

# NESMA INSIDER

Bringing our Nesma community closer through shared communications • Issue No. 46 October 2017



## NESMA QUALITY: AN OVERVIEW OF QUALITY AT NESMA

### FEATURED



### GROUP NEWS



### FROM THE COMMUNITY



#### ABOUT NESMA INSIDER

Nesma Insider is part of Nesma's commitment to the integration of the Nesma Group of companies with news, announcements, stories, articles and more. The newsletter encompasses all the countries in which Nesma operates: Saudi Arabia, Egypt, Turkey, the United Arab Emirates and beyond.

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# NESMA QUALITY: AN OVERVIEW OF QUALITY AT NESMA

**Q**uality is a state of being free from defects, deficiencies and significant variations. It is brought about by a strict and consistent commitment to certain standards that achieve uniformity of a product to satisfy user requirements.

Quality is one of Nesma's top priorities. It applies to the company's systems and services. The diverse nature of Nesma's services requires the highest standards and processes to ensure consistent quality across the Nesma Group of Companies.

### Companies Highlighted in this Article

#### Engineering & Construction

**Nesma**  
& Partners

#### Water & Electricity

**نسما للمياه و الطاقة**  
Nesma Water & Energy

#### Transportation & Marine Services

**نسما للشحن**  
Namma Cargo

#### Non-Profit

**NESMA EMBROIDERY**  
نسما للتطريز

#### Technology

**نسما للاتصالات و التقنية**  
NESMA TELECOM & TECHNOLOGY

#### Services

**PIONEER**  
contemporary promotional gifts

**NESMA**  
Trading  
التجارة

**N DIGITEC**  
NAMMA INT'L DIGITEC FZ LLC



## FEATURED ARTICLE

# WHO IS RESPONSIBLE FOR QUALITY AT NESMA?

**Q**uality assurance plays a crucial role in business. At Nesma there are specific positions devoted to establishing and enforcing quality procedures that also can differ by business sector.

At **Nesma Water & Energy**, the Quality Assurance/Quality Control Engineers are available at every work site to report to the Site Manager who is usually a Mechanical or Civil Engineer.

At **Nesma Embroidery**, a Sewing Supervisor works to ensure quality sewing while the Embroidery Supervisor works to make sure the quality of the embroidery applied to every piece before delivering it to the customer. A Marketing Supervisor at Nesma Embroidery checks that the customer request matches what is written in the production order.



At **Nesma Telecom & Technology**, the software development team at the Information Services division of Nesma Telecom & Technology follows a software development lifecycle to ensure high-quality deliverables throughout the different phases of its software development process. The team utilizes Visual Studio Team Services, a cloud-based application lifecycle management tool offered by Microsoft.

## QUALITY ACCREDITATIONS AT NESMA



**M**any Nesma companies use third-party accreditations and certifications to validate their quality systems and procedures.

**Nesma & Partners, Namma Cargo and Nesma Trading** have been certified the ISO 9001:2015 by the International Standard Organization. ISO 9001 is the international standard that specifies requirements for a Quality Management System (QMS).

A Quality Management System is a collection of business processes focused on consistently meeting customer requirements and enhancing their satisfaction. It is aligned with the organization's purpose and strategic direction. Nesma uses the ISO 9001 standard to demonstrate the ability to consistently provide products and services that meet customer and regulatory requirements.

## FEATURED ARTICLE

# HOW IS QUALITY MANAGED?



*Nesma Water & Energy has a “Quality Manual” that governs construction at work sites.*

**Q**uality management ensures that an organization, product or service is consistent. It has four main components: quality planning, quality assurance, quality control and quality improvement.

An example of quality improvement at **Nesma Trading** is the implementation of Plan-Do-Check-Act (PDCA) cycle and the seven quality management principles. PDCA is a four-stage approach used to continually improve processes, products or services, and to resolve problems. It involves systematically testing possible solutions, assessing the results, and implementing the ones that are shown to work. Nesma Trading’s seven quality management principles are customer focus, leadership, people engagement, process approach, improvement, evidence-based decision making and relationship management.

An example of quality control is **Nesma Water & Energy’s (NW&E)** “Quality Manual” that governs construction at work sites such as technical details and instructions to lay down pipes or performing a proper soil examination. The purpose of the quality manual is to establish and state general policies governing NW&E’s Quality Management System.



