### ISO 9001 IS AN OUTLINE FOR A QUALITY MANAGEMENT SYSTEM

When you build your Quality Management System based on ISO 9001:2008, you will be managing your organization as a system of interrelated processes.

You will plan these processes; identify how they relate to each other, set goals, measure the processes and make improvements

## QUALITY MANAGEMENT SYSTEM CRITERIA

An International Group of Business and Quality Professionals determined criteria.

These criteria are basics of good business practice.

For example:

- Set quality goals
- Ensure customer requirements are understood and met
- Train employees
- Control your production processes
- Purchase from suppliers that can provide quality product
- Correct problems and make sure they do not happen again.

Once the quality system is in place a Registrar will come and audit. If all the criteria are being followed, the company will be ISO 9001 Registered

Registered companies put their Registration mark in marketing materials.

Potential customers will know that you have a good Quality Management System in Place.

The ISO 9001 Standard

The standard outlines the requirements for the Quality Management System in sections 4 through 8 of ISO 9001. Take a look at the sections of the standard outlined below.

### ISO 9001:2008 STANDARD

#### **SECTION 1: SCOPE**

Talks about the standard and how it applies to organizations

#### **SECTION 2: NORMATIVE REFERENCE**

References another document that should be used along with the standard, ISO 9000:2008, Quality Management Systems-Fundamentals and Vocabulary

#### **SECTION 3: TERMS AND DEFINITIONS**

Gives a few new definitions

#### **SECTION 4: GENERAL REQUIREMENTS**

Gives requirements for the overall Quality Management System

#### **SECTION 5: MANAGEMENT RESPONSIBILITY**

Gives requirements for Management and their role in the Quality Management System

#### **SECTION 6: RESOURCE MANAGEMENT**

Gives requirements for resources including personnel, training, the facility and work environment

#### **SECTION 7: PRODUCT REALIZATION**

Gives requirements for the production of the product or service, including things like planning, customer related processes, design, purchasing and process control

#### **SECTION 8: MEASUREMENT, ANALYSIS AND IMPROVEMENT**

Gives requirements on monitoring processes and improving those processes

## THE ISO 9001 STANDARD

The requirements cover everything from how you plan your processes, to how you carry them out, measure them and improve them.

The standard calls your production processes "Product Realization". This is where you are actually making your product or delivering your service.

## THE BENEFITS OF ISO 9001

Having an effective Quality Management System (QMS), in place leads to many improvements in an organization.

ISO 9001 is a proven foundation for an effective QMS. Whether you decide to Register your organization, or just build an ISO 9001 (QMS) for the internal benefits, you will improve your organization.

### INTERNAL BENEFITS INCLUDE:

- Increased productivity
- Less scrap and rework
- Increased employee satisfaction
- Continual improvement
- Increased profits

### MARKETING BENEFITS INCLUDE:

- An internationally recognized QMS
- Increased opportunities in specific markets
- Increased customer satisfaction

## WHAT WILL ISO 9001 DO FOR YOUR EMPLOYEES?

It will ensure that they have the training and information to do their job correctly.

Systems will be in place to identify problems, find the cause and eliminate it to prevent problems from reoccurring.

## ISO 9001 REQUIREMENTS

### You Must Identify Your Key Processes:

- The processes that affect product or service quality.
- These processes are included in the QMS.
- This includes most of the processes in your organization.

### And Use A "PROCESS MANAGEMENT APPROACH":

- A process management approach is managing your organization as a system of interlinked processes.
- The output of one process is the input for the next process.



**PROCESS MANAGEMENT APPROACH:** Requires that your processes are controlled and managed for continual improvement. The ISO 9001 Standard  
The standard is designed to follow a process management approach.

### But what does that really mean?

To find out, we will look at the specific requirements of ISO 9001.

### GENERAL REQUIREMENTS: Your Organization Has:

Established a Quality Policy and Quality Goals, and Designed a Quality Management System to control how processes are performed top Management has established a Quality Policy for your organization. Find out what this policy says, and how your job helps support the quality policy.

