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# MAN news

JULY 2015

NEWSLETTER ISSUE 7

IN FOCUS

TECMAN  
INDUSTRY



# 12 IN FOCUS



## Tecman Industry

Since 1940, Tecman Industry has grown from a small workshop in Gemayzeh-Beirut to a leading subcontractor in Lebanon. Tecman Industry specializes in wood, steel, and stainless steel works, as well as interior decoration. Tecman has adapted to market changes and demand by introducing state-of-the-art machinery and advanced computer software. Most importantly, it has created and encouraged generations of architects and craftsmen who have contributed to the development and leadership of the company.

**TECMAN**  
INDUSTRY s.a.l



## 4 ABC Verdun MAN Enterprise Lebanon

ABC Verdun will be a quantum leap in the retail sector as it is intended to be a landmark shopping mall.

## 5 Summerland Foreshore Restaurant & Spa Tecman Industry

Located at the end of Summerland's jetty, the restaurant and spa are the landmark of Kempinski's project. Executed by Tecman Industry, it offers a unique and special experience for guests.



## 6 Skygate MAN Enterprise Lebanon

Sky Gate, an exceptional architectural landmark located in the heart of Ashrafieh, has boldly reshaped Beirut's skyline by taking the construction industry in Lebanon to a new level.

## 8 Ambassador Heights MAN Enterprise Ghana

Ambassador Heights, the residential development rising adjacent to the Mövenpick Ambassador Hotel in Accra, has been awarded an International Property Award.



## 26 Annual Gathering MAN Enterprise



The Lebanon branches of MAN Enterprise, MAN Enterprise Corporate Office, Lebanon Branch, Tecman Industry and Metrix Annual Gathering held at the Pavillon Royal, Biel on January 31, 2015.

# MAN Enterprise and me



**PAUL BOU RJEILY**

**"Your vision will become clear only when you look into your heart.  
Who looks outside, dreams. Who looks inside awakens."**

**Carl Gustav Jung (1875-1961)**  
Pioneering Swiss psychologist

You might think of this title as peculiar for a company known as a family business and coming from a person who has been working for a long time on his own and in his own companies. The truth of the matter will reveal itself at the end of the story.

Joining MAN Enterprise in January of 2006 was quite a major change and a big challenge in my professional career. I started as a Senior International Coordinator which gave me the opportunity to understand the company by being close to senior management and encountering the people working in all areas throughout the different business units within and outside of Lebanon.

I tried for a period of time to identify and understand the business model of the company by comparing it to all the typically used business models and I could not match it to any one of them. Then I decided to study this unique and successful model created by the founder that drove this company to be a market leader in Lebanon and among the top multinationals in the MENA region.

I always wondered why upper management maintained constant personal communication with the different people within the company. They invested a lot of time in the foremen, administrative employees, engineers, managers, and general manager.

At first I thought that it was a strategy to gather information and encourage motivation. Then I discovered that each one of these people had their own work style. People worked assiduously to reach goals, as if they were actual partners with the shareholders. I also noticed that each one of them was fully convinced that what they were doing was the normal work process at MAN. In actuality, each one of them in their own way created their MAN Enterprise.

At that point of time, I realized that it was time to create my MAN Enterprise. The Corporate Operations and Procurement Departments were created, and I have had the honor to head them until the present date. The dedicated staff has aligned directly with my vision and strived to turn challenges into achievements and provide all the services and backup needed.

As the story does not end here, it begs the question that is always asked in any business - what about tomorrow?

MAN Enterprise grew very quickly using this successful strategy during the period of market growth. Now the market is changing and competition has increased dramatically. We are facing new challenges and once again we need to adapt to the impending changes.

Perhaps now is the time to find a way to merge our individual MAN Enterprises into one MAN Enterprise. We must support senior management's decision to restructure in collaboration with international consultants for the purpose of transforming the company into a corporation. This will enable MAN Enterprise to prepare for the next phase of market growth on the horizon.

*"What another would have done as well as you, do not do it.  
What another would have said as well as you, do not say it.  
What another would have written as well as you do not write it.  
Be faithful to what which exists nowhere but in yourself."*

**Andre Gide (1869-1951)**  
French Poet, essayist and playwright

**Paul Bou Rjeily**  
Corporate Operations Manager



# Newly Awarded Projects



## ABC VERDUN BEIRUT, LEBANON

**Client:** Verdun Mall S.A.L

**General Contractor:**  
MAN Enterprise

**Consultant:** Khatib & Alami

**Engineer:** D.G. Jones & Partners (ME) Ltd

**Duration:** 29 months

**Start Date:** January 2015



ABC Verdun will be a quantum leap in the retail sector as it is intended to be a landmark shopping mall. ABC Verdun is a lifestyle destination offering a mood of conviviality and warmth while enhancing community life. A village within a city, it will serve as a family destination.

The shopping mall includes retail units of different sizes, the multi-level ABC Department Store, movie theaters at the top level with hosting screens, entertainment areas encompassed within a food and beverage zone, outdoor seating areas.

The substructure consists of six basements mainly composed of underground parking and service areas. The superstructure includes the retail / shopping center, cinemas and restaurants. The construction work includes all related civil, architectural and electromechanical works and the project is on a core and shell basis. The total built-up area is around 150,000 m<sup>2</sup>.

