

# THE HOUSE OF QUALITY

International Management Trainers & Consultants



Committed to total quality in all walks of life ....

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# THE HOUSE OF QUALITY

## INTERNATIONAL TRAINERS & MANAGEMENT CONSULTANTS

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## *Our Founder ...*

Having a career spanning 33 years, **Tariq Abdul Majid**, is an Air Force veteran of 20 years, who during his sojourn in Saudi Arabia, had a vision of establishing an organization which could become a beacon for the societies in the world wherein they commit themselves towards establishment of peace, tranquility, harmony in the world in consonance with the way the nature works. It was felt that unless the comity of nations move towards a society based on equitable justice, this vision would just remain a dream.

His pursuit towards attainment of his dream, his vision directed him to become an established quality management consultant/ professional at the executive level, leading quality initiatives first for the Pakistan Air Force, and then for the private companies and public sector clients in Pakistan and abroad.

During his illustrious career as an Avionics Engineer in the PAF and while remaining at command positions, he led many quality initiatives, developing ORBAT for C&E assets, strengthening operational preparedness, enhancing electronic combat capabilities, inculcating quality work in the men at work, developing Annual and Periodic Inspection Plans, Troubleshooting Guidelines for the Avionics, Radars and C&E systems and related support systems.

To realize his quality concepts, he has continuously been leading, directing and managing his corporate teams through following organizations founded by him over a period of 14 years:

- **The House of Quality** [www.thehouseofquality.com](http://www.thehouseofquality.com)
- **Quality Marketing Services** [www.qmsbiz.com](http://www.qmsbiz.com)
- **Communications Network International** [www.cnisolutions.net](http://www.cnisolutions.net)
- **Flight N Flights** [www.flightsnflights.com](http://www.flightsnflights.com)
- **AI Muash Networks** [www.almuash.com](http://www.almuash.com)
- **AI Muakhat Forum** [www.almuakhat.com](http://www.almuakhat.com)

For the benefit of the national governmental concerns and corporate world, he has remain involved since 1997 in defining, establishing, implementing and maintaining quality management systems for more than 100 organizations; while planning, coordinating and directing associated activities to achieve self actualization of the individuals, attain satisfaction for the end customers, and success for the organizations.

He has developed a facilitative strategic framework that fosters the integration of quality practices into daily life operations through innovative methodologies. The key to this approach is the understanding that the role of the quality professional is to influence the people towards achieving excellence in their daily work and imbibe in them such a quality spirit that may specifically impact their work environment and related processes positively and also result into benefits for mankind in general.

As a quality professional he has always assured that the processes and procedures are strategized with the aim towards achieving life objectives so that when the processes are performed one feels contented and fulfilled.

In the same vein he has always tried his best in making people aware about their unique roles and responsibilities (just like their unique life code imprinted on their finger tips) that they are required to perform during their life times so that they are akin towards betterment of society where they live in, and so they can attain quality in their lives, and play their part in achieving justice for themselves and the people at large.

Considering his ideals very near to a common man, he has been invited to address attentive gatherings on various diverse subjects ranging from strategic thinking, philosophy of life, management, communications, international politics, history, travel, and technology. He has presented and written many articles on quality in life, quality management, and strategy formulation, many of which have been published in reputed journals and prestigious national dailies. He has been occasionally invited to present papers in international conferences and is a regular guest speaker in seminars/ workshops.



## *Our Mission ...*

IMPROVE  
**QUALITY OF LIFE**  
(of general public at large)  
and  
ACHIEVE  
**CUSTOMER SATISFACTION**  
(of our prestigious clients)

through provision of  
**TOTAL QUALITY SERVICES**  
(\* Training \*\* Consulting \*\* Auditing \*)

By Providing solutions for

- \*\* COMPETITIVE ECONOMY \*\*
- \*\* SOUND ENVIRONMENT \*\*
- \*\* PRODUCTIVE EMPLOYMENT \*\*

By Enhancing

- \* INDUSTRIAL EFFICIENCY & PRODUCTIVITY \*
- \* ENVIRONMENTAL MANAGEMENT \*
- \* HUMAN RESOURCE DEVELOPMENT \*
- \* SOCIO-ECONOMIC UPLIFT OF RURAL AREAS \*

THROUGH

Effective and Efficient Implementation of

- \*\* TOTAL QUALITY MANAGEMENT \*\*
- \*\* BEST MANAGEMENT PRACTICES \*\*
- \*\* INTERNATIONAL MANAGEMENT STANDARDS \*\*
- \*\* SME ENTREPRENEURSHIP DEVELOPMENT \*\*
- \*\* HUMAN SKILLS DEVELOPMENT PROGRAMS \*\*
- \*\* RURAL SUPPORT & WELFARE INITIATIVES \*\*



# *Our Company ...*

## **The House of Quality - THOQ**

The House of Quality is a quality-conscious consulting organization built on foundations of values to help its clients **change** to be more efficient and successful. Founded in 1997 by **Engr. Tariq A Majid** to play his due role in this world effectively, following goals have been established to pursue a clearly defined mission in life based on his vision:

- ❑ *Develop Quality Thinking in Strategic National Development & Institutional Reforms*
- ❑ *Provide awareness to the general public and young entrepreneurs about Quality in Life*
- ❑ *Establish Quality Management Systems to achieve Organizational Goals & Individual Objectives*
- ❑ *Adopt International Standards & Best Management Practices to improve upon Processes*
- ❑ *Assure Success through accountability (Quality Auditing)*
- ❑ *Market 5Qs: Quality Ideas, People, Organizations, Products and Services.*
- ❑ *Advise Strategic Investors with unique investment opportunities*
- ❑ *Provide innovative & effective Information & Communication Technologies (ICT) solutions*

To pursue these well defined goals, with an organization of 9 people and head office in Islamabad, **we have worked so far with national organizations at all levels and also with more than 150 international and national clients** and have pursued expansion at an average annual growth rate of 20 percent.

With a successful track record, **The House of Quality** is now known by its clients for its honest advice, professionalism and commitment to quality. It has fast made its presence felt in management consulting through its creative methodologies, innovative implementation strategies and experiential training methods while employing these in the development and establishment of management systems based on international standards and best management practices.

Being well versed in all aspects of **Quality Management** we offer following benefits to our clients:

- **Customer Demand & Need Analysis** (through Market Research & Analysis, and Quadrant Maps),
- **Corporate Strategy Formulation** (through SWOT Analysis and choosing appropriate Investment Strategies),
- **Strategic Quality Planning** (through Formulation of Quality Policy & 'SMART' Objectives and Preparation of Quality Manual, Procedures & Quality Plans),
- **Process Improvement** (through Development of Process Charts and SPC throughout the Product/ Service Development stages from purchase order till delivery),
- **Quality Control** (through, Monitoring, Inspection & Testing, Statistical Quality Control (SQC) Tools),
- **Quality Assurance** (through Quality Teams, Quality Circles, and Internal & External Auditing),
- **Organizational Development & Institutional Improvement** (through **Reengineering**, Rightsizing, Reorganization and Promotional Plans)
- **Human Resource Development** (through, Internal & External Training Plan & Motivational techniques),
- **Continuous Quality Improvement** and Productivity Engineering (through modern Quality tools like, **TQM**, JIT, Kaizen, **Benchmarking**, **The House of Quality** QFD Matrix and Condo of Quality etc.)

**The House of Quality** has established following sister concerns to pursue its goals:

- ❖ **Quality Marketing Services**    **Business Marketing & Strategic Accounting**
- ❖ **Communications Network International**      **Procurement/ Provision of appropriate ICT Solutions**

**The House of Quality** have affiliations with:

- ❖ **E-Commerce Gateway, Singapore (ITCN)**                          (for Quality Assurance of Software)
- ❖ **OIC Networks Sdn BHD Malaysia**    (for ICT Networking solutions in Rural Environment)
- ❖ **International Quality Assurance UK**    (for provision of Management Training)



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### **Communication Network International – CNI**

**CNI** is involved in technical consulting, training, and provision of strategies & technical solutions (in the field of **Satellite Communication, ICT, and Secure Communication**) to corporate and industrial sectors throughout Pakistan and UK.

Our approach towards solutions is customer-oriented. We ensure that the requirements for services, operation and control of our valued customers are actually translated into product development programs. We provide cost-effective solutions, and endeavor timely implementation & delivery of our services to the market.

We have the experience of developing and implementing communication strategies and establishing communication systems, at nation-wide level with the help of our team, which has on the average 20 years of working experience in the field of **satellite communications, satellite interference analysis & frequency coordination, avionics & radar systems, cryptology, communication security, software development, telecommunication systems including payphones, networking & ISPs, and CCTV surveillance & security systems.**

In addition we also have the expertise in ICT market research & analysis, business promotion, developing business ventures and provision of follow-up services. Our team can assist clients in the user requirements definition, market gap research, system/network design, contract negotiations/ collaboration/ proposals/ presentations, and communication system management.

In short we have the expertise of providing all range of services, from conceptualization to realization of any communication project, may it be in the field of satellite communication, telecommunication, internetworking or software development, and related technologies.

**CNI** is committed to use all of its resources - financial and human – in an optimal manner to provide above mentioned services and will endeavor to undertake experimentation and innovation, in a planned and deliberate way, to keep pace with dynamic market requirements.

With multi-disciplined professional team at its disposal, **CNI** is a formidable force which is currently providing following consulting/ business solutions to its clients:

- ❖ **Satellite Frequency Interference Analysis & Frequency Coordination Strategies**
- ❖ **Development of C- & N-Notices, and Filings on behalf of satellite administrations & operators**
- ❖ **Meeting ITU Satellite Frequency Regulatory Requirements**
- ❖ **Market Demand Analysis of ICT Technologies**
- ❖ **Promotion of Visualyse Software Tools (of Transfinite UK)**
- ❖ **Embedded Software solutions**
- ❖ **Computer & Networking solutions**
- ❖ **Secure Communication & IT Security platforms and**
- ❖ **Software Quality Assurance**

**CNI** has represented following international affiliates:

- ❖ **Transfinite Systems Ltd., UK** (for Satellite Communication tools)
- ❖ **Helmet Mauell GmbH, Germany** (for Command & Control systems)
- ❖ **CISCO Middle East, Dubai** (for Secure Networks)
- ❖ **BadarSoft Consulting Karachi** (for Software Development)
- ❖ **TransJordan for Communication Svcs Ltd (alo)** (for Pay phone services)
- ❖ **Miken Electronics Ltd UK** (for provision of C& E Systems support)



## *Our Quality Policy ...*

### **Our Primary Goals**

Consistent with our quality policy, our primary goal is to achieve superior customer satisfaction, through the application of quality controls. We are committed to the implementation of supporting managerial and operating procedures, to realize that goal. A positive commitment to quality, and a quick and effective response to achieve the performance standard, is required.

