

APPENDIX A

Version 1 of the survey questions

This appendix represents the initial version of the survey. It includes the original questions of the pilot study that were changed or modified later forming the final version of the survey questions.

الدراسة - الأثر الاقتصادي والاجتماعي لبرنامج

إدارة الجودة في الشركات الإنشائية في السودان

أستبيان

هذا الاستبيان يمثل جزء من البحث التكميلي لنيل درجة الماجستير في اثر تطبيق مواصفات الايزو على اداء شركات التشييد في السودان . 9000
نقدر مشاركتكم ونعدكم بالمحافظة على سرية المعلومات وانها بغرض البحث
العلمي فقط .

. مهندس / سيف الدين عبد المجيد عثمان

2.1 / ؟

2.2/ ؟

2.3/ ؟

2.4/ ؟

2.5/ ؟

2.6/ ؟

2.7 ؟

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2.9 ؟

2.10

2.11 ؟

2.12 ؟

2.13 ؟

2.14 ؟

This appendix represents the final version of the survey. It includes the actual questions used to conduct the research main survey.

Sudan University of Science & Technology.
College of Engineering
M.Sc in construction management

Questionnaire

Abstract:-

This questionnaire is apart of my partial fulfillment dissertation (MSc.Degree)in *Impact of ISO 9000 series in performance of construction firms in Sudan* You have been selected randomly and your participation will be highly appreciated. Your opinion is very precious, and we guarantee you that this data will be confidential and used for research purposes only.

Eng.Saif Aldin Abdelmahid Osman

Section 1:-

1. *Questions related to the respondent's experience.*

General:-

The company Name

Name of the person

Tel.....

Email addresses.....

Date.....

1.1 What is the company business?

- Contracting company .
- Consulting company .
- Contracting and Consulting company

1.2 positions in the company ?

- president / projects director.
- Quality department director.
- Quality department member.
- Engineer.

1.3 What is the sector type you work for?

- Public
- Private

1.4 How long have you been dealing with construction projects?

- <5 years
- 5-10 years
- 10-15 years
- >15 years

1.5 What is/are the size of project/s you have participated in?

(You might select more than one)

- Large) more than 1000000 pounds (
- Medium (between 500000 - 1000000 pounds)
- Small (less than 1000000 pounds)

Section 2:-

Questions related to the ISO 9000 in the company.

2.1 Why is it important for your company to be ISO certified?

- To confirm that the company will provide customer needs with quality.

- To provide quality for services and products.
- To help the company to compete in tenders.
- ALL.

2.2 Are the reports of the activities and the development research sufficient enough to help the leadership to take its decisions?

- Sufficient enough.
- To some extent .
- Not sufficient enough.

2.3 Which aspects of quality management are necessary to improve after getting the registration to implement ISO 9000 system?

- Management responsibility
- Contract review
- Training
- ALL.

2.4 Are there any systems to measure the actual influence of quality for company performance?

- Following up the accomplished task regularly using Statistical techniques and observe the changes.
- Internal quality audit – external quality audits by international professional companies.
- There is no system

2.5 What is the mechanism of problems solving between the project shareholders?

- Discussion between the owner, contractor and consultant in the regular meeting.
- Study the problem by a committee or administrative manager then to the top level management to find the solutions
- Refer to the contract conditions as a law reference then arbitration committee if it is needed.
- There is no specific mechanism.

Section 3:-

Questions related to the ISO 9000 implementation

questions	Yes	No
Are there standard specifications or certain goals which determine the quality criteria of all the activities of your company?		