# Handed Over Projects



## **SUMMERLAND KEMPINSKI FORESHORE RESTAURANT AND SPA BEIRUT, LEBANON**

**Main Contractor:**  
Tecman Industry s.a.l

**The scope of work includes design and build, complete fit-out and electro-mechanical.**

### **RESTAURANT AND SPA**

Located at the end of Summerland's jetty, the restaurant is the landmark of Kempinski's project as seen from Ramlet al Baida. The ground floor restaurant's interior decor is inspired by the history of Summerland as it invites the guest on a journey through Beirut and the Mediterranean Sea. The Spa building next to the main pool is an introverted space where guests will experience Spa treatments while enjoying Kempinski's landscape. Its external façade is surrounded by wooden louver panels which guarantee the guests' privacy.

The interior design of the saunas, steam rooms, scrub rooms, and treatment rooms offer a unique and special experience for each guest.





# Handed Over Projects



## SKY GATE

BEIRUT, LEBANON

**General Contractor:**  
MAN Enterprise SAL

Sky Gate, an exceptional architectural landmark located in the heart of Ashrafieh atop a hill, has boldly reshaped Beirut's skyline and has taken the construction industry in Lebanon to a new level.

This challenging project with an overall built-up area of approximately 60,000 m<sup>2</sup> and 43 residential floors; has been flawlessly executed, and all the apartments were handed over to the employer.





#### **Tecman Industry's scope of work:**

Execution of wood works related to all standard apartments. Tecman's work as in all projects was characterized by meticulousness and attention to details.



#### **Metrix scope of work:**

Metrix executed all advanced mechanical and electrical systems inside apartments related to lighting, power, low current system, automation system, HVAC, water supply, BMS etc. These Systems were challenging technologically especially for the coordination between all other trades. Each scope of services was checked, reviewed and elaborated by our team to fulfill the design requirements. All MEP material was verified via calculation notes prior to any official submission. Executions of all MEP systems were tackled carefully to avoid any failure or damages at a later stage. Upon completion of each system our engineers used to verify the functionality prior to any official inspection for engineer approval. Testing and Commissioning required knowledge and experience and were successfully accomplished by our team.





# Ongoing Projects



## AMBASSADOR HEIGHTS GHANA, ACCRA

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Ambassador Heights is situated within the grounds of the Mövenpick Hotel in the heart of Accra's central business district. The luxury villa project is comprised of 14 units of four bedroom villas and four units of three bedroom villas.

The concrete structure and basic finishes are now completed. The electro-mechanical second fix is being performed along with the final finishes. The planned completion of the Ambassador Heights Development is December 31, 2015.

### Mock-up Villa: The Show Home

The mock-up villa consists of an open spacious living and dining area that flows seamlessly together, a large kitchen with updated features and luxury appliances, smartly designed bedrooms that take advantage of the views across the development, and exteriors that maximize light and space with glass facades and manicured private gardens.

Residents of the Ambassador Heights will enjoy a peaceful and quiet refuge full of green spaces amid the hustle and bustle of Accra.

The wood works and FF&E works were executed by Tecman Industry.



## SAMA BEIRUT

### BEIRUT, LEBANON

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Sama Beirut is the tallest building in the city. This 52 stories building has a ground floor and six basements for parking and storage. There are six commercial outlets on the ground and first floors, as well as offices on the 2<sup>nd</sup> to 13<sup>th</sup> floor. The residential floors start at the 14<sup>th</sup> and end with the penthouses on the last three floors. The total built up area is around 82,000 m<sup>2</sup>. The project contains a total of 3,000 m<sup>2</sup> of landscaped areas.

Minor concrete works remain in the retail areas around the tower. The final phase is in progress; the masonry and plaster works are almost completed, and the tiling and false ceiling work has reached the middle of the tower. In addition, the exterior enclosure boasts a highly efficient glazing curtain wall system.

The end product of the Sama Beirut project is an innovative, cutting-edge modern building featuring luxury and convenience for residents. The LEED certification allows for a more sustainable and ecofriendly experience. Located in the heart of Ashrafieh, the Sama Beirut offers fantastic city and mountain views.





# Dewatering

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**D**ewatering is considered one of the most critical activities in infrastructure projects as it requires a proper set up and continuous maintenance throughout the duration of the project. Any interruption to the system will lead to the stoppage of construction activities.



One of the projects in Qatar was the Infrastructure Priority Package IPP at Education City/Qatar Foundation where dewatering was a major activity because the excavation for storm and sewer lines was four to five meters below water level.

During the construction process, a dewatering system was set by installing 6" electrical suction pumps into drilled boreholes two meters lower than the trench level. As a result, the team had to find a way to drain the underground water. After investigating the surrounding area of the project, a drainage system was found related to the Public Work Authority of Qatar. After obtaining all the required permits, flexible hoses were connected for drainage and thus the underground

water level was reduced and the construction activities were carried out in phases..

