

Review of: "Process for Implementing a Quality Management System (QMS) Adapted to Architectural Practices in Tunisia, in the Case of ISO 9001"

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Potential competing interests: No potential competing interests to declare.

a) The paper's abstract is very ambiguous; it is not clear what the paper aims to achieve or what the results are. It needs to be rewritten in a much clearer way.

b) Quality management principles are fully documented in the ISO 9001:2015 standard, Quality Management Systems — Requirements, and when they are mentioned in the introduction of the manuscript, there is no equality in several of them; for example, customer orientation is actually customer focus. It is necessary to check all the others because almost none of them match.

c) A critical approach to existing studies is essential. However, some claims lack empirical support. For example, the statement "Adopting this standard demonstrates an architectural firm's commitment to quality service and customer satisfaction" lacks citations. Who makes this claim, and where is the evidence?

Similarly, the assertion that "In a competitive environment where service quality is a key differentiating factor, ISO 9001 is becoming a strategic tool for architectural practices. This enables them to structure their processes, improve efficiency, and meet customer expectations" requires further justification. Is there any research supporting this claim?

d) The manuscript does not detail an actual improvement project. There are no tangible results, so I doubt that the implementation of a quality system based on ISO 9001 will really contribute to architecture projects in Tunisia.