



# TECHNICAL DOCUMENT

## FOR

### MODJO DEPORT FENCE, LANDSLIDE PROTECTION, LOADING UNLOADING FORECOURT WORK

Feb, 2024 G.C

Hayahulet, Getahun Besha Bldg 8<sup>th</sup> floor  
Mobile +251930352058  
+251943150606  
Office +251116352122  
Yekassa.gc@gmail.com  
Addis Ababa  
Ethiopia

## **Table of Contents**

### 1. Legal Documents

- ✓ Trade Name Registration Certificate.
- ✓ Letter for Trade name similarity.
- ✓ Commercial Registration Certificate.
- ✓ Business Licence
- ✓ Certificate of Competence.
- ✓ Tax Payer Registration Certificate.
- ✓ VAT Registration Certificate.
- ✓ Supplier List.
- ✓ Tax Clearance Certificate.

### 2. Company's History

### 3. Work Experiences

### 4. Work Methodology & Schedule

### 5. Key Professionals

### 6. Equipment

### 7. Litigation History

# Legal Documents



ቁጥር 01/10/2010/13218

ቀን 01/10/2010 ዓ.ም

ሰሚመለከተው ሁሉ

አዲስ አበባ

### ጉዳዩ:- የአለም አስቻለው ካሳን የንግድ ስም ይመለከታል

እቶ አለም አስቻለው ካሳ በንግድ ፈቃድ ቁጥር BL/AA/14/673/678839/2009 በጠቅላላ ስራ ተቋራጭ ከውሃ ስራ ተቋራጭ በስተቀር ዘርፍ /መስክ / ተመዝግቦ ሲንቀሳቀስ የቆየ ቢሆንም የካሳ ጠቅላላ ስራ ተቋራጭ የሚለውን የንግድ ስያሜ ከማውጣቱ በፊት በአለም አስቻለው ካሳ በሚል በተጠቀሰው ንግድ ስራ ዘርፍ /መስክ/ የንግድ ስራ ፈቃድ ሲንቀሳቀስ መቆየቱ ሰሚመለከተው አካል መርጃ ይጻፍልኝ ሲል በ01/10/2010 በተጻፈ ደብዳቤ ጠይቋል፡፡

በመሆኑም ግለሰቡ አለም አስቻለው ካሳ በሚለው የተፈጥሮ ስሙ በውጣው ፈቃድ ሲንቀሳቀስ የቆየ ቢሆንም ከ5/4/2010 ዓ.ም ጀምሮ የካሳ ጠቅላላ ስራ ተቋራጭ በሚል የንግድ ስያሜ በህጋዊነት ወስዶ የሚንቀሳቀስ መሆኑን እንገልጻለን፡፡

ግልባጭ:-

በቦሌ ከፍተኛ አስተዳደር ንግድ ድ/ቤት

- ለንግድ ምዝገባ ፈቃድ ቡድን መሪ



ስልክ ቁጥር 0118-23-12-91

ም/ፈ/ግ/ 0118-62-33-20

ህገወጥ ንግድን በጋራ እንከፍላለን!!

ፖ.ሳ.ቁጥር

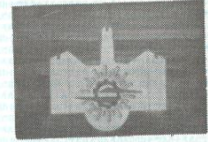
P.O.Box 8697





# በአዲስ አበባ ከተማ አስተዳደር ንግድ ቢሮ

## Addis Ababa City Administration Trade Bureau



በኢትዮጵያ ፌዴራላዊ ዴሞክራሲያዊ ሪፐብሊክ  
የንግድ ሚኒስቴር

The Federal Democratic Republic of Ethiopia  
Ministry of Trade



የንግድ ስም ምስክር ወረቀት

በንግድ ምዝገባና ፈቃድ አዋጅ ቁጥር 686/2002 መሰረት  
የተሰጠ

- የባለቤት/ድርጅት ስም አለም አስቻለው ካሳ
- የንግድ ስራ መስክ ጠቅላላ ሥራ ተቋራጭ ከውሃ ስራ ተቋራጭ በስተቀር
- የንግድ ድርጅቱ አድራሻ  
ክልል አዲስ አበባ ከተማ አድራሻ Addis Ababa  
ዞን ቦሌ ወረዳ/ክፍለ ከተማ ቦሌ  
ቀበሌ 06 የቤት ቁጥር አዲስ/ሰ/
- የንግድ ስም የካሳ ጠቅላላ ስራ ተቋራጭ  
ስልክ ቁጥር 0930352058 ፖ. ሳ. ቁ  
ፋክስ አ-ሜል

ይህ የንግድ ስም ምዝገባ የምስክር ወረቀት ዛሬ 5/4/2010 ዓ.ም  
በአዲስ አበባ ከተማ የተሰጠ

የህላፊ ስም  
Official's name  
ፊርማ  
Signature



ሴሪ ቁ. N° 2121001

የመዝገብ ቁጥር /File No.  
የንግድ ከፋይ መለያ ቁ. /TIN 0010873091  
የንግድ ምዝገባ ቁ. BL/AA/1/0014287/2009  
Principal Registration No.  
የንግድ ስም ምዝገባ ቁጥር BL/AA/1/0014287/2009  
Trade Name Reg.No.  
የንግድ ሥራ ፈቃድ ቁጥር BL/AA/14/673/678839/2009  
Business Licence No.

### Trade Name Registration Certificate

Issued under Commercial Registration and  
Business licence proc.No 686/2010

- Manager / Business Name ALEM ASCHALEW KASSA
- Field of Business General Contractors except water work contractors
- Business address  
Region Addis Ababa City አዲስ አበባ  
Zone Bole Wereda/Sub city Bole  
Kebele 06 House No. አዲስ/ሰ/
- Trade Name YE KASSA GENERAL CONTRACTOR

This Trade Registration Certificate is issued in Addis Ababa  
this day 12/14/2017  
8:46:59 AM





# በአዲስ አበባ ከተማ አስተዳደር ንግድ ቢሮ

## Addis Ababa City Administration Trade Bureau



ሰሪ ቁ. N<sup>o</sup> 2121135



የንግድ ምዝገባ ምስክር ወረቀት  
በንግድ ምዝገባ የፈቃድ አዋጅ ቁጥር 980/2008 መሰረት የተሰጠ

1. የግለሰብ/ድርጅቱ ስም አለም አስቻለው ካሳ  
2. ዜግነት ኢትዮጵያዊ  
4. የሥራ አስኪያጅ ስም አቶ አለም አስቻለው ካሳ  
5. የንግድ ድርጅቱ አድራሻ  
ክልል አዲስ አበባ ዞን/ከፍለ ከተማ ቦሌ  
ከተማ አዲስ አበባ ወረዳ 06  
ቀበሌ የቤት ቁጥር አዲስ/ሀ  
ፖ.ሳ.ቁ ስልክ ቁጥር 0930352058  
ፋክስ ኢ-ሜል ---  
6. ካርታል በኢ.ት. ብር 800,000.00  
7. የተሰማራላቸው የንግድ ሥራዎች 5. ኮንስትራክሽን

በንብር ከፋይ መለያ ቁጥር 0010873091 የተመዘገበ መሆኑን እናረጋግጣለን ።  
ይህ የምዝገባ የምስክር ወረቀት ዘፈ 5/4/2010 ዓ. ም  
በ አዲስ አበባ ተሰጠ ።  
የፊል ስም ፊርማ  
Official's Name ማህተም Signature  
Seal

