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Established since 1994, AMA is an engineering and construction project management multidisciplinary headquartered in Tunis (Tunisia). We place the success of the relationship "Client / Project" at the center of our goals.

Studies and general engineering of all construction projects

Study and general engineering from phase "feasibility studies" to phase "Running and commissioning."

Management of construction projects

Management of all types of construction projects including, among others, supervision, quality control, implementation of HSE standards, budgetary control and control of timelines for the operation.

Cité Mahrajène. Imm. Morjane 2, 1082 Tunis - Tunisie

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Performance

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aware of the importance of standards of hygiene, safety and the environment, AMA consulting firm trains its staff in order to achieve these standards and spread the message through its clients, partners, collaborators...

We guarantee the respect of quality, costs, deadlines, and standards Hygiene - Safety - Environment (HSE). A quality process according to ISO 9001 version 2008, audited by Bureau Veritas Certification.

We select the best partners, methods and tools to achieve our quality objectives. We progress through the use of computing software, planning, communication and drawing tools most famous.

We share and compare our experience with big companies and offices. We measure, we control and follow the quality of our deliverables to improve our performance and satisfy our customers' benefit.

Hygiene Policy, Safety and Environment HSE

ISO 9001 Version 2008
Hygiene Policy, Safety and Environment HSE

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FIELD OF APPLICATION OF MANUAL

This quality manual is applicable for the engineering and construction project management office of AMA Engineering & Project Management based in the City Mahrajène, Imm. Morjane 2, 1082 Tunis-Tunisia. It can be provided on request to any interested person, without obligation to update.
FIELD OF APPLICATION OF MANUAL

- This quality manual is applicable for the engineering and construction project management office of AMA Engineering & Project Management based in the City Mahrajène. Imm. Morjane 2, 1082 Tunis-Tunisia.

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Methods and procedures defining the relationships between tasks

Qualified persons trained & motivated

Drawing Software & Tools

PRESENTATION OF THE SYSTEM OF QUALITY MANAGEMENT

The system of quality management is described in this manual, in proceedings which are cited and any other document referred to in these procedures. It is based on the standard ISO 9001:2008 and oriented to customer satisfaction and continuous improvement of efficiency.
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Process Mapping

QMS Monitoring & Continual improvement / ISO 9001

- Engineering
- Project Management
- Commercial
- Skills Development
- Purchasing & Subcontracting

Customer satisfaction
APPROACHES AND INTERACTION PROCESSES

- Processes AMA Engineering & Project Management are identified and presented on a sheet mapping process.
- Each process is triggered by "input elements" that we specify in the description of the process.
- Interactions between processes are caused by data entry process common to output data of other processes.
MANAGEMENT RESPONSIBILITY

We make clear and concrete commitments vis-à-vis the community and our customers.

We verify the excellence of our products and our services by compliance with the rules of the art.

We listen to our customers regularly to adapt to their changing needs.

QUALITY POLICY

''Always better satisfy our customers''

We are committed to provide our customers a quality service personalized and adapted.

We develop and value the spirit of service implemented daily by our engineers and technicians.

We encourage initiative and creativity of our staff to improve the quality of deliverables.

We put development manager at heart of our strategy.

We develop a sense of belonging among staff carrying values, respect and fairness.

We develop best practices focused on our customers.
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"Deserve the confidence of our customers"

We select the best partners, methods and tools to achieve our quality objectives.

The Manager
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“Deserve the confidence of our customers”

The Manager
All functions of AMA Engineering & Project Management are identified and form the subject of a single function maintained regularly. Correspondence between the skills required and the skills of incumbents is made during interviews. The General Manager is responsible for determining the qualifications affecting the quality of services rendered, it encourages staff training, with a training plan that meets the expectations of staff and who meets the requirements of our business.
Skills Development

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INFRASTRUCTURE AND WORKING ENVIRONMENT

Physical resources (buildings, tools, software, hardware quality control.) are the physical capital of the company. These important tools are implemented to improve the working environment; indeed AMA Engineering & Project Management ensures the updating of material means an upgrade continually improved.
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AMA Engineering & Project Management plan and develop the processes needed for the realization of engineering services and project management sold to customers, which are described in the mapping. Requirements for customer requests are defined in the specifications of clients, contracts, or applications stored on the executive level marketing and business development.

AMA Engineering & Project Management takes into account the legal and regulatory requirements related to its various benefits and determines all other additional requirements that it seems justified.

Services provided to customers
Purchases made by AMA Engineering & Project Management and who have an impact on the quality of services provided are of particular software and computer facilities design, drafting, planning and control of projects.

The selection of suppliers provides a list of suppliers according to criteria established by AMA Engineering & Project Management.
PRODUCT REALIZATION

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The measures taken by AMA Engineering & Project Management are provided for the mastery of the quality of its services, the making available of information, instruction and human resources and equipment necessary for the achievement of the services expected in engineering and management projects. Identification and traceability folders delivered to customers are provided through a feedback of information registered by organizational procedures of AMA Engineering & Project Management. AMA Engineering & Project Management has implemented processes for monitoring, measurement, analysis and improvement necessary to ensure conformity of its services with customer expectations.
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Identification and traceability folders delivered to customers are provided through a feedback of information registered by organizational procedures of AMA Engineering & Project Management.

AMA Engineering & Project Management has implemented processes for monitoring, measurement, analysis and improvement necessary to ensure conformity of its services with customer expectations.

Services sold to customers
AMA Engineering & Project Management conducts internal audits at planned intervals to determine whether the system of quality management is consistent with the planned arrangements, to the requirements of ISO 9001-2008, and is maintained effectively.

AMA Engineering & Project Management regularly conducts satisfaction surveys, which track the level of customer satisfaction on the quality of its services. The results of these surveys are analyzed, and all measures are taken to feed a reflex of improvement.

Internal audits ensure that the system of quality management is able to achieve planned results.

Monitoring and measurement of processes
AMA Engineering & Project Management has implemented a control system which will manage and ensure compliance services according to specified requirements. Various checks and their frequency are defined in the quality plan.

Monitoring and measurement of product
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Mastery of the rules of a non-conforming delivery procedure are described in mastery of nonconforming products.

AMA Engineering & Project Management regularly collects and analyzes appropriate data to demonstrate the suitability and effectiveness of the system of quality management to evaluate opportunities to improve its effectiveness.

Mastery of nonconforming products

AMA Engineering & Project Management continually improves the effectiveness of its system of quality management, conducting deep analysis of the results obtained using concrete actions on its QMS.

Continued improvement

The quality manager identifies nonconformities with a high occurrence, an important cost or impact on the quality benefits of AMA Engineering & Project Management provided to the client. Corrective or preventive actions are decided as a team.

The corrective and preventive actions
MEASUREMENT, ANALYSIS AND IMPROVEMENT

Mastery of nonconforming products

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