#### Quality Policy

- Document Issued by:
- Document Approved by:
- Document Approved by:
- Date in Effect: January 1, 2009 Rev.: A

#### 1. PURPOSE:

- 1.1. To state Your Organization's commitments and aspirations in regard to product performance-integrity and reliability of service in a sound a safe environment.

#### 2. DEFINITIONS:

- 2.1. Add Quality Policy Here

#### 3. LEADERSHIP, RESPONSIBILITIES, AND AUTHORITY:

- 3.1. Top management established the Quality Policy and the President approved it on
- 3.2. The President and Top Management may decide to change the Quality Policy only when the organization attains the goals and aspirations expressed or they are no longer relevant or sufficient.

#### 4. REFERENCE

- 4.1. This document addresses clause 5.3 Quality Policy.

#### 5. GENERAL:

- 5.1. The Quality Policy states your organization' commitments and aspirations to provide customers and consumers' quality products and reliable services.
- 5.2. Based on the above commitments and aspirations Your Organization developed a formalized quality management system to assure that the quality of the products we manufacture, and services we provide to our external customers meet and/or exceed their expectations in a safe and environmentally conscious manner.
- 5.3. The Quality Policy provides a framework for establishing specific quality objectives and provides direction for the continual improvement effort.
- 5.4. Your Organization posted the Quality Policy throughout the organization in English and Spanish. General orientation training explains and discusses the Quality Policy meaning to new employees.
- 5.5. Your Organization communicates the Quality Policy to customers, consumers, suppliers and other interested parties. The organization displays the Quality Policy in the reception area of the organization.
- 5.6. Top management reviews the Quality Policy on a quarterly basis to ensure its continual relevance and suitability.

#### 6. FORMS AND RECORDS:

- 6.1. Management Review Meeting Minutes

#### 7. RECORD OF REVISIONS:

#### QUALITY GOALS:

Quality goals are established to support the quality policy. They are measurable, specific goals. As you meet the goals, new goals can be set.

## **DOCUMENTED QUALITY MANAGEMENT SYSTEM:**

**The Quality Management System (qms) Is Documented In The:**

- Quality Policy
- Quality Manual
- Procedures
- Work Instructions
- Records

**Your Organization Must Continue To Provide The Resources Necessary:**

- To maintain the QMS
- To improve the effectiveness of the QMS
- To enhance customer satisfaction by meeting requirements

## **Human Resources**

Employees are a resource

**Employees Must Be Qualified And Trained For The Job They Are Performing.**

- Qualifications and training requirements have been identified for your job.
- You need to complete all required training. This may be on- the-job training, group training, or individual training.
- Once you have completed training, the effectiveness of the training must be evaluated. This is in the form of a quiz, observation of your work, performing to specifications or other ways of evaluating your understanding.

## **OTHER RESOURCES INCLUDE THE INFRASTRUCTURE AND THE WORK ENVIRONMENT**

Infrastructure and work environment must be sufficient to make quality product

**The Physical Resources Needed To Make Quality Product Are Considered Infrastructure:**

- The facility
- Equipment
- Layout
- Workspace
- Support services

Work environment includes factors such as:

- Heat
- Vibration
- Noise
- Humidity
- Light
- Cleanliness

## **Product Realization Processes Must Be Planned**

**There are things that need to be determined as you set up your quality management system and as you implement new processes.**

- How will the processes be controlled?
- What are the Quality objectives?
- What are the Documentation requirements?
- What are the Records requirements?
- What are acceptance criteria for the process?

**A WELL-CONTROLLED PROCESS WILL BE PERFORMED CONSISTENTLY DAY TO DAY, EMPLOYEE TO EMPLOYEE.**

**Consistency Is Achieved By:**

- Training or qualifying employees to perform the process
- Documenting the process
- Providing information on process characteristics or product characteristics.
- You must manage processes related to your customers to make sure you are Determining their requirements and meeting those requirements.
- Identify requirements
- Review the requirements
- Establish customer communication

**DESIGN AND DEVELOPMENT**

**If You Design Product, You Must Control Your Design And Development Process. The Process Must Include:**

- Design and development planning
- Design and development inputs
- Design and development review
- Design and development verification
- Design and development validation
- Control of design and development changes

**PURCHASING**

The materials and services you use to build your product must conform to your requirements to allow you to provide quality products.