At **THOQ & CNI**, quality improvement is tackled and followed up in a systematic and planned manner, and quality procedures are followed at every defined step in a project following Process Approach (as defined in Demings PDCA model of Total Quality Management).

That is why we claim that:

**“We deliver Management and ICT solutions  
ON TIME with CONSISTENT QUALITY  
that match or EXCEED our customer expectations”**

### **Our Core Values**

❖ ***Quality Consciousness***

We improve quality by focusing on defect prevention through continuous process evaluation.

❖ ***Ethical Values***

We promote high ethical standards amongst all employees that would enable them to imbibe the value of honesty, integrity and reliability.

❖ ***Creativity***

We create working environment that unleashes creative power of the employees to foster productivity and innovations at organizational level.

❖ ***Productivity***

We provide training to employees, in required technology, that creates awareness, enhances productivity and sharpens skills of the individuals.

❖ ***Cost of Quality***

We recognize that measurement of quality is the sum of non-conformity and subsequent cost of getting it right.

❖ ***Continuous Improvement***

We promote **quality-in-all-we-do** philosophy with individual dedication and commitment to continuous improvement.



# *Our Quality Management System...*

## **Quality Management System - General**

The quality management system helps **The House of Quality** in setting up realistic & attainable business goals and quantitative quality objectives, and in developing improvement plans/ strategies for implementation in the future. This system integrates all organizational processes throughout the project management life cycle and gears them towards the attainment of organizational quality objectives with an aim to achieve client satisfaction.

All activities and services associated with the processes are regularly monitored and measured against established benchmarks/ standards, performance indicators are statistically analyzed, system audited and reported upon to management for corrective & preventive actions and continual improvement.

All the quality management system elements, requirements and provisions are clearly documented. It is ensured that the system so developed is communicated, understood, implemented, managed, observed and maintained in true quality spirit throughout the organization.

## **Quality Planning**

In order to provide solutions consistent with our quality policy, quality plans are generated against each project in which quality activities/ processes are constructed for each domain in the QMS and ICT management consulting as well as software development projects based on our defined quality management system. It ensures functional deployment of quality characteristics into the organizational project management/ development processes, in such a way that it produces results commensurating to the voice of the customers and their requirements. We believe in preventing problems rather than depending on corrections after occurrence.

## **Quality Assurance & Controls**

Deliverables are reviewed before delivery against stated/ implied requirements by the authorized personnel for accuracy, compactness and cost effectiveness. If any defects or other quality issues are found lacking, then the respective Project Manager is informed. A non-conformance report may be raised to highlight the non-conformities observed.

## **Management System Internal Auditing**

A planned and documented system of internal quality audits is carried out to verify whether quality activities comply with planned arrangements and determine the effectiveness of the quality management system. Audits are scheduled on the basis of the status and importance of activities. Audits and follow up actions are carried out in accordance with documented audit procedures. The audit results are documented and brought to the attention of the management and personnel having responsibility in the area audited. Managers responsible for the area, takes timely corrective and preventive actions on the deficiencies found during audit.

## **Management Reviews & Continual Improvement**

On annual basis, the management reviews the results of the audits, non-conformances, and overall performance to assess satisfaction of organizational goals/ objectives and established requirements. Inspection of the deliverables is done by the authorized personnel before delivery. If any defects or other quality issues are found lacking, then the Project Manager is informed. A non-conformance report may be created to highlight the non-conformities observed.

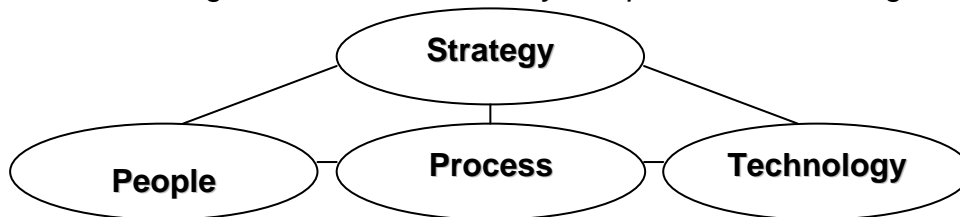




## *Our Core Management Competencies...*

**The House of Quality Delivers the Key for Change through Business Integration...**

*For transformational change to be effective and lasting, companies need to consider how the change will affect the four key components of their organizations:*



**The House of Quality** follows a client service model that takes a powerful approach to serving clients and optimizes the effects on our clients' transformation ..... **business integration**.

Through *business integration* an enterprise's people, processes, and technology is aligned with its strategy to enable the organizations to achieve best business performance. Today, the goal of *business integration* guides everything we do and provides a meaningful context for the day-to-day work of our clients.

**The House of Quality Have Consultants & Trainers with Specialized Skills...**



These multiple affiliations empower them with such specialized skills that are essential for successful change management in our client organizations.

**Competency Groups:** (based on the Business Integration model)

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>➤ <b>Strategic Services Competency</b> group -- assists clients in advising about new investments, formulating business strategies, and aligning them with their organization business processes and information technology architectures.</li> <li>➤ <b>Process Competency</b> group – applies process design principles, "best practices" and information technology to design and implement processes to achieve outcomes that deliver value.</li> </ul> | <ul style="list-style-type: none"> <li>➤ <b>Change Management Competency</b> group -- focuses on human behavior, performance, motivation, culture and organizational structure. It helps clients implement and sustain change by diagnosing, anticipating, measuring and managing business driven change programs.</li> <li>➤ <b>Technology Competency</b> group – identifies, develops and applies leading information technologies to bring about improved business performance.</li> </ul> |
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**Business Cells:** represent grouping of people from the competency groups who develop and deliver various specific services to the marketplace. We have three types of business cells:

- |   |   |  |
|---|---|--|
| <p>➤ <b>Consulting</b> is the delivery of ISO 9000 and ISO 14000 consulting services within our business integration client service approach to help our clients change to be more successful. We also provide auditing, coupled with training on various techniques to continuously improve upon the processes</p> | <p>➤ <b>Solution Centers</b> are cells that have a specific type of expert knowledge and construct solutions to meet specific client needs. We apply TQM and other continuous improvement techniques to resolve our client problems</p> | <p>➤ <b>Business Process Management (BPM)</b> is a core offering in which we take responsibility for the operation of one or more business processes like marketing, logistics production, quality control, etc. BPM operates with all kinds of clients across any type of industry.</p> |
|---|---|--|

**Industrial Expertise:** We maintain strong competence in following specialized industrial practices to develop and disseminate our market-specific skills:

- **Communications** – *Inter-exchange and local exchange carriers, Telephone Agencies, Media Organizations, Cable, Wireless, Cellular and Satellite Comm.*
- **Services** – *Aviation, Education, Communication, Health Services, Financials, Trading (Stock Exchange), Retail, Utilities & Postal Services*
- **Government/ NGOs** -- *Federal, state and local governments and agencies; national governmental organizations and departments, and other NGOs.*
- **Products** -- *Automotive & Industrial Equipment, Electronics & High Tech Engineering goods, Food & Packaged Goods, Pharmaceuticals & Medical Products, Textiles.*
- **Resources** -- *Chemicals, Energy, Natural Resources*

Well, look no further and call us right now to learn more about us by visiting our web sites [www.thehouseofquality.com](http://www.thehouseofquality.com) and [www.cnisolutions.net](http://www.cnisolutions.net)

### HEAD OFFICE/ MAILING ADDRESS

# 2B, Street 50, Marvi Road, Shalimar F-7/4, Islamabad 44000 Pakistan

### TRAINING VENUE

Office # 6 Mezzanine Floor, Huma Plaza (Plot 25),  
Fazl ul Haq Road, Block B, Blue Area, Islamabad-44000

### CONTACTS

Tele(s): + 92 (051) 8317399; 8317396; Fax: + 92 (051) 8357443; Mob: +92 (0300) 9555031

### E-MAIL

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[tariq@cnisolutions.net](mailto:tariq@cnisolutions.net)

(for services from THOQ)  
(for services from CNI)



## *Other Capabilities ...*

### **Management Consulting**

- ❖ **Organization Development:** Our team can **Develop** a fresh Client Organization and / or **Transform** an existing one into a **Winning Combination of Managers & Technologists** with profound ease and lead them by example to achieve Success
- ❖ **Research & Development:** Conversant with R&D of C&E/ E-O Systems in accordance with International Standards & Specifications
  - **Concept Definition**
  - **Design & Development**
  - **Testing, Verification & Validation**
  - **Production, Installation & Support**
- ❖ **Program Management:** Knowledge and experience of applying following in all phases of **Projects::**
  - **International Management System Standards & Guidelines**
  - **Best Management Practices**
  - **IEEE Engineering Specification & Standards**
  - **ITU Regulations & Rules**
  - **System Auditing Standards, and**
  - **Industrial Engineering sector requisites**
- ❖ **Management Tools:** Know how to effectively utilize **quality tools** to **achieve Organizational Success** through:
  - **Demand & Need Analysis** (through Market Research & Analysis),
  - **Corporate Strategy Formulation** (through SWOT Analysis and choosing appropriate Investment Strategies),
  - **Strategic Quality Planning** (through Quality Policy, Objectives and Quality Plans),
  - **Organizational Development** & Institutional Improvement (through **Reengineering**, Rightsizing, Reorganization and Promotional Plans)
  - **Human Resource Development** (through, Internal & External Training Plan & Motivational techniques),
  - **Process Improvement** (through Development of Core & Supporting Processes throughout the Product/ Service Development stages from contract order till delivery)
  - **Quality Control** (through Monitoring, Inspection, Testing and SQC Tools)
  - **Quality Assurance** (through Quality Teams, Quality Circles, and Internal & External Auditing),
  - **Continuous Improvement** and Productivity Engineering (through modern Quality tools like, **TQM**, JIT, Kaizen, **Benchmarking**, **The House of Quality** QFD Matrix and Condo of Quality etc.)
- ❖ Our team has **exposure** of working in various **multinational and varied cultural environment: Saudi Arabia, USA, UK, France, Germany, Holland, Belgium, Spain, Kuwait, Bahrain, Bangladesh & Egypt**
- ❖ Our team is equipped with excellent **Interpersonal & Communication / Presentation Skills**
- ❖ **Fluent in English & Urdu; Conversant with Arabic**
- ❖ Hands-on Experience in various **Computer Applications like MS Office, MS Project, Visio, etc.**
- ❖ Comprises of **accomplished Speakers & Writers** on subjects like **TQM and Quality Management**
- ❖ **EVENTS MANAGEMENT**

**THOQ** has been arranging seminars and events for itself and also helped many other companies/ institutes in arranging exhibition stalls in IT Exhibitions held at ITCN and in 4-5 star Hotels like Pearl Continental and Marriott to their entire satisfaction.

