

QUALITY MANUAL

Approved By	Authority for Primary Approval	Authority for Review & Approval	Authority for Final Review	Authority for Final Approval
Department				
Function				
Name				
Signature				
Date of Approval				

Date of Adoption	
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2. Amendments Sheet

Section #	Page	Amendment Description	Date	New Rev.

3. Scope of Application

3.1. Foreword

- 3.1.1. This is the Quality Manual (QMA) of Erga Group (identified as “Erga” in the QMA).
- 3.1.2. This manual serves as a reference and guide document for Erga’s Management and Staff in delivering quality services to our clients. It describes its Quality Management System. It consists of and refers to an authorized set of documentation, including organizational structure, divisions, departments and sections, list of functions and personnel, job descriptions, policies, processes, procedures, work instructions, forms, associated documents and records. It is designed to meet the ISO 9001: 2008 standard requirements.
- 3.1.3. Erga’s Quality Management System was set up with the aim of meeting clients and applicable national and international regulatory requirements, when and as applicable.

3.2. Company Profile

- 3.2.1. This Policy applies to all Erga entities and sub-entities, and all Erga staff including part timers and outsourced staff.
- 3.2.2. From its inception in 1980's, Erga Group International sarl adopted the latest and most advanced technologies in the field of Architecture and Consulting Engineering, in order to improve and expand rationally and durably for long-term performance. It pioneered the use of computer aided design since 1982.
- 3.2.3. Aware of today's realities and complexities, in 1997, Erga Group Int'l sarl left the place to 2 new companies to lead Erga into performance excellency: Erga Group sal “Architects and Consulting Engineers” dealing with design and consultancy, and Erga Management sal “Construction Management”.
- 3.2.4. The success to Erga is not merely winning a contract, but rather a means to innovate and realize masterpieces in the quest of aesthetics and efficiency stressing on quality, value and profitability complying with safety standards and technical specifications.
- 3.2.5. In this purpose, Erga relies on its multi-disciplinary practice, due to a team of qualified staff comprising experienced Architects, Designers, Structural, Mechanical and Electrical Engineers, Interior Architects, Project Managers, Quantity Surveyors and Contract Administrators.
- 3.2.6. Erga shares and contributes in feeding the Construction information database and common knowledge collected from experience with its sister company Erga Management. They all work in close coordination to reach optimized solutions.
- 3.2.7. “Our philosophy is to provide global, diversified solutions and services to our clients, from initial concept and feasibility, to schematic and detailed design, tendering and site supervision.”
- 3.2.8. Erga is today a fully integrated and well-equipped firm capable of facing tomorrow's challenges. During the 90's alone, Erga Group has undertaken live work and has successfully completed projects in more than 10 countries over the world operating from the Head Office at Awkar-Lebanon.
- 3.2.9. Internally, a management approach, centered on Quality, based on the participation of all its members and aiming at long term success through our client satisfaction and the benefits to the members of the organization is applied in compliance with the int'l ISO 9001 quality management system requirements for continuous improvement on quality and effectiveness.
- 3.2.10. Refer to website: www.erga.com

