

Abstract

The objective of this graduation project is to help Ezz Al-Maslamani Company to implement ISO 9001:2015, a quality management system standard that sets out specific requirements for organizations seeking to improve customer satisfaction and continuously improve their processes. To achieve this goal, the first graduation project was completed, which involved conducting gap analysis to identify any discrepancies between the company's current practices and the requirements of the ISO 9001:2015 standard. This process gave a clear understanding of what needed to be done to fulfill the standard requirements at Ezz Al-Maslamani Company.

The work in graduation project 2 is summarized in understanding the processes and procedures applied by the company, and at the same time, developing new procedures and required documents to fulfill the requirements of ISO 9001:2015 specification, that includes work procedures, related forms, work instructions, plans, and support documents.

At the end of the implementation process a final audit was conducted to ensure that all the clauses were fulfilled, and a quality manual was established to maintain documented information and give evidence of the implementation of ISO 9001:2015 quality management system.

By implementing the ISO 9001:2015 standard and maintaining it, Ezz Al-Maslamani company can improve its quality management processes, enhance customer satisfaction, and achieve continuous improvement.