From the development of brochures, flyers, designing of stationery, logo, and advertisement in the print media to the promotion on e-media like radio FM 100 with promos and commercials, **THOQ** can arrange a total solution in media coverage.



## Customized Software Development

Our CNI team has developed three software products to develop our client's abilities to fully realize their potentials in developing and marketing their products and at the same time assure its quality. They consist of different models to fit the need of specific industry requirements. These also include comprehensive accounting, inventory and payroll packages complying to the Generally Accepted Accounting Principles (GAAP) and International Accounting Standards (IAS). All the products were successfully tested and implemented at Center of Management & Emerging Technologies Rawalpindi (COMET). These products can be integrated with our client system. Following are our software products:

### ❖ **Business Management System (BMS)**

This windows based system is meant for small to medium sized businesses with the inventory management, on-line client inquiry & order system for company's products / services, marketing profiles, performance analysis & business planning, coupled with accounting and personnel management packages. This system is also integrated with the Electronic Accounting System and therefore becomes a powerful financial tool to manage the complete operations of the company.

### ❖ **Client Management System (CMS)**

A marketing tool especially designed for those companies who provide consulting and similar services to their clients. Keeps track of target market profiles, their interests in company products, past responses, on-going project stages, their current status, milestones and market potential. Also includes a It comprises client records, an on-line client inquiry and registration for trainees, and instructors record, the courses being offered, and the courses due to be started, along with the payroll and duties profiles of the staff and the faculty inventory and accounting package.

### ❖ **Educational Management system (EMS)**

This is customized database software meant for educational and training institutes to fulfill all the requirements, needs and demands of the institute. The software has been developed using the latest Oracle tools, with Java in the front end. The strength of the software lies in its user friendly interface, with an on-line registration for students, students and instructors record, the courses being offered, and the courses due to be started, along with the payroll and duties profiles of the staff and faculty.

## Web Based Solutions

To access millions of people, the quickest, cheapest and most effective way is through the internet. And high presentation graphics on the web (either off line or on-line depending upon the dynamism of the site) meet the basic aim of attracting customers and generating sales.

**CNI** has developed many interactive dynamic web-sites for various companies, along with complete web registration to web hosting on the Internet.

**CNI** offers a vast variety of web based solutions but only to the clients with whom we are engaged in provisioning of other ICT solutions.

Whether you want a simple web page, portal or an e-commerce solution, our experienced developers can cater to all your web needs.

Companies that are interested in having a Web Presence on the Internet can have their complete profiles designed and developed. Corporate Logos and Corporate color themes along with creative page designing are used to make attractive company profiles.

Companies that are either already on the Web or intend to market their products on the web can have their complete product range presented on the Web.



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## *Our Teams At Work,...*

Our team comprises of -

- ❖ **Executive Director/** Engr. **Tariq Abdul Majid MBA, B Eng (Avionics), BSc WS, AMIEEE, PE**
- ❖ **Principal Management Consultant**
  - IRCA Reg QMS Lead Auditor; Lead Tutor for IRCA QMS LACs
  - Supplier Quality Auditing; Advisor in Industrial Engineering
  - Expert in TQM, Org Development, Process Improvement, Root Cause Analysis, Reengineering, SME Development
  - Consultant for establishing ISO 9000, 14000, 18000, 17025, SA 8000, cGMP HACCP, PSCM, and FDA QSRs/ ICH Requisites
  - Sectors: Aviation, Pharmaceuticals, Food Products, Engineering, Communications, Electronics, Textiles, Explosives, Chemical & Process Industries, Software Houses, Educational & Training Institutions & Welfare Orgs
- ❖ **Business Development**
- ❖ **Director Operations** Engr. **Zaheer A Babar B Eng (Aerospace), BSc Hons War Studies, PE**
- ❖ **Quality Projects** Consultant in Aviation Safety Management & Quality Management
- ❖ **Director Training** Engr. **Athar Sajid B Eng (Aerospace), MRAeS, MIE, PE**

Qualified Trainer & Consultant for Quality in Aviation Industry, Software Project Management and Trainer in Safety & Aviation Technologies
- ❖ **Resident Director (UK)** Dr. **Irfan Majid MPH, MBBS; Dip Cardiology**

Qualified Trainer & Consultant for Quality in Health Care; Hospital Management, Public Health; Medical Devices & Medical Transcription
- ❖ **Marketing**
- ❖ **Director ICT Projects** Engr. **Zain ul Abideen MS (CS); BE Computer Engg; Six Sigma Expert,**

Certified QMS Auditor, Leadership Grid Management, Communication & IT Management Consultant, Quality Assurance in Software Development Automation & Networking; Simulations; & COMSEC Projects
- ❖ **Administration**
- ❖ **General Manager (Administration)** Engr. **Muhammad Aurangzaib Khan, Dip Eng (Radio Engg)**

Qualified in Procurement & Supply Chain Management
- Associates**

We have a number of qualified associates who have expertise in conducting:

  - IRCA approved QMS Lead Auditor Courses
  - Supplier Quality/ cGMP Audits.

We have Senior Consultants for establishing ISO management standards including:

  - ISO 9000 QMS
  - ISO 14000 EMS and Environmental Impact Assessment (EIA)
  - ISO 17025 Lab Management System
  - ISO 18000 OHSAS and
  - Social Accountability SA 8000

Sector/ industry range includes:

Aviation, Pharmaceuticals, Stock Exchange, Chemical, Petro-Chemicals, Process & Textile industries and Engineering Industries

In addition we also have researchers who can undertake feasibility studies for:

  - Setting up industries and businesses
  - Social studies/assignments in: Rural Development & Social Sector for International Finance Institutions/ Donor Agencies, NGOs and Welfare Organizations.
- ❖ **Consultants**
- ❖ **Trainers**
- ❖ **Auditors**

**We assure quality of work services of our colleagues/ associates through our effective internal Quality Assurance system.**



## *Our Scope of Services....*

### **TRAINING**

- IATCA approved Lead Auditor Training courses
- Other management training courses (including ISO 9000 Quality Management) throughout Pakistan and also at International level. (see the list of trainings offered)

### **MANAGEMENT CONSULTANCY**

Our consulting team is composed of professionals having more than **20 years of combined management/ professional/ industrial experience** in their areas of expertise throughout Pakistan and also at **International level**. They can ably exercise our **Core Competencies** and efficiently implement following programs, in any industry, in keeping with the international standards and with due considerations to our local culture and environment.

**\*\*Organizational Development & Change Management \*\***

**\*\* Development of Business Strategies & Market Analysis/Plans\*\***

**\*\* Total Quality Management (TQM) and Customer Services \*\***

**\*\* ISO 9001 Quality Management System \*\***

**\*\* ISO 14001 Environmental Management System \*\***

**\*\* Continuous Process Improvement Techniques \*\***

**\*\* Benchmarking & Business Process Re-engineering \*\***

**\*\* Statistical Quality Control (SQC) & Statistical Process Control (SPC) \*\***

**\*\* ISO 17025 Laboratory Management System \*\***

**\*\* OHSAS 18001 Occupational Health & Safety Management System \*\***

**\*\* HACCP, cGMP and GLP for Pharmaceutical and Food Industries \*\***

**\*\* ISO/TC209 Contamination Control Management \*\***

**\*\* SA 8000 Social Accountability Management System \*\***

**\*\* Industrial Engineering & Technology Management \*\***

**\*\*Project Appraisal & Engineering Management \*\***

**\*\* Projects Management including PMER \*\***

**\*\* Software Development & Information Technology Management \*\***

**\*\* Small Business Entrepreneurship Development \*\***

### **AUDITING**

We also have all the requisite abilities to effectively pre-audit ISO Management Systems i.e.

**Second and Third Party System Certification/ Pre-assessment / Consultancy Audits against: ISO 9001 QMS, FDA QSRs, ICH, cGMP, HACCP, GLP, ISO 17025, ISO 14001 EMS and ISO 18000**



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### Communication Engineering Consulting

Our experienced engineers provide international consulting in all aspects of communication engineering disciplines including telecommunications and satellite communications. We are representing products and services of Transfinite Systems Ltd UK in this region and closely working with the Government of Pakistan (SUPARCO and FAB) in realization their Paksat project.

### IT Consulting & Networking Solutions

To excel in current transitional world scenario, it is essential to have access to information as soon as it is available. This information will only be available if you are networked with the source of information, be it your customers, suppliers or your office in another country. From simple peer-to-peer networking to WAN (Wide Area Network) solutions, CNI can setup a cost effective yet powerful network, to meet your local and global needs.

Beside above mentioned services we have also provided services in the following fields

- Computer based training (CBT)
- Data Processing, Data creation & delivery

Our experienced staff can design fully integrated solutions for our client organizations including hardware, networking and software solutions, primarily on Windows platforms.

### Customized Software Development & related Services

Our software development team offers a full range of solutions that include

- Analysis, design, development and implementation of specialized customized software solutions
- Coding of software applications
- Facility management services, including database planning, creation, management, validation and electronic transmission
- Software implementation and post-implementation service and support.
- User training at the client's end and IT skill development

### Call Center Set up & BPO Services

Responding to the booming trend towards outsourcing of business processes from the West to East and having broad vision and understanding of international business trends, CNI entered into this field with full confidence and expertise.

CNI managed BPO services for a UK air travel service company, Flights N Flights, owned by the founder, and successfully operated for 5 years (2006-1010). Operation ceased due to closure of company in UK due to reduced air traffic/ passengers.

We still have highly competent team of professionals experienced in setting up and supporting any kind of call center and BPO facility. We support all core and supporting operations of a call center including VoIP, networking, remote management, maintenance and support services, ACD, IVR, website development and SEO for marketing and promotion.





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## Our Training Courses....

