

National Manual for Assets and Facilities Management

Volume 11, Chapter 1

Quality Introduction

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Quality Introduction

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1.0 QUALITY INTRODUCTION

Establishing and maintaining asset and facility quality is paramount for the Entities to achieve their goal of effectively and efficiently managing their facility life cycle costs across the Kingdom of Saudi Arabia (KSA). Mashroat has produced core quality procedures that will enable the Entities to attain high quality in their facility management. The procedures include the following content: Quality Execution, Quality Assurance Audits, Non-Conformance and Corrective Action Report, and Quality Control. Each procedure's purpose is identified below. Detailed procedures including guidelines and templates are contained within the National Manual for Asset and Facilities Management Quality Volume 11. Furthermore, the following quality management system elements are utilized: customer focus, leadership, engagement of people, process approach, improvement, evidence based decision making, relationship management.

Quality Assurance Audits:

Process auditing is essential for driving improvements within the facility management organization. The purpose of the Quality Assurance Audit Procedure (EOM-EQA-PR-000001) is to describe the method for scheduling, performing, documenting and closing-out internal and external facility quality assurance (QA) audits. The purpose of a QA audit is to ensure that the facility quality guidelines are met and demonstrate that the services provided conform to the contract requirements. The QA audit demonstrates that facility management has specified the facility quality objectives and established a system of procedures to accomplish them. Furthermore, the QA audit confirms that facility management has assigned duties, delegated authority, and set up suitable testing, inspection, examination and audit programs to verify achievement of the required standards of performance.

Non-Conformance and Quality Corrective Action:

Nonconformities revealed by audits are treated as system issues and the facility contractor will take corrective action to ensure that the system and related process prevents the issues from reoccurring. The purpose of the Non-Conformance and Corrective Action Report (EOM-EQA-PR-000002) is to describe the process for correcting noncompliant conditions or process-related activities observed. In many cases these noncompliant conditions or activities are observed during QA audits. Root causes must be determined to ensure that the noncompliant condition does not re-occur. Additionally, the procedure describes how preventative actions are used to eliminate causes of potential nonconformities in the future.

Quality Control:

The purpose of the Quality Control Procedure (EOM-EQC-PR-000001) is to describe the process for identifying and correcting noncompliant conditions observed during facility operation and maintenance activity. In many cases these noncompliant conditions are observed during maintenance, inspection and test activities. Quality Control activities are performed to ensure quality inputs and outputs are maintained.