

A Framework for Successful TQM Implementation and Its Effect on the Organizational Sustainability Development

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Abstract : The main purpose of this research is to construct a generic model for successful implementation of Total Quality Management (TQM) in oil sector, and to find out the effects of this model on the organizational sustainability development (OSD) performance of Libyan oil and gas companies using the structured equation modeling (SEM) approach. The research approach covers both quantitative and qualitative methods. A questionnaire was developed in order to identify the quality factors that are seen by Libyan oil and gas companies to be critical to the success of TQM implementation. Hypotheses were developed to evaluate the impact of TQM implementation on O SD. Data analysis reveals that there is a significant positive effect of the TQM implementation on OSD. 24 quality factors are found to be critical and absolutely essential for successful TQM implementation. The results generated a structure of the TQMSD implementation framework based on the four major road map constructs (Top management commitment, employee involvement and participation, customer-driven processes, and continuous improvement culture).

Keywords : total quality management, critical success factors, oil and gas, organizational sustainability development (SD), Libya

Conference Title : ICIEOM 2014 : International Conference on Industrial Engineering and Operations Management

Conference Location : Istanbul, Türkiye

Conference Dates : January 27-28, 2014