

## **Abstract**

### **The Mediation Role of Total Quality Management on the relationship between Supply Chain Integration and Supply Chain Performance, in Jordanian Pharmaceutical Industry**

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The aim of this study is to examine the mediation role of total quality management through (top management commitment, employee participation, continuous improvement, product design, and customer focus) on the relationship between supply chain integration through (customer integration and supplier integration) and supply chain performance through operational performance and strategic performance in Jordanian Pharmaceutical Industry, by using convenience sampling to collecting data, the researcher distributed two hundred seventy five questionnaire for managers in three level of management (top management, mid management and low level of management) after received questionnaires and post exclusion, one hundred and ninety eight are valid to be analyzed by using SPSS (Statistical Package for Social Sciences) AMOS program. The study found positive effect of supply chain integration and total quality management on supply chain performance, and positive effect of supply chain integration on total quality management, furthermore, the researcher found partial mediation role of total quality management on the relationship between supply chain integration and

supply chain performance. The study suggests certain of recommendations which most recommends organizations plans address individual suppliers' capabilities and customers' requirements and introducing total quality management in the organizations, since it has helped many organizations in both developed and developing countries to improve their overall performance. The researcher recommends organizations to operate well-adjusted and integrated to keep their competitive advantage and successfully market their goods and services.

**Keywords:**

Supply Chain Integration (SCI), Total Quality Management (TQM), Supply Chain Performance (SCP).