Qatar Cool District Cooling Company

Better DC Performance through Quality and Standardization

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QC’s Tryst with Standardization and Quality
Brief History of Qatar Cool

- **2003**: Qatar Cool was founded
- **2006**: Operated first plant in West Bay Area
- **2009**: Operated second plant in West Bay Area
- **2010**: Operated largest plant in the world in The Pearl Qatar
- **2017**: Under construction in West Bay Area
The Premise

Challenges for defining standardization

- Commitments to Customers
- Operations and maintenance
- Standards and Regulations
- non-negotiable discipline
Achieved Standardization through…

Customer Front-ending
Communication, values, traits…
DC Code…..
HSE Standard
Policies / Procedures
The Principle

Challenges for defining Quality in QC

- Adopting holistic System based approach to Quality
- Standardized by adopting Globally accepted Quality System Standard
- Challenging Vision to be the Best in Class in DC
Quality – in QC Parlance…

Quality is….

Meeting Customer requirements

Satisfied Customers

Sound system would lead to sound outcome

ISO 9001: 2015

Acting on parameters

Monitoring KPI’s

Measurement and improvement

Doing the right thing

Key Performance Indicators

KPI analysis

Periodic conduct of Internal Quality Audits

Risk Register update

Many faceted

Alignment with Contract / Regulations

Monitoring Mechanism

Risk based decision/priority

Structured Reviews

Actions

Our Approach

Monitoring / Controlling
Standardization and Quality: Intertwined Relationship

How ISO 9001 works hand in glove with Standardization in QC....

Many Quality elements are better enabled with standardization
AWARD WINNING JOURNEY

2017
- HR Team of the Year Award - MENA HR Excellence Awards
- CSR Leadership award of the Year 2016 - CSR Exhibition and Conference
- Bronze Space Award for the Total Area Committed’ - International District Energy Association

2016
- Silver Space Award for the Total Area Committed’ - International District Energy Association
- Silver Space Award for the Total Number of Buildings Committed’ - International District Energy Association
- CSR initiative of the year – Qatar Enterprise
- Digital Excellence Award – Oracle

2015
- Marketing Initiative of the Year Award - Climate Control award ceremony
- Silver Space Award for the Total Area Committed’ - International District Energy Association
- 2015 Silver Space Award for the Total Number of Buildings Committed’ - International District Energy Association
- HR Team of the Year Award - MENA HR Excellence Awards Ceremony
- Excellence in Learning and Development Award - MENA HR Excellence Awards Ceremony
- ‘International Safety’ Award - British Safety Council

2014
- Best District Cooling Provider’ award - Climate Control awards ceremony
- Marketing Initiative of the Year award - Climate Control awards ceremony
- System of the Year Award - International District Energy Association
- International Safety Award - the British Safety Council
- Recognition for energy conservation efforts, on the Pearl Qatar, Kahramaa presented the Tarsheed award for industrial buildings

2013
- Best District Cooling Utility Provider in the Middle East – Climate Control
- Award of Excellence at the Global District Energy Climate Awards ceremony – by International District Energy Association, IDEA
- Recognition of Innovation in district cooling industry – by International District Energy Association, IDEA

2012
- Bronze Space Award for total number of buildings served by district cooling beyond North America – by International District Energy Association, IDEA
- Silver Award for total square footage committed to district cooling beyond North America – by International District Energy Association, IDEA
- System of the Year Award for best district cooling system in the world – by International District Energy Association, IDEA

2011
- Bronze Space Award for total number of buildings served by district cooling beyond North America – by International District Energy Association, IDEA
- Bronze Award for total square footage committed to district cooling beyond North America – by International District Energy Association, IDEA

2010
- Gold Space Award for total number of buildings served by district cooling beyond North America – by International District Energy Association, IDEA
- 2010 Silver Award for total square footage committed to district cooling beyond North America – by International District Energy Association, IDEA

2009
- Gold Space Award for total number of buildings served by district cooling beyond North America – by IDEA

2008
- Bronze Award for total square footage committed to district cooling beyond North America – by International District Energy Association, IDEA
- Silver Space award for total number of buildings served by district cooling beyond North America – by International District Energy Association, IDEA

2007
- Silver Space award for total number of buildings served by district cooling beyond North America – by International District Energy Association, IDEA
Thank You