

The Impact of Total Quality Management on Organization's Performance: The Mediating Role of Knowledge Management A case study in Hikma Pharmaceuticals

By

Njood Ibrahim Mohammad

Supervision

Dr. Mahmood Badr Ridha Al Obidi

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Abstract

This study aimed to identify the impact of Total Quality Management (TQM) in its dimensions (supporting senior management, strategic planning, employee engagement, continuous improvement, customer focus) on the organization's performance in its dimensions (profitability, reducing defective units, market share). And also identifying the mediating role of knowledge management on the relationship between (TQM) and organization performance in Hikma Pharmaceuticals. A descriptive and analytical approach was used to collect and analyze data. A questionnaire was developed that was distributed to the study sample, which numbered 285 people, and 228 questionnaires were retrieved with a recovery rate of 80%. The study found a statistically significant effect of (TQM) on the organization's performance in Al-Hikma Pharmaceuticals Company and also the existence of a statistically significant effect of (TQM) on all dimensions of the organization's performance. The results of the study confirmed that knowledge management has a statistically significant effect as an intermediate variable between (TQM) The organization's performance at wisdom pharmaceutical company. The study recommends supporting knowledge management in the company and increasing interest in research and development departments by creating an innovative environment that contributes to enhancing product quality and improving the company's performance. The study also recommends developing and supporting (TQM) practices by increasing senior management support to apply advanced quality management techniques such as (6 Sigma).

Keywords: Total quality management , organizational performance ,knowledge management , Hikma Pharmaceuticals