Course No.	Training Duration	Training Program Title/ Description
1-1	01 day	<b>TOTAL QUALITY means achieving BALANCE in all aspects of Life</b>
1-2 E/U	01 day	<b><u>QUALITY MANAGEMENT SYSTEM</u></b> An Awareness Program about Quality Concepts for the Top Management
1-3	03 days	<b><u>UNDERSTANDING ISO 9000</u></b> Interpretation of ISO 9001:2008 Standard for QMS Implementation Team
1-4	02 days	<b><u>APPLICATION OF ISO 9000 IN SERVICE INDUSTRY</u></b> Awareness Program for Top Executives of Service Sector
1-5	03 days	<b><u>HOW TO DOCUMENT MANAGEMENT SYSTEMS</u></b> Policies, Objectives, Manuals, Processes, Instructions and Quality Plans
1-6	01 day	<b>TRAINING OF TRAINERS</b> (Training Course for Managers)
1-7	03 days	<b>QMS &amp; EMS INTERNAL AUDITORS TRAINING Course</b>
2-1	02 days	<b>Beyond ISO 9000 - Customer Satisfaction &amp; TQM</b>
2-2	03 days	<b>Total Quality Control at Enterprise Level</b>
2-3	02 days	<b>Quality and Safety in Pharmaceutical &amp; Food Industries</b> (US FDA QSRs, ICH Requisites, cGMP, HACCP)
2-4	02 days	<b>ISO 17025 Laboratory Management and Good Lab Practices (GLP)</b>
3-1	02 days	<b><u>THE TOTAL QUALITY CONCEPT</u></b> (Quality, Ethics, Competitiveness & Culture)
3-2	02 days	<b>Establishing Customer Focus &amp; Satisfaction</b>
3-3	02 days	<b>Quality Customer Services in Aviation industry</b>
3-4	02 days	<b>VOICE of the Customer &amp; Employee Focus, Involvement &amp; Empowerment</b>
3-5	01 day	<b>Quality Management &amp; Deming's Philosophy</b>
3-6	02 days	<b>Implementing Total Quality Management</b>
3-7	02 days	<b>Overview of Total Quality Tools</b> (Use of Quality & Statistical Tools for Management of Customer Services)
3-8	02 days	<b><u>THE HOUSE OF QUALITY</u></b> (Continuous Quality Improvement & Quality Function Deployment)
3-9	01 day	<b>Business Process Reengineering (BPR) &amp; Benchmarking</b>
3-10	01 day	<b>Just-In-Time (JIT) &amp; Inventory Management</b>
3-11	01 day	<b>Productivity Measurement &amp; Improvement Techniques</b>
3-12	01 day	<b>18001 OHSAS and SA 8000 Social Accountability</b>
4-1	02 days	<b><u>ISO 14000 ENVIRONMENTAL MANAGEMENT STANDARDS</u></b> Detailed Interpretation of ISO 14001 Standard & ISO 14004 Guidelines for EMS Implementation Team
5-1	02 days	<b>Small Business Entrepreneurship Development</b>
6-1	02 days	<b>Software Project Management Life Cycle &amp; Quality Assurance</b>

Courses denoted with asterisk \* are under development

**On successful completion of these courses, participants are awarded certificates of participation.**





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## Our Performance & Clients....

### ISO Management Systems Consulting, Training & Auditing

BSC = Business Strategies/ Customer Surveys	SGA = System Gap Analysis	TRG = Training
CON = Integrated/ ISO/ Management Consulting	AUD =QMS/cGMP/API Auditing	

CLIENTS	BSC	SGA	TRG	CON	AUD
<b>Supplier Quality Auditing for Pharma Industries (on behalf of SQA Services USA)</b>					
• WYETH USA (12 Pharmaceutical/ API Suppliers)					X
• HOSPIRA USA (1 API Supplier)					X
• ASTRAZENECA UK (1 API Supplier)					X
• TELEFLEX USA (1 Medical Device Supplier)					X
• CR BARD AUSTRALIA (1 Medical Device Supplier)					X
• GSK UK (1 Packaging Supplier)					
<b>Aviation &amp; Logistics Industry</b>					
❖ Pakistan International Airlines (Engineering Department)		X	X		
❖ Sialkot Dry Port Trust Sanbrial, Sialkot		X			
<b>Government Organizations &amp; Laboratories</b>					
❖ National Physical & Standards Laboratory		X	X		
❖ National Institute of Science & Technology (NIST) Islamabad		X			
❖ PCRWR (QC Laboratory) Islamabad & 3 sites (WRRCs)		X			
❖ Bureau of Police Research & Development Islamabad		X			
❖ Board of Investment Islamabad		X			
❖ Overseas Employment Corporation Islamabad	X	X			
❖ Pakistan Nuclear Regulatory Authority Islamabad		X			
❖ Wah Nobel Group of Companies (Laboratory) ISO 17025		X			
<b>Laboratories &amp; Engineering Industries</b>					
❖ Sabro Air-conditioning (Pvt) Ltd. Ibd					X
❖ Electromech Engineering Services, Ibd		X	X	X	
❖ KSB Pumps Co. Ltd., Hasanabdal					X
❖ Pak Steel Islamabad		X			X
❖ Fazal Steel (Pvt) Ltd Islamabad		X			
❖ Rastgar Engineering Ltd Islamabad			X	X	X
❖ Tesla Industries (Pvt) Ltd., Islamabad			X	X	X
❖ Heavy Electrical Complex, Hattar		X			
❖ National Clean Production Center (NCPC) Attock Refinery Rawalpindi		X			
❖ TF Pipes Ltd Islamabad		X			
❖ VEBRA Engineering (Auto Workshop) Islamabad		X			
<b>Commercial Explosives &amp; Detonator Manufacturers</b>					
❖ Wah Nobel (Pvt.) Ltd., Wah Cantt.		X	X	X	
❖ Wah Nobel Detonator (Pvt.) Ltd., Hattar		X	X	X	
❖ Pakistan Ordinance Factories Wah Cantt		X			
❖ Biafo Industries Hattar	X	X			
<b>Chemical &amp; Process Industries</b>					
❖ Wah Nobel Chemicals Ltd., Wah Cantt		X	X	X	
❖ Wah Nobel Acetate Ltd., Hattar		X	X	X	
❖ Complex Chemical Ind. (Pvt) Ltd, Hattar					X
❖ Essa Cement Industries (Pvt) Ltd Karachi		X			
❖ Kohat Cement Co. Ltd		X			



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CLIENTS	BSC	SGA	TRG	CON	AUD
<b>Textiles</b>					
❖ Knit Textiles, Islamabad		X	X	X	
❖ Fatima Fazal Textiles Ltd Islamabad		X	X	X	
❖ Redco Textiles (Spinning Unit), Rawat					X
❖ Rahman Cotton Mills Ltd Takht bhai		X			
❖ Janana de Malucho Textile Mills Ltd, Habibabad, Kohat		X			
❖ Lotus Textile Industries Ltd, Karachi		X			
❖ Saif Textile Mills Ltd, Islamabad		X			
❖ Ahad Textiles (Pvt) Ltd, Faisalabad		X			
<b>Energy &amp; Utilities Sector</b>					
❖ Foundation Gas (Fongas), Pakistan (all 6 sites)		X	X	X	X
❖ Islamabad Electric Supply Co. IESCO	X	X			
❖ National Clean Production Center (NCPC) Attock Refinery Rawalpindi		X			
❖ Sui Northern Gas Pipelines Ltd Lahore		X			
❖ MARI Gas Co. Ltd Islamabad		X			
<b>Electronics/ Communication Systems</b>					
❖ Comcept (Pvt.) Ltd., Islamabad	X		X	X	X
❖ Micropak (Pvt.) Ltd., Islamabad		X			X
❖ Kamra Avionics & Radar Factory		X			
❖ Industries Technologies Ltd (ITL) Islamabad		X			
❖ RWR (Pvt) Ltd Islamabad		X			
❖ Zeeshan Electronics (Pvt) Ltd Islamabad		X			
❖ Space Upper Atmosphere Research Organization SUPARCO Islamabad		X			
❖ EGS Islamabad & Karachi (TQM & ISO 9000)		X			
<b>Food &amp; Agricultural Industry</b>					
❖ Fauji Corn Complex, Jehangira, NWFP		X	X	X	X
❖ Fauji Cereals Rawalpindi		X			
❖ Silver Lake Foods Products Ltd. Hattar	X	X	X	X	
❖ Silver Lake Foods Ltd. Hattar (Kims)	X	X	X	X	X
❖ TOPS Fruit Juices Hattar (ISO 9000 & 14000)		X			
❖ Qarshi Industries Hattar		X			
❖ Latif Ghee Industries (Pvt) Ltd Hattar		X			
❖ Attock Cattle & Agro Farm (ACAF) Attock	X	X			
❖ Dewan Sugar Mills Thatta					X
❖ Rafhan Maize Products Faisalabad					X
❖ Rice Exporters Association of Pakistan, Karachi		X			
<b>Pharmaceuticals/ Medical Devices/ Cosmetics</b>					
❖ Amson Farmaco Biologico, Islamabad	X	X	X	X	X
❖ Cirin Pharmaceuticals, Islamabad		X	X	X	
❖ Wilson's Pharmaceuticals, Islamabad				X	X
❖ Werrick Pharmaceuticals, Islamabad				X	X
❖ Taj Syringes, Gadoon Amazai, NWFP		X			
❖ Abbott Laboratories Karachi					X
❖ Spencer Pharma Karachi					X
❖ Askari Pharmaceutical Lahore					X
❖ Macter International Karachi					X
❖ Reko Pharmacal Lahore					X
❖ Searle Pakistan Karachi					X
❖ QSA Sialkot (Medical Devices)					X
❖ Best Health Care Sialkot (Medical Devices)					X
❖ Islamabad Pharmaceutical Products Ltd		X			
❖ INNVOTEK Pharmaceuticals Rawalpindi		X			
❖ Gray's Pharmaceuticals Rawalpindi		X			