Purchasing will evaluate your suppliers and determine the best supplier to provide the materials and services To maintain quality, meet customers' requirements and prevent mistakes, your product and materials must be clearly identified throughout production and delivery.

**Identify The Product**

**Identify The Testing, Monitoring And Measuring Status:**

**CUSTOMER PROPERTY:**

- Customers may provide you with equipment or material to use to produce product
- Customers may provide you with documents containing information, or intellectual Property.

**It Is Your Responsibility To Protect The Customer's Property :**

**IDENTIFY IT**

Verify that it is suitable for use Protect it Record and report any lost, damaged or unsuitable product to the customer

**TO MAINTAIN PRODUCT QUALITY DURING HANDLING, STORAGE AND DELIVERY, IT IS YOUR RESPONSIBILITY TO:**

- Follow preservation requirements
- Follow handling instructions to prevent damage
- Follow packaging requirements to maintain product quality.

## Work Instructions Identify Measuring And Monitoring Requirements:

- Equipment used for measuring and monitoring is calibrated to make sure that measurements are accurate.
- Make sure that the equipment that you are using is up to date with its calibration.
- Measure, Analyze and Improve.
- To meet the requirement of continually improving the QMS, your organization will carry out inspection, testing, measurement, analysis and improvement processes Customer Satisfaction.

## How does the customer perceive your performance in meeting requirements?

- Tells us the effectiveness of the QMS
- Allows us to fix problems with the QMS
- Allows us to make improvements to the QMS

## INTERNAL AUDITS MEASURE AND MONITOR HOW WELL THE QMS IS BEING FOLLOWED.

- When product or material does not meet requirements it must be controlled to make sure it does not get to the client.
- It must be clearly identified
- It must be disposition
- Reworked
- Regarded
- Scrapped
- Accepted as is (by concession) by the customer.

Corrective and preventive action systems should be used by all employees to address problems and potential problems.

Corrective Action: Fix a problem that has occurred, and prevent it from happening again.

Preventive Action: When you see something that may cause a problem, fix it and prevent the problem from happening.

Now you have a basic idea of what ISO 9001 is and what it requires. What would you like to do next.



**SHALINI VIJAY KUMAR**  
**Administration & Accounts**

## QUALITY MANAGEMENT SYSTEM – AN ARTICLE & AN OVERVIEW 2015

Establish and maintain a QMS that provides a standard, formal and continuous approach regarding quality management that is aligned with business requirements. The QMS should identify quality requirements and criteria; key IT processes and their sequence and interaction; and the policies, criteria and methods for defining, detecting, correcting and preventing non-conformity. The QMS should define the organizational structure for quality management, covering the roles, tasks and responsibilities. All key areas should develop their quality plans in line with criteria and policies and record quality data. Monitor and measure the effectiveness and acceptance of the QMS, and improve it when needed.

There are so many interesting ISO standards, and the background behind the whole ISO program is fascinating, and has a long history behind it. Many of us younger whiper snappers are not even aware of the ISO standards, and this was a fun way to show how (and why) they have their place in business today.

Companies of any size benefit significantly from registration to the ISO 9001 ISO 14001, or other international standards because they must meet market needs, satisfy customer or legislative requirements, price goods competitively and generate profit in order to be effective in business. The main reasons why companies seek ISO certification are: business processes are improved, a better quality product is created, it aids in marketing and selling products or a customer demands it.

A research survey among middle market and small companies reported specific advantages from achieving registration:

- \*83% Reported Improved Management Control.
- \*70% Claimed Real Improvements In Customer Service.
- \*64% Said Iso 9000 Improved Their Ability To Bid For Contracts.
- \*48% Increased Their Market Share.

# QMS



Customer Service

Excellent

Good

Average

Poor



## The Results Of A Quality Systems Update Confirmed The Most Important External Benefits Of Registration:

- 1) Higher perceived quality in the Marketplace
- 2) Improved customer satisfaction
- 3) Competitive edge
- 4) Reduces customer-required quality audits
- 5) Increase market share

Many corporations and government agencies are requiring their suppliers to become registered to the ISO 9001 Standard in order to meet contract specifications for quality management. In certain countries, including members of the European Union (EU) and increasingly in the U.S., Canada, and Asia Pacific, proof of ISO 9000 registration is a requirement for conducting trade with government agencies and companies monitored by industry and government regulations. More than 600,000 ISO 9000 certificates are in force today.

