

2nd International Conference and Exhibition on **Mechanical & Aerospace Engineering**

September 08-10, 2014 Hilton Philadelphia Airport, USA

A survey on total quality management implementation in Jubail and Yanbu manufacturing industries

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The manufacturing industries' main objectives in implementing Total Quality Management (TQM) in their organizations are to ensure their products manufactured or services provided shall satisfy their customers' requirements and needs. This paper presents a proposal to evaluate the current quality management practice, the significance of implementing total quality management system, prospects and barriers in implementing TQM. Due to time and cost constraints, this study chose a number of medium to large size manufacturing companies in the Jubail & Yanbu industrial cities of the KSA for the purpose of this investigation. A list of more than 150 manufacturing companies in the Jubail & Yanbu industrial cities obtained from the National Industrial Clusters Development Program KSA. The paper systematically categorizes the related literature of various studies, analyzes the literature and finally reviews it methodologically. For this reason, a survey will be conducted to investigate the level of practice on TQM elements such as a continuous improvement system, education and training, the level of senior management's awareness and their attitude towards implementing TQM activities and to find the most critical factors perceived by the manufacturing industries. The key finding of this research will highlight the importance of TQM adoption in the manufacturing industry not only in Saudi but also to other Gulf Cooperation Council countries (GCC) to meet future challenges in realizing the vision, of world-class organizations.

Biography

Saleh A Aldahsh has completed his PhD at the age 35 years from Cardiff University in Manufacturing Engineering, field of Rapid Manufacturing. He is the Director of Mechanical Engineering Department.

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