

Effects on Total Quality Management in Enhancing the Organization's Productivity and Efficiency Deployment

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Abstract

The Purpose of this study is to determine how Total Quality Management (TQM) affects an organization's productivity. Total Quality Management (TQM) is a complete approach to management that aims to continuously improve the quality of goods and services by making adjustments in response to ongoing input. The study looks at the relationship between productivity measures inside a business and TQM strategies such as employee involvement, Process optimization, customer focus, and continuous improvement. The study's objective is to pinpoint the essential TQM elements that promote productivity gains by examining data from several businesses. The result implies that Total output quality, Waste reduction, and efficiency all significantly increase in TQM - implementation firms. A Continuous improvement culture, enhanced staff engagement, and improved process control are credited with these advancements. According to the study, Total Quality Management is a workable approach.

Keywords: Total Quality Management, Productivity, Continuous improvement, Employee involvement, Organizational performance.

1.1. Introduction

Since its inception in the Japanese industry in the 1950s, Total Quality Management has gained significant traction in the Western World since the early 1980s. It raises the company's level of productivity overall excellence TQM, or integrated quality management, is a management concept that focuses on consistently enhancing the quality of processes and products all throughout the world, people use it. Total Quality Management operates under the tenet that all individuals involved in the production or use of an organization's goods or services bear responsibility for the quality of those goods and processes. Any kind of organization can use Total Quality Management (TQM) as a customer-forced performance-enhancing strategy. The various facets of company, including work processes, strategic planning, leadership, and human resource development and management, are all balanced. It unites the management information system, staff, external clients, and stock holders in order to produce outstanding business outcomes.

1.2 Review of Literature

Kim (2022), Highlights the significance of employee involvement and continual development in Total

Quality Management significant increases in productivity and operational efficiency result from these practices, which promote a culture of quality. Based on the survey, employees who actively participate in quality initiatives help to reduce errors and streamline processes, both of which immediately increases productivity.

Smith (2023), Concentrates on the manufacturing industry and shows that TQM use leads to better production procedures, decreased waste, and increased product quality. According to the study’s conclusion, all of these enhancements increase productivity because they result in more output rates, less rework, and more efficient operations.

1.3 Research Gap

These are numerous studies that concentrate on the short - or immediate - term effects of TQM on output. The long - term impacts of TQM deployment, including as sustainability and how TQM practices change over time inside businesses, are not well understood. The majority of research articles address Total Management Quality (TQM) in broad strokes conducting comparison studies to evaluate the efficacy of various TQM approaches such as quality circles, employee involvement, and continuous improvement and their respective contributions to productivity enhancements is vital. The impact of Total Quality Management (TQM) on innovation is a topic that is not thoroughly discussed. It can be insightful to investigate the relationship between TQM practices and organizational innovation, creativity, and productivity.

1.4 Objectives Of The Study

- To understand the role of TQM in improving overall productivity and efficiency.
- To identify the Key components of TQM that significantly affect productivity.
- To enhance the quality of products through the TQM practices

1.5 Research Methodology

Instrumental Design: Six questions were created for each element of the structured questionnaire using Guttman two-point rating system.

Data Collection Method: The study collected primary and secondary data on the variables influencing information collected through company employee and employer through questionnaire.

Sample Size and Sampling Technique: The sample size of the study is 156 respondents. The method of easy simple random sampling was employed to gather the data.

Data Analysis: Descriptive analysis were used to analyse the data. Percentage Analysis is applied to create a contingency table from the frequency distribution and represent the collected data for better understanding.

Chart Analysis is applied for better understanding of the percentage analysis and it is done via bar charts

