



# Certificate

Registered with number 14554461

Pennsylvania British international College

IT IS HEREBY CERTIFY THAT

## Ragab Ragab Abdelaal Gomaa

Upon recommendation of the Pennsylvania British international College  
and in recognition of fulfillment of the prescribed requirements  
**Professional Master of Business Administration**

With all its right and Privileges in the witness whereof the seal of the Pennsylvania British international College hereunto affixed

Crt - Code : UPN53-23006

Grade : Excellent

UKRLP 10097269

Srn : 34443200043

IQ ZB835594

Issued on : 2023

This certificate has been given at his request to be submitted to those who are interested in it





# شهادة

كلية بنسلفانيا البريطانية الدولية

Registered with number 14554461

تشهد بأن

رجب رجب عبدالعال جمعه

بناء على توصية من مجلس الكلية إقراراً منها باستيفائه المتطلبات المقررة

الماجستير المهني في إدارة الأعمال

ومراعاة لكامل حقوق وامتيازات الشهادة تم وضع ختم كلية بنسلفانيا البريطانية

الدولية في هذه الوثيقة

UKRLP 10097269

IQ ZB835594

رقم التسجيل : UPN53-23006 .. التقدير - امتياز

صدرت بتاريخ : 2023

وقد أُعطي هذه الشهادة بناء على طلبه لتقديمها الى المهتمين بها





# Pennsylvania British International College

Name :Ragab Ragab Abdelaal Gomaa

Nationality: Egyptian

Student ID: UPN53-23006

Graduation Date: 2023

Program: Master of Business Administration



<i>N</i>	<i>Subject</i>	<i>The Ratio Quality</i>	<i>Grade</i>
1	Flying Planning	3.50	B
2	Human Resources Management	4.05	A
3	Financial Management	4.08	A+
4	Administrative Accounting	3.50	B
5	Marketing Management	4.07	A
6	Operations Management	3.50	B
7	International Business Management	4.05	A
8	Financial Accounting	4.08	A+

Evaluation Criteria for the Master's Programs

Study Duration = 2023

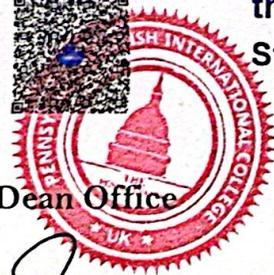
Master of Business Administration

OFFICIAL TRANSCRIPT

GPA = 85.3



Dean Office





# Certificate

We hereby certify that the **Master's degree**,  
after completing his professional studies,  
It is an unfiled professional program.

Certified in the UK

Which measures the required skills  
For postgraduate studies

College reference number I have the British government.  
number **14554461**

Nature of business (SIC)

- 85320 - Technical and vocational secondary education
- 85421 - First-degree level higher education
- 85422 - Post-graduate level higher education
- 85600 - Educational support services





# Certificate

## Master of Business Administration

Certificate that Ragab Ragab Abdelaal Gomaa  
Registered in the Master of Business Administration  
Registration No.: UPN53-23006 Under the su  
pervision of Dr. Arthur Alexander  
He accepted and submitted  
a master's degree at the end of his studies

Graduation project entitled

The Role of Leadership in Implementing the Principles of  
Total Quality Management

Accepted by:

Major Professor: Jon Edoar  
Committee Member - Meshel Jon  
Committee Member, Tsherl Couto,  
External Reader Mariam Samon

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Dialogue



Erasmus+  
youth Exchange



#DiscoverEU





# Certificate Graduation letter

## To whom it May concern

Based on the approval of Pennsylvania British international College  
and the approval of the college president in  
accordance with the powers delegated to him by  
the Council in accordance with Resolution No. (425)

We acknowledge granting  
the student Ragab Ragab Abdelaal Gomaa  
Master of Business Administration with a grade of distinction with honors,  
with the approval of the research that  
was submitted by the student in

The Role of Leadership in Implementing  
the Principles of Total Quality Management

Crt - Code : UPN53-23006

Srn 34443200043





# The Research Presented

## Thesis Title

### The Role of Leadership in Implementing the Principles of Total Quality Management

#### Introduction:

The world has witnessed increasing interest in the concepts of quality and Total Quality Management (TQM) due to their ability to enhance institutional performance. Leadership is a critical factor in successfully implementing TQM principles, as it plays a key role in guiding and making strategic decisions. This research aims to study the role of leadership in implementing TQM principles through a field study.

#### Research Problem and Methodology:

The main problem lies in the presence of several obstacles to implementing TQM, the most prominent of which are employees' poor understanding of modern concepts, resistance to change, and varying levels of leadership comprehension of quality principles. The research sought to answer the central question: "What is the role of leadership in implementing TQM principles?" This was done using the descriptive analytical method and documentary methodology by reviewing previous literature and conducting a practical application in a real work environment.

#### Summary of Findings and Recommendations:

The study concluded that conscious and effective leadership is the key factor in the successful implementation of TQM.

#### The main findings are:

- A direct relationship exists between leadership commitment and improvement in institutional performance.
- The importance of employee involvement and adopting a culture of continuous improvement.
- Weak leadership in some cases was a major reason for the failure of quality programs.

#### Key Recommendations:

1. Train and qualify leaders on TQM concepts and tools.
2. Engage employees at all levels in decision-making and motivation.
3. Establish a monitoring system to track performance and evaluate results based on objective indicators.





Name : Ragab Ragab Abdelaal Gomaa

ID NO.28510231900032

Nationality: Egyptian

ID Student: UPN53-23005



Degree Program: Master of Business Administration

Congratulations, it is a pleasure for Penn International College to accept you as a student in the Business Administration Professional Master.

We would like to welcome you to Pennsylvania British International College

We thank you for choosing us to help you build your future

Discussion of a professional Master thesis in Business Administration

### Business Administration Placement Exam

All Penn College International Program students are required to take a Business Administration proficiency test and the number of courses you will be required to take before or during regular academic study. Courses at Pennsylvania British International College

Please see the competency standards in the field of communication, behavior modification, and communication. With regard to the field of Business Administration

#### Guidance

#### Orientation

The Office of International Affairs will provide a new student orientation (date TBD) to educate you about Penn International College.

International Student Issues and Immigration Matters, Fall 2022, 2024

Classes begin in 2022

#### Immigration Information

The International Affairs Office will provide you with all data and information about the subjects to be studied, through your e-mail

For questions, please contact

