

Project Summary

This project aims to implement the ISO 9001:2015 Quality Management System at Abdul Rahman Al-Hijjawi & Sons Printing Press in Nablus to enhance product quality, boost customer satisfaction, and improve operational efficiency.

The project was conducted in two main phases:

- **Phase One** focused on understanding ISO 9001:2015 requirements, collecting operational data, designing an internal audit checklist, and performing a comprehensive gap analysis to assess the organization's compliance level.
- **Phase Two** addressed all identified gaps by developing a complete quality management system, including policies, objectives, procedures, records, forms, internal audits, and management review documentation.

A complete **ISO 9001:2015 Quality Manual** was developed, alongside the creation of **all necessary documents, procedures, records, and templates** to fully implement each clause. The team also conducted internal audits, performance reviews, and established a continuous improvement plan.

Despite challenges like limited resources and resistance to change, strong teamwork and managerial support enabled the successful implementation of ISO 9001:2015. The organization is now well-prepared for certification and equipped with a robust, sustainable quality culture.