

THE ROLE OF QUALITY MANAGEMENT IN PRODUCTIVITY

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ABSTRACT

The objective of this project was to explore the major role of quality management in productivity to arrive at the suggested recommendations that may help in increasing productivity. A questionnaire is prepared as a tool for data collection which was used as a methodology for data collection. A sample of (49) participants have been requested to share in this study. The findings of this study indicated that the best ways the quality management can improve productivity include using of quality management systems (QMS) techniques, developing performance measurements, and increasing customer satisfaction. This confirmed the significance of doing more researches about increasing productivity through quality management. So, we recommend carrying out of more intensive studies in this field, especially there is a private sector and national concern with increasing productivity in all fields.



THE ROLE OF THE QUALITY MANAGEMENT IN PRODUCTIVITY



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INTRODUCTION

The objective of this project was to explore the major role of quality management in productivity to arrive at the suggested recommendations that may help in increasing productivity. A questionnaire is prepared as a tool for data collection which was used as a methodology for data collection. A sample of (49) participants have been requested to share in this study. The findings of this study indicated that the best ways the quality management can improve productivity include using of quality management systems (QMS) techniques, developing performance measurements, and increasing customer satisfaction. This confirmed the significance of doing more researches about increasing productivity through quality management. So, we recommend carrying out of more intensive studies in this field, specially there is a private sector and national concern with increasing productivity in all fields.

PROJECT OBJECTIVES

The main objective of this project is to investigate the major roles of quality management on productivity.
Specific objectives of the study:

- * Identify the potential for the growth in the productivity through quality management.
- * Identify the quality management impacts on productivity.
- * Identify the rate of the company's personnel in quality management for the purpose of increasing productivity.

METHODOLOGY

The questionnaire is used as statistical tool for data collection. Consequently, a 17-questions have been prepared involving some information with reference to the role of quality management in productivity. After that, the questionnaire sheets should be distributed to the research sample (49) participants. After that the sheets have been recollected from the study sample for the second time. The participants were valued to participate with their opinions in this study. One of the problems that I faced during this research is to find the factory management that would accept the idea to distribute my questionnaire sheets to the employees and workers. After recollection of the questionnaire sheets, I started analyzing the data using one of the statistical tools that helped me to calculate the frequencies and the percentages of each item in the questions and plotting the graphs. After that, the three key questions should be discussed depending on its association with some questions of the questionnaire.

RESULTS AND DISCUSSION

A1 :The findings of this study indicated that the best ways the quality management can improve productivity include using of quality management systems (QMS) techniques, developing performance measurements, and increasing customer satisfaction. This confirmed by study, Dick Clark, 2003

A2 :The results of this study indicated that the adoption of awareness programs regarding the significance of the responsibility of the employees in the process of quality improvement to assist in increasing productivity. This confirmed by study, Chris Joseph, 2005

