

**A study on the effect of total quality management practices on the performance of
engineering higher learning institutions**

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The adoption of Total Quality Management (TQM) may improve the performance of higher learning institutions. However, TQM principles are rarely used to measure the performance of learning institutions in Tanzania. Therefore the aim of this study was to assess the effect of TQM practices on the performance of engineering higher learning institutions in Tanzania.

A quantitative research methodology was adopted in this study. The research used nine constructs of institutional performance as independent variables and six principles of TQM extracted from the literature as dependent variables. Quantitative data was collected using a structured questionnaire whereby out of 300 questionnaires distributed, 209 filled questionnaires were returned for analysis. The collected data were used to assess the established model with the purpose of examining the effect of acknowledged TQM principles on the performance of the surveyed institutions.

The findings show that there is a positive relationship between TQM constructs customer focus, process management, leadership, measurement analysis and knowledge management and employee focus. Nevertheless, the analysis detected a very small effect of the construct strategic planning to an institution performance. The study recommends that the identified TQM principles should be given special attention so that full potential of TQM is achieved in engineering higher learning institutions in Tanzania.