

**EFFECTS OF TOTAL QUALITY MANAGEMENT  
PRACTICES ON ORGANIZATIONAL PERFORMANCE:  
A STUDY OF SYSTEM SPECS NIGERIA LTD.**

BY

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in Partial Fulfillment of the requirement for the Award of Bachelors of  
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**July, 2019.**

## DECLARATION

I, Illah-Williams Joshua declare that this project was written by me and to the best of my knowledge the data contained in this project work are from my original research work and have not been submitted to any other university or institution for examination. All references in this work have also been duly acknowledged.

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## CERTIFICATION

This is to certify that this research project titled: “Effects of Total Quality Management Practices on Organizational performance: A study of System Specs Nigeria Ltd, was written by ILLAH-WILLIAMS JOSHUA with Matriculation Number: 15020201005 under my supervision.

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## **DEDICATION**

I dedicate this work firstly, to God Almighty, the Alpha and Omega and the source of all my knowledge and wisdom. Secondly, to my parents for their persistent effort and counsel. Thirdly, to my wonderful siblings who assisted me immersely in most areas of the research.

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## **ABSTRACT**

This study examined the effect of Total Quality Management (TQM) Practices on organizational performance, A study of System Specs Nigeria Ltd, Lagos as case study. Nigeria industries are losing huge sum of money annually through non implementation of TQM. The researcher aim was to find out the effect of TQM on organizational performance.

Structural contingency theory holds that there is no single, effective structure for all organizations. Instead, organizations must adapt their structures to fit the contingency factors and the environment as they affect the organization.

Furthermore, for the purpose of this research, descriptive survey design was adopted with the use of questionnaire as data collection tool from which the sample size of total number of one hundred and twenty-four (124) was determined from 70% of total population of one hundred and ninety (190) staff at System Specs Ltd. Data collected was analyzed through Pearson's Moment Correlation Coefficient with the aid of statistical package for social sciences (SPSS) version 22.0. Findings from this research revealed that there is significant relationship between management level of total quality management implementation and employee's performance level.

Thus, the study recommends that since Total Quality Management Practices (top management commitment, employee involvement and customer focus) have been found to have positive effects on organizational performance, it is necessary that it is adopted as a quality management model in all organizations at large.

**KEYWORDS:** Total Quality Management (TQM), Organizational Performance, Top level Management, Employees' performance, Customer Focus and Productivity.