

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

**Sudan University of Science and Technology**

**College of Graduates Studies**

**Implementaion of Quality Cost in Pharmaceutical Factories in Sudan and its  
Impact on employee's& customer's satisfaction.**

**تطبيق تكلفة الجودة فى مصانع الادوية السودانية واثرها فى رضاءالموظفين و العملاء.**

**Dissertation submitted in partial fulfillment for the requirements degree of  
MSc in Total Quality Management**

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In the name of Allah,

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## **Dedication**

I dedicate this dissertation to my parents , my wife , brothers and only sister wife for giving me a continuous help & support in my life and in conducting this research.

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## **ABSTRACT**

The world has seen significant challenges, represented in the globalization of the economy, and the spread of information technology, also one apart of these challenges was the quality prospective ,who derived the organization seeking and paying attention of the quality in the products and services that are produced and presented to

customers in the competitive environment , as it requires to achieve organizations ambition to adopt quality standards for its products and services, including what distinguishes it from other competing companies .

Cost of quality system, which is one of the distinctive elements and important criteria in the development companies, and measuring the company development by monitoring all processes for providing outstanding quality products.

Unstructured observation and semi-structured interviews were used to collect data from the intended pharmaceutical factory (pharmaLandpharmaceutical).

Total sample has been chosen because the number sample was small and data analysis using the (SPSS) statistical program.

The result of the research indicate that when organization or companies manage the

Prevention and appraisal cost , definitely the failure cost will clearly reduce in both

Sectors Internal & external as well as the satisfaction among the employees and customers will observed.

There are statistically significant relation between implementing the prevention and Appraisal cost and the quality of products.

The researcher recommendation, is to generalize implementation of cost of quality program in pharmaceutical industries in Sudan , which has direct impact in reducing waste ,and increase the production mass with excellent quality leading to the employees and customer satisfaction.

## المخلص

شهد العالم تحديات كبيرة، تتمثل في عولمة الاقتصاد، وانتشار تكنولوجيا المعلومات وهذا التطور لجعل لدول والشركات التي تسعى لانتباه جودة المنتجات والخدمات التي يتم إنتاجها وتقديمها للعملاء في بيئة تنافسية، لأنه يتطلب تحقيق الطموح للمنظمات على تبني معايير الجودة لمنتجاتها وخدماتها، بما يميزها عن الشركات المنافسة الأخرى. تكلف نظام الجودة، وتهيؤ احدى العناصر المميزة أو المعايير الهامة في شركات التطوير، وقياس تطور الشركة من قبل صد جميع العمليات مما أجلت توفير منتجات ذات جودة متميزة وايضا تنعكس بوضوح على رضا العاملين والزبائن لدى المؤسسات.

مصنع فارملاند ( واستخدمت المقابلات والملاحظة غير منظمة وشبه منظمة لجمع البيانات من مصنع الأدوية المقصود (للأدوية

استخدم البرنامج (SPSS) وقد تم اختيار العينة كاملة لضغر العينة المراد اختبارها وتحليل البيانات الإحصائية للأبحاث تشير إلى أنه بالمؤسسة أو الشركة المتبعة نظام الوقاية وتكلفة التقييم، وتخفيض التكلفة بالتأكيد ينعكس بوضوح على تقليل الخسارة في كل من القطاعات الداخلية والخارجية وايضا ينعكس عكس الرضا الوظيفي ورضا العملاء.

من توصيات الباحث ان هناك علاقة ذات دلالة إحصائية بين تنفيذ التكلفة الوقائية وتكلفة التقييم وجودة المنتج، وعليه يجب تعميم تنفيذ تكلفة الجودة البرنامجيه في الصناعات الدوائية في السودان، التيلديها تأثير مباشر في اخدمنا لنهاياتوز زيادة كتلة الإنتاجا. جمع نوعيه متمتازة مما أدب الرضا العاملين والعملاء.

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