ማሳሰቢያ:- ይህ የንግድ ምዝገባ በአዋጅ ቁጥር 980/2008 መሠረት በየቦርድ ዓመቱ ከሰኔ 1 ቀን እስከ ኅዳር 30 ቀን ድረስ የሚታደስ በሆነ በጊዜ ገደብ የፊል ስም ምዝገባ ይሰራል።  
N.B. This License Shall be renewed annually in accordance with Regulation no 980/2006 from July 1st to October 30 E.C with out penalty otherwise Commercial Registration Certificate would be Cancelled  
ይህ የንግድ ምዝገባ የምስክር ወረቀት በቦርድ ዓመቱ በአዲስ አበባ ይሰራል።  
The holder of this License is forbidden from surety ship or debt

### Commercial Registration Certificate Issued under Commercial Registration and Business license proc No. 980/2016

1. Owner/ Company Name ALEM ASCHALEW KASSA  
2. Nationality Ethiopian  
4. General Manager Name Mr. ALEM ASCHALEW KASSA  
5. Business Address  
Region Addis Ababa Zone/Sub City Bole  
City Addis Ababa Woreda 06  
Kebele --- House No. 11  
P.O.Box --- Tel. No 0930352058  
Fax --- E-mail ---  
6. Capital in ETB 800,000.00  
7. Type of activities engaged 5. CONSTRUCTION

has duly been registered under TIN 0010873091  
This Registration Certification is issued in 12/14/2017  
or Addis Ababa







# በአዲስ አበባ ከተማ አስተዳደር ንግድ ቢሮ

## Addis Ababa City Administration Trade Bureau



**የንግድ ሥራ ፈቃድ**

**በንግድ ምዝገባና ፈቃድ አዋጅ ቁጥር 980/2008 መሰረት ተሰጠ**

- የግለሰብ/ድርጅቱ ስም አለም አስቻለዉ ካሣ
- ዜግነት ኢትዮጵያዊ
- የንግድ ስም የካሳ ጠቅላላ ስራ ተቋራጭ
- ሥራ አስኪያጅ ስም አቶ አለም አስቻለዉ ካሣ
- የንግድ ድርጅቱ አድራሻ
 

ክልል	አዲስ አበባ	ዞን/ክፍለ ከተማ	ቦሌ
ወረዳ	04	ቀበሌ	---
የቤት ቁጥር	አዲስ ቢሮ ቁ. F-09	ስልክ ቁጥር	0943150606
ፋክስ	ኢ-ሜይል		
- የንግድ ሥራ መስክ  
(51114)ጠቅላላ ስራ ተቋራጭ ከውሀ ስራዎች በስተቀር
- ካፒታል በኢት ብር 800,000.00

የሃላፊ ስም/Name of Official  
ፊርማ/Signature

*የተቋሙ የተረጋገጠ  
የንግድ ሥራ ፈቃድ  
የምስክር ወረቀት*



የግብር ከፋይ መለያ ቁ. /TIN 0010873091  
 የንግድ ምዝገባ ቁ. BL/AA/1/0014287/2009  
 Principal Registration No.  
 የቀድሞው ንግድ ፈቃድ ቁጥር  
 Previous License No.  
 የንግድ ሥራ ፈቃድ ቁጥር BL/AA/14/673/678839/2009  
 Business License No.  
 ቀድሞ ተሰጠበት ቀን  
 Previous Date of issuance  
 የተሰጠበት ቀን 20/10/2009  
 Date of issuance  
 የታደሰበት ቀን : 23/5/2016  
 Renewal Date

### Business License

**Issued Under Commercial Registration and Business license proc.No 980/2016**

- Owner/Company Name ALEM ASCHALEW KASSA
- Nationality Ethiopian
- Trade Name YE KASSA GENERAL CONTRACTOR
- General Manager Name Mr. ALEM ASCHALEW KASSA
- Business Address
 

Region	Addis Ababa	Zone/Sub City	Bole
Woreda	04	Kebele	---
House No.	አዲስ ቢሮ ቁ. F-09	Tel.No	0943150606
Fax		E-mail	
- Field of Business  
(51114)General Contractor Except water work
- Capital in ETB 800,000.00

This Business License is issued in Addis Ababa this day 2/1/2024

ለ 2016 ታደሷል

ማሳሰቢያ- 1. ይህ የንግድ ፍቃድ በዓዋጅ ፈቃድ ቁጥር 980/2008 መሠረት እንደ የበጀት ዓመቱ በአዋጅ በተቀመጠው መሰረት መታደስ አለበት።  
 N.B. This License Shall be renewed in accordance with Proclamation No. 980/2008 as per the fiscal year.  
 2. ይህ የንግድ ፈቃድ የምስክር ወረቀት በዋስትና ወይም በእዳ ሊያዝ አይችልም።  
 The holder of this License is forbidden for surety ship or debt





ሴሪ ቁጥር: 01460 ቁጥር: CON/9374

ቀን: 22/05/2016

### የብቃት ማረጋገጫ የምስክር ወረቀት

የኢትዮጵያ የንግድና ሥራ ጥገና ሚኒስቴር በሚረዱት ምክር ቤት የባለስልጣን ሥልጣን ተግባር እና አጽደጃት ለመወሰን በመጣው ደንብ ቁጥር 524/2015 አንቀጽ 5/12 በተሰጠው ስልጣን መሰረት፡-

ለ **የከፍተኛ ስራ ተቋራጭ**

በ **ህንጻ**

የጽረጽ **አረት**

ምስክር ወረቀት ሰጥቷል።

ሥራ ተቋራጭነት  
የብቃት ማረጋገጫ



ዘጠነ ምታ ጋር



Serial No. 01460 No. CON/9374

Date: 31/01/2024

### CERTIFICATE OF COMPETENCE

ETHIOPIAN CONSTRUCTION AUTHORITY BY VIRTUE OF THE AUTHORITY GIVEN TO IT BY SUB ARTICLE (12) OF ARTICLE 5 OF THE REGULATION No. 524/2022 PROVIDED FOR THE DEFINITION OF THE ORGANIZATION, POWERS AND DUTIES OF THE AUTHORITY BY COUNCIL OF MINISTERS, HAS ISSUED THIS CERTIFICATE OF COMPETENCE TO

**YEKASA GENERAL CONTRACTOR**

**BUILDING**

AS **CONTRACTOR**  
**GRADE FOUR**

WITH REGARDS,



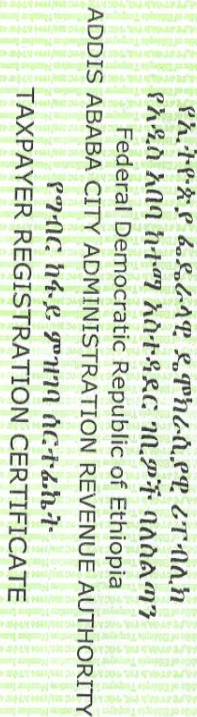


አዲስ ተግባር	CON/ _____ እናደረግ (Renewal)
	የግንባታ ሥልጣን Authority in charge of Registration
ስም _____ Valid Until _____ G.C	ስም ፊርማ Name & Signature ቀን _____ Date
ስም _____ Valid Until _____ G.C	ስም ፊርማ Name & Signature ቀን _____ Date
ስም _____ Valid Until _____ G.C	ስም ፊርማ Name & Signature ቀን _____ Date

B.S.N.P.T.