*NDIGITEC has a specific process to check quality assurance.*

Quality assurance is practised at **Namma Cargo** through its Service-Level Agreement (SLA). SLA is an official commitment to the company’s clients in particular aspects of the service including quality, availability and responsibility. Additionally, Namma Cargo maintains various Key Performance Indicators (KPI’s) when dealing with the company’s customers. A KPI is a measurable value that demonstrates how effectively the company is achieving its business objectives. Namma Cargo uses KPIs to evaluate the company’s success at reaching its quality targets.

Quality assurance is done at **NDIGITEC** through its process-integrated quality platform, NDIGITEC High Definition (NDHD). NDHD is a unique custom-built quality platform by NDIGITEC, which integrates high definition solutions to give the company’s customers unique results in quality. By using NDHD, NDIGITEC delivers prepress, pre-media, digital printing and fabrication solutions to the graphic arts industry and its customers.



## FEATURED ARTICLE *continued*

**Nesma Holding's** marketing department works to ensure quality in various final products that the department delivers, such as Nesma's movies, printed material and gift items in the best way that represents Nesma's brand. In his interview with Nesma Insider, Hassan Mansai, Production Manager, Nesma Holding, explained quality assurance and quality control practices at Nesma Holding. He said, "Ensuring the quality of our service includes checking the quality of the materials we use, reaching deadlines, dealing with the right vendors, using the latest technologies in production and most importantly, following a cost-effective quality approach."



*Nesma Holding's marketing department keeps samples of jobs to assess the quality of the finished products.*

At **Modern Pioneer** the quality assurance cycle starts from the supplier selection stage as the company prefers dealing with specialized suppliers with expertise in the related product.

The company usually meets suppliers at different international trade fairs and visits the suppliers' factories to have a clear understanding of the products' quality.

The company also requests samples from the supplier to test its quality. Then, if the quality meets Modern Pioneer's standards, an order is placed followed by requesting a branded sample to ensure the promised quality.

Additionally, Modern Pioneer's team visits the factory during the production stage for further quality assurance and evaluation before going to the final shipping stage.



*Modern Pioneer requests samples from all suppliers to ensure quality.*

## GROUP NEWS

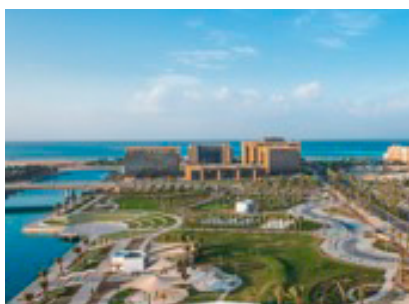
### Nesma Consortium Awarded SAR 3.1 Billion Public Transport Contract

A consortium made up of Nesma Holding and Transports Ciutat Comtal (TCC), a Spanish transport company, was awarded a contract for operation and maintenance of Makkah Public Transportation Program (MPTP) buses, valued at SAR 3.1 billion.

His Royal Highness Prince Khalid Al Faisal, Governor of Makkah Province, and Nesma President, Sh. Saleh Al-Turki signed the contract which includes handling the supply, operation and maintenance of 400 buses for a period of 10 years. Under the contract, the consortium will start operating the Makkah public transport system after 18 months.



The project will provide public transportation service for all segments of the society to help transform and improve travel throughout the city while adhering to social, economic, environmental and traffic conditions, the Saudi Press Agency reported. The public transport system will be implemented as part of the Kingdom's Vision 2030.



### NT&T Signs Contract with KAEC

Nesma Telecom & Technology (NT&T) has signed its first contract with King Abdullah Economic City (KAEC) to build a special GSM tower with camouflaged cladding (mosaic).

The GSM tower can serve all three network operators in Saudi Arabia (STC, Mobily and Zain).



### Nesmal Acquires New Company

Nesmal Investment has successfully acquired a share of Cairo Nile Shuttle (CNS) company.

CNS manufactures and operates vessels across the Nile to transport passengers by water taxis.



### Jollibee Opens New Store

Jollibee Saudi Arabia celebrated the opening of its 13th branch in the Kingdom, located in the Baroom Center, Jeddah.

The opening ceremony was attended by Jollibee and Chowking's General Manager, Faisal Bahmrez, and Turki Basabrain, Jollibee and Chowking's HR and Administrative Manager.