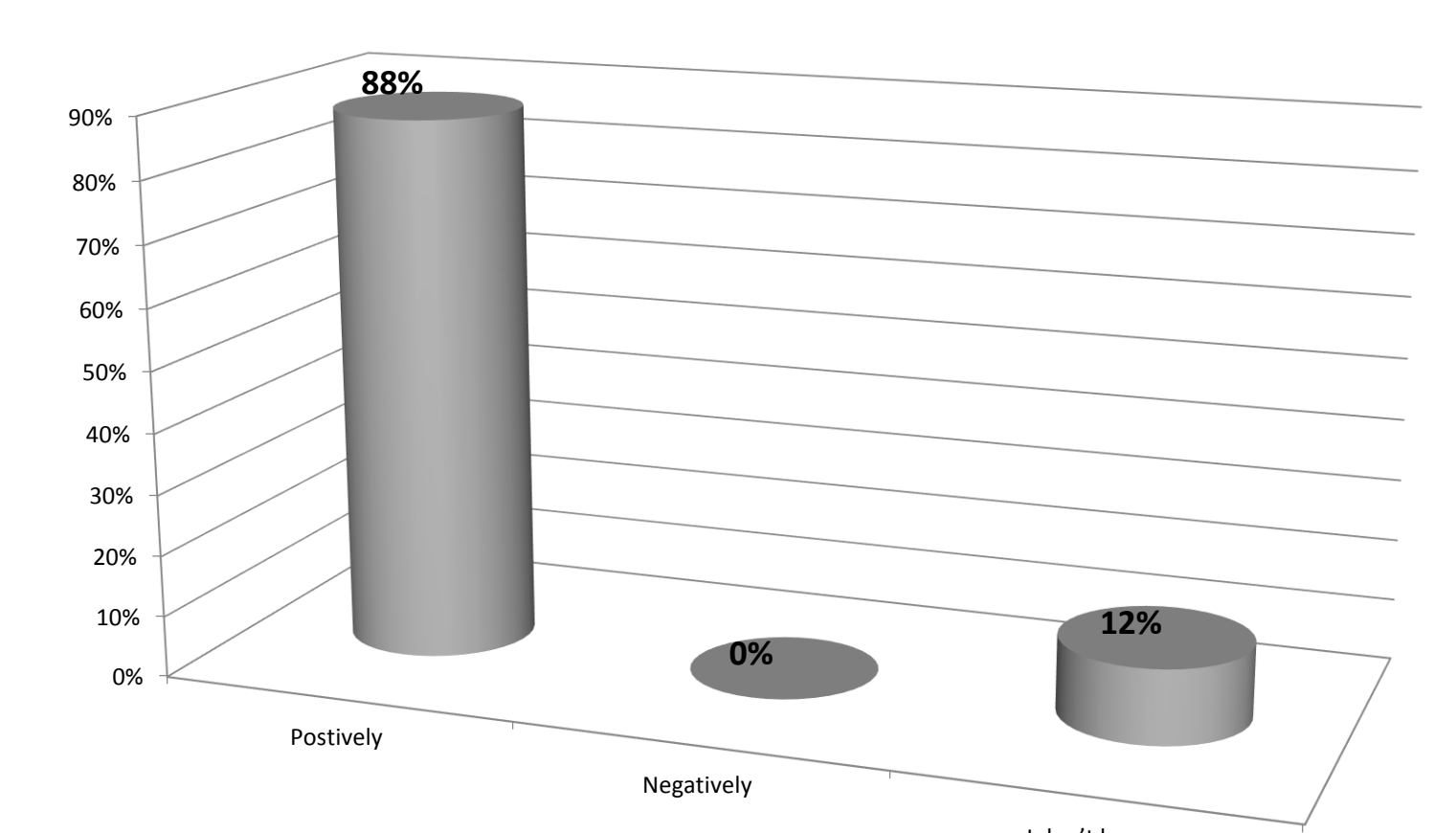
A3 :The findings of this study showed that the quality management motivations that can help in improving productivity include applying quality standards for products which lead to developing of the products through continuous training and education of employees. This is confirmed by study, Chris Joseph, 2015