After some time, the system to which it was draining became oversaturated due to other adjacent projects who were draining their underground water to the same system. No new excavations could begin until the problem was solved. It was a big challenge since there was no float in the project schedule and couldn't afford any delays. The only alternative was to build a temporary retention pond (a 20m x 20m was the only area that could be used), and this was located next to the excavation area. The idea of placing the pond close to the excavation site was to create a circulation process from excavation to the pond

and vice versa. At the beginning, four boreholes of 400mm diameter were drilled at a depth of two meters lower than the excavation level, but the volume of water from the dewatering was larger than the pond volume and the seepage through boreholes was not enough. Therefore, the number of boreholes was increased to 12 and the process was completed.

Maintaining this operation had allowed for the reduction of the underground water level so that the excavation was able to be completed. The storm and sewer line was then successfully erected, and the system was kept operational until there was enough height for backfilling above the pipes to prevent any uplift force caused by the underground water.





After completion of the works, the pumps were gradually removed and then subsequently, the retention pond.

Facing such challenges during the construction process gave the team a lot of practical experience and information to share with colleagues.



**RETENTION POND**



**INFRASTRUCTURE PRIORITY PACKAGE'S GENERAL PLAN**

IN FOCUS

**TECMA**n  
I N D U S T R Y







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**S**ince 1940, Tecman Industry has grown from a small wood workshop in Gemmayzeh, Beirut to become through the years, a leader in wood & steel manufacturing as well as interior decoration contracting. Tecman Industry closely collaborates with general contractors and renowned architects and contributes to the life cycle of building development from the planning phase to the finishing touches. Tecman today has the largest and most advanced wood manufacturing facility in Lebanon. Its wood and steel factories adapted to market changes and demand by introducing state-of-the-art machinery and advanced computer software and have contributed in the execution of the most prestigious hotels and resorts, restaurants, banks, and residential compounds in the Middle East and Africa.

**Tecman operates under the ISO 9001 Quality Management System. As a result of its extensive and professional work, Tecman has created and encouraged generations of architects and craftsmen who have contributed to the development and leadership of the company.**

### Key Achievements

Tecman Industry has been actively involved in executing the largest skyscrapers projects in the region; for instance Tecman has executed the internal decoration and wood works of Sky Gate tower, Beirut Terraces, the Damac Versace Tower, the Credit Libanais Headquarters, Viva Bahria Towers 22 & 23 and the Sama Beirut tower.

Many of Tecman's achievements include 5-star hotels. Tecman has executed the Interior Decoration and Fixed Furniture & Equipment (FF&E) of major hotels in the region; namely: the Beirut Yacht Club, the Four Seasons Hotel Beirut, the Summerland Kempinski Hotel & Resorts, the Movenpick Hotel and resort in Lebanon and Ghana, the Metropolitan Palace Hotel, Al Waddan Intercontinental in Libya, and the Avari Hotel in Pakistan among others.

The above achievements turned into numbers would lead to more than 1500 residential apartments; more than 2000 4-5-star hotels rooms; in addition to palaces, villas, schools, universities, banks and public/governmental spaces.



SEVEN SISTERS - LEBANON



BEIRUT WATERFRONT DEVELOPMENT - LEBANON



## IN FOCUS

### International Manufacturing Standards

In order to meet the international market requirements, Tecman Industry produces wooden doors under different international standards:

Global Assessment for 30, 60 & 90 minutes BS 476- part 22:1987 standard

Certificate of compliance 30, 60, 90 and 120 minutes

Furthermore, Tecman also manufactures Intertek Warnock Hersey Doors tested CAN4 S104 (1985): NFPA 252 (2008): UL 10(c) (2001): NFPA 252 (2012); wooden fire rated doors (20, 45, 60 & 90 minutes).

Tecman also holds the Qatari Civil Defense authorization that allows the company to provide any project located in Qatar & the Gulf region with fire rated doors for BS & Intertek Warnock Hersey Doors.

Having adapted to market changes and demands, Tecman is in the latest stages of implementing OHSAS 18001 requirements (Occupational Health and Safety Management Systems) and ISO 14000 environmental standards.

The OHSAS 18001 standard will aid the company in promoting a safe and healthy working environment by helping them to identify and control health and safety risks to reduce the potential for accidents, assist in legal compliance, and improve overall performance.

As for the implementation and operation of ISO 14000 standards, it will help the company manage and minimize the operations that negatively affect the environment, thereby contributing to the improvement of environmental protection and pollution prevention. With all the recent environmental issues caused by landfills, Tecman has decided to pursue indoor sorting for all dumps within the premises. As the start of the implementation of ISO 14000, dry waste (wood and related products), wet waste (organic), metals and glass are being segregated for both the offices and factory.



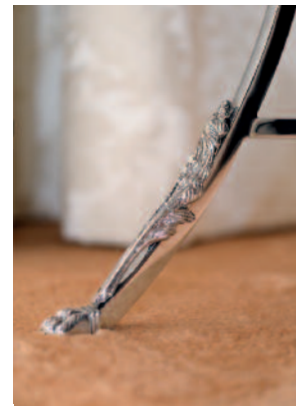
BS Certificate of Compliance



Qatari Civil Defense Certificate



Certificate of Compliance



### Cost Efficiency & Optimization

Over the past 4 years, Tecman has adopted several ways to modernize its business and optimize its processes leading to increased sales while decreasing the overhead and payroll as shown in the graphs below. As a result, Tecman has significantly improved upon productivity and efficiency.



