



# A STUDY ON THE EFFECTIVENESS OF TOTAL QUALITY MANAGEMENT (TQM) IMPLEMENTATION IN MANUFACTURING COMPANY

AZRAEI BIN MOHAMED  
UNIVERSITI MALAYSIA PAHANG

BACHELOR OF INDUSTRIAL TECHNOLOGY MANAGEMENT WITH HONORS  
FACULTY OF INDUSTRIAL MANAGEMENT, UNIVERSITY MALAYSIA PAHANG

## ABSTRACT

TQM implementation has been considered as an important factor to the success of a company to improve efficiency in the organization especially manufacturing company. Total quality management tools and practices are widely used in manufacturing industries such as continuous improvement and employee empowerment to assist the industry in achieving objectives such as reducing waste, cost and customer satisfaction. This study was conducted to identify the importance TQM tools and practices and to determine the impact of TQM implementation on company performance. Respondents involved in this study is Bi Technologies Sdn Bhd in Kuantan Pahang

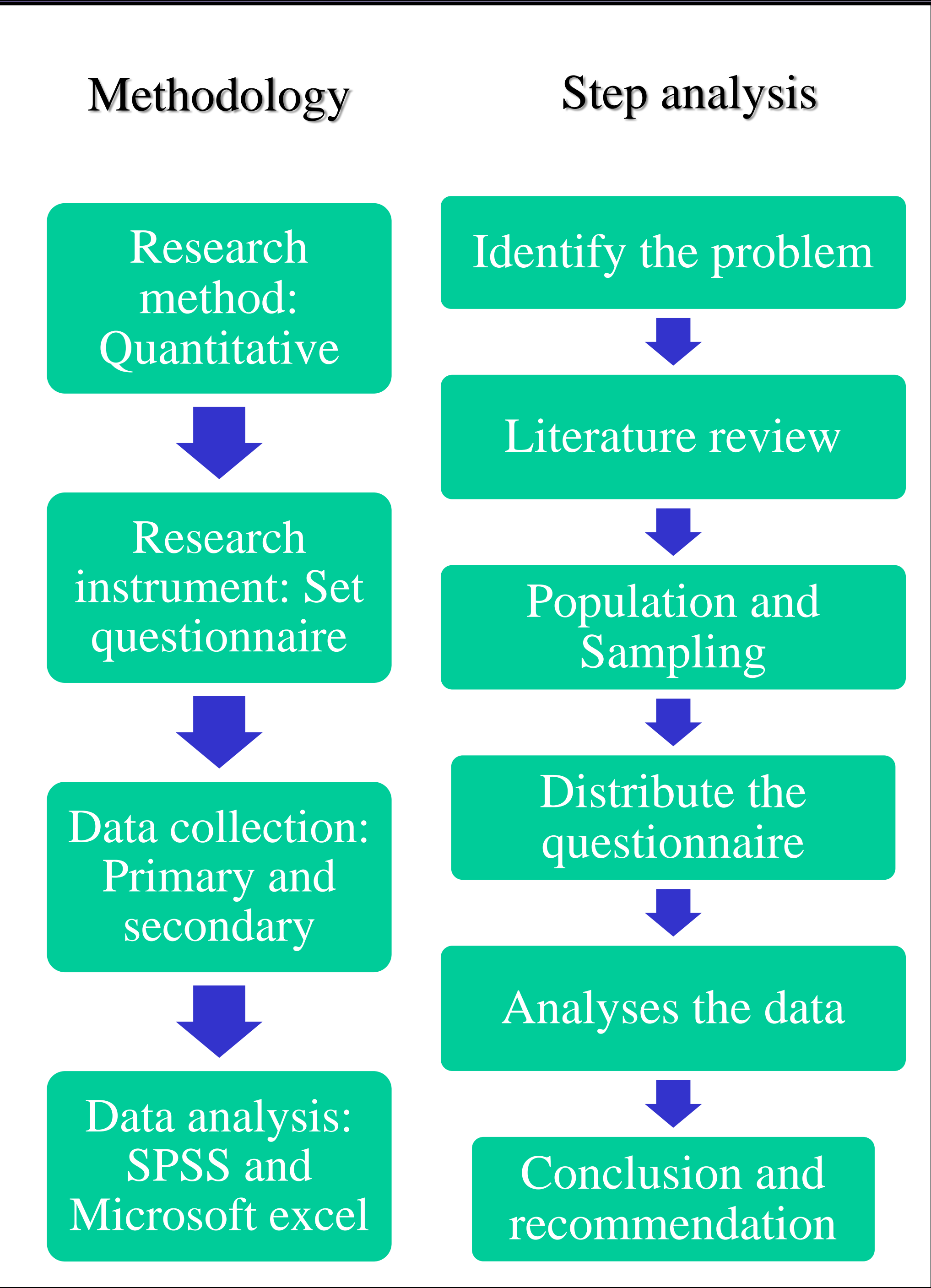
## INTRODUCTION

TQM can be defined as a set of guiding principles that represent the foundation of a continuously improving organization. The strategy is to achieve a comprehensive quality for the entire organization.