3.3. Scope of the Quality Manual

- 3.3.1.** The scope of the Quality Management System encompasses Erga's operations and activities worldwide.
- 3.3.2.** The structure of the overall organization in Erga is directed by the **Executive Management Group, headed by the Chairman (Head Office)**. This group is in charge of all Top Management Responsibilities and it is comprised of the Chairman, Vice Chairman and the Chief Executive Officer (CEO) with the assistance of 2 advisory bodies in legal and financial issues. There are 3 parties reporting directly to the CEO, as follows:
- The Chief Operating Officer (COO).**
 - The Quality Management Department, headed by the QM HOD.**
 - The Finance Division, headed by the Chief Financial Officer (CFO)** comprising the Finance department grouping the following sections: Accounting, Budget and Treasury.
- 3.3.3.** There are 5 main divisions below the COO, grouping Departments, sub-divided into Sections, as follows, and with the below stated scope: (Refer to Overall Organization Chart – Section 5; Divisions QMS Manuals - Scope & Objectives).
- Business Development Division, headed by the Chief Business Officer (CBO) (Head Office):**
In charge of business development, market analysis, advertising, public relations and client satisfaction surveys and sub-divided into 4 sections: Operations, Marketing, Contract Administration and Project Planning & Budgeting.
 - Design Division, headed by the Chief Design Officer (CDO) (Head Office):** In charge of conceptual design, design development, indirect supervision and technical services and sub-divided into 9 departments:
 - Architectural Department** with the following sections: Concept & Development, Landscaping and Media & Graphic Design.
 - Quality Control Department**
 - Regulation & Permit Department**
 - Interior Design Department**
 - Quantity Survey Department**
 - Mechanical Department**
 - Electrical Department**
 - Civil Department**
 - Structural Department**
 - International branches, headed by the Chief International Officer:** In charge of the regional coordination among branches. In every country where Erga has offices, the Branch Manager assisted by Senior Architects and Engineers, directs the operations and coordinates between clients and PDMs (Project Design Managers) in the Head Office, and follows-up on all associated local formalities and provides support (Local accounting laws and regulations, Auditors, Legal advisory services, etc..).
 - Administrative Division, headed by the Chief Administrative Officer (CAO):** In charge of support activities related to administrative tasks to all Erga's companies in Lebanon and worldwide. It is sub-divided into 3 departments:
 - Office Logistics Department** with the following sections: General Services, Procurement & Stock and Maintenance.

- 2. **Human Resources Department** with the following sections: Personnel, Recruitment, Internal and External Affairs.
- 3. **Document Management Department** with the following sections: Document Control and Archiving.
- e. **Technology Division, headed by the Chief Technology Officer (CTO) (Head Office):** In charge of support activities related to Information Technology and Software Development to all Erga's companies in Lebanon and worldwide. It is sub-divided to 2 departments:
 - 1. **Information Technology Department** with the following sections: System, Technical and Backup.
 - 2. **Software Development Department**
- f. **Erga Academy, headed the Dean (Head Office):** In charge of providing the needed education to all Erga Staff members in Lebanon and worldwide to teach them how to work on Erga's systems and to learn all Erga Rules and Standards.
- g. **Project Monitoring and Control (PMC) Department headed by the PMC HOD.**

3.4. Application of ISO 9001:2008 – Exclusions

- 3.4.1. All ISO 9001:2008 standard requirements apply to Erga Group SAL without any exclusion.

4. Quality Management System

4.1. General Requirements

4.1.1. Erga has established, documented, implemented, maintained and continually improved its quality management system in accordance with the requirements of the ISO 9001:2008 Standard and other regulatory and statutory requirements issued by different national and international authorized bodies.

- a. The processes needed for the quality management system are well identified and applied throughout the organization, with all relevant linkages and interaction among different processes, procedures, work instructions, etc...
- b. The template used to document the processes determines the criteria and methods needed to ensure that both the operation and control of these processes are effective, the availability of resources and information necessary to support the operation and monitoring of these processes.
- c. The template of these processes documents the following elements for each process, to ensure these processes are well controlled and monitored and to enhance their effectiveness and continually improve them.

1. Introduction

- Purpose
- Scope of Application including process inputs & outputs
- Authorities & Responsibilities comprising the process owner and process customers and suppliers (internal/external)
- Related Documents including Associated documents, external references and resulting records
- Resources from human resources to infrastructure and work environment
- Recipients

