

TITLE PAGE

**TOTAL QUALITY MANAGEMENT AND THE INDUSTRIAL
SECTOR OF ENUGU STATE (A CASE STUDY OF ANAMMCO
LIMITED ENUGU**

BY

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BA/T/2009/235**

**A PROJECT SUBMITTED TO THE
DEPARTMENT OF BUSINESS ADMINISTRATION,
FACULTY OF MANAGEMENT AND SOCIAL SCIENCES,
CARITAS UNIVERSITY,
AMORJI NIKE, ENUGU
ENUGU STATE**

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THE AWARD OF BACHELOR OF SCIENCE DEGREE (B.Sc)
IN BUSINESS ADMINISTRATION, CARITAS UNIVERSITY,
AMORJI NIKE ENUGU, ENUGU STATE**

AUGUST, 2012

CERTIFICATION

This is to certify that this project research has been approved as meeting the requirements written by **NNOPU CHIKA MARYJANE** with Registration Number **BA/T/2009/235** of the Department of Business Administration, Caritas University Enugu for the Award of the Degree of Bachelor of Science (B.Sc) Business Administration.

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PROJECT SUPERVISOR

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DATE

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PROF. GODWIN NWANGUMA
HEAD OF DEPARTMENT

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DATE

DEDICATION

This work is dedicated to God Almighty the author and finisher of my faith, who gives knowledge and wisdom and to my lovely mother Mrs. Emily Nnopus, to whom I owe so much. My late father Mr. Albert Chukwuemeka Nnopus. May his gentle soul rest in peace. Amen.

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Thank you all.

ABSTRACT

Total quality management has made a positive impact in the manufacturing industry in Nigeria. This concept in an approach to the concern for quality which pervades the organization from top to bottom. It also aims to continuously increase in value to customers by designing and continuously improving organization process and system. Total quality management in Nigerian context as suggested by Imaga (2000:1) Orient Employees attitude through total quality management training and on the job work-study improvement in the area of corporate management and corporate planning. Also, to reduce drastically, production, material cost, staff time losses, overlap of job description, inefficient controls and supervisory techniques. Both primary and secondary data were collected and the instrument used to collect primary data are the population put together as 509 and the sample size is 223. This research has adopted a survey design. The sources of data were also gotten from books, magazines, journals and newspapers and her source of secondary data were books, journals from ANAMMCO library. Even though the research in the manufacturing industry in (A case study of Anambra State Motor Manufacturing Company Limited), make the investigation feasible. The finding of the research is generalized to cover the entire manufacturing industry in Nigeria.

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