

فلسفة إدارة الجودة الشاملة للبيئة

توطئة

(Environmental Management System)

(EMS)

(Total Quality Environment Management)

(TQEM)

أولاً- مفهوم ادارة الجودة الشاملة للبيئة واهدافها الاستراتيجية

(1991)

(1992) (Wever,1996:209) _____
(CGI) (Council of Great Industries)

(1995) _____
(Malcom Baldring Quality National Award)
" (Hemenway &Hale,1996:29)

(Juran) (Deming)

(Sammalisto,2001:39)

- 1 . _____
2 . _____
3 . _____

(James,1998:25)

(Joseph,1996:20)

(Faulk,2000:22)

(Dale,2001:11)

(Brown,1996:20) (James,1998:30)

(William,1993:9)

(Marquardt,1997:20)

(Green Products)

ثانياً- عناصر ادارة الجودة الشاملة للبيئة

(Renkleijn,1993:3)

(Wever,1997:45)

(Saipem,1997:90) (Renkleijn,1993:3)

1

_____ . 2

" (Systematic Theory)

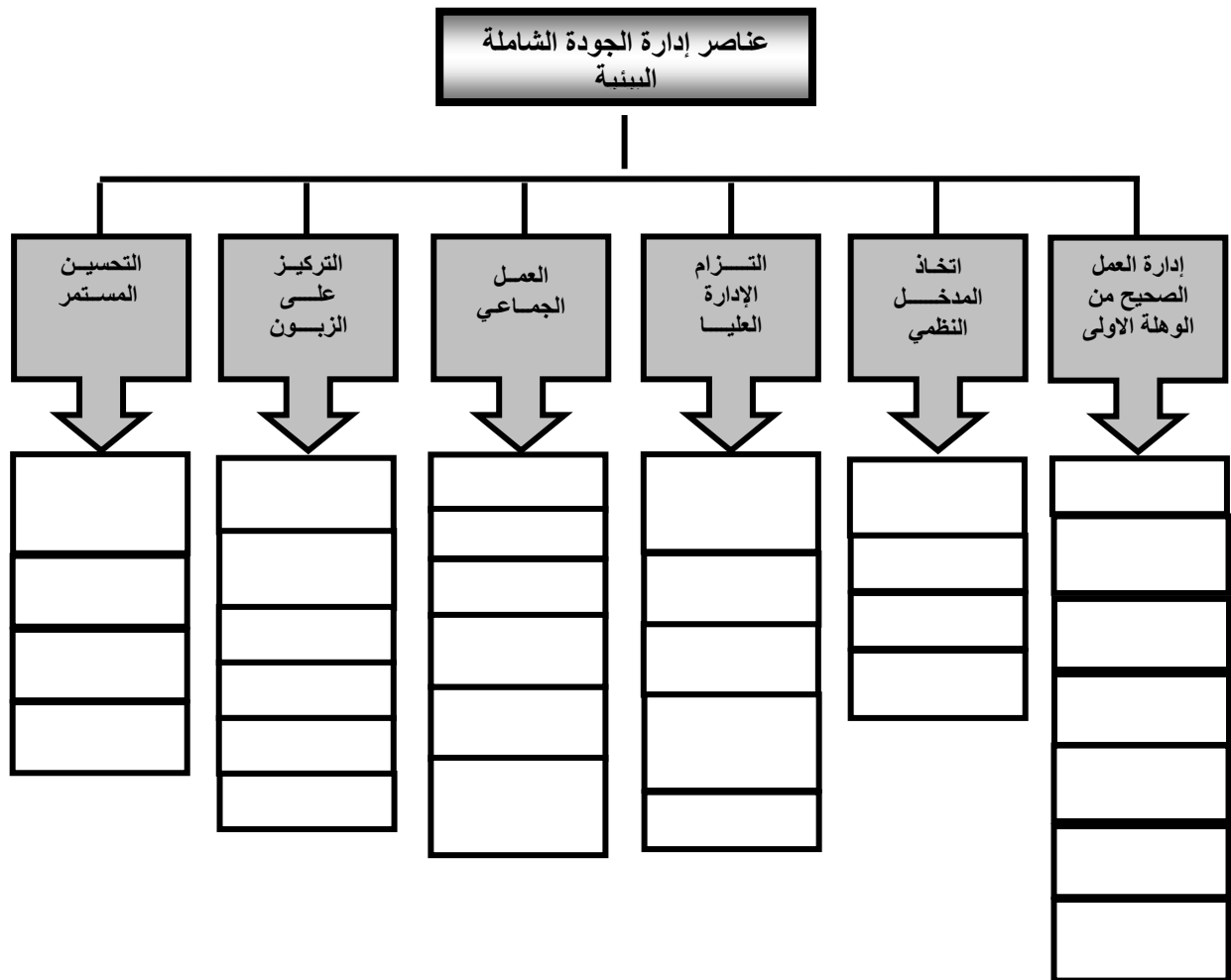
."

