

## **PLANNING AND IMPLEMENTATION OF ISO9001:2008 IN HINA ENERGY COMPANY**

### **INTRODUCTION**

**CE2.1.** PLANNING AND IMPLEMENTATION OF ISO9001:2008 had started in 4th of April 2015 and had finished in 22th of August 2015 in HINA ENERGY Company which is located No 10, 4th Bostan, 10 meter ST, Motahari ST, Paknejad Blvd, Tehran, Iran. The project has done in central office and the HINA Energy's Workshop which has located around Karaj city. Also contract signed with a Certification of Management Systems provider company for external audit to achieve the international ISO 9001:2008 certificate. As an industrial engineer in HINA Energy Company, I was working as the quality assurance specialist and Management Representative for Quality in the project.

### **BACKGROUND**

**CE2.2.** Hina Energy has established in 2010 with 10 years of experiences and background in work shopping and providing engineering services to petrochemical ministry's contractors to develop its engineering activities and direct engagement with main and subsidiary petrochemical ministry's companies. Hina Energy's activities have brought with submitting and being accepted in Shahid Tondguyan Oil Refinery's vendor list. In addition, being in the vendor lists of NIOC, Emam Khomeini oil refinery (Arak, Shazand) and IOTCO has led to Hina Energy's development and enabled it to have a successful attendance in different tenders. Hina Energy is now preceding the submission of NISOC, IOPTC and some other companies' vendor lists.

**CE2.3.** The expansion of technology and the perpetual demands of Iran's industry to be independent in one hand, and the continuous recognition of scientific and technological development related to costumer's demands & in the other hand have been inescapable necessities that would lead to the improvement of industrial centers. With this regards, Hina Energy Company with its educated and trained experts and engineers has started PLANNING AND IMPLEMENTATION OF ISO9001:2008.

**CE2.4.** Hina Energy Company considering to number of staff, working in oil industry, the growing needs of customers, Competitive environment among suppliers of oil industry, requires a comprehensive and purposeful management. Management ability with a focus on organization, the rapidly changing needs and government approach, has set appropriate targets and establish his strategy to access these objectives. The project had started to reinforce the internal management and increase company's certificates. With this purpose there were several steps to implement this project which were:

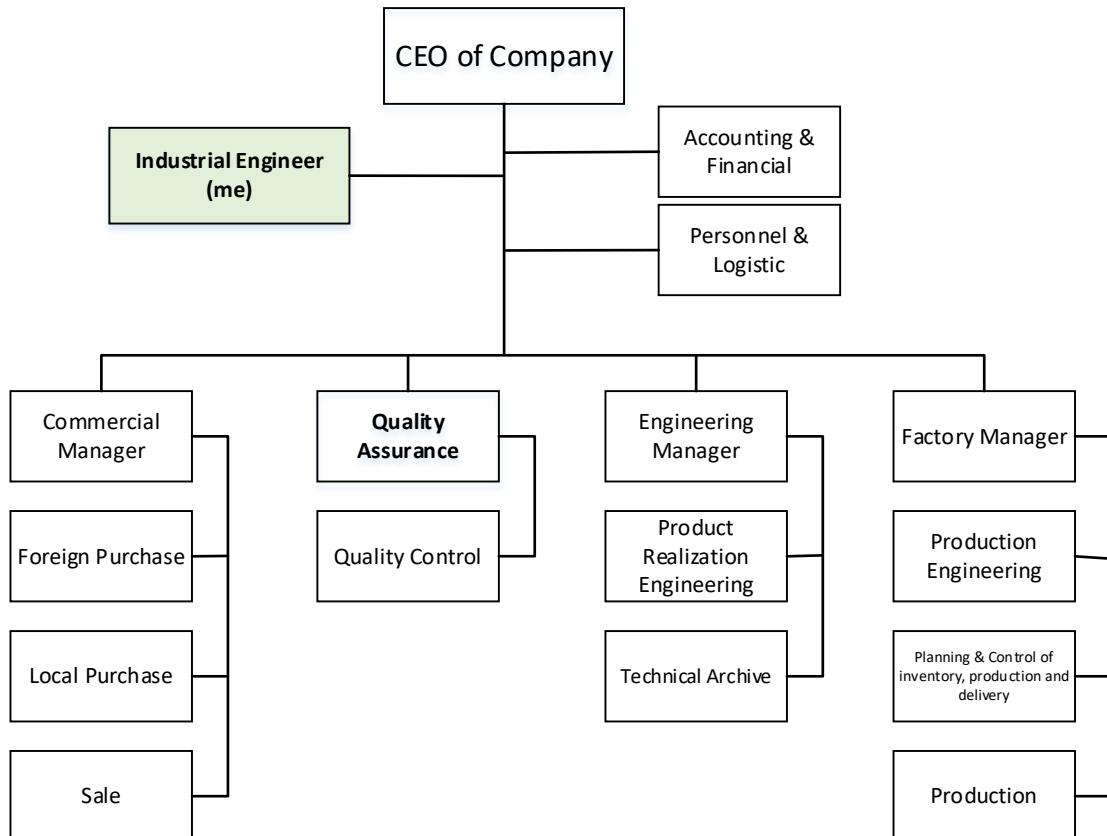
1. Creating quality management systems
2. Creating knowledge management systems
3. Reduce the time to do tasks
4. Reduce the cost of production
5. Identification and improve the organizational processes

