

**THE IMPACT OF SOFT TQM PRACTICES ON THE
EMPLOYEE SUPPLY PERFORMANCE: IN WACOAL
LANKA (PVT) LTD**

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MBA In Supply Chain Management

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Sri Lanka

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Thesis/Dissertation submitted in partial fulfillment of the requirements for the
MBA In Supply Chain Management

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DECLARATION

I declare that this is my own work and this thesis/dissertation does not incorporate without acknowledgement any material previously submitted for a degree or diploma in any other University or Institute of higher learning and to the best of my knowledge and belief it does not contain any material previously published or written by another person except where the acknowledgement is made in the text. I retain the right to use this content in whole or part in future works (such as articles or books).

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The above candidate has carried out research for the PhD/MPhil/Masters thesis/dissertation under my supervision . I confirm that the declaration made above by the student is true and correct.

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STATEMENT OF THE SUPERVISOR – SOFT BOUND SUBMISSION

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ABSTRACT

The Total Quality Management is a key concept to enhance the efficient and effectiveness of a manufacturing industry because the output can be mostly affected by the concept. Each and every factory engaging in the production take in account the TQM practices both soft and hard TQM practices to achieve their quality outputs on time. Due to the issue of unable to supply the exact output on time was the major identified problem in Wacoal (Pvt) Ltd and based on that the researcher find the solution through soft TQM practices. Reviewing the previous literature, the researcher has identified four soft TQM practices which, top management commitment, customer focus, employee involvement, training and development. With the use of a questionnaire which included 16 questions both with five point and seven point Likert scale, 180 respondents are analyzed through SPSS software. Convenience non-probability sampling use for the research study to collect data. The reliability was checked by the value of Cronbach alpha. It is observed that the key factors of soft TQM practices for employee supply performance are top management commitment and employee involvement according to the employees' importance.

Keywords: Soft Total Quality Management, Employee Supply Performance (ESP), Top Management Commitment (TMC), Customer Focus (CF), Employee Involvement (EI), Training & Development (TD)

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LIST OF ABBREVIATIONS

Abbreviation	Description
ESP	Employee Supply Performance
TMC	Top Management Commitment
CF	Customer Focus
EI	Employee Involvement
TD	Training & Development

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