

CUSTOMER CASE:



Establishing ISO 9001
quality system in
Construction industry.

Methodology frameworks
used:

- Quality management
(ISO 9001)

QPR Products used:

- QPR ProcessGuide

Established in 1944, Pekdemir Construction Co. has executed countless of successful projects all around Turkey within more than half century. It completed very successful construction projects such as government buildings, residences, commercial buildings as well as stream remediation, bridge construction, restoration. It adopts being a Pioneer in construction sector and continuity in quality. At the point it reaches today, it is able to execute any kind and any size of Project with its experienced human resources and technical capability.

Pekdemir Construction completed ISO 9001 certification with QPR ProcessGuide



"Thanks to QPR Process Guide we can easily review our processes and easily have time to improve them. We believe, that the adoption and the contribution to our quality system by our employees is the result of using QPR Process Guide."

*Sevilay Balci
Quality and HR Manager
Pekdemir Construction Co*

Pekdemir Construction had completed good quality and reliable construction projects in Kocaeli, Turkey and wanted to establish Quality Management System and being certified in, ISO 9001. It decided to start with Process Management to its quality journey.

Pekdemir's decision actualized with Kalite Sistem Consulting and by creating process maps with QPR ProcessGuide process management software.

After the first workshop, five main and nine sub processes were occurred. Next, in meetings with process owners of every main process and their sub processes and process flows were determined.

The Quality and HR Manager of Pekdemir Construction Co, Mrs. Sevilay Balci, is very pleased to use QPR ProcessGuide. She claims that using the software makes her job easier:

"Thanks to QPR ProcessGuide, we could easily define our processes, the people who have roles within the processes, related documents and the relation in between all of those. We also could share all the information related with the system instantly."

Better communication and commitment with QPR

QPR ProcessGuide helped to communicate all the information through employees in construction sites.

“We don’t need to deal with paper work, photocopies and distribution of information. Without going to construction sites, we can share all the information changes on time through QPR. This makes us gain lots of time and effort”, Balci explains.

In addition, the processes created by QPR ProcessGuide are much more visual than the ones created with the “classical approach”. This supported Pekdemir’s employees’ understanding and made deployment easier and faster than ever.

With completing Villam1 project successfully before the due date, Pekdemir Construction moved forward to Villam2 project and continued to build high standard, reliable and solid villas to its customers. Balci says that their success stands on customer satisfaction, efficient process management with the qualified work force:

“Due to QPR ProcessGuide we can easily review our processes and easily have time to improve them. We can share all the necessary actions in order to improve our processes immediately with entire crew after we measure them. We believe the adoption and the contribution to our quality system by our employees is the result of using QPR ProcessGuide.”



Reaching OHSAS 18001 as the next goal

In order to manage the Company better, Pekdemir is constantly following up the recent management techniques with the help of Kalite Sistem Consultancy Limited. As a next step Pekdemir Construction aims to establish OHSAS 18001 and integrate it into its existed Quality System.

“With the completing this goal, we intend to monitor the performance of our processes, departments, employees and create the scorecards for them with Balanced Scorecard methodology. We plan to use QPR ScoreCard software in order to actualize our goal”, Balci visions.