CONCLUSION AND RECOMMENDATIONS

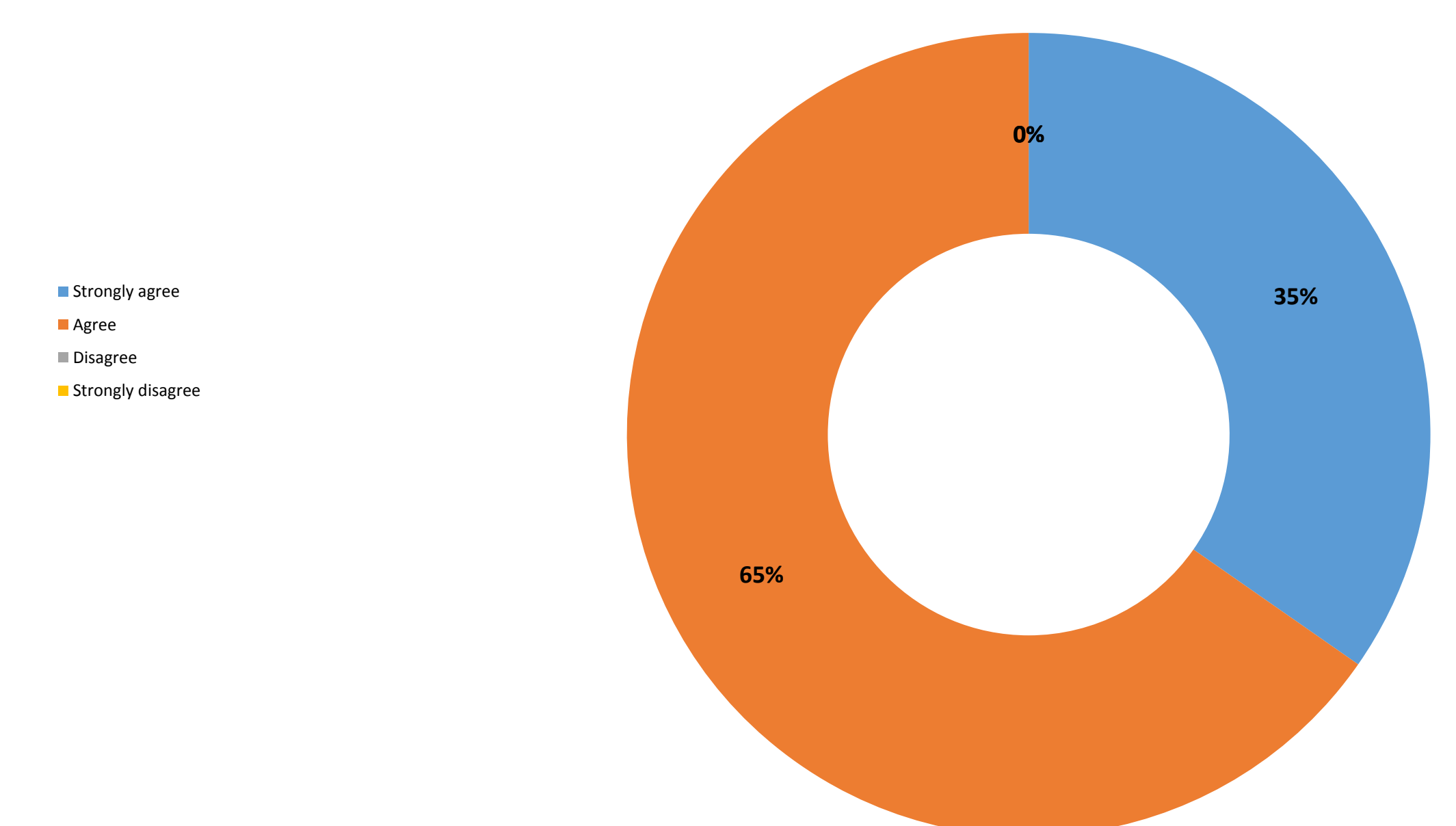
- 1- In depth productivity improvement will only be achieved by improving the skills of employees.
- 2- It is vital that employees performance is measured continuously.
- 3- Quality personnel must be included in all method changes.

FIGURES / CHARTS / TABLES

12. Does quality management affects productivity positively or negatively?



9. Adoption of awareness programs by the administration for employees about the importance of their role in quality improvement process will help in increase productivity...



Q1

- The QM practices have a positive relationship with productivity ?

Q2

- The way quality management improve productivity ?

Q3

- The quality management motivations that could help in improving productivity ?

REFERENCES

Chris Joseph, 2015, Ways to Improve Quality, Productivity & Process Time, York College of Pennsylvania.
Dick Clark, July, 2003, Linking Employee Satisfaction with Productivity, Performance, and Customer Satisfaction; Corporate Executive Board, Catalog Number: CLC114T2FH.