

## RESTRICTED

### ABSTRACT

Quality Circles (QC) are a Japanese management tool for improving quality which is involving workers in management. Quality concept in Sri Lanka Air Force (SLAF) was initiated in 1987 with the guidance of the Directorate of Aeronautical Engineering and the CQAI was established in 1993. This inspectorate is specially designed to overlook the matters pertaining to the quality of service. This research has been undertaken to find the critical responsible factors of such QCs' effectiveness in SLAF based on the QCs proposal effectiveness.

Bases/Stations/Units contributed 25 QC proposals to the CQAI, it is always average of 20 per year. All QC are not mandatory to the maintenance engineering some may support of aeronautical engineering field and others are totally non-technical engineering. Out of those submissions, the CQIA found that only a few proposals have been subjected to further implementation. However, SLAF maintenance of quality cannot be ignored at every level. To achieve that, QC team and CQAI have a key role to play, therefore lesser prominence given to the authority has led to reduce the QC concept aim without fruitful outcomes and this is considered as the focal problem of this research. In this present study, primary data were collected from QCs teams in main bases and official of CQAI and formations through questionnaire from 50 respondents.

Researcher identified four factors which are relationship with implementation of QC proposal in SLAF and it directly affect to the contribution of QC in SLAF. Most prominent factors were motivation to QC teams and quality of the QC proposal.

**Key words** Sri Lanka Air Force, Quality Circle, Quality Standards, Command Quality Assurance Inspectorate