

# QUALITY MANUAL

**DATE : 26/12/2017**

**General Manager :** .....

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## 1. QUALITY ASSURANCE POLICY

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**LEMACO** is a general contracting company established in 1990 in Beirut – LEBANON

Since its foundation, **LEMACO** had a diversified activity in the construction business, where it has executed important projects in Lebanon and abroad, mainly on turnkey basis.

Projects executed include but are not limited to office buildings, roads and bridges, hospitals, schools, factories, sport facilities, electromechanical and irrigation projects, etc....

Complexity and high technical requirements are common in most of these projects.

In today's changing world, our Policy is to change accordingly adapting to new technologies while maintaining our reputation of reliability through dedicated staff with talented new generation, reciprocating fidelity between the management and the staff members to provide good works to the satisfaction of our Clients.

**LEMACO** applies a Quality Management System in accordance with ISO 9001:2015 International Standard. This system involves every level in the Company.

**LEMACO** is committed to:

- ✚ Comply with applicable Laws & Regulations.
- ✚ Meet Contractual Requirements

**LEMACO's** staff are well aware of the importance of the development and improvement of the Quality System, and every individual within **LEMACO** is aware that quality system is inherent in all its activities and that this quality is maintained through all phases of construction.

All quality related matters are dealt with in a professional manner, a strategy by **LEMACO** to keep up to its reputation and long term success and at the same time give constant satisfaction to its clients.

The top management is keen that the Quality objectives are continually established and that it exceeds Client's requirements and satisfaction at all levels within **LEMACO's** organization and with a commitment on its part for continual improvement

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**General Manager**

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## 2. INTRODUCTION

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### 2.1 Objectives and Scope

**LEMACO** has developed a quality management system, to better satisfy the needs of its clients and to improve the management system of the company.

The scope of the quality system covers all the activities to be performed by **LEMACO** as general contractor (**LEMACO** scope of work excludes the design work and after sales services since design is done by Client representative and normally Contracting Companies do not perform after sales services.)

This quality system has been organized to comply with international standard *ISO 9001:2015*

The purpose of this quality manual is to document the company's quality policies, to instruct and guide **LEMACO** staff in a manner to implement efficiently the Procedures and look for a continual better performance.

The manual includes:

Section 1	Quality Assurance Policy
Section 2	Introduction
Section 3	Approval & Amendment & Distribution
Section 4	Management Review Meeting
Section 5	Organization Diagram
Section 6	Business Process Mapping
Section 7	Improvement Process
Section 8	List of Procedures
Section 9	List of Interested parties

#### 2.1.1 Planning of Changes

Whenever the need for changes in the management system arises the Management shall integrate the changes in a planned and systematic manner, considering the purpose of the change and its integrity in the system by ensuring the needed resources and reallocation of responsibilities.

The Plan will be established by the QM in coordination with all concerned, approved by the GM

The QM will monitor, follow up the plan implementation to ensure achievement and report to the GM

### 2.2 References

ISO 9000:2005	Quality Management System/Fundamental & Vocabulary
ISO 9001:2015	Quality Management System. Requirements
ISO 9004:2009	Guidelines for Performance & Improvement

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### **3. APPROVAL AND AMENDMENT AND DISTRIBUTION**

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**3.1** The Quality manual is controlled and approved as per procedure **LEMACO 01** (Control of Quality Documents)

**3.2 Distribution of the Quality Manual**

Internal distribution is done as per **LEMACO 01**.

Uncontrolled copies of the Quality Manual may be issued to the client on demand for reference purposes. The uncontrolled copies shall not be updated.

The Quality Manager may issue a controlled copy of the Quality Manual to the Client for the duration of the contract. After expiry of the contract such copies will have to be returned to **LEMACO**.

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## 4. MANAGEMENT REVIEW MEETING

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### 4.1 General

Regular Management Review Meetings (M.R.M) are carried out every six months, as appropriate, in order to ensure the quality system continuing suitability, adequacy and effectiveness in satisfying the requirements of the standard and in meeting the client's requirements.

The General Manager/Quality Manager may call unscheduled Management Review Meeting at any time. The Management Review Meeting will be called and chaired by the General Manager / Deputy General Manager

The M.R.M will be attended, as minimum, by:

- ❖ The General Manager (**GM**)
- ❖ Projects Manager (**PsM**)
- ❖ Administration Manager (**AM**)
- ❖ Quality Manager (**QM**)

The **GM** may request Functional Head (**FH**) to participate in the M.R.M.

Absentees will be recorded in the minutes of meeting.

The following topics will be reviewed during the meeting in addition to the agenda proposed by the **QM**.

- ❖ Review of the status of actions from previous Management Reviews.
- ❖ Changes in external and internal issues that are relevant to the QMS and any changes needed
- ❖ Review the performance and effectiveness of the QMS; Including :
  - Client satisfaction and feedback.
  - The quality policies and quality objectives.
  - Process performance and product conformity.
  - Non-conformity and corrective action taken.
  - Monitoring and measurement results.
  - Results of internal and extrinsic audits
  - Performance of external providers.
- ❖ Review the adequacy of resources, and the resources needed
- ❖ Reviews the risk assessment and the effectiveness of actions taken and opportunities
- ❖ Opportunities for improvement.

