



**A STUDY ON TOOLS OF TOTAL QUALITY MANAGEMENT
TOWARDS DECISION MAKING IN ORGANIZATION**

HABIBAH BINTI NIK MAT

2009191399

**Submitted in Partial Fulfillment
of the Requirement for the**

**BACHELOR OF BUSINESS ADMINISTRATION (HONS)
INTERNATIONAL BUSINESS**

**FACULTY OF BUSINESS MANAEMENT
UITM, BANDARAYA MELAKA**

JANUARY 2012

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UNIVERSITI TEKNOLOGI MARA
BANDARAYA MELAKA
“DECLARATION OF ORIGINAL WORK”

I, HABIBAH BINTI NIK MAT

I/C NUMBER: 881216-56-5274

Hereby, declare that,

- This work has not previously been accepted in substance for any degree, locally or overseas and not being concurrently submitted for this degree or any other degree.
- This project paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extract have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____

Date: _____

LETTER OF SUBMISSION

13 January 2012

The Head of Program

Bachelor of Business Administration (Hons) International Business

Faculty of Business Management

University Teknologi Mara

Kampus Bandaraya Melaka

110 Off Jalan Hang Tuah

75300 Melaka

Dear Sir,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled “**A Study on Tools of Total Quality Management Towards Decision Making in Organization**” to fulfill the requirement as needed by the faculty.

Thank you.

Your sincerely,

Habibah Binti Nik Mat

2009191399

Bachelor of Business Administration (Hons) International Business

ABSTRACT

The research studies on tools of total quality management which is benchmarking and quality control circle in improving decision making in organization. There are two objective of study that researcher want to achieve. Firstly, to determine relationship between benchmarking with improvement decision making in organization. Secondly, to determine relationship between quality control circle with improvement decision making in organization. The research was conducted among employee of Puspakom Sdn Bhd and involving 50 respondents as the sample size of research. All respondent need to answer the questionnaires related to topic of research. The result was obtained through data that has been analyzed using reliability test, frequency analysis and regression analysis. The conclusion for this study was based on outcome of data analysis in chapter 4. At the end of study, the researcher makes some recommendation for organization and further researcher.