

Total Quality Management and Organisational Performance
A Case of Selected Manufacturing Industries in Morogoro
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This study studied the of total quality management practices and organisational performance in selected manufacturing companies in Morogoro Region. Specific objectives of the studies were to find out whether management leadership in final Quality Management (TQM) affects organisation performance, to determine if employee involvement in TQM influences organisation performance and to assess how customer focus affects organisation performance. Data were collected using self-administered questionnaires. A descriptive research design was deployed in the study, The study used purposive sampling techniques to draw representative samples and 75 respondents selected from procurement, distribution, production, sales, accounts and production departments were involved in the study. The findings of the study revealed the following, the regression results indicate that there is a positive relationship between customer focus and organisation performance. Also from multiple response analysis it was indicated the following areas which need to be improved by management which are Improve working condition , Provide training , Set performance Measures , Encourage Innovation , Provide Incentives , Collaborate in the problem solving , workers motivation and Delegation of other workers, lastly from correlation and descriptive analysis shows a positive relationship between employee involvement and organisation performance, Therefore, it was concluded that TQM practice have high contribution towards the organisation performance in manufacturing industries. In order to get top notch performance, it is hereby recommended that such institutions should regularly provide training to employees and to ensure that there is continuous professional development as well as capacity building through workshops.