- ❖ Date of next M.R.M
- ❖ Minutes of meeting shall include action related to improvement of effectiveness of the Quality Management System and improvement of work result related to Client requirements ( risk assessment, corrective action and resources needed)

Minutes of Meeting will be taken and filed by the Quality Manager for 3 years

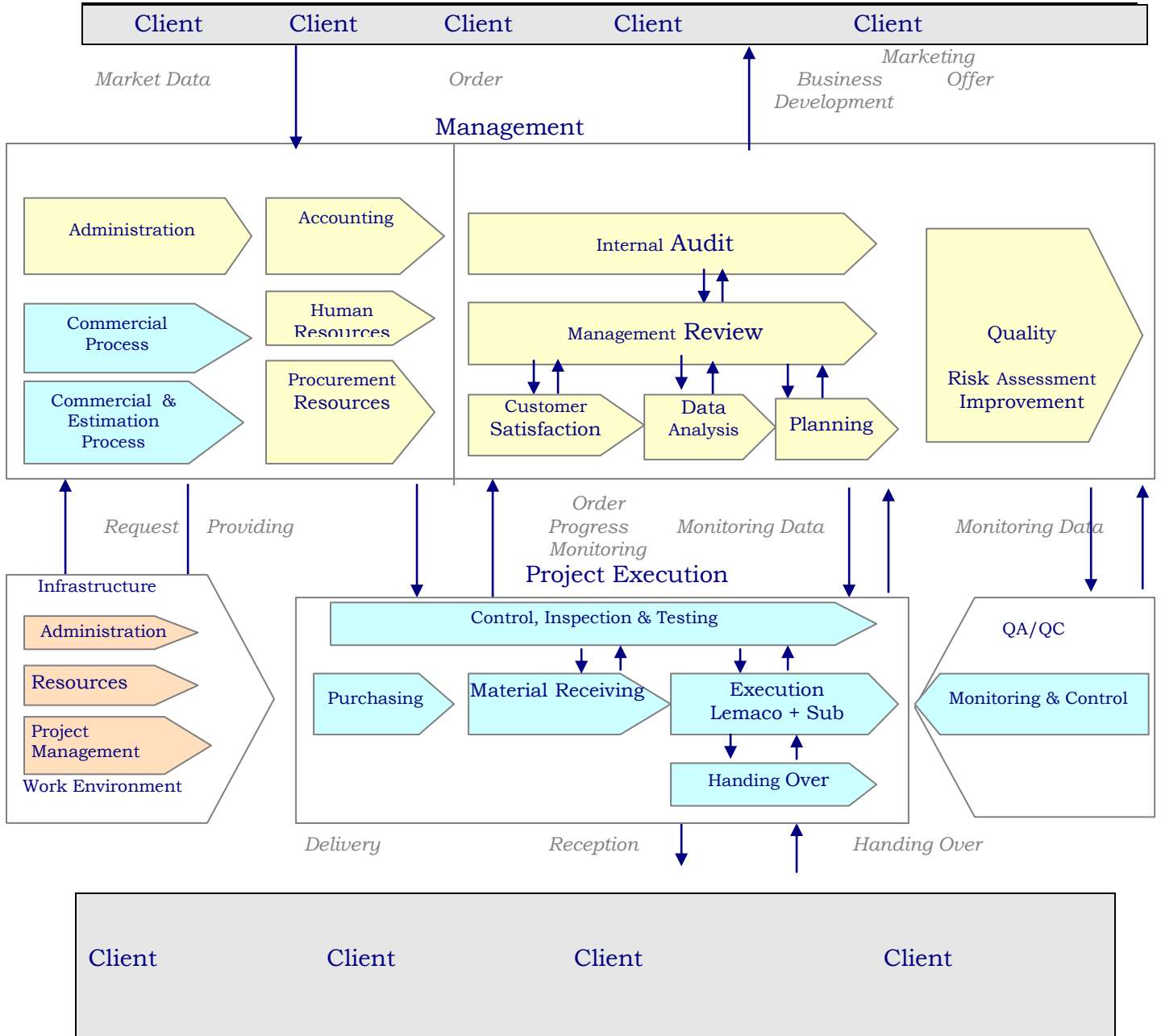
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## **5. ORGANIZATION DIAGRAM**