Through advanced knowledge and professionalism, Tecman Industry has been using the latest technology to accompany its efficiency strategy:

- Migrating toward the new age of cloud computing by adopting the Office 365 productivity tool, Tecman will also introduce the Microsoft Enterprise Mobility Suite. Hence a more efficient collaboration tool, which will respect the security of data and the privacy of employees.
- The Technical Department has adopted a CAD/CAM software, BIM, commonly used in the construction industry. It handles the technical drawing phase before the manufacturing process. The CAM (Computer Aided Manufacturing) section of the software handles the machining section of the manufacturing process. CAM's connection to the machines will be implemented in the near future by using a synchronized barcode system with the main software database. Such an implementation will exponentially increase machine productivity and efficiency by eliminating high setup times, talking waste between carpenters and machine operators, and human and miscommunication errors. Furthermore, woodworking's latest connection technologies require a CAM solution due to high precision requirements and numerous small machinery operations that are linked together.

**In addition, the CAD/CAM software addresses many of the most crucial issues that conventional manufacturing processes face. The benefits include:**

- Bill of Material: instead of manually creating a BOM with high risks of errors, the CAD software generates the correspondent BOM for every order.
- Cutting lists and production drawings: instead of manually calculating the cutting lists and edge applications, the CAD software generates the cutting list.
- Part identification: every part that is created in the CAD software has an individual identification number that can be later integrated with a barcode system.
- Machining: tool path and machining details are automatically generated for every individual part to be later connected to CAM.



CREDIT LIBANAIS - LEBANON



CREDIT LIBANAIS - LEBANON



CREDIT LIBANAIS - LEBANON

## In Focus

# Lean Manufacturing at Tecman Industry

**After the booming of the manufacturing industry in 1920's, factories raced to cope with the high demand of a small diversity of products that the customer used to choose among it. They used to produce large quantities with large batches. However, with the new sophisticated customers and special demands, manufacturing had to change to meet these new market needs. And to follow up on this huge variety of demands, the process has to change to meet this new cycle. Mass production and scientific management technique has to change to new "just intime" paradigm developed by the Japanese manufacturing, known as "Lean Manufacturing"**

**Tecman Industry has adopted the process to achieve high quality, safety and worker morale, whilst reducing cost and shortening lead times, knowing that we produce high variability of products.**



In the pursuit of a lean factory, Tecman needed to diminish seven types of waste: Overproduction waste, Standby Waste, Conveyance waste, processing waste, inventory waste, motion waste, and defect production waste.

In order to remove this waste also called as "muda" Tecman adopted the following tools to be implemented in the order that best fits the company status:

**1. 5S or SOCO:** Tecman is applying numerous techniques in order to implement 5s (Sort, Straighten, Shine, Standarize), including red tag campaigns, yellow tag (work in process), white tags (raw material), elimination of source of contamination, standardized cleanup...

**2. Reducing machine setup time** for quick changes over where it is essential to achieve a fast change from a production run to the next. Therefore the strategy used is to eliminate if possible, Simplify (using small smart investments) and Standardization.

**3. Cellular Manufacturing** main purpose is to reduce transportation waste, improve load time and allowing visual control. To achieve this goal, Tecman had to study the process flow of its product and redistribute its machines into five cells of U shape following the process identical semi-finished products; where machines are placed closer to each other's to achieve one piece flow and reduce conveyance waste. In our industry, this is very critical due to the ever changing status of the installation site.

**4. Total Quality Management:** Tecman believes that a comprehensive quality policy comes first through the development and improvement of business and manufacturing processes. Then, a systematic control of each operation, together with the use of error proof techniques, is the guarantee of a defect free product or service.

**5. Total Employee Involvement:** Each operator should develop multi-functional skills for multi-process handling. This is essential to apply one-piece flow and to offset the effects of personnel absence. Tecman's machine operators are getting multifunctional trainings on several machines that they never worked on before.

**6. Total Productive Maintenance:** Tecman is implementing Cleaning & Lubrication standards for all machines, to be executed by machine operators. As well as a full preventive maintenance program that cover the whole life cycle of the machine/equipment avoiding breakdown and consequently eliminating unscheduled downtime.

**7. Balancing Load and Capacity, Production Leveling:** Tecman's production system should balance these two elements in order to succeed. Knowing that products are being pulled from the factory in conformance with project site orders, and knowing that





DAMAC TOWER - LEBANON

they are ordered in varying quantities and at irregular intervals, then the manufacturing process will inevitably need extra equipment and labor, in case Tecman wishes to satisfy its customers. The greater these variations, the more people and equipment we will need for the process to meet its production requirements. Consequently the investment and the operational expenses will be higher as well as the cost of the manufactured items. Therefore, leveling aims at solving this specific problem. Production leveling at Tecman is achieved by segmenting production i.e. by reducing lot size and increasing the frequency of orders.

#### 8. Synchronizing Operations:

Tecman's manufacturing process consists of a series of sequential operations, and since the cycle time of these operations is not generally the same, material usually accumulates between workstations, and work-in-process stock builds up. Synchronization or line balancing is essential in any series of flow operations. Tecman is making every effort to segment tasks and establish standard operations in order to

minimize balance-related losses between solid wood, assembly, machines and paint.

