

Chapter 5

Conclusions and Recommendations

Conclusions and Recommendations

5.1 Introduction

The purpose of this research leads us to the final results of the search in light of the data collected and analyzed in the framework of the main goals of this research, and in the light of these results provided a number of recommendations that the researcher believes that it will help in the application of quality management system and contribute in overcoming the problems that exist in institutions (under Search)

5.2 Conclusions

The main results of the current research can be concluded in the following points :

1. The existence of a quality management department of the company and named for the civil contribution since the establishment of its factories .
2. The Ahlia Cement Company includes six factories, namely :
 - Mergep Cement factory .
 - Souq Alkames factory _ Amsehel (cement and lime).
 - Lebda factory.
 - Zliten cement factory .
 - Msellath Bags .
 - Algebs factory (ber ganem)
3. The reasons of establishing a quality Department in factories is to achieve the goals that set by senior management, as well as believing in the role of quality management in factories to support the rest of the departments .
4. Quality Management factories do not have a major role in the development of plans and strategies .
5. Most of the factories obtain the global certificate of ISO quality system, which is one of the targets the factories sought to obtain .

6. The Recommendations that are placed by the Quality Management were only taken some of which, according to the desire of the staff .
7. Quality Management check and monitor its operations and procedures in the implementation of departmental operations and plans.
8. The Quality Management does not take part in taking decisions.
9. Alburge factory, the largest cement producer in Libya does not have a department for Quality Management and there are no reasons for a rejection of the establishment, but on the contrary, urged the administration that there should be a special section of quality and that the separation of powers between the departments and the regularity of the workflow in addition to that there will be an incentive to compete for R & D with other factories.
10. The existence of laws and regulations stipulates that the existence of quality management and industrial enterprises but they are not working out and refer to it .
11. The proportion of staff in the Ministry of Industry Department who did not receive quality training courses 67%.

5.3 Recommendations

Based on the conclusions of the research, some recommendations for future work can be summarized as following :

1. More concentration on training courses and qualification programs to include staff and heads of departments .
2. Supporting quality management by all means and involving them in decision-making .
3. Participation of qualified staff from the Department of quality in decision-making .
4. Set a monthly or semi-annually plan, including the assessment of the quality management to the other departments .

5. Alborg Factory , which is one of the largest cement plants in Libya and that precedes the sales of its products, not to forget the importance of quality and put the thought out plans and a clear and short term .
6. Return to existing laws and recommendations for the management of quality in the ministry, and work by the ministry and factories .
7. There Should be communication between the ministry of industry and the ministry of economy regarding the control of the local and the external products.
8. Working on the training and rehabilitation to the workers of Quality Department in the ministry.
9. The Ministry of Industry should increase the encouragement to the factories that follow the system of quality in its products, and to consider in factories that do not have quality department.
10. Finally we recommend that there should be a study of comparison between the local and the imported cement .

REFERENCES

References

1. **An Applied modern Approach** .Johnwi- ley sons InC.Newyork.
2. Arthur R. Tenner and Irving J.Detoro,(1992).**Total Quality Management: Three Steps to Continuous Improvement**(Reading, Massachusetts: Addison-Wesley Publishing Company,Inc,.pp.32-33.
3. Brocka and M. Brocka, (1992).**Quality Management: Implementing the Best Ideas of the Masters**, Op.cit,.pp.22-44.
4. Crosby,P.,(1991).**Le's Talk Quality: 96 Question you always Wanted To ask'** philipo Crosby, McGraw-Hill, New York.
5. D.Goetsch and S.Davis,(1994). **Introduction To Total Quality**, Quality, Production, Competitiveness, Macmillan College Publishing Co,. New York,p.14.
6. D.K. Carr and I.D. Littman ,(1990). **Excellence in Government** :Total Quality Management in the 1990s (New York: Coopers and Lybrand,pp.16-21.
7. D.M.Boje and R.D. Winsor,(1993). The Resurrection of Taylorism: Total Quality Management's Hidden Agenda, **Journal of Organizational Change Management**, Vol 6, Nr 4,pp.57-70
8. David Hutchins, (1993).**Achieve Total Quality** (Hertfordshire: Fitzwilliam Publishing Limited,p.6.
9. Dilworth,(1992). **Operations Management** ,McGraw-Hill, Inc,. Singapore,p.613.
10. Evans,J.R.& Lindsay . W.M(2008). The Management and Control of Quality, seventh edition Thomson South-Western,USA.
11. Evans,J.R.& Lindsay . W.M(2008). **The Management and Control of Quality**, seventh edition Thomson South-Western,USA. p14-280.

