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ABSTARCT

TQM is an integral management philosophy which lays the foundation for sustainable development of a business firm. Total Quality Management is being practiced by various critical success factors like top management commitment, customer focus and so on. They are collectively called CSFs of TQM in an organization. The existence of critical CSF can improve quality performance, customer focus and thereby leading to increased profitability and long term survival.

This paper makes an attempt to identify CSFs of TQM in manufacturing sector by using Pareto analysis tool. In all 46 research papers have been reviewed to identify CSFs of TQM. The findings of this study can provide framework to test it empirically. This is the contribution of the study.

Key Words: TQM (Total Quality Management), CSFs (Critical Success Factors), Manufacturing sector, Pareto Analysis.

INTRODUCTION AND CONTEXT OF THE STUDY

Total quality management is considered one of the important management systems to gain sustainable competitive advantage and to improve overall business performance and effectiveness in achieving quality status at global level. TQM is being practiced by various critical success factors. From the last two decades awareness of TQM has considerably increased and it is became an established field of study where academics, consultants, engineers and quality practitioners have contributed their ideas towards its advancement (Arumugam et al., 2008; Talib et al., 2010). Voluminous work has been done and still been undertaken on CSFs of TQM in the manufacturing sector. Many studies show the strong and positive relationship between Critical success factors of TQM and firm performance in manufacturing (Massoud et al., 2013; Usha Devi, 2005; Mahesh Shukla and Prakash Agrawal, 2012; Dinesh Seth and Deepak Tripathi, 2006; Sudhanshu Singh and Dhalla, 2010). Various research studies (Neha karla et al., 2013; Masood ul et al., 2012; Musran Munizu, 2011; Fuentes et al., 2010; Sit et al., 2009; Ueno, 2008; Fryer et al., 2007; Mahapatra and Khan, 2006; Gloria et al., 2005; etc.) identified numerous CSFs as being crucial to successful implementation of TQM for manufacturing sector. This study makes an attempt to identify vital few CSFs from a very large number of CSFs of TQM identified in the literature and thus benefit the researchers and practitioners of manufacturing industries by using them.