## OBJECTIVE/S

- To identify the importance TQM tools and practices in the company.
- To determine the impact of TQM implementation on company performance.

## METHODS



## RESULTS

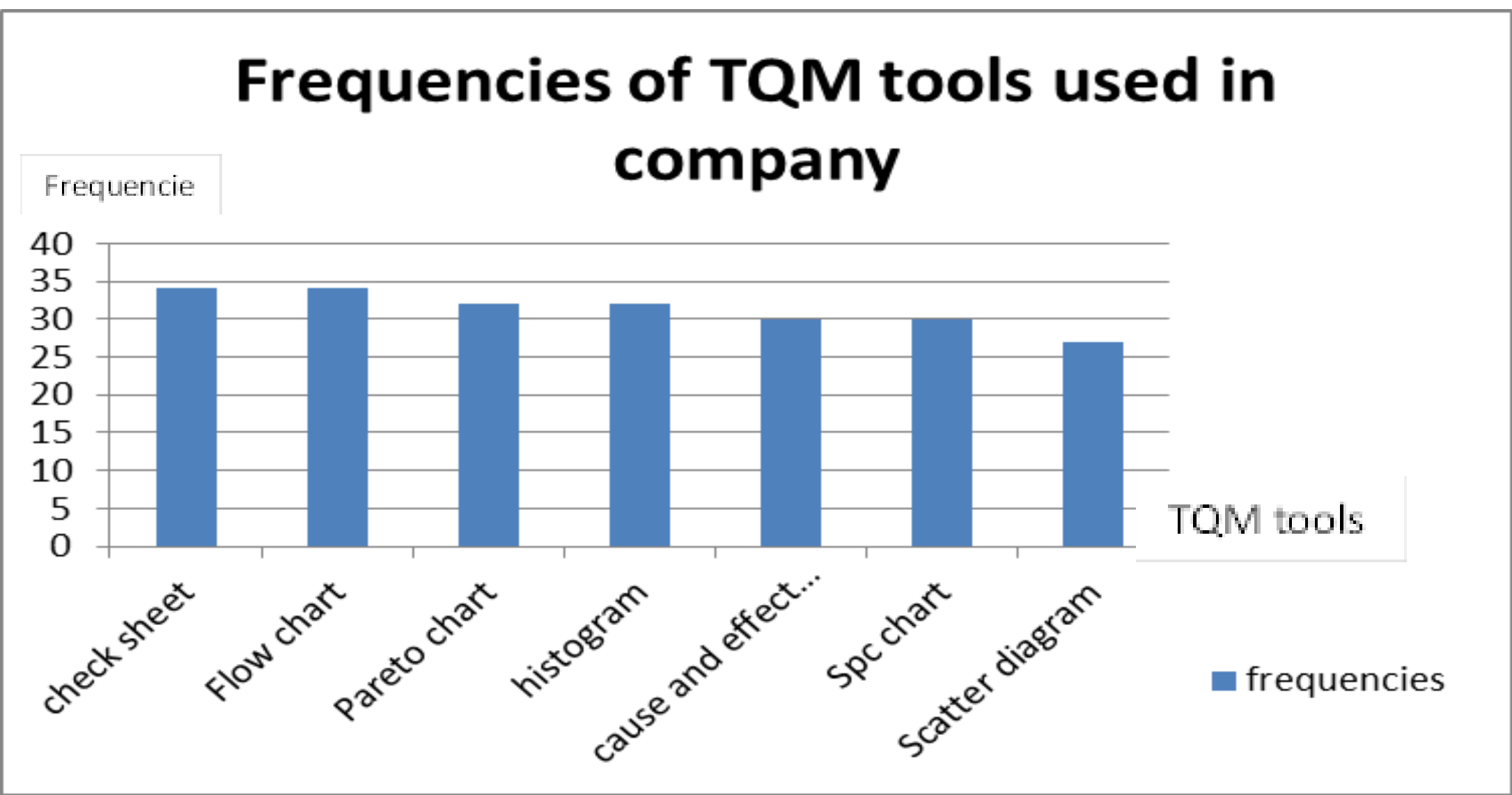


Figure 1.1: Frequencies of TQM tools used in company

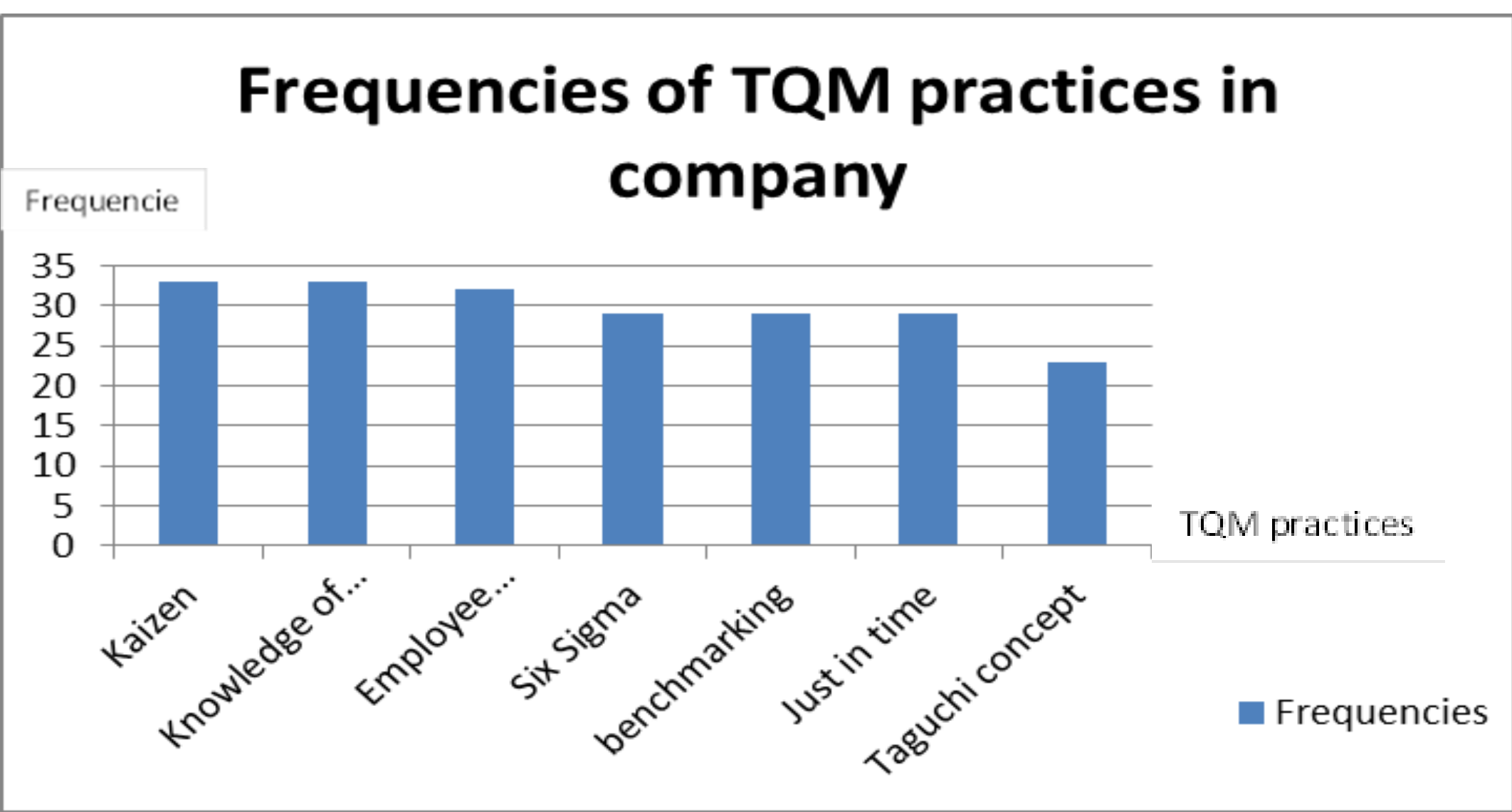


Figure 1.2: Frequencies of TQM practices in company

### Finding from section B

Table 1.1: Mean Importance TQM tools and practices in the company by ranking

No.	Statement	Mean	Ranking
1	TQM tools are able to identify and analysis complex data	4.19	1
7	TQM practices help achieve goals and benchmarking of company	4.14	2
5	TQM practices are ways to improve the quality and the efficiency of the work.	4.11	3
4	TQM tools help to specific incorporate in strategic planning.	4.03	4
8	TQM practices can lead to improve team in organisation.	4.03	5
3	TQM tools help manage to reducing product and service costs.	3.97	6
2	A TQM tool helps the organization meet their customers' satisfaction	3.94	7
6	TQM practices can lead employee be more focus and improve the plans	3.92	8

