



Total Quality & Excellence Center

Sudan University of Science and Technology
College of Graduate Studies

Impact of implementation of EFQM excellence model on
organizations performance

أثر تطبيق النموذج الأوربي للتميز في أداء المؤسسات

Research for Msc. In

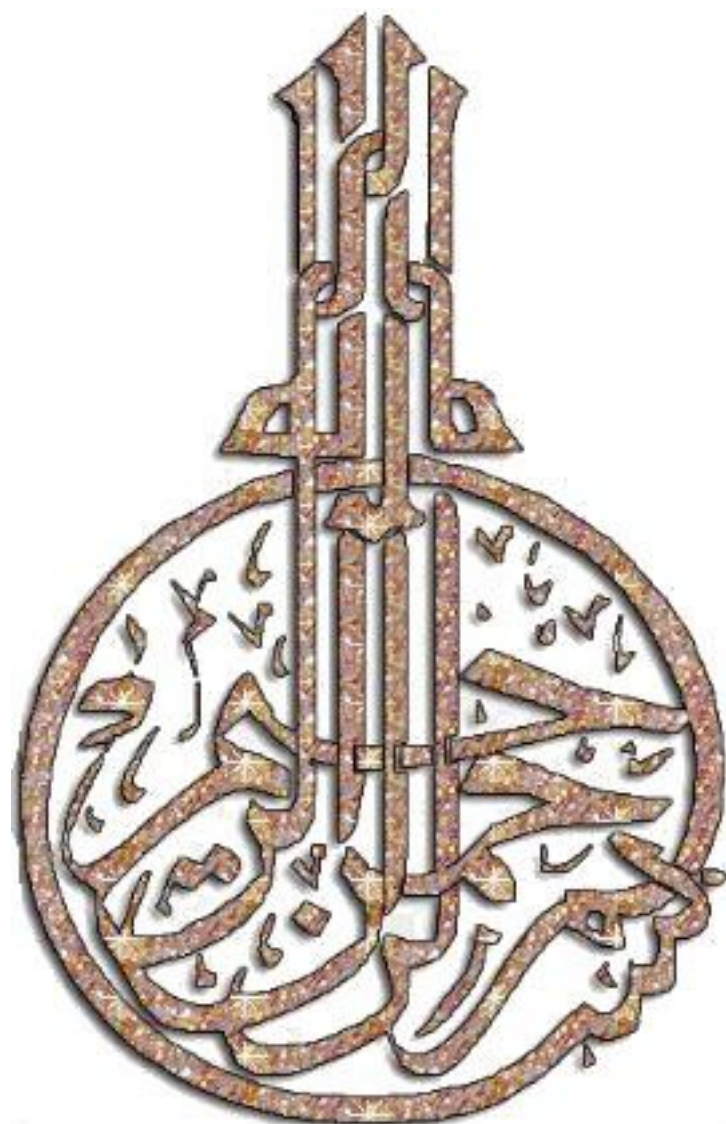
Total Quality management & Excellence

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بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

((وَأَمَّا الْجِدَارُ فَكَانَ لِغُلَامَيْنِ يَتِيمَيْنِ فِي الْمَدِينَةِ وَكَانَ تَحْتَهُ كَنْزٌ لَهُمَا وَكَانَ
أَبُوهُمَا صَالِحًا فَرَادَ رَبُّكَ أَنْ يَبْلُغَا أَشُدَّهُمَا وَيَسْتَخْرِجَا كَنْزَهُمَا رَحْمَةً مِنْ رَبِّكَ
وَمَا فَعَلْتُهُ عَنْ أَمْرِي ذَلِكَ تَأْوِيلُ مَا لَمْ تَسْطِعْ عَلَيْهِ صَبْرًا))

(سورة الكهف الآية 82)

CONFERMENT

TO MY MOTHER AND FATHER

TO MY WIFE AND REST OF THE FAMILY

Acknowledgement:

I am greatest all the graces that GOD gifting to me through my life.

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Abstract

The study titled as Impact of implementation of European foundation for quality management (EFQM) excellence model on organizations performance (Giad as case study), so study aims to answer main question, is the EFQM excellence model implementation has good impact on organizational performance? Through five hypotheses and questions : including the impact on systems and procedures, the impact on the organizational culture the impact on managerial and employees recognition, the impact on design and structure, and the impact on the cost of failure. The study was conducted on SHG. Industrial complex as case study for Giad companies, which is an award winner for last two years. Our test for all questions of the questionnaire shows that the majority of employees (over 90%) agree that the excellence model implementation had good impact on organizations performance.

A few of them (less than 5%) demonstrate lack of awareness and dissatisfaction of implementation level of EFQM excellence model.

The study concluded that SHG. Industrial complex need to work hard on organizational culture and internal communication.

المستخلص :

جاءت الدراسة تحت عنوان أثر تطبيق النموذج الاوربي للتميز علي أداء المؤسسات (جياذ كنموذج)، وقد هدفت الدراسة إلي الإجابة علي سؤال رئيسي ألا وهو : هل لتطبيق النموذج الأوربي أثر ايجابي علي أداء المؤسسات؟ من خلال الاجابة علي أسئلة وفرضيات البحث الخمس وهي : أثر تطبيق النموذج علي انظمة الجودة المطبقة بالمجمع، أثر تطبيق النموذج علي ثقافة الجودة وثقافة المؤسسة، أثر تطبيق النموذج علي تطور هيكل المجمع وتصميم ومواءمة عملياته لذلك الهيكل، أثر تطبيق النموذج علي الأنشطة الادارية بالمجمع وأخيراً أثر تطبيق النموذج علي تقليل التالف في المنتجات والخدمات المقدمة بواسطة المجمع. تم تطبيق الدراسة علي مجمع الشجرة الصناعي كنموذج لشركات جياذ وبإعتباره الشركة الفائزة بجائزة مجموعة جياذ للتميز للدورتين الاخيرين.

من خلال تحليل الاستبانة ثبت جلياً ان أكثر من 90% من العاملين يوافقون علي ان تطبيق النموذج الاوربي للتميز كان له أثر ايجابي علي أداء المجمع بينما أقل من 5% فقط أبدوا عدم معرفة ببعض تأثيرات تطبيق النموذج وعدم رضاء بمستويات الاداء.

خلصت الدراسة الي أهمية الاهتمام بنشر ثقافة المجمع وثقافة الجودة عموماً وسط العاملين وبناء مناهج فعالة للتواصل الداخلي .

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