የኢትዮጵያ ኮንስትራክሽን ባለሥልጣን ETHIOPIAN CONSTRUCTION AUTHORITY
የብቃት ማረጋገጫ ምስክር ወረቀት CERTIFICATE OF COMPETENCE
ስም _____ Valid Until _____ G.C መጋቢት 30/2016 APRIL 30/2016 የግንባታ ሥልጣን





ADDIS ABABA CITY ADMINISTRATION REVENUE AUTHORITY  
የግብር ከፋይ ምዝገባ ስርተፊካት  
TAXPAYER REGISTRATION CERTIFICATE

0010873091

Name of Business/Individual: አለሙ አስታለሙ ካሣ  
ALEM ASCHALEW KASSA

Registered Address:

**Имя:** Азиза Аманжол

$$1173/h, b, c, d, e, f, g, h, i, j, k, l, m, n, o, p, q, r, s, t, u, v, w, x, y, z, \dots$$

Zone/Sub City: BOLE

Woreda:

Kebele/Farmer's Assoc.:

House No.: \_\_\_\_\_ NEW/D

50210 - BUILDINGS CONTRACTOR

**Issuing Authority:** የኢትዮጵያ አስተዳደር ገቢዎች ባለስልጣን  
ADDIS ABABA CITY ADMINISTRATION REVENUE AUTHORITY

**Date of Issuance:** 13 SENE 2009  
20-JUN-17

በዚህ ሰነድ የተካተተው መረጃ ላይ ማንኛውንም ሊይገት ለውጥ ቢደረግ የግብር ከፋይ ለመግመስተው የግብር ከተላቢ ድ/ቤት የማሳወቅ ግዴታ ለሰነዱ ተከትሎ ብቻ ይፈጸማል።

This certificate represents the sole and only registration as a taxpayer and supersedes all prior registration documentation.

1275204140819

1275204140819







የኢትዮጵያ ገቢዎች ጉምሩክ ባለስልጣን  
Ethiopian Revenue and Customs Authority  
Bole sub city small tax payers branch office  
የተጨማሪ እሴት ታክስ  
የምዝገባ የምስክር ወረቀት



Value Added Tax  
Registration Certificate

አቶ/ወ/ሮ ወይም የድርጅት ስም አስም አስቻሎ ካሃ  
የግንኙ ስም (ክልል) አዲስ አበባ  
አድራሻ/ክልል/ ወረዳ 06 የቤት ቁጥር NEW/b ቦሌ ቁጥር ቦሌ  
የሆነና በግብር ከፋይ መለያ ቁጥር የሚታወቁት በተጨማሪ እሴት ታክስ አዋጅ ቁጥር 285/ 1994  
አንቀጽ 16 ወይም አንቀጽ 18 መሰረት በተጨማሪ እሴት ታክስ ቁጥር 9802170829 ከ ሐምሌ 01 ቀን 2009 ዓ.ም ጀምሮ ስለተመዘገቡ  
ይህ የምዝገባ ሰርተፊኬት ተሰጥቶታል፡፡

Mr./s or Company Name ALEM ASCHALEW KASSA  
Trade name /if any/ -  
Address (Region) ADDIS ABABA Zone / Sub city BOLE Woreda NO WOREDA-144  
Kebele/Farmers Ass. WOREDA 06 House No. NEW/b Telephone No. P.O. Box  
Whose Taxpayer Identification Number (TIN) is 0010873091 has been registered in accordance with VAT Proclamation No. 285/2002  
Article 16 or Article 18 and hence, this VAT registration Number 9802170829 has been issued starting from 08-JUL-2017

የደንበኞች አገልግሎት የሥራ ሂደት/ቤድን አስተባባሪ  
Customers Service



አዲስ አበባ  
Addis Ababa

29-JUN-2017/ 3883770819

ማህተም /Seal/



# The FDRE Public Procurement & Property Administration Agency

በኢ.ፌ.ዲ.ሪ የመንግስት ግዥና ንብረት አስተዳደር ኤጀንሲ



## Suppliers List

<input type="text" value="YEKASSA"/>		OR	<input type="text" value="0010873091"/>	<input type="button" value="Search"/>	<input type="button" value="Reset"/>		
Filter by:	<input type="text" value="Works"/>	<input type="text" value="General Contractor-GC"/>	<input type="text" value="Grade IV(4)"/>				
<input type="button" value="Detail"/> <input type="button" value="Price list info"/>							
Id	<input type="checkbox"/>	TIN NO.	Company Name	Business License No.	Business Type	Business Category	Area of Business
1	<input checked="" type="checkbox"/>	0010873091	YEKASSA GENERAL CONTRACTOR	BL/AA/14/673/678839/2009	Grade IV (4)	General Contractor-GC	Works
Tin no		Local-0010873091					
Company Name		YEKASSA GENERAL CONTRACTOR					
Date of Registration		2017-10-10					
Subcity		Bole					
Woreda		06					
Town		A.A					
House No		New					
Telephone		0930352058					
Fax		0000000000					
Email		yekassa.gc@gmail.com					
Capital		800,000 ETB					
Business License No		BL/AA/14/673/678839/2009					
Business Type		Grade IV (4)					





በኢትዮጵያ ፌዴራላዊ ዴሞክራሲያዊ ሪፐብሊክ  
የአዲስ አበባ ከተማ አስተዳደር ገቢዎች ባለስልጣን  
ሰላጣን አክፋፈል የሚሰጥ ምስክር ወረቀት

ቀን: 23 ጥር 2016

የደብዳቤ ቁጥር: 1772786960819

ለሚመለከተው ሁሉ

ከላይ በርዕሱ እንደተጠቀሰው ሰላጣን ክፍያ ምስክር ወረቀት ይታወቃል።

በዚህ መመሪያ አለም አስቸላው ከግ የተባሉት ግብር ከፋይ የግብር ከፋይ መለያ ቁጥር 0010873091 የሆነ የሚፈለግባቸው የግብር ክፍያ ገደብ የተወጣ ሰላጣን የግብር ዘመን የሚፈለግባቸውን የግብር ክፍያ የከፈሉ ሲሆን ፤ የ 2016 ዘመን የገንደ ፈቃዳቸው ቢታደሰላቸው እና/ወይም በግብር ከፋይ ሰም የተመዘገበ ተሽከርካሪ ከላውሮ በደረግ የግንቃዎም መገኘትን እንገልጻለን።

ይህ የግብር አክፋፈል ምስክር ወረቀት ወደፊት ለመሳተፍ የሚያገለግለው እስከ 25 ሐምሌ 2016 ቀን ነው።



የግብር ባለስልጣን ስምና ፊርማ  
በሌ ክፍል ከተማ

ምስክር ወረቀት ይህ ምስክር ወረቀት ደርጅት ወይም/እና የገንደ ሥራ ገብረትን የባለቤትነት ስም ለግዛዊ ወይም ገንደ ፈቃድ ለመመለስ አያገለግልም።

FEDERAL DEMOCRATIC REPUBLIC OF ETHIOPIA  
ADDIS ABABA CITY ADMINISTRATION REVENUE AU  
TAX CLEARANCE CERTIFICATE

Date: 01-FEB-24

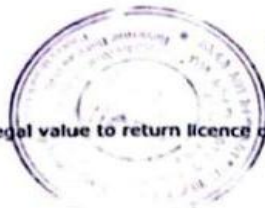
Certificate No.: 17727869608

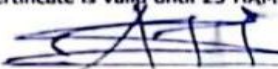
To Whom It May Concern,

We refer to your request regarding the above subject.

