

DEVELOPING A FRAMEWORK FOR IMPLEMENTING TQM PRACTICES THROUGH A COMPARATIVE STUDY

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Received: 03 Apr 2019

Accepted: 08 Apr 2019

Published: 12 Apr 2019

ABSTRACT

This research work is an empirical study that has been done on the implementation of TQM tools and techniques in textile manufacturing firms and factors that were considered to be critical to the adoption of TQM tools and techniques. The prime objective of the use of quality improvement tools and technique is to ensure the quality of a final product to meet the customer's requirements. These tools help in reducing the costs, wastages, and delays in the production process. This research paper aims at studying the quality tools and techniques used by the textile manufacturing firms, followed by comparing the quality practices of two textile manufacturing firms. Various barriers to the effective implementation of TQM tools and techniques are finally studied. The paper concludes with an indicative model for effective TQM implementation with several recommendations for other firms with similar business performances.

KEYWORDS: *Quality Tools, Quality Improvement Techniques, Textile Manufacturing, ISO 9000, ISO 14000*