

TOTAL QUALITY MANAGEMENT IMPACT ON ORGANIZATIONAL PERFORMANCE

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ABSTRACT

This paper empirically verifies the impact of adopting the principles and practices of “Total Quality Management” on organizational performance. The dynamic vision of “the Competence-based Perspective” is adopted as a theoretical positioning, which analyzes the way in which organizations develop their specific capacities and regenerate their distinctive competences. The theoretical model of the relationships between the variables was constructed and the hypotheses of the study were formulated. The model was applied to companies in the services sector and the hypotheses were contrasted through the use of the structural equations models. The results allow us to verify that there is a positive relationship in the introduction of TQM and the generation of a series of distinctive competences, which, in turn, promote better business results.

Keywords: Total Quality Management, The Competence-based Perspective, Distinctive Competences, Organizational Performance.

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