We would like to confirm that ALEM ASCHALEW KASSA, TIN 0010873091 has settled his/her Tax obligation for the Tax Year and that he can renew his/her Business Licence and/or conduct annual inspection service for motor vehicle owned by the Taxpayer for the year 2023/2024.

For the purpose of participation in bids and auctions, this Tax Clearance Certificate is valid until 25 HAMLE 2016.





Tax Official Name & Signature  
BOLE SUB CITY

Note: This Tax Clearance Certificate has no legal value to return licence or change the ownership of a property or a commercial business.

# Company History



## COMPANY PORTRAYAL

**Ye-Kassa G.C** recognizes quality and safety as an integral part of its construction business. It signifies the company's commitment to continuously provide the best services and also to deliver high quality standards to its customers.

It is also the company's policy to ensure timely handover, minimize defects and material wastage, maintain a safe and healthy working environment, and to provide constant training to its staff so as to improve their level of workmanship

**Ye-Kassa G.C** will continuously strive towards 100% customer satisfaction in all aspects such as cost, efficiency, time and quality. Ye-Kassa G.C experience and expertise relates well to all aspects of the construction industry. This is a significant advantage to our diverse commercial and residential clients. Our organization of licensed professional engineers and architectural support has an accumulation of over 20 years of experience in the single-family, multi-family, and commercial construction markets. Our continued growth has been the result of the talent, experience, and service that our personnel provide to each client.

Ye-Kassa G.C prides itself on an excellent track record in completing engineering services on time and within budget. With US, clients can be assured that they will receive quality service from concept to completion.

This implies that should your organization choose to have a relationship with Ye-kassa G.C they would be rewarded with quick, affordable and high quality product.

In our quest to become one of the most reliable Civil Engineering and General Contractors in our regions, we have internalized the following key Quality Assurance Goals:-

- As a minimum, we aim to meet our Client's objectives within their time, budget and quality
- Most importantly, we have an obligation to enhance a valuable, self-sustaining engineering construction company that our Clients, shareholders and employees can be proud to be associated with.
- To perform as a reputable engineering and development company in implementing relevant, affordable and sustainable engineering solutions.

- Always considering the long-term implications to the environment the effects caused as a result of the solutions and activities we propose.
- To provide quality service by performing our duties in a professional manner with integrity abiding by legal requirements and codes of practice at all times.
- Innovatively involving clients, suppliers and our partners in the engineering (built Environment) industry with the aim of promoting the exchange of ideas that promote good practice.

### **Company ownership:**

The owner has worked in different Private and Governmental Construction companies like KATEKSE Engineering and Trading pvt.ltd.co, IRCON INTERNATIONAL LIMITED, Adama University (Via Assigned by Ministry of Education), Samuel Tegenu General Contractor under different discipline and others as per the document attached later on. The owner has managed, Coordinate and Supervise construction of high rising buildings, multimillion birr road, Bridge projects and different civil structures from expert to managerial levels in those companies.

### **Company Management:**

In order to cope up the current competitive environment,

The company will follow quality management systems that lay the foundation for fast and normal growth pattern.

At current the company follows a line management system with the core decision made by the owner. But as the company starts to grow and manage different projects, we will contact management consultants to formulate basic areas such as personnel management, financial management, and technical management.

Project Engineer will be assigned for each project to make sure that the quality of construction is well kept in the required standard and to cope up with the fast moving and developing construction technology.



## **Company Establishment:**

### **(Constitution on Legal states)**

Eng. Alem Aschalew (B.sc in Construction Technology) is Managing Director of the Company.

The Company is established in June 2017 in Addis Ababa as a class **FIVE** with a Category General Contractor and now is **GRADE FOUR** with a Category General Contractor.

### **Staff Composition**

The Company has six professional engineers, two Architect, one Construction technology graduates, two finance, three Support staff and four drivers permanently.

### **Target Range of Operations:**

The experience gained by the owners and its employees both permanent and others on call basis for the last five years in Construction Design, Construction supervision and Construction of Bridges, Buildings (Mixed Use, Residential and Commercials), Concrete and steel structure will enable us smoothly and efficiently undertake Constructions of building and structural works in Concrete, Masonry and steel structure like of all sorts and assembling of steel structures for different uses like Reservoirs, foundations, box culverts and retaining walls. This time we are working on Building Constructions (Mixed Use, Residential and Commercials) Projects.

## **VISION - MISSION - VALUES - MOTO**

### **VISION**

- Our vision is to create a better everyday life for many people.

### **MISSION**

- To support and inspire local people by building a better future with our innovative building solutions and high-quality materials, making a difference to their everyday lives. With our full commitment to ensure we act in an environmentally and sustainable responsible manner to minimize the impact of all our operations on the environment.

## VALUES

- CLIENTS

we strive to meet and exceed our client's expectations to foster long term partnerships.

- EMPLOYEES

We value our staff and create an enjoyable work environment which allows personal fulfillment that leads to a loyal and productive work force.

- TRADES

we treat our sub-contractors and suppliers with respect to cultivate a team approach where experience is applied with dedicated enthusiasm.

- THE COMPANY

we use value engineering, effective construction practices and hard work to deliver the construction.

## MOTTO

- Your satisfaction is our goal. Your vision is our business.

## PRINCIPLES

1. Customer Focus. ...
2. Leadership. ...
3. Engagement of People. ...
4. Process Approach. ...
5. Improvement. ...
6. Evidence-based Decision Making. ...
7. Relationship Management

### D - Quality Policy

Yekassa General Contractor strives for high standards in all its operations. This policy document is a written commitment to continual improves in quality.

The Company commitments is to ensure the provision and delivery of Construction and Civil Engineering Services for our clients, satisfy their specified requirements, is delivered on time and are defect free.

Yekassa General Contractor also ensures that these services are in compliance with all relevant clients, statutory and regulatory requirements. Particular emphasis is placed on the



experience, expertise and capability of our staff, on the provision of services in a professional manner and on ensuring the reliability, economy and suitability of our services.

. In particular,

**Yekassa General Contractor** shall:

- Implement and maintain our company standards to ISO 9001:2015 requirements
- Constantly monitor, review and develop our Business Management System and company procedures in order to achieve continual improvement, suitability and effectiveness
- Discuss quality issues regularly at the highest levels of the company
- Consult with employees on all aspects of their working environment
- Ensure that this Policy and our commitments are communicated to staff throughout our business and available upon request for interested parties
- Ensure that the necessary information, work environment, training and resources are provided in order to improve customer experience and performance, and for the requirements of this policy to be implemented

Staff, Suppliers, Subcontractors and Clients will be encouraged and monitored to adopt best practice, which will lead them to continually improve their and our performance.

