

THE EFFECT OF TOTAL QUALITY MANAGEMENT ON CONSTRUCTION PROJECT PERFORMANCE/CASE STUDY:CONSTRUCTION FIRMS IN,YEMEN

Abstract:

This study empirically examines the extent to which TQM and project performance are correlated and the effects of TQM on project performance. In this study ,a TQM framework is developed according to a comprehensive literature review .This framework demonstrates the relationship between TQM constructs (top management commitment & leadership ,supplier quality management ,participation ,empowerment & involvement ,education & training, recognition & reward ,project design, change design ,client focus) on three element levels of project performance. The proposed model and hypotheses were tested by using data collected from yemen construction firms. The survey covered 40 companies chosen from construction sector and produced a response rate of 72.5 percent. The results of this aforementioned model support the proposed hypothesis. Finally, this research culminates with TQM process for improving construction project performance, a discussion and the general conclusions are extracted in the light of the survey findings .The results finding are expected to provide useful information for future research directions especially as an indicator for the development of a suitable TQM framework for the construction firms.

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