

# **TQM Practices and Quality Management Performance: An investigation of their relationship using data from ISO 9001:2000 firms in Malaysia**

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## **ABSTRACT**

**Purpose:** The purpose of this paper is to explore the relationship between total quality management (TQM) practices and quality performance with special emphasis on ISO 9001:2000 certified manufacturing organizations in Malaysia.

**Design/methodology/approach:** The empirical data was drawn from 122 ISO 9001:2000 certified manufacturing organizations in Malaysia. The data was analyzed using correlation and multiple regression analyses.

**Findings:** The findings revealed that TQM practices were found to be partially correlated with quality performance of the Malaysian ISO 9001:2000 certified manufacturing organizations. It is also found that where customer focus and continual improvement were perceived as dominant TQM practices in quality performance.

**Research limitations/implications:** This research paper was limited by excluding non-ISO 9001:2000 certified organizations in the selection of manufacturing firms in Malaysia, making this is a possibly biased selection, which might not adequately represent the Malaysian perspective on the entire Malaysia's manufacturing industry.

**Originality/value:** The outcome of the study could provide valuable knowledge to top management of ISO 9001:2000 certified manufacturing organizations to refine the quality management practices and subsequently improve quality performance.