Employees, visitors and contractors are to fully support this Policy through their active participation and co-operation.

## E - Introduction

Yekassa General Contractor has developed and implemented this Quality Management System (QMS) in order to improve the overall performance and provide a sound basis for sustainable development initiatives. Also, the purpose of the QMS is:

- ☞ the ability to consistently provide products and services that meet customer and applicable Statutory and regulatory requirements;
- ☞ facilitating opportunities to enhance customer satisfaction;
- ☞ addressing risks and opportunities associated with its context and objectives;
- ☞ The ability to demonstrate conformity to specified QMS requirements.

This QMS complies with the requirements of ES ISO 9001:2015 standards.

The purpose of the Quality Management System Manual (manual) is to define and describe the QMS, to define the responsibility and authority of the management personnel involved in the operation of the system, and to provide a general description of the requirements of the standard as they apply to Yekassa General Contractor.

The manual is divided into ten sections that correlate to the QMS sections of the ES ISO 9001:2015 standard.

This manual describes the QMS, delineates authorities, inter relationships and responsibilities of the personnel responsible for performing within the system. The manual also provides procedures or references for all activities comprising the QMS to ensure compliance to the necessary requirements of the standard.

This manual is used internally to guide the company's employees through the various requirements of the ES ISO 9001:2015 standard that must be met and maintained in order to ensure interested parties' satisfaction, continuous improvement and provide the necessary instructions that create an empowered work force.

This manual is used externally to introduce our QMS to our customers and other external organizations or individuals. The manual is used to familiarize them with the controls that have been implemented and to assure them that the integrity of the QMS is maintained and focused on interested parties' satisfaction and continuous improvement.

## **1: Scope**

The manual outlines the policies, procedures and requirements of the QMS. The system is structured to comply with the requirements of the International Standard ES ISO 9001:2015.

- Yekassa General Contractor shall be referred to this document as Yekassa General Contractor or the Company.
- It is emphasized that the QMS requirements specified in this standard are complimentary (not alternative) to contractual law and regulatory requirements.

Yekassa General Contractor developed and implemented a quality management system to demonstrate its ability to provide a construction service that consistently meet customer, statutory and regulatory requirements, and to address customer satisfaction through the effective application of the quality management system, including continual improvement and the prevention of nonconformities.

The quality system complies with the international standard ISO 9001:2015

The Quality Management System covers all processes that are required to support the provision of construction and engineering works. In this regard, all elements of the quality management system except Clause 8.3 apply to Yekassa General Contractor in the areas of Construction and other related works



## Exclusion

All elements of the quality management system except **Clause 8.3** apply to Yekassa General Contractor in the areas of:

- ☞ Building Construction,
- ☞ Water Construction works and
- ☞ Road Construction

Yekassa General Contractor has determined that the following requirements are not applicable to our organization and are documented as exclusions:

- ✓ Clause 8.3, Design and/or development, including all subsections.

**Justifications:** Yekassa General Contractor does not design or develop products. Instead the consultant and/or the Customer specify all principal product characteristics, and the contract clearly sets forth the specifications.

## 2: Reference Documents

The following documents were used as reference during the preparation of the QMS:

- ✓ International Standard ES ISO 9001:2015 Quality Management system: requirements
- ✓ International Standard ES ISO 9000:2015 Quality management systems: Fundamentals and vocabulary

## 3. Definitions and Abbreviations

### 3.1 Definitions

For the purpose of this document the definitions given in ES ISO 9000:2015 apply.

- **Site**-Any location, other than the Company's established premises, where work is undertaken as part of a formal contract
- **Contract**-Agreed requirements between a supplier and customer transmitted by any means

- **Core Process**-Is major operational process of the company. i.e. The technical departments as a whole.
- **Project**-Is a construction projects that includes building, water and road works construction

### 3.2 Abbreviations

**ISO:** ..... International Organization for Standardization

**OP:** ..... Operational Procedure

**QMS:** ..... Quality Management System

**MR:** ..... Management Representative

**OF:** ..... Operating Formats

**WI:** ..... Work Instruction

**YGC:** .....Yekassa General Contractor

**SQM:** ..... System Quality Manual

## 4. Context of the organization

### 4.1. Understanding the needs and expectations of interested parties

Due to their effect or potential effect on the organization's ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, the organization has determined:

- ☞ the interested parties that are relevant to the quality management system;
- ☞ The requirements of these interested parties that are relevant to the quality management system.

“Interested parties” are those stakeholders who receive our Services. Who may be impacted by them, or those parties who may otherwise have a significant interest in our company? The interested parties applicable to Yekassa General Contractor are listed in the stakeholder analysis table below, along with the reason for their inclusion. This includes both internal and external parties.



## **4.2 Determining the scope of the Quality Management System**

Yekassa General Contractor has determined the boundaries and applicability of the Quality Management System in the Scope of Quality Management System above.

## **4.3 Quality Management System and its processes**

Yekassa General Contractor has established and implemented the QMS, which is maintained and continually improved according to the requirements of the ES ISO 9001:2015 standard including processes needed and their interactions, as shown in this quality manual, its operating procedures and work instructions.

## **5. Leadership**

### **5.1 Leadership and commitment**

#### **5.1.1 General**

The top management guarantees adequate support and resources to ensure that the quality management system described in this manual is fully implemented and that it will be continuously improved to meet the changing needs of the Client.

Members of the top management and staffs have specific responsibility for development, implementation and continual improvement of the quality management system, and all other company activities having a direct or indirect effect up on customer satisfaction. Further details of responsibilities are defined in quality system procedures, functional descriptions, individual job descriptions and other quality documents.

The top management of Yekassa General Contractor demonstrates leadership and commitment with respect to the quality management system by:

- ☞ Taking accountability for the effectiveness of the quality management system;

- ☞ Ensuring that the quality policy and quality objectives are established for the quality management system and are compatible with the context and strategic direction of the organization;
- ☞ Ensuring the integration of the quality management system requirements into the organization's business processes;
- ☞ Promoting the use of the process approach and risk-based thinking;
- ☞ Ensuring that the resources needed for the quality management system are available;
- ☞ Communicating the importance of effective quality management and of conforming to the quality management system requirements;
- ☞ Ensuring that the quality management system achieves its intended results;
- ☞ Engaging, directing and supporting persons to contribute to the effectiveness of the quality management system;
- ☞ Promoting improvement;
- ☞ Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

### **5.1.2 Customer focus**

Top management of Yekassa General Contractor demonstrates leadership and commitment with respect to customer focus by ensuring that:

- ☞ customer and applicable statutory and regulatory requirements are determined, understood and consistently met;
- ☞ the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;
- ☞ The focus on enhancing customer satisfaction is maintained.

#### **Detail: See**

- ☞ Customer satisfaction survey procedure



## 5.2 Policy

### 5.2.1 Establishing the quality policy

Top management of Yekassa General Contractor has established, implemented and maintained a quality policy that:

- ☞ is appropriate to the purpose and context of Yekassa General Contractor and supports its strategic direction
- ☞ provides a framework for setting quality objectives;
- ☞ includes a commitment to satisfy applicable requirements;
- ☞ Includes a commitment to continual improvement of the quality management system.