6. Identify customer requirements and increase customer satisfaction
7. Set policy and strategy of the organization
8. Determine the process of continual improvement
9. Determine the method of corrective and preventive actions
10. Determines how to identify and evaluate suppliers

**CE2.5.** Hina Energy Company has a central office which is divided to 3 parts between commercial, engineering and quality assurance unit with workshop. The company has 16 personnel which linked together with internal network in order to expedite the transfer of data and reducing the use of hard copies. The workshop divided to 4 sections:

- 1- The production section: Machining and turning machines located.
- 2- The assembly section: to assemble and verify the accuracy of performance
- 3- The quality control section: to control the quality of products
- 4- The packing section: to pack the products

**CE2.6.** This is Organizational Chart of Hina Energy Company:



**CE2.7.** Description of The tasks assigned to me during the implementation of project was as follow:

1. Assessment of the current situation: Check the knowledge of employees about quality management systems, the number of detected & the identified process
2. Planning and determination of the project: studying the Iso9001:2008 standard and determine the different steps
3. ISO9001:2008 Standard training to staff : Providing educational booklet in conjunction with the standard and tasks which have to done by the personnel
4. design and documentation of quality management system: preparation, revision, approval of required documentation
5. planning and performing internal audit: Planning and carrying out internal audit
6. Dealing with non-compliance observed in the internal audit: implementation of appropriate corrective and preventive action
7. Selection of assessment and certification (external audit): Consultations with Certification of Management Systems provider companies for external audit
8. pre-audit and doing the appropriate corrective and preventive action: Evaluation of non-compliance observed in the internal audit and the implementation of appropriate corrective and preventive action
9. final certification, registration ISO 9001: Auditing, registration and receive the ISO 9001 certified quality management system

## **PERSONAL ENGINEERING ACTIVITY**

**CE2.8.** previously I was responsible for quality control and assurance in the automotive business of Iran & also had the experience of implementing ISOTS: 16949 and grades of automotive companies in Iran such as Supply Chain Quality Management System directory of Bahman Group, A & B grade of SAPCO (engineering Design Company supplying parts to Iran Khodro Company) and Sazehgostar Saipa Company standard's. Most of these standards also require awareness of the ISO9001 so I was familiar with this standard. Due to these experiences and the experiences I have gained in the field of oil industry, I have proceeded to planning and implementation of ISO9001:2008 in HINA ENERGY COMPANY.

**CE2.9.** At the beginning of the project, I divided the project into two sections. The Planning section & operational implementation section of the project. Different stages of project planning are as follows:

1. careful study of standard and determine the steps that must be performed
2. Obtaining management commitment and the need to provide the needed resources
3. Providing educational booklets about standard and basic education of standard to all personnel
4. Determining the sectors that should be done by each department and rendering specialized information required documentation to the authorities of each sector
5. Check the certification body of Iran (companies offering ISO certification), Meeting with a number of well-known companies and determine the best company to work

After finishing the planning section in 1 month and contract with a CB representative in Iran I had started the implementation section.

