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Abstract

It has been lately observed that more and more construction companies are getting ISO – certification. However, there are no evidences to confirm any improvement in the construction process. This gives rise to some concerns about the usefulness of the ISO- certification and the problems and challenges that might accompany quality system implementation. This study analyzed how the ISO 9000 framework could be employed in the construction industry in Sudan.

The main objectives of the research are to provide an overview of the ISO 9000 series and to investigate the influence of employing ISO 9000 series framework in the performance of construction companies in Sudan.

A literature review, mainly covering a very detailed overview of the ISO 9000 series, and their application in construction industry was carried out.

To investigate the research problem, a two stages investigation was conducted. The first included personal instructed interviews and the second included the development of a questionnaire to survey the industry in order to gather the required information from some construction companies that are already ISO – certified.

The main conclusions were that many of the concepts contained in the ISO 9000 requirements were found by experience as being abstract or tended to be confused with one another or to be misinterpreted. The key finding confirms that the application of ISO 9000 series requirements serves the function of improving the company’s competitiveness and allowing the company to be more efficient.
The recommendations arising from this research are that there is a need to expand the culture of quality and to integrate ISO 9000 requirements as a dominating part of the whole construction process.

لقد لوحظ في الفترة الأخيرة أن هناك زيادة كبيرة في عددية شركات البناء والتشييد الحاصلة على شهادة الجودة العالمية (الإيزيو) . ومع ذلك لا يوجد ادلة كافية تؤكد حدوث تحسن في أداء عملية التشغيل، الشيء الذي يثير بعض الفلق بشأن جدواً اصدار هذه الشهادات بالإضافة لل المشكلات والتحديات التي قد تصاحب تطبيق نظام الجودة .

في هذه الدراسة تم تحليل كيفية توظيف أطر نظام الجودة 9000 في صناعة التشغيل في السودان .

أن الهدف الرئيسي من هذه الدراسة هو تقديم لمسة عامة عن سلسلة نظام الجودة 9000 والتحقق من تأثير نظام الجودة 9000 في اداء شركات التشغيل في السودان .

تطرقت الدراسة بشكل أساسي الى ادق التفاصيل لسلسلة نظام الجودة 9000 وتطبيقها في صناعة التشغيل .

تم اكتشاف مشكلة البحث على مرحلتين , المرحلة الأولى مرحلة المقابلات الشخصية والمرحلة الثانية مرحلة الاستبان وذلك للحصول على المعلومات المطلوبة من شركات التشغيل الحاصلة على شهادة الجودة العالمية (الإيزيو) .

أوضح البحث أن معظم المفاهيم الموجودة كمتطلبات في نظام الإيزيو 9000 مختصرة ومتميزة وغير مفسرة بطريقة واضحة

ان الاستنتاج الرئيسي يؤكد ان تطبيق متطلبات سلسلة الجودة العالمية 9000 تساعد في تحسين القدرة التنافسية للشركة و في جعلها أكثر كفاءة .

يوصى البحث بان هناك حاجة ماسة لرفع الوعي بثقافة الجودة ودمج متطلبات نظام الجودة 9000 في عمليات التشغيل واعتبارها جزءا أساسيا ومؤثرا منها .
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