### 5.2.2 Communicating the quality policy

The quality policy of Yekassa General Contractor:

- a) has made to be available and be maintained as documented information;
- b) communicated, understood and applied within the organization;
- c) Has made to be available to relevant interested parties, as appropriate.

**Detail: See--**Quality policy, Internal and external communication procedure (YGC/SOP/010)

## 5.3 Organizational roles, responsibilities and authorities

Yekassa General Contractor top management has defined the responsibilities and authority to its employees in the organizational charts, job descriptions and procedures as appropriate. This authority includes, but is not limited to:

- a. Initiate action to prevent the occurrence of any non-conformities relating to product, process, and the quality management system;
- b. identify and record any problem relating to the product/service, process, and quality management system;
- c. initiate, recommend, or provide solutions through designated channels;
- d. verify the implementation of solutions;

- e. control or stop further processing, delivery of nonconforming products until the deficiency or unsatisfactory condition has been corrected;
- f. Each functional manager/head the so called task force in our case has the responsibility to ensure that applicable requirements of the quality manual are understood, implemented, and maintained.

Note: Though it is not the requirement of this international standard, the top management of Yekassa General Contractor has assigned the Management Representative, who is a member of the top management with the following responsibilities and authorities:

- 1) Ensures the processes needed for the quality management system are established, implemented and maintained;
- 2) Report to top management on the performance of the quality management system and any need for improvement and also ensures the promotion of awareness of customer requirements.
- 3) Assist all functions in quality plan preparation;
- 4) Initiate requests for and follow up on corrective action Carry out quality assessments of suppliers with pertinent departments and committees;
- 5) Coordinate quality management systems audit to confirm compliance with the requirement.
- 6) Advice and support other departments to achieve their quality objectives;
- 7) Initiate internal & external training regarding quality ;
- 8) Prepare training material regarding quality and ensure the provision;
- 9) Establish appropriate means of communication to keep all staff informed of the progress made by the quality program;
- 10) Ensure the Document control system is functioning well;

In addition Yekassa General Contractor has formally established QMS task force from all key processes for the effective implementation of the quality management system.



## **6. PLANNING**

### **6.1 Actions to address risks and opportunities**

6.1.1. When planning for the quality management system, Yekassa General Contractor considers its context; the need and expectation of interested parties and determines the risks and opportunities that need to be addressed.

6.1.2. Yekassa General Contractor shall plan:

- a) actions to address these risks and opportunities;
- b) how to integrate and implement the actions into its quality management system processes (see 4.4);
- c) Evaluate the effectiveness of these actions.

Actions taken to address risks and opportunities shall be proportionate to the potential impact on the conformity of products and services.

### **6.2. Quality objectives and planning to achieve them**

6.2.1. Yekassa General Contractor has established quality objectives at relevant functions, levels and processes needed for the quality management system.

The quality objectives have made to be:

- a) consistent with the quality policy;
- b) measurable;
- c) taken into account applicable requirements;
- d) relevant to conformity of products and services and to enhancement of customer satisfaction;
- e) monitored;
- f) communicated;
- g) Be updated as appropriate.

Yekassa General Contractor maintained documented information on the quality objectives.

6.2.2. When planning how to achieve its quality objectives, Yekassa General Contractor has determined:

- a) what will be done;
- b) what resources will be required;
- c) who will be responsible;
- d) when it will be completed;
- e) How the results will be evaluated.

**Detail: See** Quality objectives and their realization plan

### **6.3 Planning of changes**

When Yekassa General Contractor determines the need for changes to the quality management system, the changes shall be carried out in a planned manner

In incorporating changes Yekassa General Contractor always considers:

- a) The purpose of the changes and their potential consequences;
- b) The integrity of the quality management system;
- c) The availability of resources;
- d) The allocation or reallocation of responsibilities and authorities.

The integrity of the quality management system is maintained when changes to the quality management system are planned and implemented. Any change which may affect the integrity of the quality management system is approved by the General Manager in consultation with the two Deputies/as appropriate/ and all members of top management, before the change is implemented. Our management review process and internal audit process are used to ensure the integrity of our QMS is maintained.

## **7. Support**

### **7.1 Resources**

#### **7.1.1 General**

Based on the projects on hand Yekassa General Contractor has determined and provided the resources i.e. trained employees and appropriate equipment, facilities, support needed to implement and maintain the quality management system, continually improve its effectiveness, and to enhance customer satisfaction by meeting customer requirements

### **7.1.2 People**

Yekassa General Contractor has determined and provided the persons necessary for the effective implementation of its quality management system and for the operation and control of its processes.

Detail:-See the employee matrix

### **7.1.3 Infrastructure**

Yekassa General Contractor has determined, provided and maintained the infrastructure necessary for the operation of its processes and to achieve conformity of products and services.

This includes:

- a) Buildings and associated utilities;
- b) Equipment, including hardware and software;
- c) Transportation resources;
- d) Information and communication technology.

Conformance of infrastructure is implemented and maintained based on the contract agreements of construction works (road, water and building constructions). This infrastructure conformance issues are monitored and supervised by consulting bodies and regular reports are made to our clients.

### **7.1.4 Environment for the operation of processes**

At the head office, branch offices and in all project sites , Yekassa General Contractor has determine, provided and maintained the environment necessary for the operation of its processes and to achieve conformity of products and services.

Project heads are responsible to communicate the environments of their work areas. If the areas are found unsuitable or have changed in any way that is considered unfit, all unsuitable areas are corrected immediately and restored back to their intended use and level of functioning.



### 7.1.6 Organizational knowledge

As construction-project requirements, Yekassa General Contractor has determined the knowledge necessary for the operation of its processes and to achieve conformity of products and services.

Yekassa General Contractor considers its current knowledge and determines how to acquire or access any necessary additional knowledge and required updates.

- Internal sources - e.g. knowledge gained from experience; lessons learned from failures and successful construction projects
- External sources - e.g. National and international conferences.

### 7.2 Competence

Yekassa General Contractor has:

- ☞ determined the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of the quality management system;
- ☞ ensured that these persons are competent on the basis of appropriate education, training, or experience;
- ☞ where applicable, the company take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken;
- ☞ Retained appropriate documented information as evidence of competence.

Qualifications are reviewed upon recruitment, when an employee changes positions or promoted accordingly. If any differences between the employee's qualifications and the requirements for the job are identified, training or other capacity building action is taken to provide the employee with the necessary competence for the job. The results are evaluated for effectiveness.

#### **Detail: See**

- Training procedure
- Annual Training Plan
- Recruitment and hiring procedure

### **7.3 Awareness**

Yekassa General Contractor ensures that persons doing work under the organization's control are aware of:

- a) the quality policy;
- b) relevant quality objectives;
- c) their contribution to the effectiveness of the quality management system, including the benefits of improved performance;
- d) The implications of not conforming to the quality management system requirements.

### **7.4 Communication**

Yekassa General Contractor has determined the internal and external communications relevant to the quality management system, including:

- a) on what it will communicate;
- b) when to communicate with whom to communicate;
- c) how to communicate;
- d) Who communicates?

### **7.5 Documented information**

#### **7.5.1 General**

The organization's quality management system includes:

- a) documented information required by this International Standard;
- b) Documented information determined by Yekassa General Contractor as being necessary for the effectiveness of the quality management system.

