

## **QUALITY MANAGEMENT PRACTICE AND ITS IMPACT ON ORGANIZATIONAL PERFORMANCE IN MANUFACTURING INDUSTRY IN LAGOS STATE**

*Nwachukwu Ugochukwu*

*Research Scholar, Department of Business Administration, University of Lagos, Akoka, Nigeria*

### **ABSTRACT**

*The study focused on quality management practice and its impact on organizational performance in manufacturing industry in Lagos state using Nestle Nigeria Plc as study. Emphasis was placed on quality management practices: top management commitment, continuous improvement, customer focus, and ISO 9001 and how they relate with organizational performance. Descriptive research design was adopted for the study. A structured questionnaire was used to collect information from various respondents who were employees of Nestle Nigeria Plc. Two hundred and five questionnaires were distributed to randomly select the respondents from the population. The hypotheses were tested using Pearson product moment correlation with the aid of Statistical Package for Social Sciences (SPSS). The results indicated that top management commitment, continuous improvement, customer focus, and ISO 9001 all have positive and significant relationship with organizational performance. It is suggested that the organization should give these quality management practices (top management commitment, continuous improvement, customer focus, and ISO 9001) more attention as they have positive impact on organization performance. More so, the leaders should ensure employee participation in monitoring, detecting, and correcting quality problems, this requires decentralization and delegation in organizations implementing quality management practices.*

**KEYWORDS:** *Quality Management Practice, Organizational Performance, Demand for Quality*

---

### **Article History**

**Received: 14 Oct 2019 | Revised: 30 Oct 2019 | Accepted: 07 Nov 2019**

---