

Application of Comprehensive Quality by El Neelein University Staff

Abstract: This research is about "The extent to which the staff of Commerce College in ALnelien University, for total quality management"

The research problem was articulated as following "Up to what extent are the employees of Commerce College at ALnelien University are implementing total quality management concept"

The researchers worked on the following hypotheses:

- There are obstacles in the University reducing the college ability to implement total quality.
- 2-There is believe and support from the university administration towards the importance of implementing total quality.
- 3-Training college staff will help to implement total quality.

The following results were found:

- 1-The college of commerce in Alhelien University does not apply total quality at current time.
- 2-There is a great opportunity for college of commerce to apply total quality to improve performance.
- 3-there are many obstacles restraining improving performance in the college.

Accordingly the following recommendations were presented:

- 1-The University administration in general should work in applying total quality management in all colleges, and in college in commerce specially.
- 2-Designing a guiding manual for Administrative work procedures in the college.
- 3-Increase employment for academics in different fields.
- 4-Implement training workshops and courses in total quality management.
- 5- Continue in renewing and improving equipment and other working tools in the college.

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(Hixon & Lovelate : 1992, 6) ."

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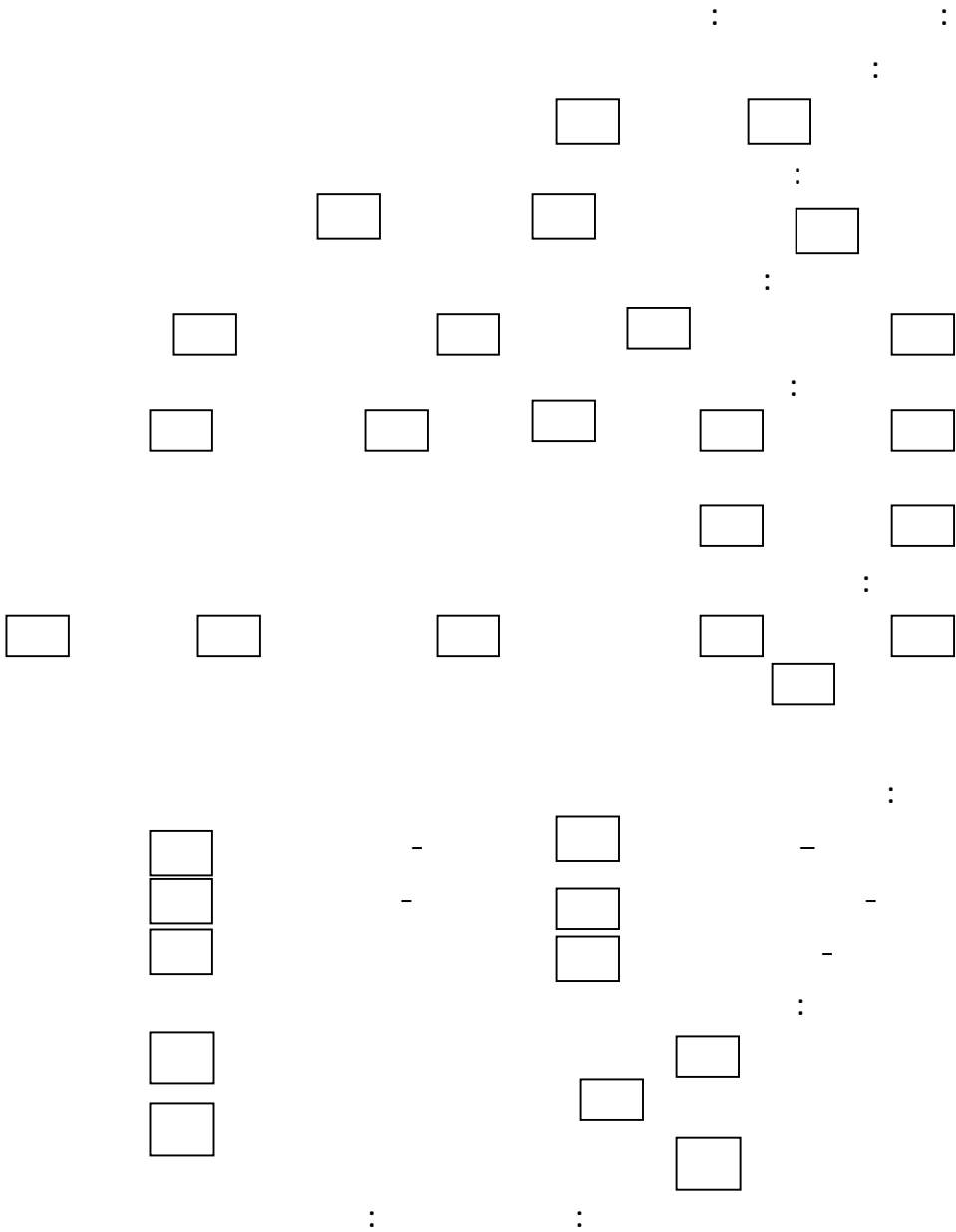
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- Hixon, J. and K. Lovelace, Total Quality Management challenge to Urban School " Indication Leader ship, 1992.
- Wendy Leeboy & Clara Jean Ersez: The health care manager Guide to lontinuos Quality improvement.

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(¹) زين العابدين عالم مصطفى أحمد - أثر إدارة الجودة الشاملة في تحسين أداء المنشآت (دراسة مسحية بكلية التجارة) رسالة الدكتوراه غير منشورة جامعة النيلين.

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