

Sudan University of Science & Technology Postgraduate college







Implementation of European Foundation for Quality Management Model and its Impact on Organization Behavior of Sudanese construction Companies

تطبيق نموذج المنظمة الأوروبية لإدارة الجودة وأثره في سلوكيات شركات التشييد السودانية

A Thesis Submitted in Partial Fulfillment of the Requirements for the

Master of Science Degree in

School of civil (Construction management)

By

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INTODUCTION

- 1.1 OVERVIEW
- 1.2 PROBLEM FORMULATION
- 1.3 AIMS OF STUDY
- 1.4 OBJECTIVES OF STUDY
- 1.5 CHALLENGES OF THE STUDY
- 1.6 LIMITATION OF THE STUDY
- 1.7 RESEARCH QUESTIONS
- 1.8 TOOLS OF THE STUDY
- 1.9 RESEARCH METHODOLOGY

THEORY REVIEW OF RELATED LITERATURE

2.1 (Organizational	Behavior	(OB)

2.1.6 Summery

2.2 Excellence

2.2.7 Summary EFQM Model

2.3 Construction industry

2.3.4 problem of Construction Industry

2.4 Key Performance Indicators (KPI)

2.4.6 Summery (KPI)

2.5 PMO

2.5.6 Project Quality Management

2.6 COQ

2.6.7 Summary (COQ)

2.7summery of chapter 2

APPLICATION AND METHODOLOGY

- 3.1 Instrumentation
- 3.2 Sample -1 (firms that NOT adopting excellence or Quality):
- 3.2.1 Characteristics of the Employees 'Sample-1
- 3.3 Sample -2 (firms that adopting excellence or Quality):
- 3.3.1 Characteristics of the Employees 'Sample-2

RESULT

- 4.1 Sample-1 (firms that NOT adopting excellence or Quality).
- 4.2 Sample-2 (firms that adopting excellence or Quality).

CONCLUSION & RECOMMENDATION

- 5.1 Discussion
- 5.2 Conclusion & Recommendation for companies Samples 1 & 2)
- 5.3 Recommendation for further studies

Appendix