Acknowledgement

Many thanks to my mother who encouraged and supported me always.

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ABSTRACT

Many times we hearing about the terminology (incubator) which it means that the place in where we finds a good environment for newborn, so to incubate and welfare for it and provide it by their needs until growth.

Incubators have an essential role on a local economy also incubator is designed to enhance the success and growth of new enterprises, thus maximizing their impact on economic development. Though business incubators are seen as a viable economic development tool, yet their success has not been determined.

Similar large and small companies require TQM to remain competitive. The market of today is no longer limited to the local market, but includes the global market. These markets present new opportunities and neglecting them will be detrimental, so the aim of this research is to study (The Implementation of Total Quality Management (TQM) Enterprises. Case Study, Incubator Technology, For Cement Product at Sudan University of Science and Technology).

The researcher depends on questionnaire as a main tool on this research to know the strength point and the threat one at the organization culture towards TQM. The research emphasis that the incubator management knows the importance of implementation TQM in their organization but there is some obstacle cease them like: Unawareness of the principle of TQM, Top management did not compulsory to implement TQM. Also the research obvious that the implementation of TQM is verifying good financial performance, good management performance, and flexibility in changing as market required, and encouraged organization to implement TQM in easy way.

The conclusions and recommendation of the research is to solve, deployment the culture of the TQM, top management are compulsory to implement TQM, encouraging implementing TQM by combination of training and monitoring, importance for customer satisfaction, importance for employee's satisfaction, continues improvement, align all process towards TQM, sure that top management understands TQM, sure that all employee are getting training on TQM, compulsory top management to implement TQM, good communication between top management and employee to verifying TQM, have strategic plan, a quality plan and operational plan, ensure that all their processes are documented to ensure that there is a common understanding of process within different departments.
ملخص البحث

كتيراً ما يتردد الي مسامعنا مصطلح (الحاصنة) والتي تعني ذلك المكان الذي يكون بمثابة بينه لشي معين (وليد) بغض النظر عن نوعه، إذ تقع الحاصنة باحثانه ورعايته وتوفير الحماية اللازمة له من أي مخاطر يتعرض لها وامداده بالطاقة المستمرة لغرض الادامه.

تلعب الحاصنات دورا اساسيا في دعم عجلة الاقتصاد المحلي وترفع من دخل الفرد في الاقتصاد العام للدولة وهذا مما يساعد على استقرار الدول اقتصاديا ، كذلك تلعب إدارة الجودة الشاملة في مجمل مناحي الحياة اهمية ذات اثر ملموس في الاداء العام لذا كان من الضروري ان تكون هناك بحوث في هذين المجالين لاهتمامهما في الحياة الإنسانية.

الهدف من هذا البحث هو دراسة امكانية (تطبيق نظام إدارة الجودة الشاملة في المشروعات بالسودان استنادا إلى نظام إدارة الجودة الشاملة، وذلك بالتطبيق على حالة حاضنة المنتجات الاستثنىلية بجامعة السودان للعلوم والتكنولوجيا).

استخدم الباحث في اعداد هذا البحث دراسة الحالة معتمداً على استمرار الاستبانة كأداة رئيسية للبحث، تحديد نقاط القوة ونقاط الضعف في ثقافة المؤسسات تجاه نظام إدارة الجودة الشاملة، وثبتت الدراسة ان إدارة الحاضنة تعلم باهمية ضبط الجودة بها الا أنها لا تطبق مبادئ إدارة الجودة الشاملة وذلك اللاتي: جهل إدارة الحاضنة بمبادئ إدارة الجودة الشاملة، عدم الزام الإدارة العليا لها بالتطبيق.

كما أوضح الدراسة ان تطبيق إدارة الجودة الشاملة في المؤسسات يحقق اداء ماليا مميزا واداءً اداريا منظما، كما وانه يحقق شرط المؤسسات الاساسي في العمل التجاري بإمكانية التحول مع حركة السوق، إضافة إلى تعلم كيفية تطبيق إدارة الجودة الشاملة في المؤسسات.

خرجت الدراسة بجمله من النتائج منها ضرورة نشر ثقافة إدارة الجودة الشاملة، اللازم الادارة العليا بتطبيق سياسة إدارة الجودة الشاملة، تشجيع عمليات التدريب والمتابعة للعاملين، العمل على ارضا الزبائن، العمل على ارضا الاعمال، تحسين الاداء العام، وخرجت الدراسة بجمله من التوصيات وهي: توجه كل العمليات في اتجاه إدارة الجودة الشاملة، التأكد من ان إدارة المؤسسات تفهم ما هي إدارة الجودة الشاملة، تدريب العاملين لضمان استمرار ضبط إدارة الجودة الشاملة، اللازم الادارة العليا للمؤسسات ضرورة تطبقي ادارة الجودة الشاملة، تحسين الاتصال بين الادارة العليا والعاملين لتأكيد فهم سياسة إدارة الجودة الشاملة، ضرورة اعداد مخططات استراتيجية ومخططات متابعة الجودة ومخططات تشغيله، ضرورة التأكد من ان كل مستندات العمليات التشغيلية مدونة ومحفوظه.
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<td>A</td>
<td>TQM Total Quality Management</td>
</tr>
<tr>
<td>B</td>
<td>SME Small and Medium Enterprises</td>
</tr>
<tr>
<td>C</td>
<td>USA United state of America</td>
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<tr>
<td>D</td>
<td>QM Quality Management</td>
</tr>
<tr>
<td>E</td>
<td>JUSE The Union of Japanese Scientists and Engineers</td>
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<tr>
<td>F</td>
<td>PDCA Plan-Do-Check-Act</td>
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<tr>
<td>G</td>
<td>JIT Just In Time</td>
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<tr>
<td>H</td>
<td>CQI Continuous Quality Improvement</td>
</tr>
<tr>
<td>I</td>
<td>ISO International Organization for Standardization</td>
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<tr>
<td>J</td>
<td>EU European Union</td>
</tr>
<tr>
<td>K</td>
<td>OECD Organization for Economic Cooperation and Development</td>
</tr>
<tr>
<td>L</td>
<td>NBIA National Business Incubation Association</td>
</tr>
<tr>
<td>M</td>
<td>UKBI United Kingdom Business Incubation</td>
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<tr>
<td>N</td>
<td>IPOs Initial Public Offering</td>
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<tr>
<td>O</td>
<td>CSES The Centre for Strategy and Evaluation Services</td>
</tr>
<tr>
<td>P</td>
<td>SPSS Statistical Package for Social Science</td>
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