

## **Abstract**

**Purpose:** - The aim of this research paper is to analyze the rationale and the development of measures that can be utilized in assessing and understanding of the concept of total quality management (TQM) and work related attitudes within the organizations in garment industry in selected two companies in KEPZ in Sri Lanka.

**Methodology/Approach:** - Basically a total of nine (9) "SOFT" concept of TQM were identified amongst the literature, in TQM practices to investigate four (4) selected items from TQM practices, such as customer focus, training and education, empowerment and teamwork, continuous improvement and problem prevention and three (3) selected items from work related attitudes such as job involvement, job satisfaction, and organizational commitment. Which were represented whole concept of TQM practices and work related attitudes. The awareness of each one of these items was investigated through among nearly 298 every level of employees in apparel industry at the sample profile.

**Findings:** - All soft TQM factors have a significantly positive relationship with job related attitudes. Customer focus generates the higher level of relationship with job involvement. However training and education generates the higher level of relationship with job involvement and continuous improvement and problem prevention generates the higher level of relationship with job involvement.

By comparing to Pearson correlation values to dependent variables to independent variables continuous improvement and problem prevention, generates the highest correlation value with job involvement, improvement and problem prevention generates the highest correlation value with job satisfaction continuous improvement and problem prevention and continuous improvement and problem prevention generates the highest correlation value with organizational commitment .

When the evaluation is tested with multiple regressions, the relatively most important factors are respectively continuous improvement for job involvement, Customer Focus for Job satisfaction and empowerment and teamwork for organizational commitment.

**Research Limitations:** - The separate measurement of the "SOFT" side of TQM. Survey results are derived from just two selected companies' limited number of samples. TQM practices and work related attitudes can be influenced by other factors and attitudes

influenced due to management style, controlling mechanism and communication system etc.

**Originality /Value of Thesis:** - Whilst, the technical (“hard”) aspects of TQM are well documented and clearly measured. A general disagreement of what exactly consists with the philosophical (“soft”) side of TQM. This disagreement provokes a major methodological problem with TQM being associated with study analytical methods.

**Conclusion:** - The study theoretically and practically significant. In practically , It measured the impact of TQM practices on the employees work related attitudes in the Garment industry in Sri Lanka at the sample profile, Even though TQM is the newest subject, as there are limited number of researches were published in this field. This research contributes to the regional and international theoretical knowledge base. It initiatives the new knowledge about the apparel manufacturing field in Sri Lanka as well as internationally broaden the horizons.

**Key Words:** - customer focus, training and education, empowerment and teamwork, continuous improvement and problem prevention, job involvement, job satisfaction, and organizational commitment