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TOTAL QUALITY MANAGEMENT

A CASE STUDY OF THE NIGERIA POLICE WITH PARTICULAR REFERENCE TO ENUGU/EBONYI STATE POLICE COMMAND

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ABSTRACT

The Total Quality of goods or services is solely determined by the ability of the goods or services to give the required satisfaction to the consumers. A good or service that falls short of the needed or expected satisfaction has failed in its quality delivery. Product satisfaction of needs may involve not only the product characteristic but also includes delivering time and its availability when and where needed. For goods or services of expected quality to be delivered to the consumers appropriately, a lot of procedures, processes or activities are involved. For the required quality to processes and activities involved must have to be properly co-ordinated through time and on continues basis. The aforesaid processes, procedures and activities which must to be well co-ordinated for effective product result is nothing other than "managerial function". On the premise, one can say that "the total product quality is a function of the Total Quality Management of the component parts of the organization that makes available the goods or services. Many organizations aspire to improve quality but have difficulty in adopting the Total Quality Management Approach. It was against this background that the researcher gets interested in finding out the extent to which this management technique id applicable to selected firms in Enugu State. To carry out this work, Enugu/ Ebonyi State Police Command were used. A set of 472 questionnaires were constructed, validated and administered to heads of department and other important personnel in the services within Enugu and Ebonyi State. The questionnaires were centered on how Total Quality Management improves workers attitude to work.