

**IMPACT OF QUALITY MANAGEMENT CORE
PRINCIPLES ON MANUFACTURING PERFORMANCE
(WITH SPECIAL REFERENCE TO BEVERAGE FOOD AND TOBACCO SECTOR
COMPANIES LISTED IN COLOMBO STOCK EXCHANGE)**

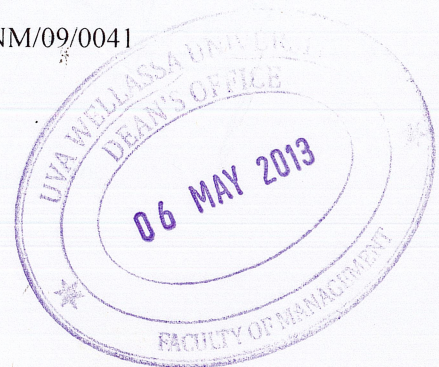
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**Impact of Quality Management Core Principles on Manufacturing Performance
(with special reference to Beverage food and tobacco sector companies listed in
Colombo Stock Exchange)**

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ABSTRACT

Quality is “Degree to which a set of inherent characteristics fulfils requirements” This study empirically evaluated the impact of quality management core principles (customer focus, leadership, involvement of employees, process approach and mutually beneficial supplier relationships) on manufacturing performance in Beverage food and tobacco sector companies listed in Colombo Stock Exchange. This sector has been generates substantial economic benefits to the country and could have been able to made significant contribution to the Gross Domestic Production. Quality helps to improve the internal company efficiency and to maintain a sustainable advantage. Hence quality management play vital role in today's Business world. The findings of the research can be used for academic purposes, for managers, decision makers, investors and policy makers. Prior research do not identify quality management core principles are directly impact on manufacturing performance also contradictory ideas between implementing quality management systems. The population is hundred thirty two and sample consisted of seventy employees who are working under the quality control departments in ten selected companies. The data were analyzed through SPSS16.0 and Minitab 14andalso simple linear regression analysis, paired t-test and descriptive statistics were used. The results indicated that leadership and involvement of employees were positively impacted, customer focus and mutually beneficial supplier relationship were negatively impacted but process approach did not impact on manufacturing performance. There is a difference of manufacturing performance before and after implementation of quality management system. It reviews that ISO22000 is highly practiced quality management system.

Keywords: Quality, Quality management, Manufacturing performance