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CLIENTS	BSC	SGA	TRG	CON	AUD
<b>Packaging Industry including Packaging for Pharmaceuticals</b>					
❖ Tariq Sheikh International (Medical Tape Unit) Karachi		X			
❖ Fazal Industries (Pvt) Ltd., Islamabad Paper Sacks (TQM & ISO 9000)	X		X	X	X
❖ Northern Bottlers Pvt Ltd Islamabad		X			
❖ Nowshera Sheet Glass Industries Ltd (ISO 9000 & 14000)		X			
❖ Murree Glass Hattar (ISO 9000 & 14000)		X			
❖ Plastobag Industries, Hattar		X	X	X	
<b>Computer/ IT/ Software Development / CAD Engg</b>					
❖ Three Sixty Degreez Karachi		X	X	X	X
❖ BadarSoft Karachi	X	X	X	X	
❖ Trivor Software Islamabad		X	X	X	X
❖ ACES Soft Islamabad	X	X	X	X	X
❖ Compucraze Internet Services Islamabad		X	X	X	
❖ Syscomp International Islamabad		X	X	X	
❖ ISPL Islamabad	X	X	X	X	
❖ Scan IT Karachi		X	X	X	X
❖ Nawab Din Technologies Islamabad					X
❖ AND OR Logic Islamabad		X			
❖ Digital Processing System (DPS) Islamabad		X			
❖ Askari Information Systems Ltd (AIS) Islamabad		X			
❖ FaujiSoft Islamabad		X			
❖ Falcon Engineering Islamabad		X			
❖ Ultimus Inc Rawalpindi		X			
<b>Training &amp; Educational Institutes/ Organizations</b>					
❖ Pakistan Naval Academy, Karachi	X	X	X	X	X
❖ Pakistan Marine Academy, Karachi		X			
❖ Foreign Services Academy Islamabad		X			
❖ NWFP University of Engineering & Technology, Peshawar		X	X	X	
❖ International Islamic University (Management Sciences Department)	X	X			
❖ NED Engineering University, Karachi		X			
❖ Cadet College Petaro		X			
❖ Pakistan Naval Engg. College, Karachi		X			
❖ Bahria Institute of Management & Computer Sciences, Islamabad	X	X	X		
❖ Centre of Management & Emerging Technologies (COMET), Rawalpindi	X	X	X	X	
❖ Fauji Foundation Inst of Management & Computer Sciences Rawalpindi		X		X	
❖ Tameer-e-Millat Schools & Tameer e Millat Academy, Islamabad		X	X	X	X
❖ Postal Staff College Islamabad			X		
❖ PIA Training Center Karachi		X	X		
<b>Hospitals &amp; Healthcare Centers</b>					
❖ Hilal e Ahmar Hospitals Karachi		X			
❖ PNS Hafeez (Naval Hospital) Islamabad		X			
<b>Associations, NGOs &amp; Welfare Organizations</b>					
❖ Fauji Foundation Head Office, Rawalpindi	X	X			
❖ Tameer-e-Millat Foundation, Islamabad	X	X	X	X	X
❖ Population Council Islamabad		X			
<b>Money Market, Insurance &amp; Financial Institutions</b>					
❖ State Life Insurance Corporation of Pakistan		X			
❖ Islamabad Stock Exchange		X	X	X	
❖ Tariq Sheikh International Karachi (Custom Agents)		X			
<b>Trading, Commerce, Hotel &amp; Retail Market</b>					
❖ Technology & Trade Network (TTN) Islamabad (TQM)	X	X		X	
❖ Pearl Continental Hotel Bhurban (ISO 9000 & ISO 14000)	X	X		X	
❖ Abdul Majid & Sons (AMSON Marketing Department) Rawalpindi		X			



## Management Consulting

### **PROJECT MANAGEMENT**

- ❖ **Project Definition, Proposal development, Contracts Negotiations/ Definitization, Implementation, Monitoring & Project Management of Paksat Satellite Frequency Coordination Consulting/Training programme with Paksat administration/ service providers (SUPARCO and FAB).**
  - **Project 1 worth: USD 150,000; Project 2 worth: USD 500,000; Project 3 worth: USD 25,000**

### **ORGANIZATIONAL DEVELOPMENT**

- **Training & Consultancy** provided for Organization Development, Productivity Improvement, Preventive Maintenance & General Management to:
  - ✓ **Silver Lake Foods Ltd, Hattar (SLF Kims)**
  - ✓ **Silver Lake Foods Products Ltd, Hattar (SLP Kims)**
  - ✓ **Amson Farmaco Biologico Islamabad**
  - ✓ **Centre of Management & Emerging Technologies (COMET) Rawalpindi**

### **STRATEGIC BUSINESS & MARKET PLANNING, STUDIES/ ANALYSES**

- **Customer Perception & Attitude Analysis** conducted for **Kims Toffees** of Silver Lake Products Ltd Hattar
- **Strategic Business Plan & Market Plan** for **Kims Confectioneries** of Silver Lake Foods Limited Hattar
- **Pre- Investment Feasibility Study & Market Analysis** of Educational & Training Institutions in Rawalpindi/Islamabad (Study carried out for **COMET Islamabad**)
- **Strategic Business Plan & Market Plan** (prepared for **COMET Islamabad**)
- **Designed Business Development Strategy** for **ISPL**, a concern of **Carrier Telephone Industries (CTI)**, Islamabad

### **HRD STUDIES/ PLANNING**

- **Study on the Promotion of Manpower Export Business in the Public Sector (HRD Strategies/ Action Plan)** for **Overseas Employment Corporation (OEC)**
- **Developed National Media & Marketing Campaign & HRD Plan** for **Pakistan National Accreditation Council (PNAC)**
- **Study carried out on “Digital Divide” and developed “Strategy Framework for Poverty Alleviation in the Rural Areas of Pakistan”.** Presented at international conference organized by **Islamic Development Bank**
- **Training Contents developed for Training of Drivers for one year at OGDC (Oil & Gas Development Corporation Pakistan)**

### **COMMUNICATION STRATEGIES & PROJECT MANAGEMENT**

- **Telecom Business Development & Market Studies**

Representing **TransJordan Communications Ltd (alo)** we undertook market research and study for development /expansion of their businesses of Payphone network and Smart card services throughout Pakistan. On behalf of their large telecom consortium, led by **Helencia Telecom**, we also developed business strategies for acquiring/ buying out of PTCL segments after privatization and in this regard successfully negotiated business collaborations with various interested parties.
- **Satellite Interference Analysis & Frequency Coordination for Paksat systems**

Representing **Transfinite Systems Ltd. UK**, we are undertaking consulting assignments in satellite interference analysis and frequency coordination for ITU and European Space Agency requirements. We are accredited users of Transfinite software tools, Visualyse Professional v5 and Visualyse GSO v2 that are being used effectively for providing support/ analysis to **SUPARCO** and **Frequency Allocation Board** in their Paksat-1/1R development projects.



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### TRAINING & SEMINARS CONDUCTED

#### ORGANIZATION DEVELOPMENT, QUALITY & PROJECT MANAGEMENT

- |  |                      |
|--|----------------------|
| <input type="checkbox"/> <b>“Quality Management in Aviation Industry”</b><br>International Seminar conducted for Third World Country Training Programme arranged by Japanese International Cooperation Agency (JICA) & PIA Training Center at Karachi        | 4-5 Feb 1999         |
| <input type="checkbox"/> <b>IRCA-approved Quality Lead Auditor Courses for ISO 9000</b><br>Conducted Moody International Courses on behalf of BMIQA at : Islamabad; Karachi; Dhaka (Bangladesh); Islamabad & Peshawar  | Jun-Dec<br>1998      |
| <input type="checkbox"/> <b>"Understanding ISO 9000 QMS"</b><br>Training Sessions conducted for ISO 9000 Implementation Team of College of Electrical & Mechanical Engineering at NUST Rawalpindi  | Mar 1998             |
| <input type="checkbox"/> <b>"Seminar on ISO 9000 Certification"</b><br>Conducted for <b>Export Processing Zone Authority Karachi</b>   | 6 Nov 1998           |
| <input type="checkbox"/> <b>“Achieving Excellence in Developing Countries through ISO 9000”</b><br>Paper presented in D8 Countries Regional Conference on Good Governance & Institutional Reforms, at Islamabad  | 20-21 Feb<br>1999    |
| <input type="checkbox"/> <b>"Introduction to ISO 9000"</b><br>Awareness Seminar conducted for industrialists from <b>Pakistan Tanners Association &amp; Korangi Association of Trade &amp; Industry</b> (largest industrial association in Pakistan) Karachi | 22 April 1999        |
| <input type="checkbox"/> <b>“Productivity Measurement &amp; Improvement Techniques”</b><br>Lectures delivered during <i>Productivity and Industrial Competitiveness</i> course held by National University of Sciences & Technology (NUST) at Rawalpindi     | 03-05 May<br>1999    |
| <input type="checkbox"/> <b>"Quality Management &amp; Cost of Quality "</b><br>Course conducted for Silver Lake Foods Ltd Hattar   | 15-16 July<br>1999   |
| <input type="checkbox"/> <b>"Internal Auditing for ISO 9000 "</b><br>Course conducted for <b>Pakistan Naval Academy &amp; Naval Engineering College</b> at Karachi   | 19-23 Aug<br>1999    |
| <input type="checkbox"/> <b>"Understanding ISO 9000"</b><br>4-days course arranged in collaboration with <b>NWFP UET Peshawar</b> .  | 20-23 Oct<br>1999    |
| <input type="checkbox"/> <b>"An Effective Organization"</b><br>Seminar arranged in collaboration with <b>Institute of Policy Studies (IPS)</b> Islamabad   | 29 October<br>1999.  |
| <input type="checkbox"/> <b>"Quality Management in Laboratories"</b><br>Awareness conducted for <b>National Physical Standards Laboratory (NPSL) &amp; PCSIR</b> Ibd.  | 20 Feb 2000          |
| <input type="checkbox"/> <b>"Quality Management in Educational Institutes"</b><br>Awareness given to faculty of <b>Bahria Institute of Management &amp; Computer Sciences</b> Ibd.   | 12 April 2000        |
| <input type="checkbox"/> <b>“Quality Management in Postal Services”</b><br>Training sessions conducted at <b>Postal Staff College</b> , Islamabad  | 18 April 2000        |
| <input type="checkbox"/> <b>“What is Quality?”</b><br>Lecture given at <b>NUST</b> Rawalpindi  | 25 July 2000         |
| <input type="checkbox"/> <b>“Total Quality Management in Postal Services”</b><br>Training sessions conducted at <b>Postal Staff College</b> , Islamabad  | 07 October<br>2000   |
| <input type="checkbox"/> <b>“Seminar on ISO 9000 &amp; ISO 14000”</b><br>Arranged for 30 industrialists in association with Hattar Industrialists Association at Hattar  | 07 Nov 2000          |
| <input type="checkbox"/> <b>“Productivity Measurement &amp; Improvement”</b><br>Training sessions for Silver Lake Foods Ltd Hattar   | 28 June 2001         |
| <input type="checkbox"/> <b>“Certified Quality Manager Course”</b><br>4 month course at <b>COMET</b> Rawalpindi  | 2 Aug-30 Nov<br>2001 |
| <input type="checkbox"/> <b>“Quality Education &amp; Training”</b><br>12 Public Awareness programmes presented on FM100 national hook-up   | May-Aug 2001         |



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- “Quality in Projects”**  
Lecture during **PMI REP Seminar** arranged by **Syscomp International** at Bhurban

14 Sept 2002
- “Awareness about ISO 14000 EMS”**  
Seminar arranged by **PNAC** at University of Agriculture, Peshawar

05 Nov 2002
- “Quality Assurance in Software Projects”**  
Main Presentation during **PMI Seminar** arranged by **Sys Comp International** at Islamabad

28 Feb 2003
- “Quality means achieving Balance”**  
Motivational Lecture/ Presentation on application of quality aspects in life, presented at **Scientists Forum** for scientists, engineers and professionals of Islamabad/ Rawalpindi

