

Nour Tarabishi, PCQI

Quality Assurance Manager
at Driver Trett-Middle East,
part of Driver Group PLC



My alarm goes off... and I just about resist the urge to hit snooze, take a few deep breaths and get up ready to take on the day.

I'm responsible for... the development of a quality management system tailored to international consultancy services in the construction and engineering industries. I am also responsible for driving the implementation of a wide range of quality assurance and quality control processes and structures across offices in five Middle Eastern countries simultaneously. I work directly with Driver Trett's senior management to lead process optimisation initiatives and implement improvement strategies.

I started my career in quality... After I decided I wanted to pursue a career in quality management, I completed a Master's in Quality Management and then started working for Driver Trett. In the interim, I worked as a researcher performing product quality audits on fast-moving consumer goods.

My typical day... can be calm and quiet, which gives me time to catch up on administrative work. However, for the most part, I work in a very fast-paced industry, which requires me to be agile and on the go. I coordinate with various offices and departments to help streamline

processes and improve operations to run in an effective and efficient manner. I provide ongoing support to our consultants during their commissions to ensure our deliverables comply with all requirements. I lead process optimisation initiatives and act as a catalyst for change and improvement. I monitor and maintain quality and compliance targets. I identify training needs and make recommendations, and manage the regional audit cycles and activities leading to audits. I also support other global offices on an ad hoc basis with their transition to the most recent version of ISO 9001 and advise them on compliance-related issues.

What I am most proud of in my career... is having achieved so much in such a short time. Within the three years I have been with Driver Trett, I have developed our Middle East-specific QMS and have achieved and maintained ISO 9001:2015 certification for four of our offices. With the final one almost in the bag, I feel a great sense of achievement.

My role's biggest challenge... is to avoid overcomplicating our internal systems. It is important that our internal systems encompass Driver Trett-Middle East's various service streams and maintain their coherence, integrity, compliance and reflect the business's standards.

What I enjoy the most about my job... is the people I work with. I feel honoured to be surrounded by such talented professionals who, day by day, play a big part in both my personal and professional development.

My life philosophy... I strongly believe in being disciplined without being overly restrictive; in being tolerant without dismissing my own principles and values; in being confident without being overbearing; in being persistent and consistent to achieve my goals; in counting my blessings and not my problems; in being compassionate and humane and never forgetting who I am, where I came from or the people who were by my side on my journey to self-fulfilment.

After work... a good cardio session to burn off some steam, a nice meal and a good laugh with friends and family, or the odd event or exhibition.

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