12. Evans, J.R. & Lindsay W.M. (2008). **The Management and Control of Quality**, seventh edition Thomson South-Western, USA.
13. Hellsten U. and Bengt Klesfsji. (2000). TQM as Management System Consisting of Values, Techniques and Tools, **The TQM Magazine**, vol.12, pp.238-244.
14. Hellsten U. and Bengt Klesfsji. (2000). TQM as Management System Consisting of Values, Techniques and Tools, **The TQM Magazine**, vol.12, pp.238-244.
15. Hoang DT, Igel B, Laosirihongthong T (2006). The impact of total quality management on innovation: findings from a developing country. *Int. J. Qual. Reliability Manage.* 1117-1092 : (9)23 .
16. Hokoma, RA. (2007) "The states of manufacturing and quality control techniques and philosophies within Libyan manufacturing industries" PhD, university of Bradford, Bradford.
17. <http://www.ahliacement.ly/> تاريخ زيارة الموقع 2014/8/28
18. Hatches, G. (1993). **ISO 9000: Comprehensive guided to Registration Audit Guidelines and Successful Cerification**, Oliver weight co., New York .
19. J.Bank, (2000). **The Essence of Total Quality Management**, 2nd ed., Prentice Hall, london, p.26.
20. Jablonski, J. (1991). **Implementing Total Quality Management**, USA.
21. James, P. (1996). **Total Quality Management**, Prentice Itall, New York.
22. John Blakemore, (1989), **The Quality Solution** (New South Wales, Australia :Masc Pty Ltd, .Inc, p.22.
23. Johnson, J., (1982). Improvement of Quality and productivity Action, **National productivity Review**, winter .
24. Joseph R. Jablonski, (1991). **Implementing Total Quality Management: An Overview**, Op.cit, p.25.

25. Juozas Ruevicius, 2006. Integration of Total Quality Management and Knowledge Management . **INFORMACIJOS MOKSLAI**. 37 (1) . 30-38 .
26. Juran, Joseph M . and Gryna, Frank M.(1993) , **Quality Planning and Analysis** ,U.S.A.: McGraw-Hill inc.
27. Kevin Linderman, Roger G. Schroeder, Srilata Zaheer, Charles Liedtke ,Adrian S. Choo. (2004). Integrating quality management practices with knowledge creation processes. **Journal of Operations Management** . 22 . 589–607.
28. Linda Glassop,(1995).**The Road to Quality** (Sydney :Prentice Hall Australia Pty Ltd,.p.114.
29. Lionel Stebbing, **Quality Assurance: the Route to Efficiency and Competitiveness**,3rd edition (west Sussex, England:Ellis Horwood Limited,.p.54.
30. Marshall Sashkin and Kenneth J. Kiser.,(1993). **Putting total quality management to work** (San Francisco: Berrett-Koehler Publishers, Inc.),p.39.
31. Martinich.S. (1997) .**Production and Operation management**.
32. N.Logothetis, (1993). **Managing for Total Quality** , 1st ed ., Butterworth-Heinemann, Oxford, Op ., cit.,pp. 54-55.
33. Peter Gilmour and Robert A. Hunt,(1995). **Total Quality Management: Integrating Quality into Design ,Operations & Strategy** (Melbourne ,Australia :Longman Australia Pty Ltd,p.57.
34. Phil Landesberg, (1999), " in the Beginning, there were Deming and Juran", **the Journal for Quality & Participation**, November/ December ,p.58.
35. Rajab Hokoma, Mohammed Khan, Khaled Hussain (2007). Investigation into the implementation stages of manufacturing and quality techniques and philosophies within the Libyan cement industry, www.emeraldinsight.com/1741-038X.htm.

36. Robert E. Cole(ed),(1995).**The Death and Life of the American Quality Movement** (New York: Oxford University Press,pp.116-117
37. Rose Sebastianell ,& Nabil Tamimi ,(2003). " Understanding the Obstacles to TQM Success" , University of Scaranton 52, **QMJ**, Vol.10,No.3,pp:45-56.
38. Shafer, S., Meredith, K.,(1998).**Operation Management**, New York.
٣٩. بن عيشاوي ، احمد ،(2008)، إدارة الجودة الشاملة في المؤسسات الفندقية في الجزائر ، رسالة دكتوراه غير منشورة، كلية العلوم الاقتصادية وعلوم التسيير ، قسم إدارة الأعمال .
٤٠. عقيلي ، عمر وصفي ،(2001) ، مدخل إلى المنهجية المتكاملة لإدارة الجودة الشاملة (وجهة نظر)، الطبعة الأولى ،(الأردن : دار وائل للطباعة والنشر) .
٤١. علوان، قاسم نايف ،(2009) ، إدارة الجودة الشاملة ومتطلبات الايزو 9001 :2000 (عمان : دار الثقافة للنشر والتوزيع) .
٤٢. النعيمي ، محمد عبد العال ،و صويص، راتب جليل ،و صويص ، غالب جليل،(2009)، إدارة الجودة المعاصرة "مقدمة في إدارة الجودة الشاملة للإنتاج والعمليات والخدمات" ، (الأردن : دار اليازوري للنشر والتوزيع) .