_____ . 3

_____ . 4

_____ . 5

(1)



شكل (1):

:

(Aquilano,1995:19)

(Evans,1997:24)

(Dale,2001:7) (John,2000:22) (Shafer Meredith,1998:19) :

: (Evans,1997:72) (Pike,1994:29)

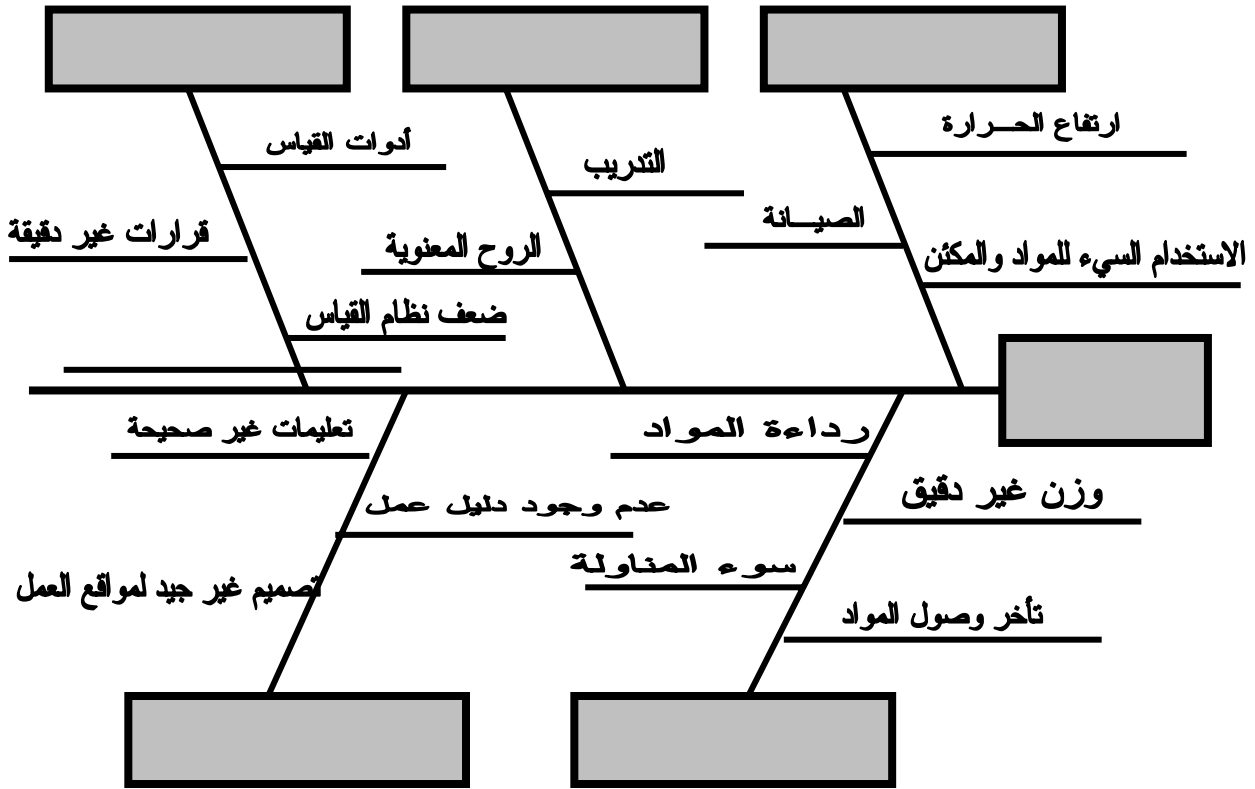
1

)
(

)

(

(2)