## GROUP NEWS



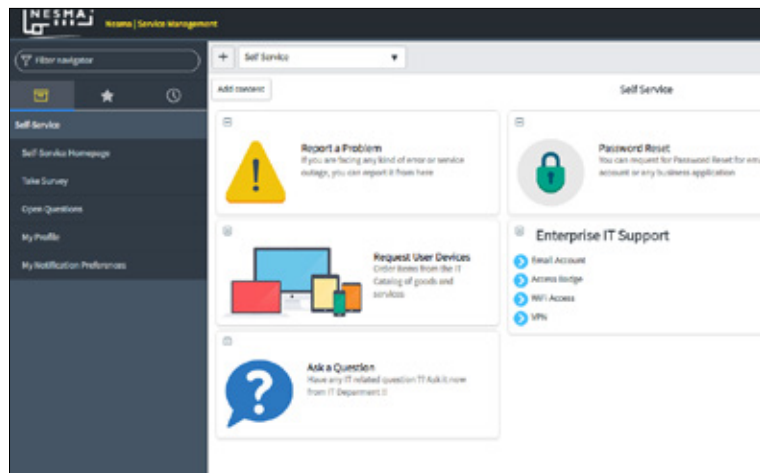
### NT&T Wins K2 Middle East 2017

Nesma Telecom & Technology was recognized in the 2017 K2 Middle East Business Process Automation Awards as the Partner Solution of the Year.

K2 is an international business-application software company and its awards recognize outstanding customer achievements across all the Middle East.

Click on the link below to view K2's website:

<http://bit.ly/2z6ZZ3W>



### Introducing Nesma IT Self-Service Portal

Nesma Holding IT team proudly announced the launch of Nesma's Self-Service Portal. Through the portal Nesma employees can explore IT services, report an issue, request a service and track the status of their requests.

Employees will be able to access the portal from Nesma's internal homepage or at <https://nesma.service-now.com/>. To learn more about how to use Nesma self-service, please log in to your Nesma email account in the browser to view the following how-to videos:

1. IT Service Portal – Overview
2. How to report a problem
3. How to request a service

### NT&T Participates in Dubai GITEX 2017

Nesma Telecom & Technology was a premium sponsor of the Gulf Information Technology Exhibition (GITEX).

GITEX is an annual technology event, trade show, exhibition, and conference that takes place at the Dubai World Trade Centre. This year's event boasted over 140,000 attendees and more than 4,000 exhibitors representing 97 countries.





## GROUP NEWS

### Business Ethics Workshops at Nesma

Business ethics training was held at Nesma Trading's Economic City Maintenance Project in Jizan.

Another business ethics training session was held at Nesma Holding's auditorium in Jeddah for Nesma employees.

Nesma Holding has launched an updated business ethics policy as part of the company's HR Policies and Procedures Manual.

The business ethics policy is one of several initiatives to strengthen and reinforce the Nesma brand and to confirm the company's commitment to the highest ethical standards.



### Qaderoon Communication Workshop

Nesma Holding took part in a Qaderoon workshop entitled "Communication in the Workplace with Persons with Disabilities" held at Qaderoon's office in Jeddah.

The one-day workshop was designed to help the attendees identify, evaluate and remove communication barriers that are faced by their company's disabled employees or customers.

### Breast Cancer Awareness at Nesma Holding

A breast cancer awareness session was held at Nesma Holding to highlight the disease's symptoms, prevention and treatment.





### FACES OF NESMA

#### Growing with Nesma : Kholood Al-Mattar



Kholood Al-Mattar joined Nesma & Partners in October 2015 as a Senior Training & Development Specialist.

She is responsible for supporting the training and development functions at Nesma and Partners and helps in fostering a learning environment in the company.

In addition to holding a Master's in Business Administration and an Executive Diploma in Strategic Human Resources, Al-Mattar also holds a professional certification from the Society for Human Resource Management (SHRM) and a Master Trainer certification from the Association for Talent Development.

In 2016, Al-Mattar was selected by the Human Resources Development Fund (HRDF) as one of the top promising leaders in Saudi Arabia and was also selected by the SHRM in the USA as an HR subject matter expert.

On the importance of learning and development, Al-Mattar quoted Nelson Mandela, saying, "Education is the most powerful weapon which you can use to change the world."