2. Process Monitoring & Measurement

- Process Review
- Key Performance Indicators
- Audit Statement

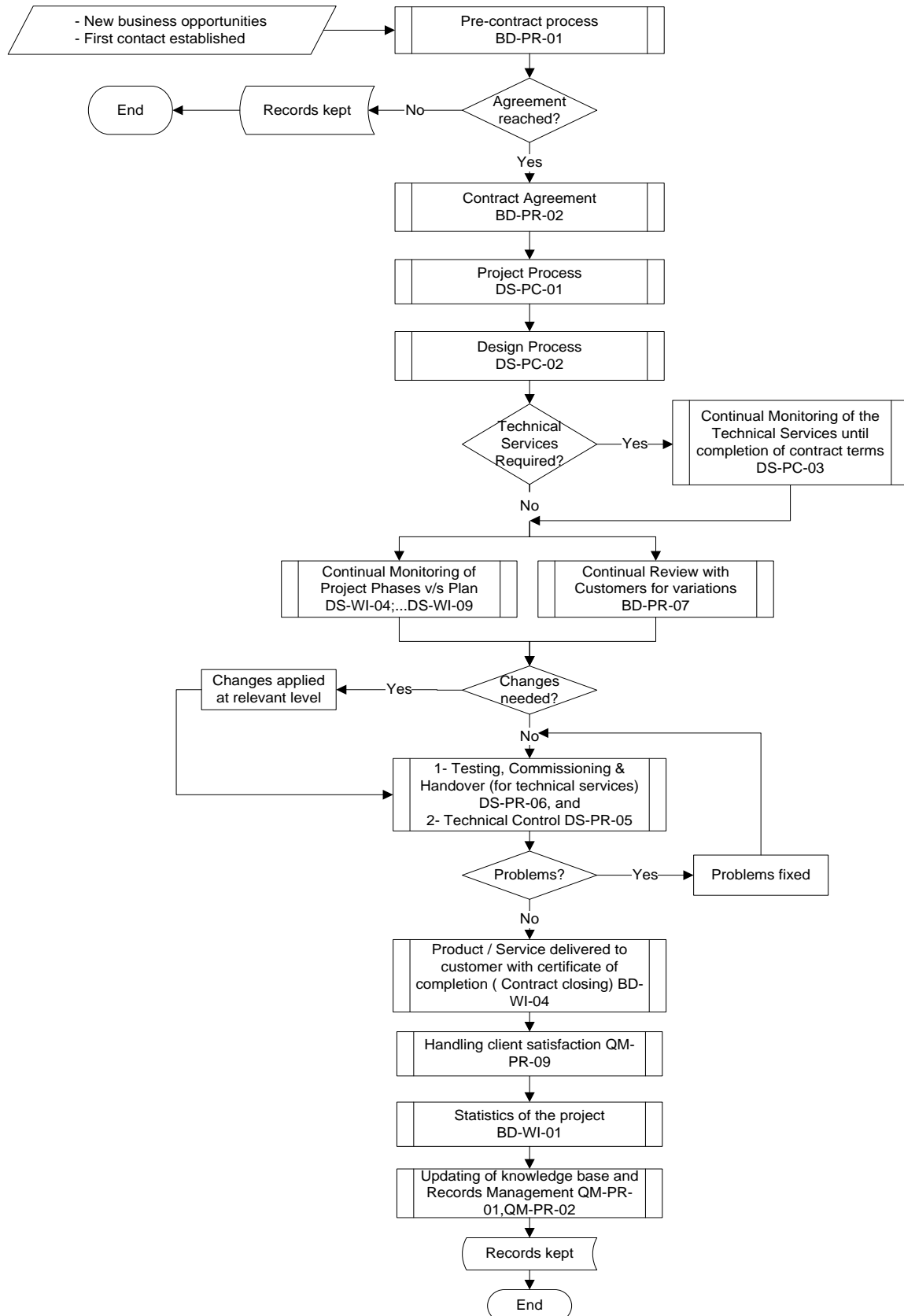
3. Risk Analysis

4. Definitions & Abbreviations

5. Process (Narrative and Flowchart)

- d. The outsourced processes are referred to in the relevant documentation and controlled by Erga; whereby the type and extent of control of these outsourced processes is described and records of such controls are kept. Also, suppliers of such outsourced processes are being evaluated regularly. "erga management", a sister company which scope of work varies from erga group, is considered to be an outsourced process for erga group. It is evaluated through the memorandum of understanding done between the 2 companies.
- e. Divisions' processes flowcharts (Refer to QMS Manuals): Each Division's processes are flowcharted and posted in the relevant QMS Manual. The "ongoing" objectives of the department and its units and sections are detailed in the QMS Manual, as well.