**9. Reducing Variability:** When a machine is running at near full capacity, variation in the arrival of parts or machine processing time can increase queue time by 10 to 20 times. As the variation in demand increases, the actual wait time, a multiple of value added time, will dramatically increase. An activity that is at 90% of utilization capacity and has high variation of arrivals or service times will introduce a delay time that is 15 to 20 times the actual service time. Tecman is reducing variability on the manufacturing floor to keep things under control. Introduction of U cells, reduce variability as we are producing semi-finished identical products that once assembled it consists of high variability of products.

#### 10. Improving with Standards:

Standard work is the tool to achieve maximum performance with minimum waste. Tecman keeps improving standards using the PDCA (Plan, Do Check, and Act) cycle and with improved technologies and improved processes.

**11. Benchmarking:** Tecman constantly measures its methods, processes, procedures, product, and service performance, this is what consistently distinguish us from other competitors in the same category of performance.

Tecman began by Implementing 5s in the same period when key performance indicators were being computed. This allowed us to measure the progress as Lean manufacturing techniques are applied.



HOCHAR TOWER - LEBANON

## In Focus



TIFFANY'S - KUWAIT



EQUIP'HOTEL 2010



LEBANESE PARLIAMENT - LEBANON



SEVEN SISTERS - LEBANON



DAMAC TOWER - LEBANON



MOVENPICK HOTEL - GHANA

The Key performance indicators chosen to best fit the company profile are as follows :

## TECMAN INDUSTRY APPROVED KEY PERFORMANCE INDICATORS (METRICS)

FAMILY	LINE	KEY PERFORMANCE INFCATOR	METHOD OF CALCULATION
<b>TIME</b>	1	TAKT time	Rate of flow of product out of the factory
	9	Actual lead-time	From contract date to end of packing
	10	Promised lead-time	From contract date to target date on MO
	11	Throughput time in hours	From release date (from log) till end of packing
	13	Man-hours per unit	Total labor hours divided by number of pieces manufactured per year
<b>SERVICE LEVELS</b>	15	Service level	MO delivered on time divided by total number of MO
	17	Percentage of late time	Total days of delay for all orders not delivered on time divided by their number of days of promised delay
<b>EFFICIENCIES</b>	22	Percent setup	Total setup time divided by loading time
	23	Availability	Operation time divided by loading time
	24	Performance	Product * cycle time divided by operation time
		Efficiency	Product * cycle time divided by loading time
<b>QUALITY</b>	38	Cost of poor quality (COPQ)	Cost of repair of defects plus cost of discarded goods
	42	Is there any benchmark policy?	
<b>HR</b>	43	Labor direct hours versus labor indirect	Total yearly labor/total yearly indirect
	44	Average training hours per employee per year	Total training hours per year
	55	What is the rate of absenteeism?	Total days of absence (except annual vacations) divided by total days of presence
	57	% overtime	Total number of overtime hours divided by total presence
<b>TECHNOLOGY</b>	109	What is the ratio of men to machines in the manufacturing department?	Number of productive personnel divided by number of machines
<b>INVENTORY</b>	130	Stock of WIP/daily sales	End of month WIP/monthly sales/2
	131	Inventory turns or rotation	Period consumption of raw material divided by average beginning and end of period inventory

Table 1- Tecman Metrics



BEIRUT WATERFRONT DEVELOPMENT - LEBANON



BEIRUT WATERFRONT DEVELOPMENT - LEBANON



## CAREER DEVELOPMENT

# Trainings

### MAN ENTERPRISE | LEBANON

#### POWERFUL INTERPERSONAL COMMUNICATION SKILLS

NOVEMBER 20, 2014

THROUGH JANUARY 28, 2015

BEIRUT, LEBANON

The Learning and Development Unit / Corporate HR Department of MAN Enterprise, in partnership with Dovetail ME, developed a training titled Powerful Inter-Personal Communication Skills.

The objective of this training was to improve attendees' intrapersonal and interpersonal communication skills by discovering their own communication styles and learning how to adapt to others' styles through assertiveness, active listening, and conflict resolution.

Several sessions were held at the MAN Enterprise Training Center in Sin El Fil with a total of 127 attendees from MAN Corporate, MAN Enterprise Lebanon, and Tecman Industry.

The training was followed by two team building sessions titled Stronger Together that were held at the ESIB campus to further implement the training action plan and integrate all employees together in a relaxed and interactive environment. This resulted in two winning teams which had the highest scores in group activities.



#### ORIENTATION DAY

MARCH 6, 2015 - BEIRUT, LEBANON

The Corporate Human Resources Department welcomed 25 newly hired employees during the first quarter of 2015 through an Orientation Day, at the MAN Training Center, Sin El Fil.

The objective of the session was to cover the history of MAN Enterprise, meet the founders and managers of the company, develop an understanding of the business, learn the importance of OHSAS (ISO 18000) and QMS (ISO 9001), and interact with new colleagues to start building internal networks.



#### TELEPHONE TECHNIQUES

MARCH 27, 2015 - BEIRUT, LEBANON

The Telephone Techniques Training was held at the MAN Enterprise Training Center in Sin El Fil with a total of 22 participants.

The training targeted employees who are responsible for answering phones and making calls on behalf of the organization, and acting as the first point of contact with employees, customers and suppliers. It focused on empowering attendees to handle telephone calls more effectively while projecting a professional image, achieving positive outcomes on every call, and making a good impression.