Related Documents- Master list of Documents (YGC/SOF/001)

#### **7.5.3 Control of documented information**

**7.5.3.1** Documented information required by the quality management system and by this International Standard is controlled according to the document control procedure

## 8. OPERATION

### 8.1 Operational planning and control

Yekassa General Contractor shall plan, implement and control the processes (see 4.4) needed to meet the requirements for the provision of products and services, and to implement the actions determined in Clause 6, by:

- ☞ determining the requirements for the products and services;
- ☞ establishing criteria for:
  - 1) the processes;
  - 2) the acceptance of products and services;
- ☞ determining the resources needed to achieve conformity to the product and service requirements;
- ☞ implementing control of the processes in accordance with the criteria;
- ☞ determining, maintaining and retaining documented information to the extent necessary:
  - 1) to have confidence that the processes have been carried out as planned;
  - 2) To demonstrate the conformity of products and services to their requirements.

In our case the output of this planning is called master work schedule for each specific project.

Yekassa General Contractor ensured that outsourced processes are controlled Subcontract procedure

### 8.2 Requirements for products and services

#### 8.2.1 Customer communication

Customer communication are established and implemented according to the arrangements established on the project document and any other contractual agreements

This communication with customers includes:

- a) providing information relating to products and services;



- b) handling enquiries, contracts or orders, including changes;
- c) obtaining customer feedback relating to products and services, including customer complaints;
- d) handling or controlling customer property;
- e) Establishing specific requirements for contingency actions, when relevant.

### **8.2.2 Determining the requirements for products and services**

When determining the requirements for the services to be offered to customers, Yekassa General Contractor ensures that:

- a) The requirements for the products and services are defined, including:
  - 1) any applicable statutory and regulatory requirements;
  - 2) those considered necessary by the organization;
- b) Yekassa General Contractor can meet the claims for the products and services it offers.

### **8.2.3 Review of the requirements for products and services**

**8.2.3.1** Yekassa General Contractor shall ensure that it has the ability to meet the requirements for products and services to be offered to customers. Yekassa General Contractor shall conduct a review before committing to supply products and services to a customer, to include:

- a) Requirements specified by the customer, including the requirements for delivery and post-delivery activities;
- b) Requirements not stated by the customer, but necessary for the specified or intended use, when known;
- c) Requirements specified by the organization;
- d) Statutory and regulatory requirements applicable to the products and services;
- e) Contract or order requirements differing from those previously expressed.

Yekassa General Contractor shall ensure that contract or order requirements differing from those previously defined are resolved.

**Note-** this review is undertaken before the bidding documents are submitted to the potential customer according to the bidding procedure-

## **8.4 Control of externally provided processes, products and services**

### **8.4.1 General**

Yekassa General Contractor shall ensure that externally provided processes, products and services conform to requirements.

Yekassa General Contractor shall determine the controls to be applied to externally provided processes, products and services when:

- a) Products and services from external providers are intended for incorporation into the organization's own products and services;
- b) Products and services are provided directly to the customer(s) by external providers on behalf of the organization;
- c) A process, or part of a process, is provided by an external provider as a result of a decision by the organization.

Yekassa General Contractor shall determine and apply criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements. Yekassa General Contractor shall retain documented information of these activities and any necessary actions arising from the evaluations.

#### Related Documents

Purchasing Procedures

Subcontract procedure

Subcontract handling procedure

Supplier evaluation criteria

### **8.4.2 Type and extent of control**

Yekassa General Contractor ensure that externally provided processes, products and services do not adversely affect the organization's ability to consistently deliver

conforming products and services to its customers.

Taking in to consideration:

- 1) the potential impact of the externally provided processes, products and services on the organization's ability to consistently meet customer and applicable statutory and regulatory requirements;
- 2) the effectiveness of the controls applied by the external provider;

#### Related Document

Supplier evaluation criteria

### **8.5 Production and service provision**

#### **8.5.1 Control of production and service provision**

Yekassa General Contractor shall implement production and service provision under controlled conditions.

Controlled conditions shall include, as applicable:

a) The availability of documented information that defines:

- 1) the characteristics of the products to be produced, the services to be provided, or the activities to be performed;
- 2) the results to be achieved;

b) The availability and use of suitable monitoring and measuring resources;

c) The implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met;

d) The use of suitable infrastructure and environment for the operation of processes;

e) The appointment of competent persons, including any required qualification;

f) the validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement;

g) The implementation of actions to prevent human error;



h) The implementation of release, delivery and post-delivery activities.

### **8.5.3 Property belonging to customers or external providers**

Yekassa General Contractor shall exercise care with property belonging to customers or external providers while it is under the organization's control or being used by the organization.

Yekassa General Contractor shall identify, verify, protect and safeguard customers' or external providers' property provided for use or incorporation into the products and services.

When the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, Yekassa General Contractor shall report this to the customer or external provider and retain documented information on what has occurred.

#### Related Documents

Customer property handling Procedure

Contract Agreements for renting equipment, machinery and other materials

### **8.5.5 Post-delivery activities**

Yekassa General Contractor shall meet requirements for post-delivery activities associated with the products and services.

In determining the extent of post-delivery activities that are required, Yekassa General Contractor shall consider:

- a) Statutory and regulatory requirements;
- b) The potential undesired consequences associated with its products and services;
- c) The nature, use and intended lifetime of its products and services;
- d) Customer requirements;
- e) Customer feedback.

Emanating from the nature of our construction work post delivery activity is handled in the

format of **defect liability period**-according to the project agreements with the client or customer.

#### **8.5.6 Control of changes**

Yekassa General Contractor shall review and control changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements.

Yekassa General Contractor shall retain documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review.

#### **8.6 Release of products and services**

Yekassa General Contractor shall implement planned arrangements, at appropriate stages, to verify that the product and service requirements have been met.

The release of products and services to the customer shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer.

Yekassa General Contractor shall retain documented information on the release of products and services. The documented information shall include:

- a) Evidence of conformity with the acceptance criteria;
- b) Traceability to the person(s) authorizing the release.

#### Related Documents

Any arrangement made before final acceptance

#### **8.7 Control of nonconforming outputs**

**8.7.1** Yekassa General Contractor shall ensure that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

Yekassa General Contractor shall take appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This shall also apply to nonconforming products and services detected after delivery of products,

during or after the provision of services.

Yekassa General Contractor shall deal with nonconforming outputs in one or more of the following ways:

- a) Correction;
- b) Segregation, containment, return or suspension of provision of products and services;
- c) Informing the customer;
- d) Obtaining authorization for acceptance under concession.

Conformity to the requirements shall be verified when nonconforming outputs are corrected.

**8.7.2** Yekassa General Contractor shall retain documented information that:

- a) Describes the nonconformity;
- b) describes the actions taken;
- c) describes any concessions obtained;
- d) Identifies the authority deciding the action in respect of the nonconformity

## **9. Performance Evaluation**

### **9.1 Monitoring, measurement, analysis and evaluation**

#### **9.1.1 General**

Yekassa General Contractor shall determine:

- a) What needs to be monitored and measured?
- b) The methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;
- c) When the monitoring and measuring shall be performed;
- d) When the results from monitoring and measurement shall be analysed and evaluated.

Yekassa General Contractor shall evaluate the performance and the effectiveness of the quality management system.