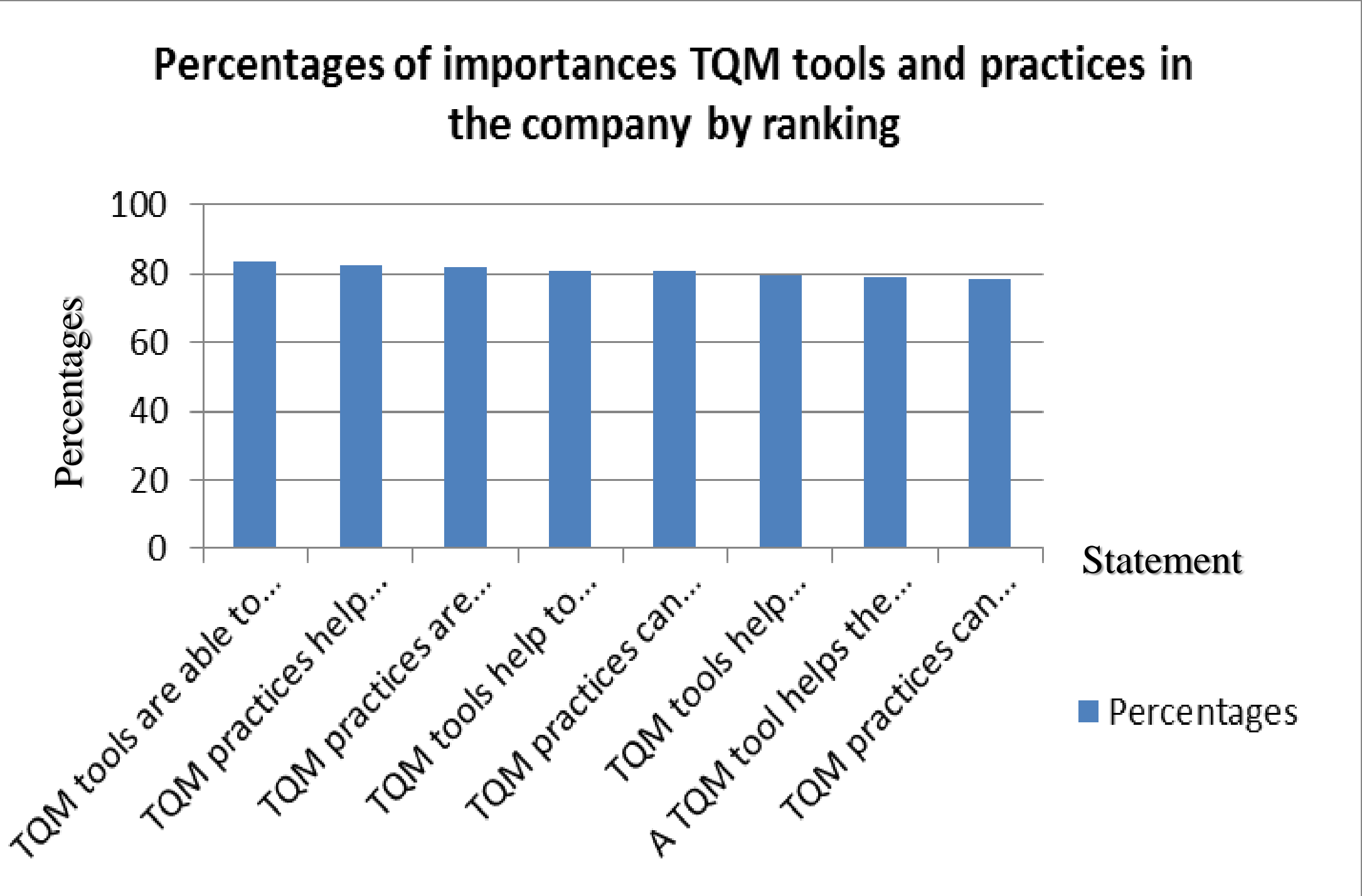


Figure 1.3: Percentages of importance TQM tools and practices in the company by ranking

### Finding from section C

Table 1.2: Mean Impact of TQM implementation on company by ranking

No	Statement	Mean	Ranking
4	Our quality program has improved our business performance in general.	4.28	1
5	Our company has developed a culture that emphasizes quality.	4.28	2
1	Customer satisfaction has shown improvement.	4.08	3
3	The number of customer complaints has decreased	4.08	4
6	The number of employees participating on quality terms has increased.	3.97	5
7	Employee satisfaction has increased	3.97	6
9	Partnership with supplier has improved quality of purchased inputs	3.92	7
2	The numbers of products defects, or failure found by the customer have decreased.	3.89	8
8	Employee turnover has decreased	3.72	9

