

## PROSPECTS AND PROBLEMS OF TOTAL QUALITY MANAGEMENT ON THE PRODUCTIVITY AND PROFITABILITY OF MANUFACTURING ORGANIZATIONS

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### ABSTRACT

This study examined the prospects and problems of Total Quality Management (TQM) on the productivity and profitability of manufacturing organizations. The study investigated how some manufacturing organizations have incorporated the TQM philosophy, the problems encountered and the benefits they derive from TQM system. The study was conducted using case study. The population of the study consisted of 80 Accountants (both male and female) in manufacturing organizations located in urban and rural areas of Anambra state. Nigeria. All subjects of the population were used for the study because the number was manageable. The study utilized a validated 4-point scale questionnaire with reliability co-efficient of 0.83 using split-half method. Mean and standard deviation were used to analyze the data collected in order to answer the research questions, while the null hypotheses generated for the study were tested at 0.05 level of significance using z-test statistics. It was found that, despite the fact that organizations encounter a lot of problems in the application of TQM, there still exist some benefits they derive from it. The study also revealed other reasons why manufacturing organizations engage the activities of TQM. The study further revealed that the opinions of male, female, urban and rural Accountants do not differ significantly on the problems and benefits derived from the application of TQM system in the manufacturing organizations. It was therefore recommended, among others that there should be continuous education and training of all staff on the use of TQM.

**Keywords:** Accountant, Quality, Management, Productivity, Profitability, Manufacturing Organizations.