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**Szent Istvan Campus**

**Institute of Technology**

**MSc. Engineering management**

**Developing a Quality Management System According to ISO  
9001:2015 Standards for Small Construction Companies in Syria**

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## **Abstract**

In accordance with previous research, quality management systems according to ISO 9001:2015 have been considered powerful and effective tools to manage quality problems that affect companies, businesses, organizations, and corporations all around the world. This research provides a full quality management system design for small construction companies in Syria as a tool to manage difficulties and solve problems related to errors and defects during the implementation process, material waste problems, low customer satisfaction, and weak employee involvement. The research uses a design science approach and a case study of a small construction company in Syria to design a system consists of procedures, practices, and policies focusing on developing a powerful and connected process approach to enhance the efficiency of companies. In addition, interviews have been conducted to analyze the effectiveness of the system. Research results, demonstrate, and explain the procedures, policies, practices, and standards that companies should adapt to solve the problems and manage all difficulties related to errors, material waste, customer satisfaction, and employee involvement. In addition, results clearly explain how the system affects companies, express the advantages of the system, and compare the two situations of the company before and after the implementation of the system. Finally, proposals were defined to ensure effective implementation for the quality system prototype, plenty of proposals were put to direct and ensure proper implementation.