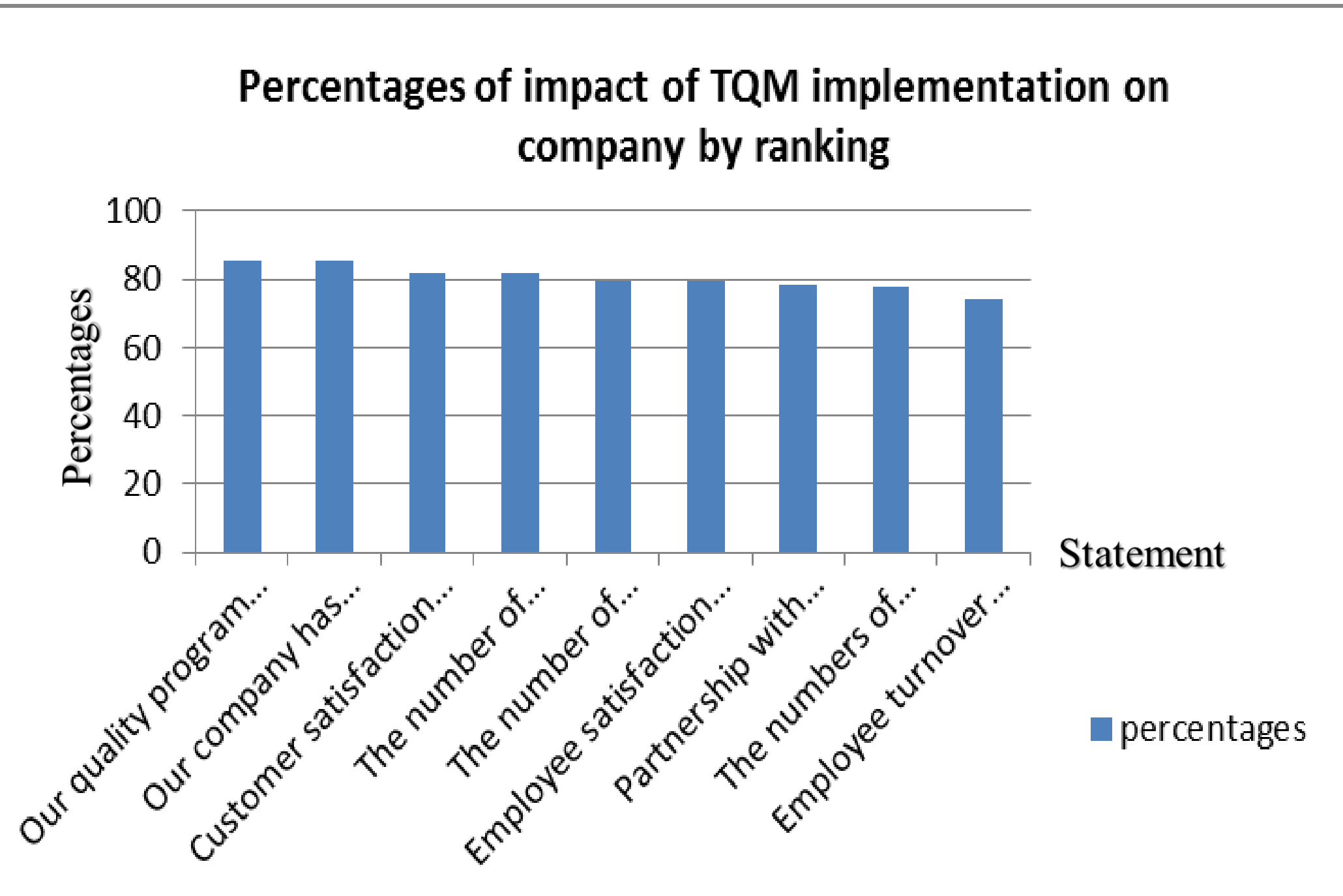


Figure 1.4: Percentages of impact of TQM implementation on company by ranking

## CONCLUSIONS AND RECOMMENDATION

### Conclusion

- The result from the analysis shows that the data was proved and achieve the research objective.
- This situation illustrate that most of questionnaire statement being agree by the respondents for both section.

### Recommendation

- The future study should not be limited to use single method such as survey question in collecting data.
- Study the implementation TQM in various industries so that can improve the results towards finding a relationship between TQM implementation and performance of the company.