#### BODY LANGUAGE FOR PROFESSIONALS

MARCH 28, 2015 - BEIRUT, LEBANON

Employees from MAN Corporate and Tecman Industry attended a public workshop entitled Body Language for Professionals, provided by the John Keyrouz Coaching and Consulting Company.

This workshop was designed to empower participants by helping them understand others and themselves by reading the subtle signals of body language. In addition, participants learned how to interpret what others are trying to say, understand the best way to get through to people, and be persuasive.

## MAN ENTERPRISE | QATAR

### VARIATIONS

**FEBRUARY 7, 2015 - DOHA, QATAR**

Introduction to Variation is a seminar that covers the types, sources, and steps of evaluating variations. This training provides basic information that all construction site employees should be familiar with in order to identify and report changes which lead to variations in the contract.

### FIRE WARDEN COURSE

**FEBRUARY 22, 2015 - DOHA, QATAR**

Fire warden training aims at fostering and controlling fire prevention and teaching emergency skills to dedicated staff on certain projects. While the objective is to establish fire emergency teams capable of taking the appropriate action during an event of fire, training promotes the duties and responsibilities of Fire Warden on a day to day basis, during emergency and regular drills. The outcome of this training is "Third Party Fire Warden Certification".

### GLOBAL SUSTAINABILITY ASSESSMENT SYSTEM (GSAS) - CERTIFIED GREEN PROFESSIONAL (CGP)

**FEBRUARY 24, 2015 AND APRIL 15, 2015 - DOHA, QATAR**

The workshop provides guidance about GSAS procedures, tools, applications, assessment and scoring requirements. In order to create a better living environment, minimize resource consumption and reduce environmental degradation due to the fast pace of urbanization taking place in this era, the Global Sustainability Assessment System (GSAS) was developed and is being applied in all GCC Countries.

The outcome of this training is GSAS Certified Green Professional Certification.

### CONFINED SPACE

**APRIL 21, 2015 - DOHA, QATAR**

The course provides awareness of the hazards and requirements associated with entering confined spaces on the construction site.

## MAN ENTERPRISE | UAE

### CERTIFIED HUMAN RESOURCES PROFESSIONAL (CHRP)

**MARCH 7, 14, 21 AND 28, 2015  
ABU DHABI, UAE**

The Certified Human Resources Professional (CHRP) designation is a nationally recognized level of achievement within the field of human resources. It reflects a conviction that the professional practice of human resources management protects the interests of employers, employees and the business community. The designation represents continued recognition of the bearer's professionalism.

## TECMAN INDUSTRY | LEBANON

### JOB EVALUATION

**APRIL 27 AND 29, 2015  
BEIRUT, LEBANON**

This workshop analyzes fair grading systems and benefits while assisting organizations in creating a balanced system that simplifies the job evaluation process. The finished structure serves as a reference for the entire organization that can be utilized at all levels of development.

In addition, the workshop covered job evaluation methods applied internationally to different sized companies, technical training, and tools and techniques used in job evaluation exercises.



## METRIX | QATAR

### AUTODESK REVIT

**APRIL 21, 2015 AND MAY 9, 2015  
DOHA, QATAR**



Revit building design software is specifically built for Building Information Modeling (BIM), including tools and features for architectural design, MEP and structural engineering. This software enables coordination between all these disciplines.

The Revit platform for BIM is a design and documentation system that supports the design, drawings, and schedules required for building project. BIM delivers information about project design, scope, quantities, and phases on demand.

In the Revit model, every drawing sheet, 2D and 3D view, and schedule is a presentation of information from the same underlying building model database. As the user works in drawing and schedule views, Revit collects information about the building project and coordinates this information across all other representations of the project. The Revit parametric change engine automatically coordinates changes made anywhere - in model views, drawing sheets, schedules, sections, and plans.





## CAREER DEVELOPMENT

# Job Fairs

### ESIB JOB FAIR 2015

MARCH 11, 2015

MAR ROUKOZ, LEBANON

The job fair was held on March 11, 2015 at the ESIB campus. Four delegates represented MAN Enterprise.

Every year, MAN Enterprise welcomes students to participate in a summer internship programs called LIFE at MAN Enterprise (Leading Internship, Field Experience). This internships helps students gain valuable experience that will allow them to apply their knowledge and skills to real life challenges.



### AUB JOB FAIR 2015

APRIL 23 AND 24, 2015

BEIRUT, LEBANON

The AUB Job Fair was held on April 23 and 24, 2015 at the American University of Beirut campus.

Ten company delegates attended the fair and interacted with more than 200 students and graduates interested in applying for various jobs at MAN Group and abroad. Brief interviews were conducted on the spot and many potential candidates were identified and later contacted for more detailed interviews.



# Exhibitions

Interzum and LIGNA are the world's premier trade fairs in their respective sectors. Together, they cover a very broad spectrum of exhibition topics, ranging from wood as a renewable material to wood working and processing technology to components for the furniture and interior finishing sectors.

## INTERZUM 2015

**MAY 8, 2015**

COLOGNE, GERMANY

Three employees from Tecman Industry attended the world's foremost event for furniture production and interior finishing.

