

Acknowledgement

Many thanks to my mother who encouraged and supported me always

Many thanks to my small family for their patience.

Special thanks to my wife.

Many thanks to my supervisor Prof. SAUD SADIG HASSAN for his unlimited co operation and guidance.

Many thanks to all Total Quality and Excellence Centre, SUST.

Many thanks to my colleagues in Msc programme .

ABSTRACT

Many times we hearing about the terminology (incubator) which it means that the place in where we finds a good environment for newborn, so to incubate and welfare for it and provide it by their needs until growth.

Incubators have an essential role on a local economy also incubator is designed to enhance the success and growth of new enterprises, thus maximizing their impact on economic development. Though business incubators are seen as a viable economic development tool, yet their success has not been determined.

Similar large and small companies require TQM to remain competitive. The market of today is no longer limited to the local market, but includes the global market. These markets present new opportunities and neglecting them will be detrimental, so the aim of this research is to study (*The Implementation of Total Quality Management (TQM) Enterprises. Case Study, Incubator Technology, For Cement Product at Sudan University of Science and Technology*).

The researcher depends on questionnaire as a main tool on this research to know the strength point and the threat one at the organization culture towards TQM. The research emphasis that the incubator management knows the importance of implementation TQM in their organization but there is some obstacle cease them like: Unawareness of the principle of TQM, Top management did not compulsory to implement TQM. Also the research obvious that the implementation of TQM is verifying good financial performance, good management performance, and flexibility in changing as market required, and encouraged organization to implement TQM in easy way.

The conclusions and recommendation of the research is to solve, deployment the culture of the TQM, top management are compulsory to implement TQM, encouraging implementing TQM by combination of training and monitoring, importance for customer satisfaction, importance for employee's satisfaction, continues improvement, align all process towards TQM, sure that top management understands TQM, sure that all employee are getting training on TQM, compulsory top management to implement TQM, good communication between top management and employee to verifying TQM, have strategic plan, a quality plan and operational plan, ensure that all their processes are documented to ensure that there is a common understanding of process within different departments.

ملخص البحث

كثيراً ما يتردد الى مسامعنا مصطلح (الحاضنه) والتي تعنى ذلك المكان الذى يكون بمثابة بيئه لشيء معين (وليد) بغض النظر عن نوعه، اذ تقوم الحاضنه باحتضانه ورعايته وتوفير الحماية اللازمه له من اى مخاطر يتعرض لها وامداده بالطاقه المستمره لغرض ادامته.

تلعب الحاضنات دورا اساسيا فى دعم عجلة الاقتصاد المحلى وترفع من دخل الفرد فى الاقتصاد العام للدوله وهذا مما يساعد على استقرار الدول اقتصاديا ، كذلك تلعب ادارة الجوده الشامله فى مجمل مناحى الحياة اهمية ذات اثر ملموس فى الاداء العام لذا كان من الضرورى ان تكون هناك بحوث فى هذين المجالين لاهميتهما فى الحياة الانسانيه.

الهدف من هذا البحث هو دراسه امكانيه (تطبيق نظم ادارة الجوده الشامله فى المشروعات بالسودان استنادا الى نظام ادارة الجوده الشامله، وذلك بالتطبيق على حالة حاضنة المنتجات الاسمنتيه بجامعة السودان للعلوم والتكنولوجيا).

استخدم الباحث فى اعداد هذا البحث دراسه حاله معتمداً على استمارة الاستبانة كأداة رئيسيه للبحث، لتحديد نقاط القوة ونقاط الضعف فى ثقافة المؤسسه تجاه نظم ادارة الجوده الشامله، واثبتت الدراسه ان ادارة الحاضنه تعلم باهميه ضبط الجوده بها الا انها لا تطبق مبادئ ادارة الجوده الشامله وذلك للاتي: جهل ادارة الحاضنه بمبادئ ادارة الجوده الشامله، عدم الزام الادارة العليا لها بالتطبيق.

كما اوضحت الدراسه ان تطبيق ادارة الجوده الشامله فى المؤسسات يحقق اداء ماليا مميزا واداء اداريا منظما، كما وانه يحقق شرط المؤسسات الاساسى فى العمل التجارى بامكانيه التحول مع حوجة السوق، اضافة الى تعلم كيفية تطبيق ادارة الجوده الشامله فى المؤسسات.

خرجت الدراسه بجمله من النتائج منها ضرورة نشر ثقافة ادارة الجوده الشامله، الزام الادارة العليا بتطبيق سياسة ادارة الجوده الشامله، تشجيع عمليات التدريب والمتابعه للعاملين، العمل على ارضاء الزبائن، العمل على ارضاء العاملين، تحسين الاداء العام ، وخرجت الدراسه بجمله من التوصيات وهى: توجيه كل العمليات فى اتجاه ادارة الجوده الشامله، التأكد من ان ادارة المؤسسات تفهم ما هى ادارة الجوده الشامله، تدريب العاملين لضمان استمرار ضبط ادارة الجوده الشامله، الزام الادارة العليا للمؤسسه بضرورة تطبيق ادارة الجوده الشامله، تحسين الاتصال بين الادارة العليا والعاملين لتأكيد فهم سياسة ادارة الجوده الشامله، ضروره اعداد مخططات استراتيجيه ومخططات متابعة الجوده ومخططات تشغيليه، ضرورة التأكد من ان كل مستندات العمليات التشغيليه مدونه ومحفوظه.

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Abbreviations

	Abbreviate	The Meaning
A	TQM	Total Quality Management
B	SME	Small and Medium Enterprises
C	USA	United state of America
D	QM	Quality Management
E	JUSE	The Union of Japanese Scientists and Engineers
F	PDCA	Plan-Do-Check-Act
G	JIT	Just In Time
H	CQI	Continuous Quality Improvement
I	ISO	International Organization for Standardization
J	EU	European Union
K	OECD	Organization for Economic Cooperation and Development
L	NBIA	National Business Incubation Association
M	UKBI	United Kingdom Business Incubation
N	IPOs	Initial Public Offering
O	CSES	The Centre for Strategy and Evaluation Services
P	SPSS	Statistical Package for Social Science