

أسس ومعايير نظام الجودة الشاملة في المؤسسات التربوية والتعليمية

Bakrm@Ipa.Edu.Sa

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(9002)

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. (Total Quality Management-TQM)

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(Taylor and hill, 1997.162)

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. (Mc Goldrick,1994:1)

Edwards)

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(Deming

. (Quality System)

(International Standards Organisation ISO –)
(Quality Assurance Systems)

. (Sallis, 1993)

(Lamprecht 1992:8)

(NASA)

. (Karon , 1996: 62)

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(ISO 9002)

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(Deming , 1986)

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(TQM)

. (Terry , 1996;Wiedmer, and Harris,1997)

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A bernathy and) "

. (Serfass , 1992 ; 14

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. (ISO9000 -)

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(ISO)

(International Standards Organisation)

(ISO)

(Marquardt, 1999:11.2)

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Homogeneous - (Hardenky , 1996: 597)

Equales , Uniform

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(Marquardt,1999: 11.2)

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	:		ISO 9001
	:		ISO 9002
	:		ISO 9003

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. (Lamprecht, 1992:7) - -

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ISO 9003	ISO 9002	ISO 9001		
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. (Lamprecht,1992)

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(Standards Institution – BSI – British)

(Sallis, 1993: 62)

(Edwards Deming)

(TMQ)

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MANAGEMENT RESPONSIBILITY		1
ISO 9002	()	

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. *Quality Policy* :

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. *Quality Organization* : ()

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(Organizational Structure)

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. Management Review :

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QUALITY SYSTEM		2
ISO 9002		

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. Quality Plan :

CONTRACT REVIEW		3
ISO 9002	()	

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DOCUMENT CONTROL		4
ISO 9002		

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. **Document Approval and Issue :**

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. **Document Changes and Modification :**

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PURCHASING		5
ISO 9002		

. General Procedure : /

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. Purchasing Data : /

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Verification of Purchased Product

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PRODUCT IDENTIFICATION AND TRACEABILITY	7
ISO 9002	

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PROCESS CONTROL		8
ISO 9002		

. (Quality Assurance)

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Curriculum : /

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INSPECTION AND TESTINC		9
ISO 9002)	(

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Receiving Inspection and Testing : ()

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. **In – process Inspection and Testing :** /

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. **Final Inspection and Testing :** /

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Inspection and Test Records :

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INSPECTION , MEASURING AND TEST EQUIPMENT	10
ISO 9002	

INSPECTION AND TEST STATUS		11
ISO 9002		

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CONTROL OF NONCONFORMING PRODUCT		12
ISO 9002		

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.General procedure : /

. Handling : /

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. Storage and Packaging : /

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QUALITY RECORDS	15
ISO 9002	

(CDR)

INSPECTION AND TESTING	16
ISO 9002	

TRAINING	17
ISO 9002	

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Run Chart	-
Flow Cart	-
Pareto Chart	-
Cause and Effect Diagrams	-

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(ISO9000)

(TQM)

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(ISO9002)

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