Yekassa General Contractor shall retain appropriate documented information as evidence of the results.



### **9.1.2 Customer satisfaction**

Yekassa General Contractor shall monitor customers' perceptions of the degree to which their needs and expectations have been fulfilled. Yekassa General Contractor shall determine the methods for obtaining, monitoring and reviewing this information.

#### Related Document

Customer satisfaction survey procedure (YGC/SOP/007)

### **9.1.3 Analysis and evaluation**

Yekassa General Contractor shall analyze and evaluate appropriate data and information arising from monitoring and measurement.

The results of analysis shall be used to evaluate:

- a) Conformity of products and services;
- b) The degree of customer satisfaction;
- c) The performance and effectiveness of the quality management system;
- d) If planning has been implemented effectively;
- e) The effectiveness of actions taken to address risks and opportunities;
- f) The performance of external providers;
- g) The need for improvements to the quality management system.

## **9.2 Internal audit**

**9.2.1 Yekassa General Contractor shall conduct internal audits at planned intervals to provide information on whether the quality management system:**

#### **a) Conforms to:**

- 1) the organization's own requirements for its quality management system;
- 2) the requirements of this International Standard;
- b) Is effectively implemented and maintained.

### **9.2.2 Yekassa General Contractor shall:**

- a) plan, establish, implement and maintain an audit programme(s) including the frequency, methods, responsibilities, planning requirements and reporting, which shall take into consideration the importance of the processes concerned, changes affecting the organization, and the results of previous audits;
- b) Define the audit criteria and scope for each audit;
- c) Select auditors and conduct audits to ensure objectivity and the impartiality of the audit process;
- d) Ensure that the results of the audits are reported to relevant management;
- e) Take appropriate correction and corrective actions without undue delay;
- f) Retain documented information as evidence of the implementation of the audit programme and the audit results.

#### Related Document

Internal Audit Procedure (YGC/SOP/003)

## **9.3 Management review**

### **9.3.1 General**

Top management of Yekassa General Contractor shall review the organization's quality management system, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization.

### **9.3.2 Management review inputs**

The management review shall be planned and carried out taking into consideration:

- a) The status of actions from previous management reviews;
- b) Changes in external and internal issues that are relevant to the quality management system;
- c) Information on the performance and effectiveness of the quality management system, including trends in:
  - 1) customer satisfaction and feedback from relevant interested parties;

- 2) the extent to which quality objectives have been met;
- 3) process performance and conformity of products and services;
- 4) nonconformities and corrective actions;
- 5) monitoring and measurement results;
- 6) audit results;
- 7) the performance of external providers;
- d) The adequacy of resources;
- e) The effectiveness of actions taken to address risks and opportunities
- f) Opportunities for improvement.

### **9.3.3 Management review outputs**

The outputs of the management review shall include decisions and actions related to:

- a) Opportunities for improvement;
- b) Any need for changes to the quality management system;
- c) Resource needs.

Yekassa General Contractor shall retain documented information as evidence of the results of management reviews.

## **10. Improvement**

### **10.1 General**

Yekassa General Contractor shall determine and select opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction.

These shall include:

- a) Improving products and services to meet requirements as well as to address future needs and expectations;
- b) Correcting, preventing or reducing undesired effects;
- c) Improving the performance and effectiveness of the quality management system.

## **10.2 Nonconformity and corrective action**

**10.2.1** When nonconformity occurs, including any arising from complaints, Yekassa General Contractor shall:

a) React to the nonconformity and, as applicable:

- 1) take action to control and correct it;
- 2) deal with the consequences;

b) Evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:

- 1) reviewing and analysing the nonconformity;
- 2) determining the causes of the nonconformity;
- 3) determining if similar nonconformities exist, or could potentially occur;

c) Implement any action needed;

d) Review the effectiveness of any corrective action taken;

e) Update risks and opportunities determined during planning, if necessary;

f) Make changes to the quality management system, if necessary.

Corrective actions shall be appropriate to the effects of the nonconformities encountered.

**10.2.2** Yekassa General Contractor shall retain documented information as evidence of:

- a) The nature of the nonconformities and any subsequent actions taken;
- b) The results of any corrective action.

### Related Document

Non conforming service control procedure (YGC/SOP/005)

Corrective action procedure (YGC/SOP/006)

## **10.3 Continual improvement**

Yekassa General Contractor shall continually improve the suitability, adequacy and



effectiveness of the quality management system.

Yekassa General Contractor shall consider the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement.

## **A. BUSINESS PHILOSOPHY & QUALITY ASSURANCE**

Our firm, Ye-Kassa G.C is fully aware of the fact that a project does not only consist of an engineering construction component that is, digging and other related stages of a construction process, project management and other related divisions are the key to make every stage of construction process to be a suitable and sustainable solution over a long period of time.

Experience has often taught us that successful projects always have in common good resource management (time, Client money, & standards). We therefore, as a result, adopt a holistic approach towards each project with the aim of controlling these valuable resources, incorporating in detail the following four core components in a project life cycle:

- Establishing and defining the particular requirements to a solution in close collaboration with the Client, its established structures and with reference to relevant engineering literature and experience.
- Evaluating possible solutions and assessing likely alternatives in terms of affordable standards, bearing in mind the availability of funds.
- Proposing a comprehensive solution to the problem after a detailed assessment of possible alternatives, once again in collaboration with the Client and other parties involved.
- Where required, manage the implementation of the selected solution within the constraints of available time, money and ensuring that it conforms to the Clients' expectations and quality framework.
- In the execution of the above mentioned principles, our Company strives to provide service excellence, maintaining personal contact with the Client and providing a support service after completion of the projects.

## B. SERVICE AND EXPERIENCE

Our key technical staffs at Ye-Kassa G.C have many years of experience throughout their careers in Road construction, Building construction, Bridge construction generally in Civil Engineering and General construction, they have participated and helped implement a number of development initiatives aimed at the improvement of living standards of many Ethiopian citizens both in creation and provision of new basic services (namely:- Offices, Residencies, Schools, Clinics, Roads, Vocational centers, etc) as well as maintenance and rehabilitation of these assets and many others within the built environment together with the development of the community's (Client's) ability to maintain and sustain such services.

## C. FIELDS OF OPERATION

Ye-Kassa G.C can provide the following expertise in the spheres of the built environment:

### **General Construction Activities**

- Construction of Access Roads
- Construction of VIP Toilets
- Construction of Reinforced Concrete Structures
- Construction of Sport fields projects ( Basketball court, handball and volley ball)
- Landscape construction plan and project management
- Construction of Vocational Centers
- Construction of Science café and different type residential buildings

We are also involved in other various civil and general construction activities.

## D. RESOURCES

### **GENERAL**

Ye-Kassa G.C prides itself on the fact that its personnel have acquired top quality training, guidance and experience over a period of over three years in the Consulting Engineering industry that resulted in successful implementation of various projects within the built environment mainly in Amhara Regional State (Bahirdar, Kombolcha, FenoteSelame), Oromia Regional State and Addis Ababa etc.

Valuable knowledge and experience gained over the years includes but not limited to, corporate governance & accountability, mentoring and skills transfer, these over and above the general engineering skills outlined herein. Staff attended (and shall continue to do so) regular courses from specialist organizations in an effort to improve technical and generic competency and skills.