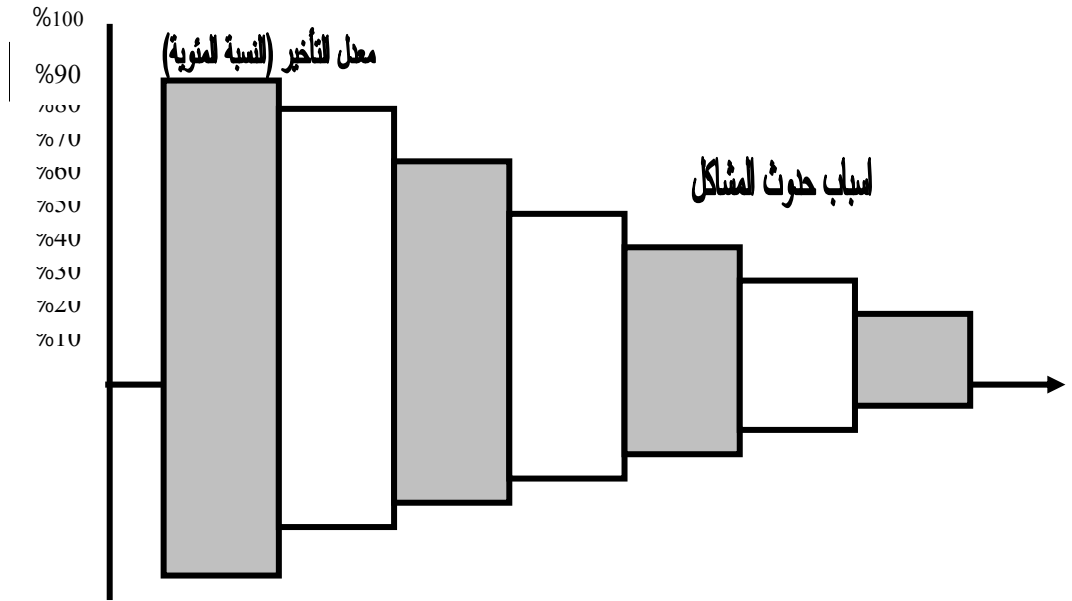
(2)

2 . _____

(%80)
(%85)

(%20)
(%15)

(3)



(3)

3 .

- (Continuous Data)
- (Discrete Data)
- :
- :
- (Control Charts for Variables)
- :
- (Mean and Range Control chart) ()
- (\bar{X} and R-chart)
- Mean and Standard Deviation ()
- (\bar{X} and σ - chart) (Control chart)

(Control Charts for Attributes)

(Percentage Defectives Control chart)	:	()
(Number of Defectives Control chart)	. (P-chart)	()
(Count of Defects Control chart)	. (NP-chart)	()
(Average Number of Defects chart)	. (C-chart)	()
	. (U-chart)	()

رابعاً- أثر التخطيط البيئي الاستراتيجي في اطار التعامل مع البيئة

. (Wever,1996:2)

(Faulk,2000:15)

(William,1993:40)

(Philip,1990:93)

(John,2000:30)

(Simon,1996:1-21)

(Edwards&peppered,1994:68-76)

(Joseph,1998:85)

(Shafer,1998:65)

(Juran,1992:110)

:

•
•
•

(Adam & Ebert,1996:400)

(Feignbaum,1991:201)

(Peter,2003:12)

:

. 1

. 2

)

(

(Iain,2004:15)

: (Thomas,2004:20)

(Joseph,1996:22)

(William,1993:120)

(Dale,2004:15)

**خامساً- آليات تنفيذ ادارة الجودة الشاملة للبيئة
(ISO 9000)**

(ISO 9000)

(Hillary,2000:90) (Tillely,2000:75) (Hedborg,1997:61) (Brown,1999:21)
Preparation . 1

Planning and Study . 2

Documentation . 3

Implementation ()	. 4
Interior Audit and Revision	. 5
Evaluation	. 6
Diversification	. 7
()	. 8

سادساً- المعوقات والاطاء الشائعة في تنفيذ آليات ادارة الجودة الشاملة للبيئة

(30-20:1998) (43-39:1996) (Steven,2000:105)
:
.1

(5 -3)

.2

. (ISO 14001)

.3

.4

.5

(Shafer,1998:30) (Chase,1995:91) (Adam & Ebert,1992:15) . 1

. 2

. 3

. 4

. 5

. 6

. 7

سابعاً- الاستنتاجات

:

.1

()

.2

:

.

.

.

.

.

.

.

.

.