2009
- “Quality Thinking & Decision Making”**  
Motivational Lecture/ Presentation on how to become thinking individuals, presented at IFAB Islamabad for Senior Executives / Human Resource Professionals from 20 large MNCs

2011

### SAFETY MANAGEMENT

- “1st Road Safety Seminar”**  
Participated as Repertoire, arranged by **Pakistan Motorway Police** and ARUP at Islamabad

31 May 2000
- “2<sup>nd</sup> Road Safety Seminar – Safety of Vulnerable Users”**  
Participated as Recommendations Committee, arranged by **Pakistan Motorway Police** and ARUP at Islamabad

31 May 2001
- “Safe & Quality Driving”**  
Presentation at Seminar on **“Super Highway – Prosperous Nation”** arranged by **ARUP** at Muzaffarabad

28 July 2000

### IT MANAGEMENT

- “International Seminar on Digital Divide”**  
**Presented programme to reduce poverty in Pakistan through integrated village IT Center**, arranged by **Islamic Development Bank** at Islamabad

14-15 Feb  
2002
- “Manufacture of PC Hardware & Telecommunication Equipment in Pakistan”**  
Presented recommendations at the **National Seminar** arranged by **TReMU Pakistan**

04 April 2002
- “Development of Integrated HMIS Framework”**  
Presented recommendations at the Seminar sponsored by **WHO Pakistan**, at Murree

8 July 2002
- Exhibitor at ITCN Asia 2002 Exhibition** at Karachi

10-12 Aug  
2002

### MAIN PAPERS/ PRESENTATIONS

by Mr. Tariq a Majid

- “Quality Changes in Education”**  
Article written for *Pak Naval Academy Journal* Karachi

Jan 2000
- “Achieving Excellence in the Developing Countries through Quality Management ”**  
Paper presented at the D-8 Countries Conference on Good Governance & Institutional Reforms, Islamabad)

20-21 Feb  
1999
- "Think Global, Act Local"**  
Article written for *Daily 'Dawn "* Karachi

30<sup>th</sup> Dec 1998
- “Management of ISO 9000 Activities in Pakistan”**  
Paper written for *Pakistan Engineering Council Sub-Committee on ISO 9000*

June '97
- “Quality Management System Organization Structure for the PAF”** (Paper written for PAF)

June '97
- “Global & Regional Trends in Satellite Communication”** (Presentation made for MOD)

1996
- “Restructuring Engineering Management in PAF”** (Paper written for PAF)

Nov '92
- “Electronic Combat (EC) in Contemporary Air Operations”** (Presentation at C&SC Quetta)

1992
- “Electronic Battlefield in the Year 2000”** (Paper written for PAF)

1992
- “Quality Control Management of Electronics Systems in PAF”** (Paper written for PAF)

1982





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### **PREVIOUS MANGEMENT EXPERIENCE OF FOUNDER DIRECTOR** **(1979-1997)**

#### ❖ **ORGANIZATION DEVELOPMENT (MANAGEMENT CONSULTING) - 1997**

Provided Consulting and prepared Project Report for Small Business Finance Corporation (SBFC), a premier national financial institution of Pakistan. Consulting on behalf of **National Management Consultants** Pakistan, included:

- Rightsizing Plan for SBFC
- Re-Engineering & Organizational Restructuring Plan
- Automation (IT) Architecture, Training Structure and Business Plans
- Merger of YIPS of Pakistan with SBFC

#### ❖ **INDUSTRIAL ENGINEERING/ MARKET ANALYSIS - 1997**

Provided following Industrial Investment Studies to the management of Medina Industrial Investment Company, Saudi Arabia:

- **Pre-Investment Opportunity Analysis of Saudi-Turkish Joint Venture** Manufacture of Polypropylene Pipes at Medina-al-Munawara **Saudi Arabia**
- **Pre- Investment Feasibility Study & Market Analysis** of Polyester Yarn Manufacturing Plant at Medina-al-Munawara **Saudi Arabia**

#### ❖ **COMMUNICATION PLANNING & MANAGEMENT - 1997**

- Strategic Communication Planning & Budget Planning
- ORBAT/ Tactical Planning of C&E assets, and Management of Telecommunication, Satellite Communication, Avionics, Radio Relays / Microwaves, Radar Systems and Ground C&E assets
- **Negotiated EPC Contracts with Siemens (Pakistan) to support EPABXs throughout the PAF command**
- Represented PAF in the **National Radio & Wireless Board** meetings
- Focal point for **Cryptology** matters at **National Communications Security Board**
- **"Organization Re-Structuring in the PAF"** (Service Paper written for PAF)

#### ❖ **SATELLITE COMMUNICATION OPERATIONS MANAGEMENT – 1995-96**

- Strategic Satellite Communication Monitoring & Planning
- Oversee Operations & Maintenance of VSATs Network
- Technical Evaluation Studies:
  - ITU Regulations
  - Telecommunication Systems
  - Encryption Devices and Electronic Security System
  - Information Technology Systems including LANs and WANs
  - Command Control & Communication Systems (C4I)
  - Satellite Communication Systems including VSATs
- **"Global & Regional Trends in Satellite Communication"** (Presentation made for MOD)

#### ❖ **AIR DEFENCE AUTOMATION MANAGEMENT – 1994-95**

- Strategic Planning & Budget Planning for Communication Networks linking air defence
- Successfully resolved all automation software and network related problems
- **"Organization Re-Structuring in the PAF"** (Service Paper written for PAF)

#### ❖ **ELECTRO-OPTICS RESEARCH & DEVELOPMENT MANAGEMENT – 1992-94**

- Managed Electro-optics R& D team of engineers and technicians that successfully developed an **Infra Red Passive Detection system** and mated with aerial platforms.
- Author of **USAF Standard "Operations & Maintenance Technical Manual"**, **"Job Guide"** and **"Illustrated Parts Breakdown Manual"** of an Electro-optical System
- **Quality & Security Inspections** of Secure Communication/ Crypto Centers throughout Pakistan on behalf of NCSB
- **Technical Training** to engineering staff on:
  - Infra-Red & Electro-Optical Systems and Radar Systems
  - Information Technology Systems including LANs and WANs





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- Work Stations & Computers
- **“Electronic Combat (EC) in Contemporary Air Operations”** (Presentation made at Inter Services Exercise held at Command & Staff College Quetta)
- **Service Papers/ Articles** written for PAF:
  - **“Restructuring Engineering Management in PAF”**
  - **“Electronic Battlefield in the Year 2000”**
- ❖ **AIRFIELD OPERATIONS AVIONICS SUPPORT MANAGEMENT – 1990-92**
  - Managed Avionics Systems in support of air operations
  - Successfully developed and executed Operational Preparedness Plans during Exercises
  - Commanded 4 engineers and 250 technical personnel
- ❖ **PROJECT/ CONTRACTS MANAGEMENT – 1986-89**

**Managed EPC Contracts, LOIs, LOAs** (Procurement, Training, Prices, Terms & Availability) with USAF and BMEL for induction of AWACS fleet into RSAF and follow-on support contracts for Project Peace Sentinel, Saudi Arabia.

Managed this USD 2.5 Billion contract; project included:

  - Product specifications development
  - Evaluation of offers/ proposals
  - Monitoring of Contractors / Vendors Performance, and
  - Project Management of Installations of all Communication, Security, Radio installations and related civil works at the airport/ air base.

**Negotiated EPC Contracts** (Procurement, Training, Prices, Terms & Availability) for various Projects with MNCs like:

  - **Boeing Middle East Limited (S/ Arabia)**
  - **Philips (Saudi Arabia)**
  - **Rockwell International (USA)**
  - **General Electric (USA)**
  - Technical Evaluation studies undertaken and Specifications prepared on:
    - Telecommunication Systems including EPABXs
    - Nation wide Networking and Paging System
    - Perimeter Security System including Electronic Security System
    - Information Technology Systems including LANs and WANs
- ❖ **RADAR ENGINEERING / MAINTENANCE MANAGEMENT – 1983-86**
  - Managed **Operation and Maintenance of High Power Radar System** (Westinghouse TPS-43G) and related support systems in support of air defence operations and kept it with **98% Availability and 95% Serviceability rate for 3 years (highest % in the command)**
  - Developed **System Procedures, Trouble-shooting Flow Charts, Preventive Maintenance Work Cards and Work Sheets** for Radar Systems, Airborne Air Conditioning/ Cooling Systems, Air Defence Generators/ Converters, and Specialist Transport Vehicles
  - Successfully developed and executed Operational Preparedness Plans during Exercises
  - Commanded 2 engineers and 150 technical personnel
- ❖ **QUALITY ASSURANCE ENGINEERING (DEPOT LEVEL RADAR MAINTENANCE) – 1979-83**
  - Led and trained team of Engineers & Technicians for 100 modifications in TPS-43G radar systems for 3 years along with technical teams from Westinghouse Electric Corporation USA.
  - Induction, System Installation, O & M, and Annual/ Periodic/ Emergency QA Inspections of all TPS 43 G radar systems throughout the PAF command at various sites.
  - Establishment of Depot-level Repair & Maintenance Facilities of High Power Radar Systems and Factory Repair / Overhaul Workshop Facilities
  - Attended EPC Contract Negotiations with Westinghouse Electric Corp (USA) Defence Division for follow-on support to Radar systems
  - “Quality Control Management of Electronics Systems in PAF” (Paper written for PAF)
  - Undertook O/I Field level and 3<sup>rd</sup>/ 4<sup>th</sup> Line Depot level Maintenance training at Westinghouse Electric Corp for 9 months in USA
  - 3 months Training given to Libyan Engineers on Radar Systems at Air Defence School.
  - Installation, Operations, Maintenance & Dismantling of Mobile Low Level Marconi AR-15 Radar system for 2 years and 5 movements to various remote locations including operations from war time location near Afghan border.