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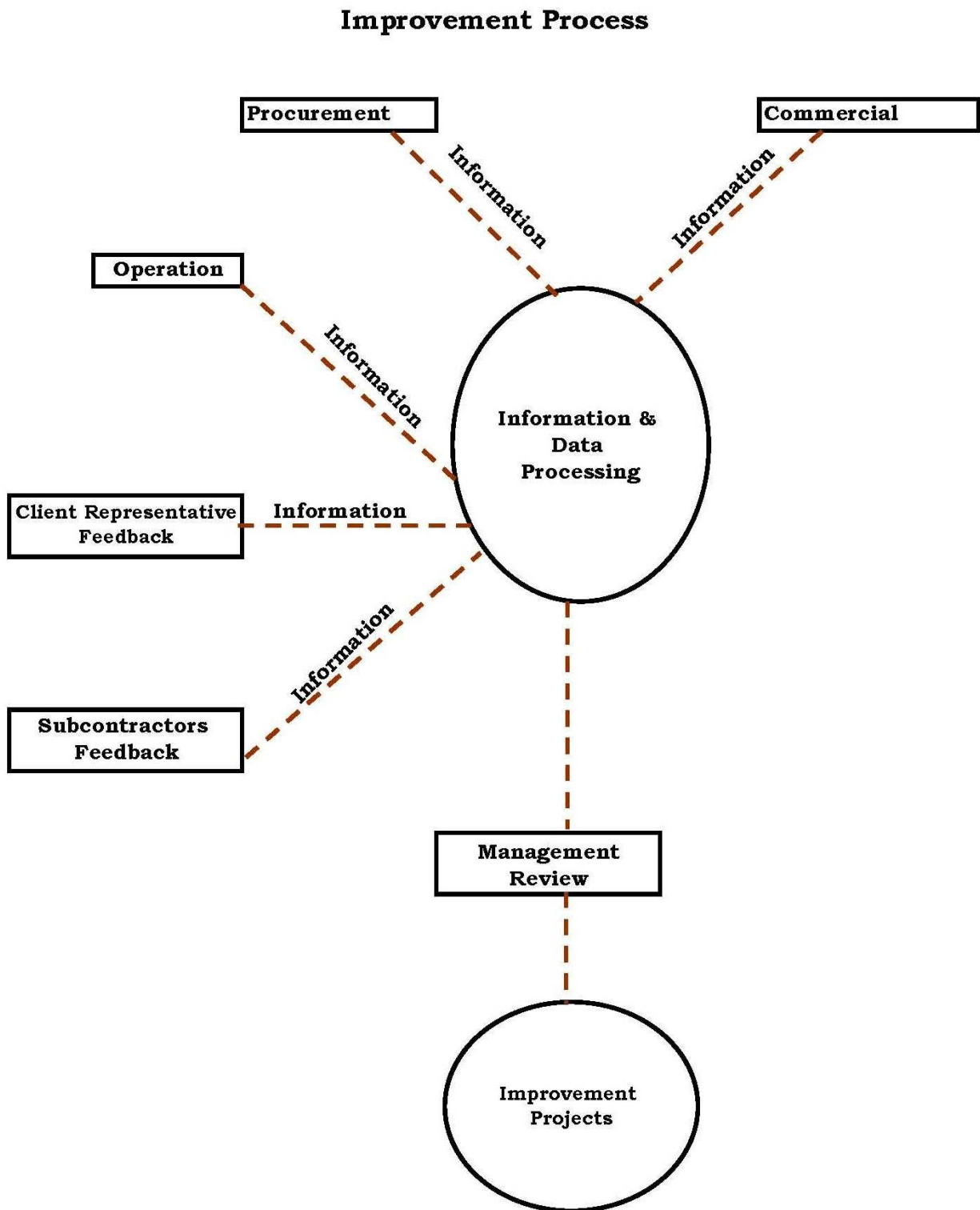
See Annex 1; attached

## 6. BUSINESS PROCESS MAPPING





## 7. IMPROVEMENT PROCESS



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## 8. LIST OF PROCEDURES

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<b>LIST OF PROCEDURES</b>	
LEMACO 01	CONTROL OF QUALITY DOCUMENTS
LEMACO 03	QUALITY PLAN
LEMACO 04	INTERNAL AUDIT
LEMACO 05	CORRECTIVE ACTIONS
LEMACO 07	CLIENT SATISFACTION
LEMACO 08	CONTROL OF CORRESPONDENCE
LEMACO 09	HUMAN RESOURCES MANAGEMENT
LEMACO 10	PROCUREMENT PROCESS
LEMACO 12	TENDERING
LEMACO 13	STORAGE PROCESS
LEMACO 14	IDENTIFICATION AND TRACEABILITY PROCESS
LEMACO 15	CONTROL OF PRODUCT AT DELIVERY
LEMACO 16	QUALITY CONTROL DURING EXECUTION AND HANDING OVER
LEMACO 18	SITE INSTRUCTION
LEMACO 19	SITE REPORTING
LEMACO 20	PQP
LEMACO 21	PROJECT MANAGEMENT
LEMACO 22	CONTROL OF NON CONFORMING PRODUCTS
LEMACO 24	CALIBRATION

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## 9. LIST OF INTERESTED PARTIES

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1	<b>PRIVATE SECTORS ( , , , Etc..)</b>
1a	Residential
1b	Commercial
1c	School
1d	Industrial, Etc...
2	<b>PUBLIC SECTORS, Etc..</b>
2a	Road
2b	Bridge
2c	Dams
2d	School
2e	Hospital
2f	Public services center, Etc..
3	<b>SERVICES PROVIDERS,</b>
3a	Raw Materials Suppliers
3b	Subcontractors
4	<b>DEVELOPPERS</b>
	Designer
	Supervisor
	Consultant
5	<b>LEMACO EMPLOYEES</b>
6	<b>LEMACO SHAREHOLDERS</b>