The ISO 9000 standards are designed to help companies review their processes and establish a system to improve and maintain the quality of products and/or services. Documenting the processes and implementing a Quality Management System provides businesses with a valuable and reliable means of reviewing their operations, identifying inefficiencies and gaps and implementing actions to eliminate problematic areas.

In certain industries, registration to ISO 9001 is becoming the norm and a requirement to remain competitive with companies already registered. In sectors where ISO 9001 is recognized as a demonstration of process and product quality, registration offers a significant business advantage to a company over its competitors.

### QUALITY POLICY :

In quality management system, a quality policy is a document jointly developed by management and quality experts to express the quality objectives of the organization, the acceptable level of quality and the duties of specific departments to ensure quality. Quality policy management is a long term strategic issue and often has a 10year scope.

### TOTAL QUALITY MANAGEMENT (TQM) :

Consists of organization-wide efforts to install and make permanent a climate in which an organization continuously improves its ability to deliver high-quality products and services to customers. While there is no widely agreed-upon approach, TQM efforts typically draw heavily on the previously developed tools and techniques of quality control. TQM enjoyed widespread attention during the late 1980s and early 1990s before being overshadowed by ISO 9000, Lean manufacturing, and Six Sigma.

- ✓ "QUALITY IS NOT WHAT COMPANY PUTS IN, IT IS WHAT CUSTOMERS GET OUT!"
- ✓ "QUALITY MEANS, THE CUSTOMER COMES BACK, NOT THE PRODUCTS."
- ✓ "QUALITY IS NOT AN ACT, IT IS A HABIT."

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**ICS TECHNOLOGIES**



## Training Calendar for the Month of September 2015

Sr. No	COURSE NAME	START DATE	FEES in ₹	DURATION	COURSE DELIVERABLE	REGISTRATION FORM
<b>MANAGEMENT TRAINING</b>						
1.	ISO-DIS 9001:2015	12/9/2015	1,500	1 Day		 Registration Form
2.	LEAN MANAGEMENT	19/9/2015	4,000	1 Day		
3.	INTERNAL AUDITOR QMS	4/9/2015	2,000	2 Days		
4.	INTERNAL AUDITOR EMS	11/9/2015	2,000	2 Days		
5.	AWARNESS OF IMS	18/9/2015	4,000	2 Days		
6.	INTERNAL AUDITOR IN OHSAS	14/9/2015	2,000	2 Days		
7.	LEAD AUDITOR IN QUALITY MANAGEMENT SYSTEM	21/9/2015	12,000	5 Days		
8.	LEAD AUDITOR IN EMS	28/9/2015	12,000	5 Days		
<b>NON- DISTRUCTIVE TRAINING</b>						
9.	MPT LEVEL	10/9/2015	3,500	4 Days		
10.	WELDING INSPECTOR	9/9/2015	9,000	5 Days		
11.	UT LEVEL 2	15/9/2015	6,500	6 Days		
12.	RT LEVEL 2	22/9/2015	7,500	6 Days	 	
<b>OTHERS TRAINING</b>						
13.	FIRST AID	4/9/2015	2,000	1 Day		
14.	DIRECT MARKETING	12/9/2015	2,000	1 Day		
15.	BEHAVIOUR BASE SAFETY	19/9/2015	3,500	1 Day		
16.	PERSONALITY DEVELOPMENT	26/9/2015	2,000	1 Day		
17.	PAINTING & COATING	25/9/2015	9,000	3 Days		



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### Acknowledgment:

Dr. Sundar Kataria :- Chairman & Managing Director

Muralidhar Vaity :- G. M. Certification

Vidya Selvaraj :- Station Manager

Shalini Vijay Kumar :- Client Coordinator

Bibin Varghese :- Auditor HACCP

Sanan Chandran :- Business Development

Cristina Cueto :- Customer Care

Thank  
You