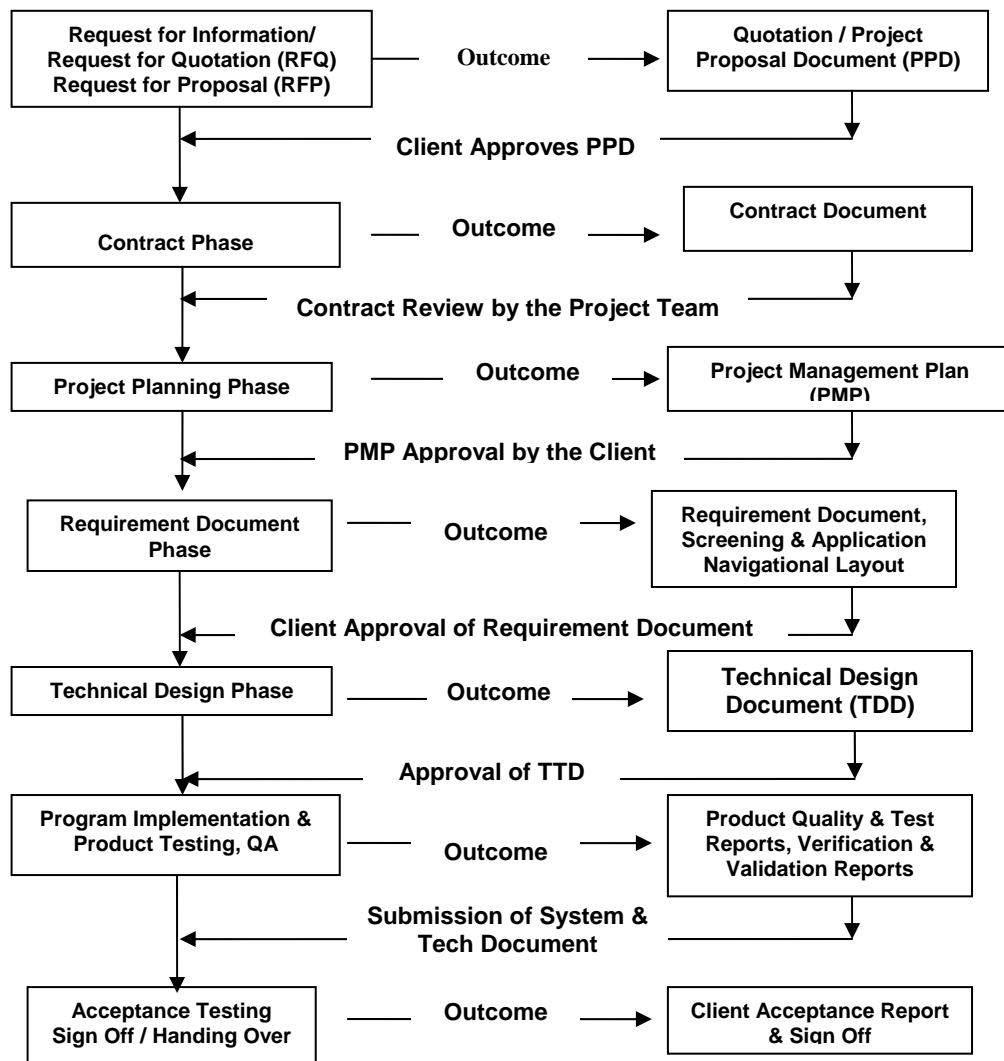
# *Services Management Methodology...*

**THOQ** has a predefined services delivery/ management methodology, which ensures that the management consulting project proceeds in accordance with the **Project Management Life Cycle** of **THOQ** and, that we provide high quality services, within the set deadlines.

Initially the project team is chosen according to the needs of the client. This team has a Project Manager, who acts as the one-point reference and project coordinator for **THOQ**, for all communication purposes. He is made responsible for the entire scheduling, updating and evaluation of the project, throughout the life cycle. The client also identifies a person to act as the one-point reference, for all the technical and commercial areas, throughout the project time.

Project reviews are undertaken and feedback is obtained from the client at different stages. **THOQ** carries out extensive quality checks, to ensure the quality of the project is in strict accordance, with our quality plans and procedures.

Our management consulting & training team carries out implementation and quality assurance of the project at the client premises. Customer support is provided to the client, to assist in project deployment and improvement for at least first 60 days after project delivery.





## ***OUR STRATEGY FOR ISO 9000 IMPLEMENTATION...***

*"Total Quality means achieving balance ... in all aspects of life"*

*-- Tariq Abdul Majid*

### **INTRODUCTION TO ISO 9000 STANDARDS**

In the world of increasing multinational cross-border trade, quality of the product is the only criteria to remain competitive in the international market. Pakistan is no exception to this. That is why it has undergone a drastic change in recent times from traditional informal management practices to modern formal management. As the Pakistani industries are expanding, their management is seeking new avenues into exports to minimize their financial problems and also help the nation overcome its trade deficit.

In the global economy, quality has become a survival strategy for the businesses to improve their competitiveness both at home and abroad. But if we want to enter into world-class competition, then our modern managers and entrepreneurs must be cognizant of the fact that the technology alone cannot help improve the quality of a product unless improvement in the quality of management is also assured. **ISO 9000** is that tool which places the foundation in an organisation in quest for achieving **Total Quality**. It is for this reason that **ISO 9000** has become so important for every industry engaged in international trade.

Developed in 1987, revised in 1994 and 2000, and then in year 2008, **ISO 9001-9004:2008** is an internationally recognized family of international standards and guidelines for quality management and quality assurance, that are used to document, implement, and demonstrate quality assurance system in any organisation claiming to be producing a quality product, or delivering quality service, consistently through its procedures and processes, in a well organized quality environment.

The heart of the current ISO 9000 series is the contractual standard, **ISO 9001:2008**. This standard is used as part of a contractual document between a Supplier and a Buyer. They are generic in nature and are not specific to a product or service. **ISO 9001** has been so developed that it reduces the "barriers" effect of different national standards on international trade of goods and services. A well-designed **ISO 9001** quality management system improves production processes, minimizes wastage, reduces costs and, above all, provides new business and revenue opportunities.

**ISO 9001** covers all phases of a product life cycle from design to installation and service, also covering design and document control as well as other aspects of manufacturing, servicing and distribution.

Receiving certification to **ISO 9001:2008** standard implies that an organization's system - from accepting a purchase order to delivering product or service- is consistent. The standard requires an initial audit by a third party accredited auditor and once a company is registered, follow-up audits are completed once a year at minimum.

**ISO 9001** has now become too important to be overlooked by the Pakistani exporters and other domestic companies. Besides there is an increasing pressure from the foreign buyers on many Pakistani industries to obtain **ISO 9001** certificate in order to compete in the international market. It is for this reason that many Pakistani organizations and exporters are now deciding in favour of ISO 9000 certification.

Realizing the importance of **ISO 9001** Quality Management System to compete locally and globally in exports, **The House of Quality** is offering training and consultancy services related with the documentation and implementation of **ISO 9001** QMS at the clients' premises to qualify them for registration by an ISO accredited registrar.

### **OUR STRATEGIES**

**The House of Quality** has its own methodology for effective Development, Establishment and Management of **ISO 9001:2008** Quality Management System, which is different from other conventional methods being applied by other consultants. With our methodology we can help you achieve better results in comparatively lesser time.



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To carry out the requisite scope of work, **The House of Quality** suggests either of the following two approaches depending upon the size and financial strength of the company:

- **Single Client Approach**
- **Group Approach** (with maximum up to four small companies)

Both the approaches have advantages as well as disadvantages. Single Client Approach is beneficial for larger companies having more than 100 permanent employees whereas the Group Approach is meant for smaller enterprises.

Under the Group Approach, the participating companies pool their resources to organize the combined Training sessions. The participating companies equally share consultants' fee for the training sessions. The training venue can either be a facility in one of the companies; or else the participating companies shall share the cost of renting a venue. The collective approach is possible because designing an ISO 9000 system does not require the disclosure of proprietary technological and processing information.

Group training has the following advantages:

- ❑ Cost per participant is considerably reduced.
- ❑ Training is tailored to the needs of the group.
- ❑ Participants can exchange their experiences during training and assist each other after training.
- ❑ Sometimes it may become difficult to identify a person within a small company to act as internal auditor. This group training shall make it possible for a trained employee of one company to act as internal auditor for another company.

Besides training, the pre-assessment audit(s) can also be carried out by a trained manager of one of the companies in the group. The companies can also negotiate the certification fee as a group and select the certifying agency on the basis of merit. Even after the certification, the group of companies can continue co-operation with each other by acting as a quality improvement club.

### **OUR METHODOLOGY**

**The House of Quality** specially designs the methodology to implement the five (05) main ISO 9001 standard elements in any Manufacturing or Service industry suiting to their local requirements.

Implementation of **ISO 9001** Quality Management System usually takes approximately 10-12 months, however the exact total time required depends on the following factors:

- Size of the Organization
- Commitment and Support of Top Management
- Human Resources Available
- Existing Quality System already in place
- Availability of Written Operating Procedures

Implementation commences with the visit of our qualified consultant to the client's premises followed by **ISO 9001** orientation sessions for all the key personnel in the organization. During these sessions, our trainers help the management develop their Organizational Corporate Policies (Quality Policy) and Departmental Objectives (Quality Objectives). Management commitment is the basic and essential part to start with this system.

Consultants then assist the Documentation Team in the preparation of Management Manual (Quality Manual), develop Organizational Core Process and supporting processes, Organizational Working and Operating Procedures/ Work Instructions and Quality Plans etc. Meanwhile an Internal Training team is developed who visit all the affected areas and impart training about **ISO 9001** to all those employees who manage, perform and / or verify quality related functions.

Quality Audits (self-accountability) commence as soon as the documentation of one department is complete. Once the system is in place, the client is assisted in the selection of an accredited registrar for certification. All possible efforts are made by the Consultants to achieve success, however, certification can not be guaranteed with out client's fullest participation and co-operation.

