

Appendix 2:

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

Questionnaire to know the impact of implementing Quality management system ISO 9001:2008 standards

Management:

work:

Educational Qualification: secondary: Bachelor:
Master: PhD:

Years of Experience:

Less than a year: from one year to three years:

From three to five years: more than five years:

Management system:-

	strongly disagree	disagree	neutral	agree	strongly agree
1. Administer has a mechanism to determine the quality of the potential problems and take action to prevent them.					
2. There is a mechanism for identifying opportunities to improve the effectiveness of quality system.					
3. Implementation of international standards like ISO 9001 contributed in facilitating trade and economic growth.					
4. There is an increase in the volume of business due to the high level of customer confidence and satisfy them.					

Work environment:-

	strongly disagree	disagree	neutral	agree	strongly agree
1. There are access control to areas which may influence the quality of service.					
2. When in compatible activities are carried out in different areas of the training center there is an effective separation which avoids failure					

Human Resource:-

	strongly disagree	disagree	neutral	agree	strongly agree
1. The system been establish to identify training requirements and to train the staff.					
2. There are documented procedure for conducting evaluation of the competence of staff after training and before authorizing them for the procedure in which they were trained.					
3. There are mechanisms for identifying which staff conducted each procedure.					

Quality of the service:

	strongly disagree	disagree	neutral	agree	strongly agree
1. Increase confidence in the management system and in the performance of staff and continuing improvement in the quality of the service and the effectiveness of the training center.					
2. No need for re-service, leading to save time and money.					
3. Wherever quality problems occur administration has a mechanism for taking corrective action which seeks to develop and improve the quality system so that repetition of the problem is unlikely.					
4. There are mechanisms to monitor trends in quality performance so that failures can be anticipated and dealt with before they become critical.					
5. There is a review on the performance of quality management system to determine whether it is deliver the objectives which have identified.					