


Engineering Consultation Bureau (IECB) Process

Process Definition



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1. SUMMARY

- 1.1. This document defines the consultancy processes at the IECB.
- 1.2. The relationship between this process and the other processes within the Ishik University management system is illustrated in the process flow map included in the [Quality Manual Doc IU.QM.IN.001E].

2. REVISION AND APPROVAL

This procedure is prepared, reviewed and approved as follows.

Prepared by	Reviewed by	Approved by
Rasha Alkabbanie	Ganjeena Khoshnaw	Dr. Mehmet Ozdemir


#	Date of issuance	Ver.	Validity	Description of Change	Prepared by	Reviewed by	Approved by
1	25/12/2017	0	3 years	Original Release	Rasha Alkabbanie	Ganjeena Khoshnaw	Dr. Mehmet Ozdemir

3. PROCESS DEFINITION

- 3.1. The purpose of this process is to provide engineering consultancy services (at Architectural, Structural, Mechanical, Electrical, and Plumbing areas) to local and international companies.

4. PROCESS OBJECTIVES AND METRICS

- 4.1. Process objectives for this process are defined in the “Quality Objectives of Ishik University” document.
- 4.2. In addition, each objective has at least one metric (or KPI) with which management can measure the effectiveness of the process. These are also defined in the “Quality Objectives of Ishik University” document.
- 4.3. The targets of each objective are determined in October of every academic year.
- 4.4. The achievement of the quality objectives are discussed in the Management Review Meeting.

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Quality Objective	Key Performance Criteria (KPI)	Other process contributes to the final target
Providing high quality consultancy services to the seekers	Customer feedback results	-

5. PROCESS OWNERS AND RESPONSIBLE PARTIES

- 5.1. The owner of this process is the **Director of Engineering Consultation Bureau (IECB)**.
- 5.2. **The Staff of IECB** will ensure proper fulfillment of the requirements of this process.
- 5.3. The **University Council** will ensure proper resources are provided for this process.

6. TYPICAL PROCESS INPUTS AND RESOURCES

6.1. Technical Information Needed.

- Maps, plans, charts, proposals, requests or any other documentation related to the projects.
- Establishment Terms and Conditions.

6.2. Resources/Facilities and Techniques needed:

- The Transportation Lab.
- Concrete Lab.
- Soil Mechanics Lab.
- Hydraulics Lab.
- Other related testing machines.

6.3. Resources/Personnel needed:

- IECB Staff.

6.4. Special training needed

- None

7. SUP-PROCESSES WITHIN THIS PROCESS:

- Providing consultancy service.

8. TYPICAL PROCESS OUTPUTS

8.1. Service produced:


- Consultancy service provided

8.2. Documents produced :

- None

8.3. Records produced:

- Tests results, Maps, Charts, studies, opinions....etc.

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9. RELATED RISKS AND OPPORTUNITIES

Risk	Likelihood	Severity	Assessment Method	Mitigation
Very few suppliers seek for the consultancy services at IECB	likely to Occur	Moderate	-	More effective advertisements for the services

10. STEPS

10.1: Providing Consultancy Services

- Engineering Consultation Bureau (IECB) was established in accordance with the order No: 201, dated February 2, 2015, issued by office of the Engineers Union of Kurdistan-Iraq.
- The suppliers contacts the IECB staff through the contact information provided in the website.
- The supplier sends a quotation requests to the IECB.
- The director of IECB forms a team to study the request and to prepare a quotation.
- If the supplier accepts the offer, they inform IECB.
- The director of the IECB assigns experts and technicians from the university who are qualified to perform the required duties.
- When the services are accomplished, the director prepares a Payment Invoice and sends it to the supplier.
- When the payment is afforded, the director forwards the university's share to the Financial Affairs according to the Terms and Conditions of IECB Establishment Contract.