Does your company use statistics technique in quality control?		
Is there a manual for the quality system in your company?		
Does the company document all the quality procedures to avoid any problems?		
Are there certain software for prevention and correction actions?		
Does the company design (products - services) to meet the customers, needs and expectations?		
Do the designs stick to certain standards or conditions which do not limit innovation and creativity?		
Does the company have a special auditing system for the quality system?		
Is there a system for choosing and training the human resources to guarantee having the right person in the right position?		
Does the company measure all the activities and the processes which affect the features and characteristics of quality?		
Do the products of the company stick to technical standard features or management standards (local - international) regarding the quality management system?		
Does the company asks for the internal & external customers, opinions about the improvement and development works quality at the company?		
Is ISO 9000 profitable		
did you need consultancy aid		

Section 4:-

Adherence to and importance of ISO 9001

Give an indicate, for each of the ISO 9001 requirement paragraphs, to what extent it was adhered to and how important it was. To what degree a standard was adhered and to what degree a standard was importance.

Quality System	Adherence to	Importance
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Requirements for ISO9000						
	Not at all	Partly	Completely	Low	Moderate	High
1 Management responsibility						
2 Quality system						
3 Contract review						
4 Design control						
5 Document and data control						
6 Purchasing						
Control of customer 7 supplied product						
Product 8 identification and traceability						
9 Process control						
Inspection and testing 10						
Control of inspection, 11 measuring and test equipment						
Inspection and test status 12						
Control of nonconforming 13 product						
14 Corrective & preventive actions						
15 Handling, storage, packaging, preservation and delivery						
16 Control of quality records						
17 Internal quality audits						
18 Training						
19 After sales Servicing						
20 Statistical techniques						

Section 5:-

Questions related to the Effects of ISO 9000 on company performance.

		no influence	influence	strong influence	very strong influence
1	Product quality				
2	customer service				
3	fast response				
4	competitiveness				

5	fewer customer claims				
6	customer satisfaction				
7	employee satisfaction				
8	increase in productivity				
9	employee motivation				
10	decrease in inspection costs				
11	decrease in prevention costs				
12	fewer defects				
13	increase in exports				
14	product innovation				
15	lower expenses				
16	increase in profit before taxes				

Thank you very much; your response is highly appreciated.

NOTE:

Kindly follow the steps above mentioned. If you have any enquiry or need any explanation, you may contact:

E-mail: saif325@hotmail.com

Mobil: 0912392249

APPENDIX C

Final version of the survey questions (in Arabic)

This appendix represents the final version of the survey. It includes the actual question used to conduct the research main survey.

المؤلفون: د. عبد المجيد عثمان - د. سيف الدين عبد المجيد عثمان

المؤسسة: جامعة الخرطوم، السودان

أستبيان

هذا الاستبيان يمثل جزء من البحث التكميلي لنيل درجة الماجستير في اثر تطبيق مواصفات الايزو على اداء شركات التشييد في السودان. 9000
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. مهندس / سيف الدين عبد المجيد عثمان

		تتمثل أهمية هذا الموضوع في أن الشركات التي تتبنى نظام إدارة الجودة ISO 9000 تكون قادرة على تحسين أداءها وخفض التكاليف وزيادة رضا العملاء.
		من المهم أن تكون الشركات قادرة على التعامل مع التغييرات في السوق والبيئة الخارجية (مثل التغيرات في الطلب والمواد الخام) بشكل فعال.
		تعتبر أنظمة إدارة الجودة مثل ISO 9000 من الأدوات التي تساعد الشركات على تحقيق أهدافها الاستراتيجية وتحسين كفاءتها التشغيلية.

:- الأهمية

مقارنة مدى الالتزام والتقييد ومدى الأهمية .

مدى الأهمية			مدى الالتزام والتقييد			مقارنة مدى الالتزام والتقييد ومدى الأهمية في نظام إدارة الجودة ISO 9000
أهمية عالية	أهمية متوسطة	أهمية منخفضة	التزام كامل	التزام جزئي	لا يوجد التزام مطلق	
						التزام كامل
						التزام جزئي
						لا يوجد التزام مطلق
						التزام كامل
						التزام جزئي
						لا يوجد التزام مطلق
						التزام كامل
						التزام جزئي
						لا يوجد التزام مطلق

