

# بسم الله الرحمن الرحيم





# شبكة المعلومات الجامعية

## التوثيق الالكتروني والميكرو فيلم





# جامعة عين شمس

التوثيق الإلكتروني والميكروفيلم

## قسم

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Fayoum University  
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Hotel Studies Department

**"A study of the application of Total Quality Management  
(TQM) System to Purchasing Department in Five Star  
Hotels in Greater Cairo"**

**Thesis submitted by**

**Partial Fulfillment of the Requirements for the Master Degree in Hotel Management**

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بسم الله الرحمن الرحيم

" فتعالى الله الملك الحق ولا تعجل  
بالقرآن من قبل أن يلقى إليك  
وحيه وقل رب زدني علما "

صدق الله العظيم

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## Table of Contents

List of tables	I
List of figures	II
Abstract	IV
Acknowledgment	VI
<b><u>Chapter One: Introduction</u></b>	
1.1 Preface	1
1.2 Aim of the study	3
1.3 Objectives of the study	3
1.4 Hypotheses of the study	3
1.5 limitations of the study	5
<b><u>Chapter Two: Review of literature</u></b>	
2.1- Purchasing management system in the hotel industry	7
2.2 Aim of effective purchasing	8
2.3-Responsibility of purchasing	9
2.4-Duties of purchasing officer	11
2.5-The Need for eEffective purchasing practices	11
2.6- Total quality management TQM system	13
2.7 Fourteen points of TQM	14
2.8- Identifications of total quality management	17
2.9- TQM and continuous improvement	17
2.10- TQM and the role of purchasing	19
2.11-Four features of TQM through purchasing system.	21
2.12-Requirements of purchasing management to quality system	23
2.13- TQM techniques apply to purchasing management	24
2.13.1-Quality	24
2.13.2- Inspection and testing	37
2.13.3- Process control	46
2.13.4- Supplier certification.	53
2.13.5- National and international quality recognition	61
2.13.6- Quality function deployment (QFD)	68

2.13.7- Quality -human resources.	70
<b><u>Chapter Three: Methods of the Study</u></b>	
3.1- Methods of the study	73
<b><u>Chapter Four: Results and Discussions</u></b>	
4.1 Response rate	79
4.2 Interview questions analysis	79
<b><u>Chapter Five: Summary and Recommendations</u></b>	
5.1-Conclusion	104
5.2-The study recommendations	105
<b><u>References</u></b>	108
<b><u>Appendices</u></b>	126
Appendix (1)	127
Appendix (2)	131
Appendix (3)	136
Appendix (4)	143
Arabic summary	



### List of tables

Table (1) Responsibility of purchasing in hospitality operation.	10
Table (2) Juran on trends in supplier relations.	31
Table (3) Tow types of implications for purchasing according to ISO 9000 standard.	64
Table(4) The evaluation checklist focuses on the 10 performance categories.	67

## List of figures

Fig.(1) The function of purchasing in hospitality operation.	9
Fig.(2) A generalized TQM models.	16
Fig.(3) Responsibility of products quality.	79
Fig. (4) Ability of purchasing manager to distinguish between quality as simple concept or a purchasing concept	80
Fig. (5) Sources of supplying products.	80
Fig. (6) Knowledge of purchasing manager about written policy with the followed quality system.	81
Fig. (7) Definition of customer.	81
Fig. (8) Integration of quality concept in all purchasing activities.	82
Fig. (9) Knowledge of employees in purchasing department to follow continuous improvement system of products quality.	82
Fig. (10)Awareness of purchasing managers about system of collecting, analyzing, and checking of data related to customer satisfaction.	83
Fig. (11) Suppliers knowledge about their involvement in quality management system.	83
Fig. (12) Knowledge of purchasing managers about quality level to be achieved.	84
Fig. (13) Knowledge of suppliers abide to quality requirements especially ISO certificate.	85
Fig. (14) Realization of suppliers to meet products quality specifications.	85
Fig.(15) Experience of manager about products that meet specifications.	86
Fig. (16)Rate of cooperation between purchasing department and other hotel departments.	87
Fig. (17) Good design of products.	87
Fig. (18) Managers opinion about products planning and variations.	88
Fig. (19) Managers opinion about reducing costs of obtaining materials.	88
Fig. (20) Managers opinion about best use of equipment during inspection.	89
Fig. (21) Rate of employees spirit in purchasing department.	89
Fig. (22) percentage of products defects and damages.	90



Fig. (23) Rate of purchasing department to meet the needs of hotel departments from products.	91
Fig. (24) Percentage of suppliers to satisfy purchasing department.	91
Fig. (25) Top management follows TQM system.	92
Fig. (26) Mis-understanding of TQM system.	93
Fig. (27) Lack of written policy of quality system.	93
Fig. (28) lack of truth of quality system.	94
Fig. (29) Anti changement.	94
Fig. (30) lack of qualified human resources.	94
Fig. (31) lack of training programs.	95
Fig. (32) lack of flexible organization chart.	95
Fig. (33) lack of team work.	96
Fig. (34) Types of quality related costs.	96
Fig. (35) Awareness of purchasing managers to implement Zero defects philosophy in products inspection.	97
Fig. (36) Awareness of purchasing managers about records and documents related to quality during inspection.	98
Fig. (37) Process of re- inspection of products during operation.	98
Fig. (38) Awareness of purchasing managers to computer uses during inspection.	99
Fig. (39) Awareness' of managers to supplier's education, technical skills and reputation.	99
Fig. (40) Experience of purchasing management to use statistical methods in quality control.	100
Fig. (41) Care of purchasing management to ISO certificate.	100
Fig.(42) Ability of purchasing to use samples during inspection.	101
Fig. (43) Experience of purchasing management about quality function deployment system.	102

## Abstract

Study has shown that purchasing department can play a central role in assuring a high level of quality and customer satisfaction. For this to happen strong purchasing department commitment to TQM and customer satisfaction must be strongly present to stimulate an organization to continuously improve its performance. The implication is that any hotels can be successful at TQM, all that is necessary to select, mix, and match relevant aspects of various programs into a customized application that is appropriate for a given organization.

Study population includes all five star hotels that located in Greater Cairo and their number are 26 hotels, so whole survey method used in study population because the small size of the population.

Data required to serve the Study collected from questionnaire menu designed to this purpose by using personal interview method called (semi structure interview) with purchasing managers in five star hotels

Out of 26 hotels in Greater Cairo, 25 hotels (96% the average response rate) accepted to make interview with the researcher. Statistical Package for Social Sciences (**SPSS**) version **10** was used to analyze data obtained. Data (from closed questions) were analyzed using frequency analysis.

The results showed that 100 % of purchasing managements have an attitude to apply TQM system because TQM system is very important in improving purchasing performance and reducing purchasing costs, and this indicates that there are mis- understanding to the system of TQM basically

And there is no enough knowledge about TQM system which qualifies purchasing management to apply TQM requirements.



Specific recommendations were suggested concerning the issue being researched.

**Key words:** TQM system, purchasing department, continuous improvement, the suppliers.