The Interzum Exhibition involves the following product groups:

- Materials and nature: wood, veneer, parquet, interior design and furnishings, decorative surface design
- Function and components: light and lighting systems, semi-finished products for storage, kitchen
- Textiles and machinery: machinery for upholstery and mattress manufacture, upholstery materials.



## LIGNA 2015

**MAY 8, 2015 - MAY 15, 2015**

HANNOVER, GERMANY

Three employees from Tecman Industry attended LIGNA, the most prominent international trade fair for the wood-working and wood processing industries, embraces the entire production chain from forestry and the timber trade to industrial mass production of wood products and surface treatment technology. In short, LIGNA is the interface for every area of woodworking.

LIGNA involves the following product groups:

- Furniture industry, integrated manufacturing for the furniture industry/automation components
- Solid wood working
- Wood based paneling and veneer production
- Woodcraft solutions /joinery trade
- Carpentry trade
- Engineered wood, accessories, services
- Sawmill technology
- Energy from wood
- Forestry





# MAN Enterprise Lebanon Management Meeting

**MAY 5, 2015**  
BEIRUT, LEBANON

MAN Enterprise Lebanon held its 17th Management Review Meeting, part of the ISO 9001 Quality Management System, on May 5, 2015, at MAN's Conference Hall in Sin-EI-Fil. The meeting involved 42 managerial level attendees and lasted approximately five hours. The agenda included the opening statement by the Chairman, a speech by the Area General Manager of MAN Lebanon, and presentations by Operations, Planning, Estimation, Procurement and Business Development Departments. As a result of the meeting, it was decided to elaborate on and implement efficient measures in order to cope with difficult periods and to conduct workshops in order to enhance and optimize the company's processes and field activities.



## MEET THE TEAM



Vinod Kumar  
Kolath  
Madathil

SECTION  
ENGINEER

MAN Enterprise Qatar



Joseph  
Youssef

PRODUCTION  
SUPERINTENDENT

Tecman Industry - s.a.l



Ramy  
Berbary

ESTIMATION  
COORDINATOR

Metrix Qatar

I started working with MAN Enterprise Qatar in 2005 as a trainee on the Ceremonial Court Project.

It was a challenge for me as there was an enormous technical gap between me and the other professionals. Consequently, it allowed me to strengthen my abilities and improve my efficiency. It consisted of two courts designed to seat approximately 3,000 spectators.

Following the completeness of my internship, I was called by the management to work as a site engineer on The Pearl Qatar. The project consisted of retail shops and townhouses. Simultaneously, I pursued trainings in Primavera Planning, NEBOSH Fire and Safety, Risk Management, IOSH, and Confined Space and Scaffolding. Afterwards, I worked as a section engineer on the North Site Infrastructure Project followed by the car park for the Intercontinental Hotel Doha, and the West Side Car Park in the Qatar Foundation. On these projects, MAN Enterprise allowed me to develop my skills and improve my workplace knowledge.

In addition to the above, and as part of the continuous improvement, I have completed an Internal Audit Course of ISO 9001 Quality Management System Requirement and BS OHSAS 18001:2007 Occupational Health and Safety Management Systems.

In June 2014, I was assigned as a construction manager for the Commercial Building Tower at Lusail City.

I must thank MAN Enterprise management for constantly challenging me to achieve more and set my goals high. I have learned how to analyze problems, evaluate findings, and develop solutions to determine the best and most efficient courses of action.

It's been three years since I joined TECMAN. What a tremendous journey it has been so far, as I have learned a lot in a short period of time.

In March of 2012, I started working as a draftsman and created accurate and detailed 2D shop drawings. My overall experience in wood helped me to push the limits of my position and increase my responsibilities to become a Manufacturing Coordinator in October 2012.

I was promoted mainly because of my successful work in handling many projects in Lebanon and abroad. I coordinated orders, production, painting, packing and delivery of the DAMAC Tower, Sky Gate, Credit Libanais, Summerland, and IC College, among others.

As my skills improved, I was promoted to Production Superintendent in October 2014. This new responsibility allowed me to manage the production field by scheduling, planning, and studying work procedures to implement continuous improvement by balancing operational times to reduce bottlenecks.

In addition to the above, I had the opportunity to implement lean tools and assignments in the factory.

Today I am more committed than ever to the community that has brought me so much success. I will redouble my efforts in serving the firm to the best of my ability. I feel very fortunate to be a part of Tecman Industry.

My journey with MAN Enterprise began in June 2006 after I graduated as a mechanical engineer.

I have worked on several major projects in Qatar including towers, malls, and other buildings. As a site engineer, I was challenged by the Amwal Tower Project that provided me with the technical knowhow of mechanical engineering. In 2007, I was assigned as a mechanical section engineer on an interesting project, the construction of the prestigious Gate Mall.

In 2010, METRIX granted me the responsibility and opportunity to manage mechanical works for the Lusail Tower, a pioneer project in Lusail City where MAN – METRIX have again proved their professional commitment to success and quality delivery.

Currently, I am developing and maintaining relationships with potential developers and main contractors. This has given me the exposure to different contractors and the opportunity to learn more about the market in general, and specifically about contracting.

My career evolution and continuous learning is due to the nature of the family culture and team spirit environment that METRIX - MAN exhibit. I am proud to be part of this group and would like to thank the management and my colleagues for their ongoing support and trust.