4.1.2. Core Process Flowchart



4.2. Documentation Requirements

4.2.1. General

- a. Erga's Documentation covering its internal and external operations was designed according to a formal quality management system, in order to ensure that all quality standards are met and implemented at all levels. The quality management system described hereafter is designed to meet requirements of the ISO 9001:2008 standard, other regulatory and statutory requirements related to Erga's business, and covers all activities that impact the quality of Erga's products and services.
- b. Any employee can make suggestions for new documents or improvements on existing ones.

c. Documentation Structure

1. **Quality Manual (QMA)** provides an overview of Erga's Quality System structure. It is divided into 8 sections:
 - Table of Content
 - Amendments Sheet
 - Scope of Application
 - Quality Management System
 - Management Responsibility
 - Resources Management
 - Product Realization
 - Measurement, Analysis & Improvement
2. **Divisions' Manuals (QMS Manuals)** include the following documents:
 - Revision Log and Approval Page
 - Objectives
 - Organization Chart
 - Definitions and Abbreviations
 - Job Descriptions
 - Main Activities
 - Policies
 - Core Process
 - Corporate and Departmental Procedures
 - Work Instructions
 - Forms
 - Index of Files
 - Archive Index
 - Lists (i.e. list of meetings, list of approved suppliers, list of reports and list of references...)
 - Key Performance Indicators (KPIs)
 - General and Operational Training

d. Documentation Types (Ref : X-QM-WI002 Documentation Numbering)

Documentation Type	Abbreviation
1. Policy	PO
2. Process	PC
3. Procedure	PR
4. Work Instruction	WI
5. Form	FM

Documentation Type	Abbreviation
6. List	LI
7. Manual	MA
8. Job Description	JD
9. Organization Chart	OC

- e. All operational procedures affecting the product/service quality are documented (narrative/flowchart)
- f. All Procedures are composed of the following components:

1. Introduction

- **Purpose:** which is an explanation of the reason why the procedure has been placed and the role it is meant to play.
- **Scope of Application:** limits the field of application of the procedure (activities and departments).
- **Policy:** explains in details or refers to any policy related to the procedure. It is not always necessary to have a related policy to every procedure.
- **Authorities & Responsibilities:** explains who is in charge of implementing each activity in the procedure.
- **Related Documents** including associated documents, external references and resulting records: dedicated to enumerate any internal document or external reference used or referred to in the procedure and all the records and outputs that are generated as a result of the work conducted in the procedure.
- **Recipients:** the persons to whom this procedure should be diffused for implementation.
- **Audit Statement:** sets the scope of future audits on the procedure.

2. Definitions & Abbreviations

3. **Procedure (Narrative and Flowchart):** Flowcharts or Narrative description portraying the operation and workflow taking place (step-by-step).

4.2.2. Quality Manual (QMA)

- a. A synopsis of the Quality Management System built to show the interrelationship between the existing system at Erga and the requirements of the ISO 9001:2008 standard.
- b. Distribution of the Quality Manual: An electronic PDF version is available on Erga Portal for the executive level and all hard copies are controlled by the QM HOD and distributed as per the QMA distribution list.

4.2.3. Control of Documents (Ref: X-QM-PR001 Control of Documents)

- a. All documents are controlled.
- b. All documents of external origin are identified, when received, and their distribution controlled to relevant parties.
- c. The authorized functions for the review and approval of the documentation are defined in the relevant procedure. The approvals of documents are shown on the last page of the documentation template, to ensure that the documentation cycle from creation till adoption is controlled and abided by.
- d. The issuing Division of the document is made known in its number and scope. The control number, revision number, date, revision log and approvals are found on all policies, processes, procedures, etc ... (i.e. all the components of QMS manuals).

- e. The detailed method of numbering, naming and storage place is thoroughly described in the appropriate document.
- f. To ensure that relevant versions of applicable documents are available at points of use, an electronic shared directory was created on the Network with QMS Manuals' documents posted, accessed by the Quality Department, Erga's management and staff, according to a scheme administered by IT and as per QM HOD's instructions. Access to the final QMS Manuals is restricted to the QM HOD and relevant Quality team (Members of the Quality Circle in different departments). Also hard copies of the QMS Manuals are kept in Divisions and locations with the quality team and distributed on a need-to-know basis.
- g. When changes occur, revision logs report the modifications and the appropriate approvals on the new revisions. The Quality Management Department controls the electronic posting of the amended documents and the internal distribution of the documents through master distribution list kept in the Quality Department files (for hard copies).
- h. Documents of external origin (such as laws, regulations, codes, technical standards, contracts, brochures) are controlled in comprehensive lists by the concerned departments.
- i. Obsolete documents are discarded once they have been replaced or no longer in use. The Quality Management Department is responsible for updating the QMS Manuals as per the set policy and procedure: distributing new versions (as per distribution list) and disposing of obsolete ones. If obsolete documents are kept for reference, they are duly marked to avoid unintended use.
- j. A comprehensive "tracking sheet" contains all documentation developed in Erga and is attached to this Quality Manual for ease of reference, tracking of changes, and better control. It also shows the status of the documentation.
- k. Documented procedure and work instructions cover this requirement.

