

الاستهلال

قال الله تعالى:

" أَعُوذُ بِاللَّهِ مِنَ الشَّيْطَانِ الرَّجِيمِ "

" إِنَّا جَعَلْنَا مَا عَلَى الْأَرْضِ زِينَةً لَهَا لِنَبْلُوَهُمْ أَيُّهُمْ أَحْسَنُ عَمَلًا "

"(٧)"

سورة الكهف - الآية 7

عَنْ عَائِشَةَ رَضِيَ اللَّهُ عَنْهَا قَالَتْ : قَالَ رَسُولُ اللَّهِ صَلَّى اللَّهُ عَلَيْهِ وَسَلَّمَ:

((إِنَّ اللَّهَ تَعَالَى يُحِبُّ إِذَا عَمِلَ أَحَدُكُمْ عَمَلًا أَنْ يُتَّقِنَهُ))

[البیهقي عن عائشة]

Dedication

This thesis is dedicated to my brother: □

As-Ameen Ahmed □

Who encouraged me all the way along.

And his support motivated me to focus on

what's most important in life.

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I am thankful to **ALLAH** who gave me the courage and strength to complete this research and gave me the grace of knowledge of science which lit my way.

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مستخلص الدراسة:

تهدف هذه لدراسة الى معرفة اسباب عدم تطبيق نظام ادارة الجودة ISO9001:2008 من وجهة نظر موظفي البنك .حيث تمت الدراسة حول اربعة احتمالات (جانب الجودة او المواصفة ، الجانب البشري، الجانب المالي ، جانب التحسين المستمر). حيث استخدم المنهج الوصفي لملاءمته لأغراض الدراسة.

وقد حاولت الدراسة الإجابة على الأسئلة ؛ هل هنالك اي أسباب لعدم تطبيق نظام ادارة الجودة ISO9001:2008 ،هل مجتمع البنك مدرك لنظام ادارة الجودة ISO9001:2008 ،هل الفكر البشري يمكن ان يكون سبب في عدم تطبيق نظام ادارة الجودة ISO9001:2008 ،هل المال يمكن ان يكون سببا في عدم تطبيق نظام ادارة الجودة ISO9001:2008 ،هل للتحسين اثر في عدم تطبيق نظام ادارة الجودة ISO9001:2008.

أجريت هذه الدراسة على عينة قوامها (60) موظفا من بنك السودان المركزي ، وقد تم تصميم الاستبانة كأداة لجمع البيانات . وباستخدام برنامج SPSS تم إجراء المعالجات الإحصائية المناسبة.

نتائج تحليل آراء موظفي بنك السودان المركزي اوضحت أن ضعف مفهوم الجودة بالنسبة للبنك من اسباب عدم تطبيق نظام ادارة الجودة ISO9001:2008 ،وعدم الاهتمام بالعنصر البشري اثر كبير في عدم التطبيق نظام ادارة الجودة ISO9001:2008، يتوفر لدى البنك الموارد لتطبيق نظام ادارة الجودة ISO9001:2008، واخيرا ليس لبنك السودان المركزي منافسين وعملاء مما أدى الى عدم تشجيعها لتطبيق نظام ادارة الجودة ISO9001:2008.

وتبعاً لذلك توصي الدراسة بان يدعم البنك برامج انظمة الجودة ، وتشارك الادارة العليا في مختلف برامج انظمة الجودة، وبناء سياسة جودة مدعمة من الادارة العليا ،ونشر ثقافة الجودة في جميع البنوك السودانية، يسعى بنك السودان المركزي للحصول على شهادات جودة وأن يصبح كيان اعتماد للبنوك.

Abstract:

The purpose of this study is to investigate the Causes of non-Implementation of ISO 9001:2008 Quality Management System in some banks. which focus on 4 perspective (Quality concept perspective, Human perspective .Financial perspective, Improvement perspective).

Where researcher used a descriptive approach because of its appropriateness for the purposes of the study. **The study tried to answer the following questions:**

- Is there any Causes of non-Implementation of ISO 9001:2008 Quality Management System in Central Bank of Sudan (CBOS)?
- Is the community of CBOS aware of the ISO 9001:2008 Quality Management System?
- Is the Causes of non-Implementation of ISO 9001:2008 related to human thinking?
- Is the money can be the Cause of non-Implementation of ISO 9001:2008?
- Is the improvement can be the Cause of non-Implementation of ISO 9001:2008?

This study was conducted on a sample of (60) Central Bank of Sudan employee. Questionnaire designed as a tool to collect data and (SPSS) software program for analysis of data.

The analysis of the survey resulted that the first cause of non-Implementation of ISO 9001:2008 is the lack of quality concept at the bank, the second cause of non-Implementation of ISO 9001:2008 is the poor care in human side in CBOS, the bank has a good resource to implement quality management system ISO 9001:2008 and central bank of Sudan didn't have a competitor or users so they don't encourage to implement ISO standard.

Accordingly, the study recommend that central bank of Sudan supports quality system programs , leadership should be participating in the various programs of quality systems , creating a quality policy approved by General Manager .aware all Sudanese's Banks with quality concept and central bank of sudan seeks for getting quality certificate and to be accreditation body for another banks.

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