.TQM implementation contribute to the reduction in waste

Particulars	Frequency	Percentage
Yes	106	67.9
No	50	32.1
Total	156	100

Table. No. 1.1 TQM implementation contribute to the reduction in waste

TQM implementation contribute to the reduction in waste

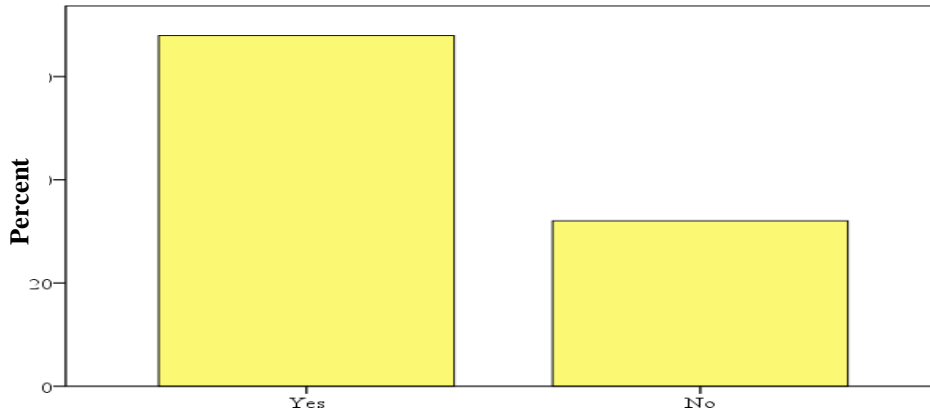


Fig. No. 1.1. TQM implementation contribute to the reduction in waste

Inference: From the above table, it is inferred that 67.9% of the respondents are YES and 32.1% of the respondents are NO.

Organization conducted any quantitative analysis

Particulars	Frequency	Percentage
Yes	71	45.5
No	85	54.5
Total	156	100

Table. No. 1.2 Organization conducted any quantitative analysis

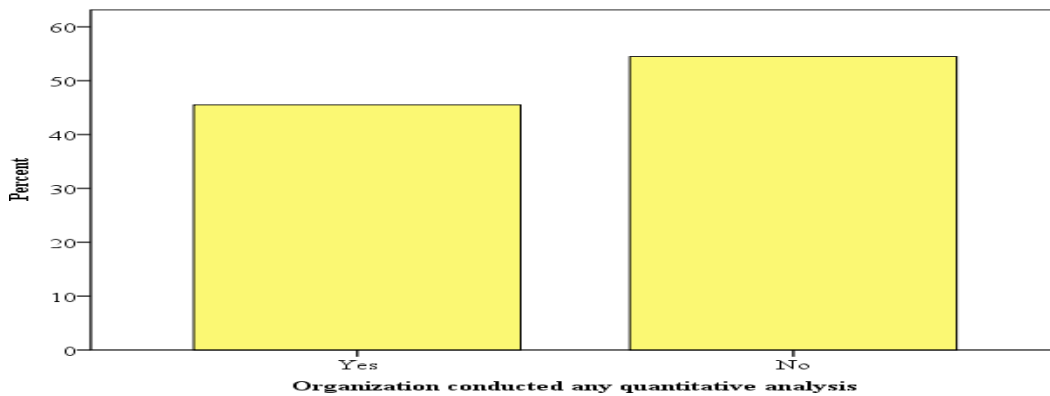


Fig. No. 1.2 Organization conducted any quantitative analysis

Inference: From the above table, it is inferred that 54.5% of the respondents are NO and 45.5% of the respondents are YES.

Customer satisfaction increase through TQM practices

Particulars	Frequency	Percentage
Yes	120	76.9
No	36	23.1
Total	156	100

Table. No. 1.3 Customer satisfaction increase through TQM practices

Customer satisfaction increase through TQM practices

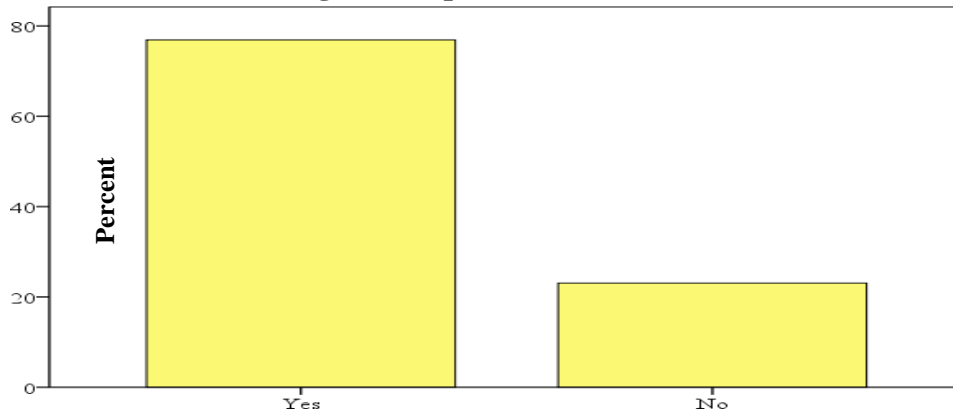


Fig. No. 1.3 Customer satisfaction increase through TQM practices

Inference: From the above table, it is inferred that 76.9% of the respondents are YES and 23.1% of the respondents are NO.

