



**IMPLEMENTING QUALITY MANAGEMENT SYSTEM
FOR JORDANIAN WATER PROJECTS**

Prepared by

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**This Thesis is submitted to the Faculty of Engineering as a
partial Fulfillment of the Requirement for master Degree in
Project management**

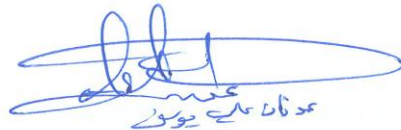
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الاهداء

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الى زوجتي الغالية واخوتي وعمي د. عبدالناصر والى كل اصدقائي واحبتي وبالاخص ياسر وعبدالله ومحمد.

الى اساتذتي الكرام....واخص منهم بالذكر مشرفتي د. غيداء ابورمان , د. ابراهيم فمنهم استقيت الحروف

الى الزملاء , الذين لم يدخروا جهدا في مدي بالمعلومات والبيانات.

اهدي اليكم رسالة الماجستير في ادارة المشاريع الهندسية

داعيا المولى-سبحانه وتعالى-ان تكفل بالنجاح والقبول من جانب اعضاء لجنة المناقشة المبجلين

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LIST ABBREVIATIONS

ABBREVIATIONS	Meaning
GDP	Gross Domestic Product
AJV	Authority of Jordan Valley
JWA	Jordan Water Authority
ISO	International Specification Organization
QM	Quality Management
QA	Quality Assurance
TQM	Total Quality Management
JWP	Jordanian water project
NEDO	National Economic Development Office
UK	United Kingdom
KPI	Key Performance Indicator
M&I	Municipal and Industrial
WRM	Water Recourse Management
QMS	Quality Management System
WPD	Water Protection Division
CSB	Computer Services Branch
EPA	Environmental Protection Agency
PC	Project Control
LAN	Loading Application Network
QAPP	Quality Assurance Project Plan
QMP	Quality Management Project
QAC	Quality Assurance Control

PO	Program Office
OHSA	Occupational Health & Safety Assessment Series
DSS	Decision Support System
SPSS	Statistical Package for Social Sciences
CAD	Computer-Aided Drafting
BIM	Building Information Modeling
FI	Frequency Index
SI	verity Index
II	important Index
RI	ranking Index
ANOV	Analysis of Variance
SD	Standard Deviations
FA	Factors Analysis
WSD	Work Shop Day
GDP	Gross Domestic Product
ISO	International Specification Organization
QM	Quality Management
QA	Quality Assurance
TQM	Total Quality Management
JWP	Jordanian water project
NEDO	National Economic Development Office
UK	United Kingdom
KPI	Key Performance Indicator

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ABSTRACT

The water in Jordan was in fact poorly controlled. recently, water consumption has tremendously increased which affected the sustainable supply. the shortage was covered up by newly dug underground wells. Jordan is one of the poorest top-ten countries in water worldwide. Its population increases. water is known to be a fundamental and basic element in social and economic life whose shortage causes a lot of problems. water shortage can be handled through cooperation of individuals utility manager and government officials. Quality management tolerates the activities specified by the organization with regard to policies objectives, and responsibility in order to achieve the set goals System integrated analysis identifies management actions that minimize costs and maximize benefits throughout a diversified shortage condition. Techniques of the current quality management of the implementation errors in water projects will be reviewed. A survey will be carried out on water project sites in Amman. The result of the investigations will be statically analyzed to measure the normal distribution of quality management of the implementation errors in water projects Recommendations will be proposed to enhance the quality management of the implementation errors in Jordanian water projects. The research will try to provide

answers to the main questions which are related to the causative factors of project implementation errors in Jordanian water projects. statistical analysis all factors causing implementation errors according to the population target, identifying the ten top factors and evaluating to three important effective factors will be tackled. All these factors rank according to the position and experience for the parties. A workshop-day with experts attending and discussions and viewpoints explained the three important design errors factors and some recommendations were suggested.

KeyWords: Quality, Water projects, Jordan.