## ACTIVITIES & EVENTS

# MAN Corporate and MAN Enterprise Lebanon Annual Gathering



| **Chairman Mr. Michel Abi Nader**

The MAN Corporate and MAN Enterprise Lebanon Annual Lunch was held at the Pavillon Royal, Biel on January 31, 2015. All staff from MAN Enterprise Corporate, MAN Enterprise Lebanon, Tecman Industry, and Metrix were in attendance.

Mr. Abdallah Mardelli, General Manager of MAN Enterprise Lebanon, welcomed everyone with a speech about the ties that bind MAN Holding members as a family. This strong bond guides the employees and ensures their development, continuous growth and collaboration with the intention of expanding their work family. They all work together to maintain this bond and strengthen it as much as possible by acting as one.



| **Area General Manager Mr. Abdallah Mardelli**

"Building History" was this year's theme. Hence, Mr. Michel Abi Nader, Chairman of MAN Holding, spoke about the early days of MAN Enterprise including its inception and launch. The chairman's speech described how MAN Enterprise expanded and grew day by day, sharing the vision and goals of the company and explaining its continued growth and development.

On a day of great speeches and enjoyable music, the Foremen Award for productivity and hard work was presented to Mr. Georges Matar from MAN Enterprise and Mr. Mohamad Fakih from Tecman Industry.

Upon the conclusion of the evening, tablets were distributed to MAN's first three finishers of the Beirut Marathon: Roy Malkoun, Hicham Fayad and Bechara Azoury.

The dinner was an opportunity for the employees to meet with each other and share quality time outside of a work setting.



## EFFECTIVE COMMUNICATION SKILLS WINNING TEAMS



| HOBT Team



| The Roots Team



| Mr. Georges Matar receiving his Foreman distinction



| Mr. Mohammad Fakih receiving his Foreman distinction



| Beirut Marathon 2014 winners



| Senior Awards



## ACTIVITIES & EVENTS

### MAN Enterprise Abu Dhabi Annual Gathering



The 2014 Annual Dinner was held on December 18, 2014, at the Novotel Abu Dhabi. This event allows staff members and their spouses to gather on an annual basis and strengthen their ties.





## MAN Enterprise Ghana Celebrates May Day



## MAN Enterprise Qatar MAN Cricket Leagues



MAN's Cricket Tournament in Qatar started in March of 2015. The tournament, which had been running for seven weeks, saw six teams from MAN Enterprise Qatar compete in the league matches.

The final match was held on April 24, 2015, between the Lusail Tigers and OPEC Masters. Ultimately, the Lusail Tigers prevailed and won the championship.



# Ambassador Heights Wins Award

Ambassador Heights, the residential development rising adjacent to the Moevenpick Ambassador Hotel in Accra, has been awarded an International Property Award.

In its quest to discover the best developers in Africa, the international property awards in London pursued development companies to present their finest work.

Entries were received from companies in 13 countries across the continent. The judging committee, chaired by three members of the House of Lords, scrutinized hundreds of entries. The Ambassador Heights won an African Property Award in the category of "Residential Development."

By Times Reporter  
[ghanaianimes.com.gh](http://ghanaianimes.com.gh)



## Ghana



Building a better world

**HIGHLY  
COMMENDED**  
RESIDENTIAL  
DEVELOPMENT GHANA  
Ambassador Heights  
by Kingdom Hotel  
Investments



## CERTIFICATES



**Certificate of Recognition - MAN Enterprise Qatar**

## SOCIAL NEWS

### Weddings

February to June 2015

| MAN Enterprise |

- Mohammed Abdul Azeem & Nishath Tabssum February 26, 2015
- Kamil Paula Yere & Ernest Paolo Nacion May 11, 2015

| METRIX |

- Shamjith Pullikal & Rosna April 19, 2015
- Mark Ernani Tangalin & Cris April 28, 2015
- Joe Batanian & Nancy June 7, 2015
- John Michael Dasig & Clarenz Mhaey June 28, 2015

### Newborns

October 2014 to May 2015

| MAN Enterprise |

- Mahdi Nouredine, Ali October 2, 2014
- Abhinay Kinattungalakath, Aaliya November 24, 2014
- Shaherdeen Parambath, Aysha Ibadah December 8, 2014
- Mohammad Gulab Ansari, Mohammad Arhaam January 11, 2015
- Nizamudheen Moosa, Hawwa Fathima January 13, 2015
- Rajeesh Ravindran, Pavithra January 14, 2015
- Rami Mrad, Reine March 20, 2015
- Rathish Kunjiraman, Ritwika April 1, 2015
- Gurjit Singh, Jasnoor April 3, 2015
- Elias Bou Malhab, Chloé May 1, 2015
- Mouayed Alhumeed, John & Shahzanan June 1, 2015

| METRIX |

- Khaldoun Barakat, Siraj Khaldoun April 1, 2015

| TECMAN |

- Hayssam Yehya, Mohamad November 18, 2014
- Hassan Hachem, Lyne December 24, 2014
- Nabih Ayass, Jad March 19, 2015
- Cheryl Bismargi El Khoury, Jude March 27, 2015
- Chady Kallas, Helene April 17, 2015