

A STUDY TO IDENTIFY TOTAL QUALITY MANAGEMENT (TQM)  
IN MNR USAHAJAYA: HOW IT AFFECTS  
THE MANAGEMENT OF THE COMPANY

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DECLARATION OF ORIGINAL WORK



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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 of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguishing between quotation marks and sources of my information have been specifically acknowledged.

Signature: 

Date: 9/12/16

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## **ABSTRACT**

This research is an attempt to identify Total Quality Management (TQM) in MNR Usahajaya: how it affects the management of the company. Over 11 questionnaires were distributed during the study. The researcher identified that there is two (2) independent involved in this study namely, Leadership and management commitment and Staff capacity and capability. In the findings, it is shown that staff capacity and capability have a perfectly positive relationship with the dependent variable. The dependent variable in this study is the total management which consists of manage, managing, and manager. Respondent involved in this study are all the staff that worked in MNR Usahajaya.