|  |  |  |  |
| --- | --- | --- | --- |
| Title | Impact of Implementing TQM in RMG Manufacturing Units in Bangladesh | | |
| Author(s) Name | M.F. Hossain, Amir George, Md. Khorshed Alam Talukder, Asfaq A. Mohib | | |
| Contact Email(s) | [hossainfaruque@hotmail.com](mailto:hossainfaruque@hotmail.com); mfhossain@aiub.edu | | |
| Published Journal Name | AIUB Journal of Business and Economics | | |
| Type of Publication | Journal | | |
| Volume | 11 | Issue | 1 |
| Publisher | AIUB | | |
| Publication Date | 2014 | | |
| ISSN | 1683-8742 | | |
| DOI |  | | |
| URL |  | | |
| Other Related Info. | Pages 29-53 | | |
| **Keywords:** TQM, RMG, Compliance, zero defects, customer satisfaction, TQM model, BGMEA. | | | |
| Citation: Hossain, Md. Faruque & George, Amir & Khorshed, Md & Talukder, Alam & Mohib, Asfaq. (2014). Impact of Implementing TQM in RMG Manufacturing Units in Bangladesh. 11. 29-52. | | | |

|  |  |
| --- | --- |
| Abstract |  |
| Total quality management is the application of quantitative methods and human resources to improve all the processes within an organization and exceed customer needs once for all. Readymade garments (RMG) industry in Bangladesh is well qualified with exceptional growth since 1995. It contributes 77% to the country's net exports, which is more than 25% of GDP growth. Bangladesh has got 5150 export, oriented factories, but, none of these units is following total quality management (TQM). All factories must understand that the customers will be satisfied, if they receive products and services that accomplish their needs, are delivered at the right time and are priced for value. A couple of hypothesizes of this study are, there is a positive correlation between suppliers and manufacturers of RMG of Dhaka, if least amount of efficiency in input will result in the most output of RMG of Dhaka. The significant objectives are, to analyze TQM in RMG manufacturing units of Dhaka, to find out TQM in satisfaction of internal and external customers, to explore the possibilities of effectiveness. The research tools are used such as questionnaire, face to face interview, discussion on case studies, published reports. The samples are 37 respondents from 33 different RMG organizations. They have been selected on random sampling method. This study divulges, quality is the strongest competitive weapon for RMG industry. All manufacturing units should set the factories to meet the compliance standard, to meeting the "zero defects" products, to train the middle level managers and supervisors as leaders, to follow "House of Quality" matrix, to strengthen the communication between purchase and quality departments with suppliers, RMG units should provide employee empowerment, satisfy the customer needs, establish research and development, continuous improvement process and finally ensure TQM model. Government and Bangladesh Garment Manufacturers and Exporters Association (BGMEA) needs immediate action to provide training and seminar to RMG employees on proposed TQM. | |

**Please specify which Sustainable Development Goal (SDG) (s) falls under your research:**

|  |  |  |  |
| --- | --- | --- | --- |
| Goal 1 | No Poverty | Goal 2 | Zero Hunger |
| Goal 3 | Good Health and Well-Being | Goal 4 | Quality Education |
| Goal 5 | Gender Equality | Goal 6 | Clean Water and Sanitation |
| Goal 7 | Affordable and Clean Energy | **Goal 8** | **Decent Work and Economic Growth** |
| Goal 9 | Industry, Innovation and Infrastructure | Goal 10 | Reduced Inequalities |
| Goal 11 | Sustainable Cities and Communities | Goal 12 | Responsible Consumption and Production |
| Goal 13 | Climate Action | Goal 14 | Life below Water |
| Goal 15 | Life on Land | Goal 16 | Peace, Justice and Strong Institutions |
| Goal 17 | Partnerships for the Goals |  |  |