(ISO 14001)

.3

.4

.5

قائمة المصادر

1. Adam, Everet E., & Ebert, Ronald F., (1996), "Production And Operation Management", 5th Ed., Printic-Hall Of India, New Delhi .
2. Aquilano , Nicholas J., Chase, Richard B. ,& Davis, Mark M., (1995), "Fundamentals Of Operation" , 2nd Ed. , IRWIN .
3. Chase, R., Aquilano, (1995), "Production Management: Manufacturing And Service", 4th . Ed., Richard – Irwin INC., London.
4. Dennis, Terry L., And Lourie B., Dennis, (1991), "Management Science", West Publishing Company , New York .
5. Evans, Jemem R.,(1997),"Applied Production And Operation Management" , 5th ed , West Publishing Company , New York .
6. Feigenbaum , A.,(1991), "Total Quality Control : Engineering And Management" , McGraw – Hill , Inc .
7. James R. Aldrich , Ph D. (1996), "Pollution Prevention Economics" .McGrawHill , New York ,USA.
8. Joseph R., Jablonski,(1996), "Total Quality Management" , Lough Boruoga University ,U.K.
9. JosePh. R. Jablonski, (1996), "Implementing Total Quality Management" , Lough Borouga University , U.K.
10. Juran, J.M., (1992), "Juran On Quality By Design , New Steps For Planning Quality Into Goods And Goods And Services" , Free Press Inc.
11. Montgomery, C., (1999), "Environmental Geology" . W.M C. Brown, Dubuque, IN.
12. Philip Atkinson E., (1990), "The Key To Successful Total Quality Management" , IFS Ltd, U.K .
13. Pike, J., Barnes,R.,(1994),"TQM In Action _Approach To Continuous Performance Iimprovement" ,Chapman And Hall Inc ., London .
14. Shafer,S., Meredith, Ki,(1998), "Operation Management" , New York .
15. Simon Black And Ieslie Porter, (1996), "Identifications Of The Critical Factors TQM" , Decision Sciences, Vol (27) No(1).

16. Wever, Grace, (1996) , "Strategic Environmental Management - Using TQEM And ISO 14000 For Competitive Advantage", John Wiley And Sons, Inc., New York
17. Wever , Grace, (1997) , "Strategic Environmental Management Using TQEM And ISO 14000 , For Competitive Advantage " , John Wiley & Sons Publishing New York .
18. WilliamJ., Stevenson,(1993), "Production Operations Management" , 4th ed ., Irwin , Bosten.

1. Sammalisto Kaisu, (2001) , "Developing TQEM In SMES" Management System Approach Ph.D. Thesis , University Lund , Of Sweden .

1. Dale Hood, (2004), "Certificate In Heath Safety and Environmental Process", University of New Brunswick.
2. John R. Ehrenfeld , (2000), "Industrial Ecology & Corporate Culture Change: An Essential Step In Moving Toward Sustainability .
3. Marquardt, Donald W., (1997) , Background And Development Of The ISO 9000, Quality System Update.
4. Steven W. Sisk, (2000) , "Compliance – Focused Environmental Management System – Enforcement Agreement Guidance .

1. Brown Alan, (1996), "A Typology Of Approaches To ISO Certification And TQM". Australian Journal Of Management .
2. Hedborg Thorolf, (1997), "Vad Kan Man Future ISO 9000 ? [What Can We Get Out Of ISO 9000]" . Stockholm. An Unpublished Paper For Svenska Arbetsgivar Foreningen .
3. Hemenway Caroline G&Hale Gregory. J, (1996) "The TQEM - ISO1 4001 Connection –Quality Progress".
4. Hillary Ruth. (Ed), (2000), "Small And Medium – Sized Enterprises And The Environment" . Sheffield , U.K .Greenleaf .
5. Rena Kleijn, (1999), "Total Quality Environmental Management".
6. Tilley Fiona, (2000), "Small Firms Environmental Ethics : How Deep Do They Go ? In Hillary Ruth (Ed), Small And Medium – Sized Enterprises And The Environment" . Sheffield , U.K, Greenleaf .

(_____) _____ .

1. Edwards , C. And Peppered , J, (1994) , " How New Is Business Process Redesign ? European Management Journal
2. Peter A. Strachan, (2003), Environmental , Quality , And Working Condition Management :An Organizational Learning And Systemic Management Approach ".E-Mail:P.A.Strachan@Rgu.Ac.UK.
3. Saipem, (1997), " Working Procedures Total Quality Management (TQM) In The Oil Sector General Industrial Plants , Semnier By Scop / IRAQ
4. Steven A. Melny K, (2001) , Department Of Marketing And Supply Chain Management ,the Eli Broad Graduate School of Management, Michigan State University, E. Lansing .Mail:Melnyk@Mus.Edu.