**CE2.10.** Firstly in a meeting with CEO of company I had attempted to designate the Executive Committee of ISO 9001:2008. Committee members included CEO, unit managers and number of experts who were familiar with the organization's processes and me as the management representative for quality. I hold a meeting with the Executive Committee and determined working processes. Then I had divided processes into 3 main sections:

**1. Management processes:**

- 1.1.Resource Management
- 1.2.Quality management System
- 1.3.Corrective and preventive action and continual improvement
- 1.4.Competence, training and awareness

**2. Product realization processes:**

- 2.1.Feasibility and review customer requirements
- 2.2.Customer satisfaction
- 2.3.Maintenance
- 2.4.Purchasing
- 2.5.Planning and product realization
- 2.6.Production
- 2.7.Preservation of product and storage
- 2.8.Product realization

**3. Support processes:**

- 3.1.Monitoring and measurement
- 3.2.control of non-conforming product
- 3.3.Analysis of data
- 3.4.Control of Monitoring and measurement tools
- 3.5.Control of documents and records

**CE2.11.**After determining the processes, I had prepared draft of organization chart, quality manual and quality policy. Then I hold a meeting with the Executive Committee and the drafts passed with minor corrections. In next meeting with experts, Process measurement indicators, methods to measure the processes and annual quality objectives had determined. In meeting with sale expert, I determined customers' requirements and monitoring and measurement customer satisfaction procedure. Then I defined the document management and document control procedure.

**CE2.12.**As the quality assurance specialist and Management Representative for Quality of the project, I have prepared the following documents:

- 12.1 Management review procedure, review input and out puts and management review meeting intervals
- 12.2 Corrective and preventive action, continual improvement procedure

In meeting with unit managers I defined duties of each job and its specification. I've sat training procedure and specified educational requirements of the company. After passing the documents in Executive Committee, I have conveyed Documentation for running in the organization.

**CE2.13.** In the meeting with production manager I determined product realization procedure and designed workshop layout and product storage and packing instruction. I specified production planning and maintenance procedure and “identify and track products instruction”, Product requirements and production process procedure. After I held a meeting with commercial manager and local and foreign purchase experts. I determined purchase, contract review and feasibility procedure. Assessment, monitor and improve suppliers instruction.

**CE2.14.** I defined quality goals, control plan for each product and nonconforming product control instruction by the meeting with quality control expert. I also identified calibration and control of monitoring and measuring equipment procedure & determined product Audit and manufacturing process Audit procedure.

**CE2.15.** I prepared the internal Audit and monitoring and measurement processes procedure after preparing the documentation. Then I set a date for internal audit and I announced it to the units in internal audit form. To carrying out internal audit there was needed of at least 2 auditors to audit each other units and the other units so I enrolled two member of the executive committee in the internal audit of ISO 9001:2008.

**CE2.16.** I offered documents to the Certification Company and pre-audit was conducted after preparing the documents in the meeting. Then I did corrective and preventive actions and resend them to the Certification Company. Then I had flowed the documentation in the company, I also hold weekly meetings with the Executive Committee to ensure new procedures, instructions and forms to be used in the company. After 1 month of implementation of quality management system, I determined first internal audit and non-compliance of documentation enforcement were identified. In the following I collect internal audit results and other necessary inputs for management review meeting and I convened the meeting. Finally the final audit was conducted by the Certification Company and the ISO 9001:2008 certified quality management system received.

**CE2.17.** Starting at the planning stage of the project, I began to find most suitable Certification Company. During the meetings held with selected company the model to achieve certificate was determined. After beginning of the planning stage and starting some of documents, Hina Energy management decided to change the certification company. Considering that the Paid prepayment to the certification Company was not refundable and also the implementation of the project did not bring revenue for the Hina Energy Company, also according to the project planning must be admitted again, there was the probability of risk in project implementation and lack of continuity in the management's commitment to the project. So I hold several meetings with the new certification company, and quickly I specified new plan and new Schedule, so I prevented from disrupting the project.

**CE2.18.** Throughout the project, due to Change of commercial manager, some of related processes had changed. According to changes in the company's approach, new processes added and organization chart changed. So I quickly have provided documentation related to changes and delivered and approved at the Executive Committee meeting of project.

**CE2.19.** Considering the importance of the shortening duration of the project, necessary that the project did not disrupt the current tasks and need to require documents with collaboration of Executive Committee members, my strategy was to arrange that firstly as the management representative for quality be aware of everyone's duties. As a project manager I was responsible to optimize the time that specialists spend on the project. In this project held multiple classes for personnel to be familiar with the standard requirements & learnt how to prepare the documentation for their units.

## **SUMMARY**

**CE2.20.** Holding several meetings with experts from different units & Implementation of the project helped me to extend my public relationship & to gain knowledge about specialized fields in oil industry. During implementation of the project I held Classes for education of the standard which strengthen my teaching capabilities and taught me new teaching methods. I also as the management representative met several certification companies and gained information about CB's (certification body) in Iran.