

# TÜV Recommends ISO 9002



## Certificate for The Centre for Geographic Information Systems



**Adeeb Hiasat, Executive Manager  
Near East Inspection Co.**

On Sunday, April the 2nd TÜV Süddeutschland – TÜV Management Service recommended an ISO 9002 certificate; this comes to crown the efforts that CGIS spent in building up a Quality Management System that conforms to the requirements of the international standard ISO 9002 series. CGIS formed a steering committee to build up the quality management system with the help of a prominent consulting house "Philadelphia Consulting Group". CGIS is always keen to implement the latest in the quality management concepts. The work began to establish a quality management system that would enhance the internal control over all the operations and to define effective communication channels that would diminish bureaucracy and concentrate on building a quality culture within the institution. CGIS also worked on reaping other benefits from implementing these systems such as reducing operational costs and increasing the efficiency.

To guarantee the utmost benefits out of this type of certification, CGIS turned to the German Certification Body TÜV Süddeutschland – TÜV Management Service who have the Accreditation, the reputation, the appropriate cost structure, availability, value-added service and the experience to build a partnership relation with its clients that guarantees the quality of the management

system and that encourages improvements which would benefit the customers at the end wither it be internal or external.

The certification audit by TÜV Süddeutschland was performed over a period of two days by the participation of two auditors one Egyptian and the second Jordanian. After closely auditing the whole management system that covered the nineteen clauses required by ISO 9002 international standard covering all operations and process performed by CGIS; the audit team decided that there was enough evidence to recommend an ISO 9002 certificate for CGIS in the complete scope of its operations. Regular follow-up audits shall be performed to ensure the continual compliance of the quality management system with the international requirements.

On behalf of TÜV Management Service the Lead Auditor of the Project Eng. Adeeb Hiasat and the Participating Auditor Eng. Hossam El-Garhy would like to congratulate the pioneer Qatary institute that provides services conforming to internationally recognized standards. The audit team wishes CGIS continual prosperity and looking forward to the next surveillance audit to check the improvement of the systems.

## A message from our ISO consulting Firm

**Samer Jalal  
Philadelphia Consulting**

Through our work as a consulting firm, we had the chance to deal with companies and organizations of different scope of work and interests and we had to experience their work environments for months or sometimes for more than a year. Our work with CGIS was such a unique experience. We were involved to design an ISO 9002 compliant system to aim for certification covering the full scope of work of the CGIS. We began our project one year ago and since then, we interviewed all section and unit heads in CGIS in order to secure the necessary inputs for the system establishment and design. Through our contacts with them, we sensed the strong technical background they own and the continuous improvement they seek.

The integration of all services within CGIS aims to fulfill the main objectives for the organization. Thus the teamwork is very important to the staff and that is what we gladly observed throughout our pleasant consulting assignment. As CGIS was able to achieve ISO 9002 certification, this clearly shows that CGIS services shall advance ahead to maintain their quality and to fulfill customer satisfaction.