Top executives actively involved in TQM practices

Particulars	Frequency	Percentage
Yes	71	45.5
No	85	54.5
Total	156	100

Table. No. 1.4 Top executives actively involved in TQM practices

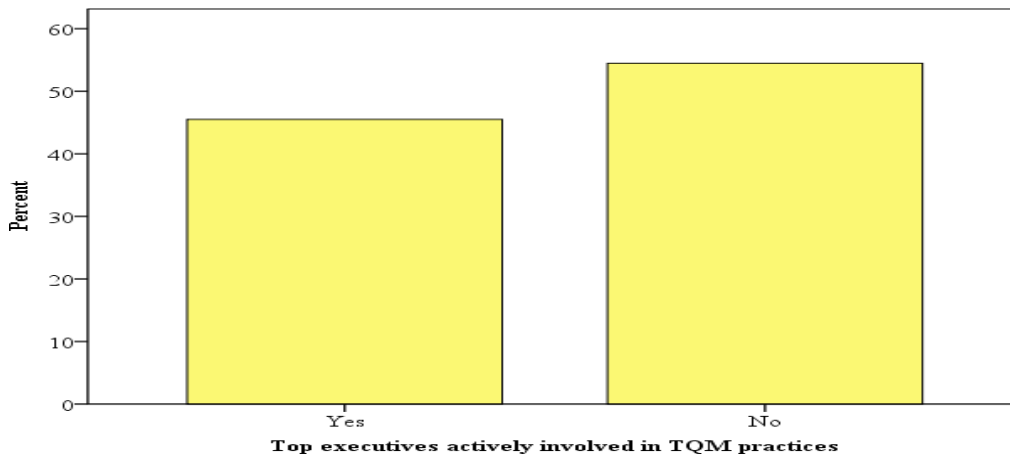


Fig. No. 1.4 Top executives actively involved in TQM practices

Inference: From the above table, it is inferred that 54.5% of the respondents are NO and 45.5% of the respondents are YES.

Emphasis on customer focus within TQM practices

Particulars	Frequency	Percentage
Yes	106	67.9
No	50	32.1
Total	156	100

Table. No. 1.5 Emphasis on customer focus within TQM practices

Emphasis on customer focus within TQM practices

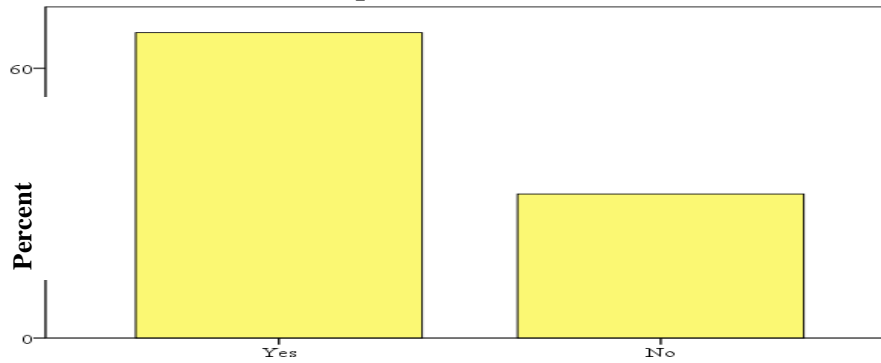


Fig. No.1.5. Emphasis on customer focus within TQM practices

Inference: From the above table, it is inferred that 67.9% of the respondents are YES and 32.1% of the respondents are NO.

