

The Effect of TQM Implementation on Bahrain Industrial Performance

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Abstract : Research studies worldwide undoubtedly demonstrated that the implementation of Total Quality Management (TQM) program can improve organizations competitive abilities and provide strategic quality advances. However, limited empirical studies and research are directed to measure the effectiveness of TQM implementation on the industrial and manufacturing organizations performance. Accordingly, this paper is aimed at discussing “the degree of TQM implementation in Bahrain industries and its effect on their performance”. The paper will present the measurement indicators and success factors that were used to assess the degree of TQM implementation in Bahrain industry, and the main performance indicators that were affected by TQM implementation. The adopted research methodology in this study was a survey that was based on self-completion questionnaire. The sample population represented the industrial and manufacturing organizations in Bahrain. The study led to the identification of the operational and strategic measurement indicators and success factors that assist organizations in realizing successful TQM implementation and performance improvement. Furthermore, the research analysis confirmed a positive and significant relationship between the examined performance indicators in Bahrain industry and TQM implementation. In conclusion the investigation of the relationship revealed that the implementation of TQM program has resulted into remarkable improvements on workforce, sales performance, and quality performance indicators in Bahrain industry.

Keywords : performance indicators, success factors, TQM implementation, Bahrain

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