

Muhammed Ahmed Mahdi, "DESIGN AND DEVELOPMENT OF COLLABORATIVE QUALITY MANAGEMENT SYSTEM (QMS) BASED ON ISO 9000 (Implementation at the State Company for Leather Industries)" University of Technology, Production Engineering and Metallurgy Department, M.Sc., Supervisor: Asst. Prof. Dr. Hussein Salem Ketan, 2012, 94 pages.

Abstract

Companies that work according to ISO 9000 standards have to maintain a set of documents describing the quality system that include policies, procedures and instructions to assure the final product's conformance with ISO 9000 requirements.

Preparation of documentation for the ISO 9000 quality management systems often takes a great deal of time and resources. Time spent for preparing documentation instead of working on regular production activities may have negative impact on productivity, ISO systems need to manage a large number of documents and people would face much trouble if these documents were managed by manual processing, in order to solve this problem this research aims to develop and design an ISO documentation management system. This system enables a collaborative management of ISO documents by using web technologies specially the content management systems (Drupal version 6.22 framework), standardization requirements, and information technologies in real time environment.

The aim of this research is to develop and design the QMSISO system by referring to clause 4 Quality management system of ISO 9001-2008, ISO TR 10013 -2001, and ISO/TC 176/SC 2/N 525R2 Guidance on the

documentation requirements of ISO 9001-2008 to effectively implement the ISO 9000 in a real environment.

The QMSISO overall effectiveness assessment results found to reach an effectiveness ratio is 76.5 %, The documentation process improvement achieved through reducing the time required to finding a particular document is 97 %, the percentage of improvement in procedure document approval time to reach 89 % and the paper consuming improvement percentage is 100 %.The results showed the feasibility of using QMSISO by companies to get certified to ISO 9001.

Keywords:- Quality Management System, ISO 9001, Content Management System, Drupal, Document Management System, effectiveness System.