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THE PHENOMENON OF TOTAL QUALITY MANAGEMENT (TQM) AND ITS IMPACT ON THE PERFORMANCE OF GHANAIAN CONSTRUCTION INDUSTRY

Abstract:

This study seeks to investigate the phenomenon of Total Quality Management and its impact on the performance of Ghanaian construction industry. The study looks at customer's performance perception against the practitioner's performance perception in line with quality of products in the construction industry.

The study adopts both quantitative and qualitative methods based on semi-structured questionnaire to interview and interact with the management of construction firms in Ghana on how the concept of quality management was adopted in their organization and its effects on construction processes.

The potential outcome of this research is to help advance the knowledge and understanding of TQM within the Ghanaian construction industry and also to investigate the level of adoption in the Ghana's construction industry. The study also determines the impact of existing TQM models on Ghana's construction industry.

Keywords:

Management

Quality Management

Total Quality Management

Performance