

**TOTAL QUALITY MANAGEMENT IN THE BANKING
INDUSTRY**

**A CASE STUDY OF ZENITH BANK OF NIGERIA PLC
AND DIAMOND BANK PLC**

BY

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ABSTRACT

The topic of this project is "Total quality Management in the banking industry. (A case study Zenith Bank of Nigeria Plc and Diamond Bank Nigeria Plc.) The major objective is to enquire into problems encountered in the provision of good quality services to customers in commercial banks with focus on Zenith Bank of Nigeria Plc and Diamond Bank of Nigeria Plc and to determine specifically the impact of the introduction of TQM on the services of Zenith Bank of Nigeria Plc and Diamond Bank of Nigeria Plc to the banking public. Instrument of data collections questionnaire and research questions, which formed the course of primary data, while materials from various published articles, textbooks, journals and newspapers formed the secondary data. The method of analysis is the use of tables, percentage and chi-square. The major finding of the research is that problems encountered in the provision of services in Zenith Bank Nigeria Plc includes finance, manpower among others. Likewise, in the study of Diamond Bank of Nigeria Plc recommended that subordinates and employees be given opportunity to participate in decisions. The study concluded that there is a bright prospect for the use of TQM in the Banking industry.