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ABSTRACT

These principles of TQM is considered a very important factor for organizational excellence & people-oriented aspects to enhance the satisfaction levels of both employees and customers while enhancing the productivity of the organization. TQM integrates fundamental management techniques, existing improvement efforts, and technical tools under a disciplined approach.

Purpose: The aim of this research paper is to analyse the impact of Total Quality Management practices on productivity of Sri Lanka Navy training in Naval and Maritime Academy, Trincomalee.

Methodology: For the study six coherent concepts of TQM were identified amongst the literature. Those are Communication, Relationship Management, Continuous improvement, Leadership, Process and system improvement, and Data matrix. The awareness of each one of these items was investigated among 150 respondents from all schools by using random sampling method and 150 supervising sailors/ officers of respective selected trainees' who are presently working in Western Naval Area. Other than that, interviews were conducted to gather data from responsible persons who dealt with SLN training. Hypothesis testing was carried out using correlation analysis, coefficient analysis, and the results of regression analysis through SPSS and AMOS.

Findings: As per the regression analysis, it is understood that in the current study there is strong direct relationship between TQM practices and productivity of the trainees. Moreover R^2 of 0.920 shows that 92 percent of total variation of dependent variable is explained by the selected independent variables. Hence it is proven that 'application of TQM practices has positive relationship and will increase the productivity of the trainees'. Then hypothesis is accepted.

Conclusion: The study theoretically and practically significant. Practically, it measured and analysed the applications of TQM on productivity of the training. Drive of this research is to highlight the implementation of TQM principles and how that impacts on the productivity of the customer i.e. trainees of SL Navy. On the basis of research results and analysis, it is proven that applications of TQM practices have positive relationship with the productivity of the Sri Lanka naval training.

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Key Words: Communication, Relationship Management, Continuous improvement, Leadership, Process and system improvement, and Data matrix and Productivity.

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