### **ALTERNATIVES**

**The House of Quality** offers following three options to our esteemed clients for the implementation of ISO 9000 depending upon their requirements:



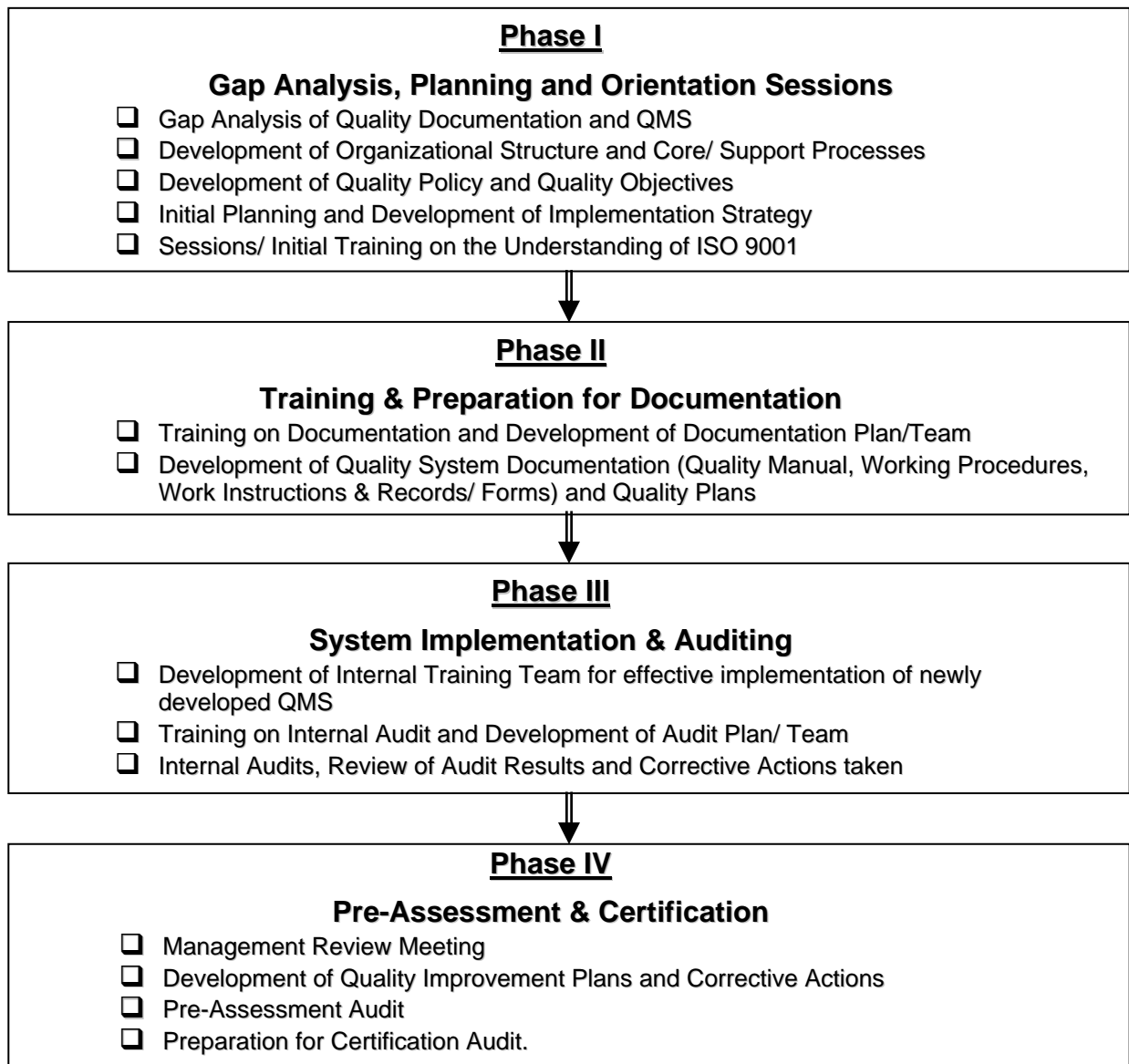
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Option-I	Option-II	Option-III
Complete training & consultancy package is conducted in 4 phases, from the Pre-assessment stage to Total Implementation as shown in the chart below.	Consultancy on call basis along with combination of specially designed comprehensive in-house ISO 9000 training courses No. 1-1 to 1-7, conducted in phases by our Trainers at mutually agreed time and cost.	ISO 9000 Training courses No. 1-1 to 1-7 and 3-1 to 3-12 are conducted in-house or offered externally at mutually agreed time and cost.

### ISO 9000 IMPLEMENTATION CHART







## **OUR STRATEGY FOR THE IMPLEMENTATION OF ISO 14000 ENVIRONMENTAL MANAGEMENT SYSTEM**

*“Our goal is to work towards striking a balance between ‘Resource Use’ and ‘Resource Availability’, between ‘Total Development’ and ‘Absolute Preservation’.  
We align ourselves with the ‘Conservationist Movement’ and side with the proponents of ‘Social Ecology’ as against ‘Deep Ecology’.”*

*-- Tariq Abdul Majid*

### **INTRODUCTION**

Ever since the impact of changes in the physical environment on human well-being became an important public issue in the mid-50s, mainly after pollution episodes led to health problems and the disruption of ecological balances, there is growing public pressure on the organization to implement solutions and enforce mitigating measures against pollution and destructive use of resources.

With the increasing concern about maintaining and improving the quality of environment and protection of human health, particularly after the Chernobyl disaster, organizations of all sizes are turning their attention to the potential environmental impacts of their activities, products or services.

ISO 14001:2004 Environmental Management System (EMS) Standard has provided such organizations an opportunity to achieve and demonstrate sound environmental performance by controlling the impact of their activities, products or services on the environment, taking fully into account their environmental policy & objectives, economic strength, business concerns and national/ international regulations.

ISO 14001 provides organizations with the elements of such an effective EMS, which can be integrated with other environmental and economic goals. This standard provides order and consistency for organizations to address environmental concerns through allocation of resources, assignment of responsibilities, and on-going evaluation of products, procedures and processes.

ISO 14001 contains the requirement of a sound EMS (in the same way as ISO 9001 contains the requirements of a sound QMS), and is applicable to any organization (public or private enterprise, company, firm, institution or operational unit within an organization).

Demonstration of successful implementation of ISO 14001 standard can be used by an organization to assure interested parties that an appropriate EMS is in place. However it contains only those requirements that may be objectively audited for certification/ registration purposes and/ or self-declaration purposes. The standard also does not address nor includes requirement for aspects of OHS management (ISO 18000 series), though it does not seek to discourage an organization from developing integration of such management systems

It is expected that our non ISO 14000-certified exporters might face hardships in the form of sanctions by the European Union, as recently witnessed by the Tanner industries of Pakistan. It is thus imperative and the need of the hour for all manufacturing and service industries to read the writing on the wall with respect to growing public concerns about environmental; protection, and expedite their decisions to join the elite club of ISO 14001 certified organizations.



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### OUR STRATEGY

In order to implement **ISO 14001** Environmental Management System Standards in any organization, The House of Quality first determines the scope of work services to be performed and then:

1. Prepares an **Initial Environmental Review (IER)** to assess the existing environmental management system in place. During the course of this review all existing Environmental Management Practices & Procedures are also examined.
2. While the IER is being conducted separately, the qualified consultants of The House of Quality visit the Client's premises to conduct ISO 14000 Orientation sessions for the key personnel in the organization.
3. Top Management is assisted in the development of **Environmental Policy**, corresponding **Objectives/ targets** and **Environmental Performance Criteria**.
4. Management is assisted in identification of significant environmental aspects associated with the activities at operating units.
5. Consultant then assist in the establishment of a suitable organizational structure and place appropriate Environmental Management Programme(s) to implement the policy and achieve objectives and targets.
6. Management is assisted in the development and preparation of Environmental Policy **Manual**, Environmental **Plans** and applicable Emergency Procedures including relevant **Forms** and Environmental Records (ER) to control all operations / processes having a significant impact on the environment.
7. A system is established to monitor and measure, on a regular basis, the key characteristics of the organizational operations and activities that can have a significant impact on the environment. The system also ensures that all relevant environmental legislation and regulations are evaluated and complied with.
8. In addition a system of environmental auditing is placed that includes taking action to mitigate any impacts caused and for initiating and completing corrective and preventive actions.
9. To strengthen the understanding of the management and other staff about the Environmental Management System in place, the Consultant provides comprehensive **ISO 14000 Training courses**:

Environmental Audits (Self-accountability) commence as soon as the documentation of all departments is complete. Demonstration is given to the Internal Training team as how to impart training to all the other personnel about the newly developed EMS, and once the system is in place, the Management is assisted in the selection of an accredited registrar for ISO 14001 certification.

All possible efforts are made by the Consultants to achieve certification in first attempt, however, success can not be guaranteed without **Client's** fullest participation and co-operation.

Normally the duration of implementation of EMS in a medium sized company takes 10-12 months.





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FORM-I

**CLIENT INQUIRY FORM**

If you need our assistance then please send us the following details ....

**1. Company Information**

Company Name : \_\_\_\_\_  
Address : \_\_\_\_\_  
Telephone : \_\_\_\_\_ Tele fax \_\_\_\_\_  
Contact Person : \_\_\_\_\_ Mobile (if any) \_\_\_\_\_

**2. Area(s) of Interest:**  Consultancy  Training  Audit  Other: \_\_\_\_\_

- |   |  |
|---|--|
| <input type="checkbox"/> INTEGRATED MANAGEMENT SYSTEM       | <input type="checkbox"/> PROCESS/ SYSTEM IMPROVEMENT     |
| <input type="checkbox"/> ISO 9000 QUALITY MANAGEMENT SYSTEM | <input type="checkbox"/> TOTAL QUALITY MANAGEMENT (TQM)  |
| <input type="checkbox"/> ISO 14000 ENVIRONMENT MANAGEMENT   | <input type="checkbox"/> ORGANIZATION DEVELOPMENT        |
| <input type="checkbox"/> ISO 17025 LAB MANAGEMENT           | <input type="checkbox"/> PROJECT FEASIBILITY STUDIES     |
| <input type="checkbox"/> ISO 18000 OHSAS & SA 8000          | <input type="checkbox"/> PROJECT MANAGEMENT              |
| <input type="checkbox"/> HACCP, cGMP & GLP CONSULTING       | <input type="checkbox"/> MARKET ANALYSIS / BUSINESS PLAN |
| <input type="checkbox"/> SUPPLIER QUALITY ASSURANCE         | <input type="checkbox"/> SMALL BUSINESS DEVELOPMENT      |
| <input type="checkbox"/> GMP/ API/ FDA COMPLIANCE AUDITS    | <input type="checkbox"/> TRAINING FOR SME ENTREPRENEURS  |
| <input type="checkbox"/> ROOT CAUSE ANALYSIS                | <input type="checkbox"/> SYSTEM AUTOMATION / NETWORKING  |

**3. BUSINESS ACTIVITIES** (Brief Description)

**4. Number of Sites with Locations:** \_\_\_\_\_

**5. Number of Employees:** \_\_\_\_\_

**6. Description of Products and Number of Processes involved:**

**7. Reasons to embark on road to External Consulting/ Training/ Auditing?**

System Improvement  Customers' Requirement  Certification  Other: \_\_\_\_\_

Organizational Chart (if available)  Company Brochure (if available) is enclosed herewith.

**Based upon the above information, we would like you to:**

Arrange a visit date with us to discuss about \_\_\_\_\_

Send an offer (not binding) about:  Option I  Option II  Option III  Other \_\_\_\_\_

Name: \_\_\_\_\_ Designation: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**The House of Quality is registered as Consultants with PSEB & MoST, Pakistan**

SEND OR FAX THIS CLIENT INQUIRY AT:

**THE HOUSE OF QUALITY**

# 2B, Street 50, Marvi Road, Shalimar F-7/4, Islamabad, PAKISTAN-44000  
Tel: + 92 (051) 8317399; Cell: +92 (0300) 9555031 Fax: + 92 (051) 8357443  
e-mail : [tariq@thehouseofquality.com](mailto:tariq@thehouseofquality.com)