Table of content

| الآية | Ι |
|--|------|
| Dedication | II |
| Acknowledgement | III |
| List of contents | IV |
| Table of content | VII |
| List of figure | Χ |
| List of Appendix | XI |
| Abstract | XII |
| المستخلص | XIII |
| Chapter one: Introduction | |
| 1.1Introduction | 1 |
| 1.2 Research problem | 2 |
| 1.3 Objectives of research | 2 |
| 1.4 Hypothesis of Research | 2 |
| Chapter two : Literature review | |
| 2.1. ISO 14000 series | 3 |
| 2.2. Environmental Management system (EMS) | 4 |
| 2.3. ISO 14001 Environmental Management System (EMS) | 7 |
| 24 Background information of ISO 14001 | 7 |
| 2.4.1 Stages for implementing ISO 14001 | 9 |
| 2.4.2 Current situation of ISO 14001 | 11 |
| 2.5 Environmental management systems | 12 |

| 2.6 ISO 14001:1996 | 14 |
|---|----|
| 2.7 Potential Trade impacts of EMS Standard | 17 |
| 2.8 Previous study | 18 |
| 2.9 information sources | 21 |
| 2.10 Study limits | 21 |
| 2.11 Study population | 21 |
| 2.12Sudanese Petroleum pipelines CO. LTD (SPPC) | 21 |
| 2.8.1Historical Background | 21 |
| Chapter Tree: Material and Methods | |
| 3.1Material | 23 |
| 3.1.1 Study population | 23 |
| 3.1.2 Study sample | 23 |
| 3.1.3 Study tool | 23 |
| 3.1.4 Study procedures | 23 |
| 3.2 Methodology | 24 |
| 3.2.1 Statistical Processing | 25 |
| Chapter Four:Results Analysis | |
| 4.1 Results concerning the study variables | 27 |
| 4.1.1 Customer | 27 |
| 4.2 Results concerning the customer questions | 28 |
| 4.1.2 EMPLOYEE | 29 |
| 4.2 Results concerning the employees questions | 30 |
| 4.1.3 Top Management | 31 |
| 4.3 Results concerning the customer questions | 32 |

| Chapter Five : Discussion | |
|---------------------------|----|
| 5. Discussion | 36 |
| Conclusion | 37 |
| Recommendations | 37 |
| References | 38 |
| Appendix | 42 |