THE FACTORS OF TOTAL QUALITY MANAGEMENT (TQM) AFFECT TENAGA NASIONAL BERHAD (TNB) BIDOR PERFORMANCE

NORIZZATY BINTI SHAHABUDIN
2011660806

BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS
(OPERATION MANAGEMENT)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
PULAU PINANG

JULY 2014

DECLARATION OF ORIGINAL WORK

BACHELOR OF BUSINESS ADMINISTRATION (HONS.)
OPERATION MANAGEMENT
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
PERMATANG PAUH
PULAU PINANG

"DECLARATION OF ORIGINAL WORK"

I, Norizzaty Binti Shahabudin, I/C Number: (910728-XX-XXXX)

Hereby, declare that,

- This work has not previously been accepted in substance for any degree, locally or overseas and is not being concurrently submitted for this degree or any other degrees

- This project paper is the result for my independent work and investigation, except where otherwise stated

- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledgement.

Signature: Date:

ACKNOWLEDGEMENT

TABLE OF CONTENT

ABSTRACT

Tenaga Nasional Berhad (TNB) is one of the companies that have a big responsible to supply the electrical to all customer. The problem is how the organizational want to achieve the target and wants to improve the organizational performance as a whole. Therefore the purpose of this research is want to find the problem and find the solution to improve the performance of the organizational. Researcher used about 70 employees as a respondent in this research in TNB Bidor. The result that comes out from the research is want to find the relationship between two variable which is dependent variable and dependent variable. The dependent variable that researcher decide to used is organizational performance and the independent variable that researcher used are leadership, training and customer focus.