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**Integrated Quality Solutions  
PLC**

## Who We Are:

**Integrated Quality Solutions PLC (I-QUAS)** is a company based in Addis Ababa, Ethiopia that provides specialized training, auditing and consulting services primarily on quality, environmental and food safety management systems.

## Providers of integrated quality improvement solutions

### Our Vision

**I-QUAS** will be the leading national and regional provider of management systems training, auditing and consulting services resulting in the improvement of product and service quality excellence.



### Our Mission

**I-QUAS** is a management systems consulting business that addresses product and service quality nationally and regionally by providing a body of knowledge to individuals, organizations, and associations through the provision and exchange of information.

### Our Guiding Principles

- We exist to serve our customers, and value their occupational diversity.



- We strive for operational excellence and continual improvement in our endeavors.
- We support professionalism and code of ethics endorsed by the management training and consultancy community in Ethiopia and internationally.

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Knowledge and hands-on practical experience of our consultants will guarantee an extra-sharp edge for your success. Several full-time IRCA<sup>1)</sup>-certified Lead Auditors work with us on our ISO 9001:2008 training, auditing and consulting programs.

### Quality Policy

**Integrated Quality Solutions I-QUAS is committed to provide management systems consultancy, training and quality auditing services that consistently meets or exceeds customers' needs and expectations.**

**I-QUAS realizes its objectives through the application of a quality management system that drives continual improvement and business excellence.**

**I-QUAS is also committed to invest on its people in order to deliver value to its customers.**



Tadele Kumie  
I-QUAS Manager

Approved: 15 Oct 2006

## Competent staff with a proven track record!

- Ethiopian Airlines
- ELICO- all three Units
- Wonji/Shoa Sugar Factory
- Maritime & Transit Services Enterprise
- National Veterinary Institute
- Awash Wine SC
- Nayala Insurance SC
- Dire Dawa Food Complex SC
- Water Works Design & Supervision Enterprise
- Bedele Brewery SC
- EFFORT companies
- Addis Ababa Bottle & Glass SC
- Construction Design SC
- EPHARM
- Kombolcha Textile SC

## What We Do:

### Customer testimonials:

Evidence of delighted customers on training, auditing and consultancy services rendered by our Consultants, include, among others:

### Standard and customized services

We provide standard and customized training, auditing and consulting services on **quality, environmental and food**

IRCA<sup>1)</sup> International Register of Certificated Auditors, <http://www.irca.org>

Please feel free to verify the above testimonials as well as IRCA certification status of our Consultants.

**safety management systems.** In addition, specialized training and consultancy services are given on **food grain management**, including fertilizers and related supplies QC. Our services can be delivered on-site and/or in classrooms arranged elsewhere in public venues.

Manufacturing and service companies that benefit from our training, auditing and consulting services range from small to medium to large ones that operate in different environments and locations.

Our experience and commitment to serve as an extension of your organization, makes it significantly easier to move beyond documentation to implementation which results in improved efficiency, effectiveness and customer satisfaction.

**Key features of our services** are: a) utmost quality; b) prompt and reliable delivery; and c) reasonable price.

We realize that you have a variety of options for training, auditing and consulting services. Your process is custom designed to bring your organization to full compliance to internationally-recognized and proven management systems in the shortest time possible and with limited disruption thereby reducing overall costs.

Our documentation methods, practical implementation, and record keeping methods have proven to be invaluable assets to companies with limited internal resources and modest budgets.

## Hassle-free management systems consultancy service

### Eliminate the hassles

Preparing for ISO 9001:2008, HACCP/22000:2005, ISO 14001:2004 or ISO 17025:2005 is a major company-wide effort, but it doesn't have to disrupt your day-to-day business.

**I-QUAS** cuts through the roadblocks and minimizes the time it takes to develop your Quality Manual and Procedures. We realize you have a business to run. Our proven, systematic and efficient approach will give you the freedom to do just that.

## Deliverables:

**Integrated Quality Solutions PLC** is committed to provide cost effective standard and customized services to meet the needs of our customers. Our experience includes the design and development of the following:

1. An electronic Quality Manual (template) for your company;
2. Sample quality policy and quality systems procedures (templates);
3. Format for work instructions (template);
4. Systems for document control, corrective and preventive actions, customer complaints, non-conformity reporting and supplier management;
5. Calibration systems;
6. Process maps;
7. Internal audit checklists;
8. Support by a IRCA-certified ISO 9001:2008 Lead Auditors or competent Quality Systems trainer/consultants;
9. On-site implementation and maintenance support as well as rapid response to queries and customer support;
10. ISO 9001:2008 QMS/ISO 14001:2004 EMS/HACCP auditing;
11. Internal auditor training;
12. Assistance in the selection of the most appropriate certification body/registrars for your company;
13. Development of the forms, automated templates and procedures to support a preventive maintenance system;
14. Tools and training to support continual improvement efforts.

It is important to note that our documentation assistance is supported by custom designed templates we have for our customers. These templates incorporate the best practices employed by many companies who have achieved certification and are recognized for their business performance.



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## How To Contact Us:

*For more info, please feel free to contact us at the following address.*

**Integrated Quality Solutions PLC (I-QUAS)**  
Addis Ababa  
Ethiopia

**Physical Address:** Redwan Building, 4<sup>th</sup> Floor,  
Room 403 (near Bole Medhanialem Church)

**Phone:** (251-011) 662 3846; (251-911) 991354;  
(251-911) 613 073

**Fax:** (251-011) 662 3847

**Postal address:** P.O Box 23754, Addis Ababa,  
Ethiopia.

**Email:** [iquas@ethionet.et](mailto:iquas@ethionet.et)

**Website:** [www.iqualitysolutions.com](http://www.iqualitysolutions.com)



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**CONSULTANCY, TRAINING  
&  
AUDITING SERVICES  
BROCHURE**