4.2.4. Control of Records (Ref: X-QM-PR002 Control of Records)

- a. Each department is responsible for its records and archives.
- b. Each Department has an "Index of Files & Archives" devised for the records resulting from the work conducted. This index is found in each QMS Manual and it clarifies where the records are kept, for how long, where they are archived, for what period and their disposal. These details are approved by the Head of the concerned entity. The "Index of Files & Archives" – as all forms – is a controlled document with the appropriate control & revision numbers, issuing Department, and issuing date.
- c. Storage is of extreme importance for the preservation of the records. Thus, a section is dedicated to handle the archives received from departments and organize them in a controlled manner. Some sensitive archives are kept in other locations under the owner department, unit or function's jurisdiction.
- d. Electronic databases are regularly copied into backups in order to safeguard all electronic records. These backups are performed by IT Department for the whole company on a regular basis (daily, weekly and monthly), and a duplicate is kept in another safe location to prevent any data loss, in case of accident.
- e. The anti-virus protection is updated regularly and all the company's entities linked to the Main Servers are scanned for viruses every day.
- f. Addition of new users, access to the network and retrieval of records are controlled by the IT Department as per policies, processes, procedures and approvals from relevant Heads of concerned entities.

- g. Also, the IT Department communicates regularly with all entities instructions related to the protection of their data and restrictions in order to prevent any problem.
- h. At the end of each project, the concerned PDM collects all the records from all Engineers and submits them to the Archives Officer for storage in the "Central Archives".
- i. Documented policies, procedures and lists cover this requirement.

5. Management Responsibility

5.1. Management Commitment

- 5.1.1. Erga's Chairman, HODs (Head of Departments), HOSs (Head of Sections) are committed to the development and implementation of the Quality Management System and continually improving its effectiveness.
- 5.1.2. The importance of meeting client and statutory and regulatory requirements is communicated to staff at all levels through regular meetings, instructions, memos and continuous training to staff.
- 5.1.3. Erga's top management has established a Quality Policy in line with this commitment, and communicated it to all staff at all levels.
- 5.1.4. On a yearly basis, a meeting, headed by the Chairman, is held with the HODs and HOSs. The Yearly Business Plan is set and the Quality Objectives of each Division, Department and Section are determined in line with Top Management vision, mission and strategy.
- 5.1.5. Regular Meetings are conducted to follow-up on the quality objectives' achievements and updates are done if needed.
- 5.1.6. Periodic Management Reviews are carried out in order to have all quality-related issues settled and improvements applied.
- 5.1.7. Availability of resources to achieve this commitment is assessed during PMC Meetings.

5.2. Client Focus

- 5.2.1. One of Erga's management concerns is to keep in touch with the clients. Client focus appears as an ongoing corporate objective set by management and to be achieved by every person in the company.
- 5.2.2. Business Development Division is in charge of client satisfaction monitoring, analysis and reporting. It collects and reports all feedback received from Clients, for action. The Chairman, and the heads are always available to respond to clients complaints. They follow up the progress of client complaints internally with relevant sections, or during their periodic meetings until closure.
- 5.2.3. Moreover, during Meetings, client complaints and feedback are discussed and preventive & corrective actions decided upon.

5.3. Quality Policy

- 5.3.1. The company's vision, mission and strategy are clearly stated in Erga's quality policy. The quality policy is approved by the Chairman, TQM Manager and CAO, translated into Arabic and communicated to all Erga's staff, and a copy of this policy is displayed in key areas of the company. It is reviewed for continuing suitability during management reviews, and when needed.

End of Manual