Quality standard in products are regularly reviewed and updated

Particulars	Frequency	Percentage
Yes	71	45.5
No	85	54.5
Total	156	100

Table. No. 1.6 Quality standard in products are regularly reviewed and updated

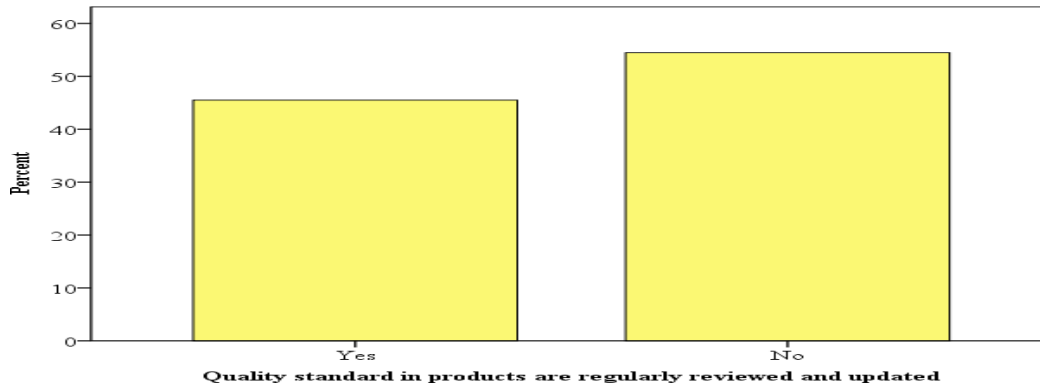


Fig. No. 1.6 Quality standard in products are regularly reviewed and updated

Inference: From the above table, it is inferred that 45.5% of the respondents are YES and 54.5% of the respondents are NO.

Chi-Square Tests

Null hypothesis

H0: There is no significant association between the Products quality improvements & increases in market share.

Alternative hypothesis

H1: There is significant association between the Products quality improvements & increases in market share. Summary of chi-square

	Case					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Products quality improvements X Increases in market share	156	100	0	0	156	100

Table. No.1.7. Summary of the chi-square

	Value	df	Asymptotic. Sig. (2-tailed)
Pearson Chi-square	.415	1	.519
Likelihood Ratio	.404	1	.525
No of Valid Cases	156		

Table. No. 1.8 Test statistics

Inference: From the above table 1.8, the significant value is $p=.519$ which is greater than 0.05. So, null hypothesis is accepted, it reveals that there is no significant association between Products quality improvements and increases in market share.

Correlation

Null hypothesis

H0: There is no significant relationship between Reduction in defects & Company’s productivity.

Alternative hypothesis

H1: There is significant relationship between Reduction in defects & Company’s productivity.

Correlation

Correlation values		Reduction in defects	Company’s Productivity
Reduction in defects	Pearson Correlation	1.000	-.057
	Sig. (2-tailed)		.482
	N	156	156
Company’s Productivity	Pearson Correlation	-.057	1.000
	Sig. (2-tailed)	.482	
	N	156	156

Table. No. 1.9 Correlation

Inference: From the above table 1.9, it is inferred that, $r=-.057$ (r value lies between -1 to +1), hence it is clear that there is negative correlation relationship between the reduction in defects and company’s productivity. So, null hypothesis is accepted, this reveals that there is no significant relationship between reduction in defects and company’s productivity.

1.6 Suggestions

- By using TQM to develop a continuous improvement process and cultivate a culture of quality that includes leadership commitment, adaptability, and innovation throughout the organization, defect rates may be reduced.
- To reduce ineffective TQM procedures, the organization could make sure that its top leaders communicate the TQM vision and goals to every employee.
- The company might create a culture that encourage innovation, values excellence, and gives staff members the freedom to suggest improvements.
- By keeping an eye on industry trends and best practices, the organization may improve its quality standards and remain ahead of new quality standards.
- Regular training on TQM principles and techniques may have helped the organization boost productivity. It also gives staff members the tools they need to recognize and address quality-related problems that affect an organization's productivity.

1.7. Limitations of the study

- Many of the respondents are not willing to fill the questionnaires.
- Some of the information are kept confidential
- Insufficient time leads to inadequate focus in all sections.

1.8 Conclusion

By encouraging a culture of continuous improvement, employee involvement, and customer focus, the Total Quality Management (TQM) method will greatly increase organizational productivity. By means of TQM concepts organizations can accomplish streamlined operations, avoid waste, and procedure superior quality products or services through processes including process optimization, error reduction, and customer satisfaction. Additionally, TQM fosters a competitive advantage in the marketplace, resulting in long-term success and sustainable growth for the company. This study examines the effect of Total Quality Management (TQM) on an organization's productivity. To gather data, I administered a questionnaire to employees, identifying several issues and providing solutions.

Reference

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