

Wateen Telecom, Project Management Office (PMO)

Summary

Number of Employees:	18
Geographic Scope:	Lahore, Pakistan
Project Dates:	June. 2008 – Aug. 2008
Scope of Services:	In-house Trainings, Scoping and Gap Analysis, Process Definition and Documentation, Process Implementation, Process Orientation/Trainings, Awareness and Culture Development, Readiness Check and Internal ISO Audit

Background

Wateen Telecom is the Abu Dhabi Group's latest venture in Pakistan. After the successful launch of Warid Telecom in Pakistan, which has a subscriber base of over 10 million customers in 145 cities, Wateen Telecom has been set up to become the leading "Carrier's Carrier" providing services based on quality, reliability and affordability in the communication and media sector.

The primary driver for ISO 9001:2000 implementation at Wateen Telecom, Project Management Office was to define, align and standardize PMO processes within the organization in accordance to the guidelines provided by ISO 9001.

Approach

Business Beam (Pvt.) Limited started the assignment with hands-on training session on ISO 9001 QMS implementation. Following a scoping and gap analysis, our advisors helped Wateen Telecom, PMO identify, define and implement project management phases and project management methodology, definition and implementation of overlapping processes with other departments, definition of special processes for providing PMO services to internal and external customers, preparation of tailoring guidelines to cater to projects of all sizes and nature and customization of PM processes to address clients needs.

The core objective of this exercise was not limited to the compliance with the ISO 9001 QMS standard – it also included implementing the standard effectively and in-line with the corporate policies. Business Beam developed policies, procedures and guidelines fulfilling these objectives.

In the implementation phase, Business Beam conducted ISO 9001 awareness sessions and provided support to users. Our advisors also did detailed internal audit to ensure company's readiness for the certification audit.

Results

"One of the project's key objectives was achieving certification within limited time frame which became possible due to Business Beam's exceptional support and accurate guidance", mentioned Amer Ijaz, Head Quality Assurance and Standards, who coordinated the ISO implementation project.

Wateen Telecom, PMO has successfully cleared ISO 9001:2000 QMS certification audit in the first attempt, without any issue.

"We are delighted by both the quality of work and the professionalism shown by [Business Beam] in helping Wateen Enterprise Office achieve ISO certification for its PMO department. We will be more than happy to recommend Business Beam for any future assignments both within the Abu Dhabi Group and outside the group'.

Abid Mustafa, Head Enterprise Office, Wateen Telecom

"Business Beam worked with Wateen PMO to achieve ISO9001 certification. I found the service to be professional, productive and ultimately successful. I genuinely appreciate the efforts of all involved and I plan to work with Business Beam again in the near future"

Farhan Ali, Head, Project Management Office (PMO)