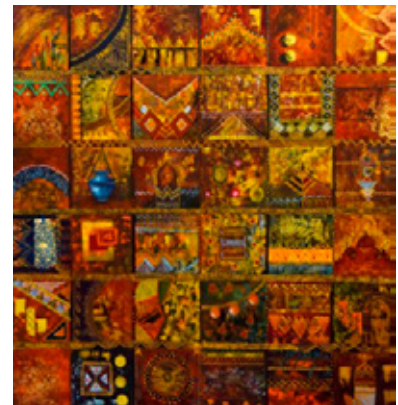
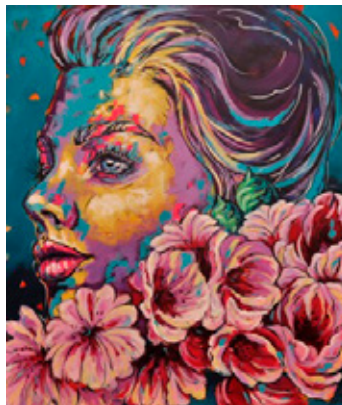
### Nesma Art Gallery Exhibitions

Nesma Art Gallery exhibited "A Triangle," in honor of Her Royal Highness Princess Dlayel bint Bandar bin Salman Al Saud.

"A Triangle" exhibition gathered 60 works of art from three female artists, Taghreed Al-Jadaani, Samira Al-Ahdal and Walaa Bashatah.

Nesma Art Gallery also hosted "The Language of Flowers," the first solo art exhibition for Rasha Al-Sharhan. The event featured 40 pieces and was attended by the well-known Saudi artist, Taha Al-Sabban.

You can visit Nesma Art Gallery on the second floor of Nesma Embroidery located in Al Rawdah district. For more information contact them at +966 55 1624842 or by email at :art@nesma.com



### N&P Toastmasters is a President's Distinguished Club

Nesma & Partners' Toastmasters Club has achieved the "President's Distinguished Club" award.

Additionally, Mohammed Kadri, HR Consultant, Nesma & Partners, has won the Best Club President of the Year Ribbon award.



# From the Community



## Congratulations!

### Newborns



A new baby girl for **Mazen Omar**, Government Relations Supervisor, Nesma Telecom & Technology



A new baby girl for **Danish Ali Khan**, Safety Supervisor, Nesma & Partners



A new baby girl for **Hany Moahmed**, Senior Accountant, Nesma Investment

### Marriages



Marriage of **Alvin Zshornack**, Executive Secretary, Nesma & Partners



Marriage of **Nawaf Al-Jehani**, Project Engineer, Nesma Telecom & Technology



Marriage of **Suresh Roger Brian**, son of Stanley Menezes, Executive Manager, Namma Cargo

### Employee of the Quarter



**Salwa Al-Muwalad**, Embroidery Technician at Nesma Embroidery

### Employee of the Month



**Ahmad Arkah Dan**, Senior Site Engineer Mechanical, Nesma & Partners

### Certificate



**Jethro Louie Arce**, son of **Teodoro Louie Arce**, Senior Accountant, Nesma & Partners, has passed the Mechanical Engineer Licensure Examination in the Philippines.



**Mohammad Aarif**, IT Administrator, Nesma Onur, has been awarded the ITIL Foundation Certificate in IT Service Management from AXELOS Organization.

### Farewell



A farewell party was held for **Kalamuddin Miyan**, Tower Crane Operator, Nesma & Partners, who has been with Nesma for 24 years.

## New Joiners at Nesma Embroidery

Four ladies with hearing impairments were employed at Nesma Embroidery, Khulais branch.

The four ladies are Bushra Al-Beladi, Abeer Al-Beladi, Manal Al-Beladi and Areej Al-Maramhi. It's worth mentioning that Areej Al-Maramhi is a winner of "Hemam" award for gifted and talented students from the General Department of Education in Makkah Region.



Nesma Electric's football competition



## FROM THE COMMUNITY *continued*

Across Nesma, employees recently celebrated the independence day of Saudi Arabia



Jizan Baysh Road Upgrade Project, Nesma & Partners



Jollibee



King Abdullah Sports City, Nesma & Partners



National Port Services, Jubail



Nesma Shaheen, Dammam



Nesma Trading, Al-Ahsa



Nesma Trading, Facilities Management Division

Nesma employees recently celebrated the independence day of Germany



Nesma Telecom & Technology



## FROM THE COMMUNITY *continued*

Across Nesma, employees recently celebrated the independence day of Turkey



Anadolu Anka, Turkey



Nesma Turkey



Ajyal Project, Nesma & Partners



Nesma & Partners Head Office, Khobar



KAAR Project, Nesma & Partners



KAUST Innovation Center (KIC), Nesma & Partners



Basistek, Turkey



King Abdullah Financial District, Nesma & Partner

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