

## ABSTRACT

Total Quality Management is one of the major discipline in which the organizations can use to gain the competitive advantage to increase the Organizational Performance. The purpose of this study is to examine to what extent Total Quality Management practices effect on Organizational Performance and this study measures the relationship between Total Quality Management Practices and Organizational Performance. Hence, the primary objective is to examine the Impact of Total Quality Management on Organizational Performance. In this study, the conceptual framework is developed through in-depth study and analysis of previous literature. Under the framework, the Total Quality Management act as independent variable and that is consisting with the six main sub variables such as Leadership, Training, External Customer Focus, Employee Involvement, Communication and Empowerment. The dependent variable is Organizational Performance. With the analysis of research design and methodology, this study takes deductive research approach. The target examination of the study is executive level employees in 10 garment industry' manufacturing companies in Free Trade Zone Biyagama and the sample are consisting with 51 executive or managerial level employees in respective textile factories in Free Trade Zone Biyagama.

Research strategies are formal survey by administering a questionnaire and in-depth interview. With the analysis of study findings, it showed that there is positive relationship between External Customer Focus and Organization Performance. With the analysis of correlation between the Communication and Organizational Performance, It showed that there is moderate positive relationship between Communication and Organization Performance. In addition to above, the study showed that there is a moderate positive relationship between the Training and Organization Performance. This study found there is high relationship between Employee Empowerment and Organization Performance. Auxiliary, this study found there is moderate positive relationship between Leadership and Organization Performance. With the analysis of the relationship between Employee Involvement and Organization Performance. This study found there is a moderate positive relationship between Employee Involvement and Organization Performance. Finally, it is recommended for the stakeholders to apply Total Quality Management application to improve the performance of organizations.