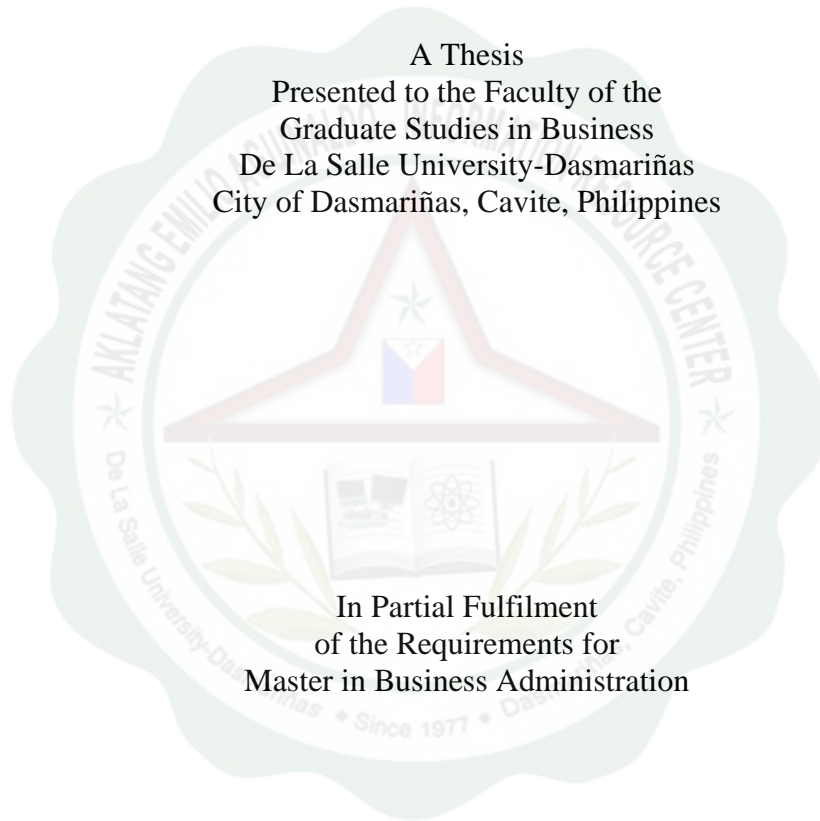




De La Salle University - Dasmariñas
GRADUATE PROGRAM

**TOTAL QUALITY MANAGEMENT AND OPERATIONAL PERFORMANCE
OF SMALL FOOD MANUFACTURING ENTERPRISES IN CAVITE**

A Thesis
Presented to the Faculty of the
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ABSTRACT

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This study aimed to analyze the relationship between total quality management (TQM) and operational performance of small food manufacturing enterprises in Cavite. Descriptive statistics such as mean, frequency distribution, and percentage were used to describe the profiles of respondents. Canonical Correlation Analysis was used to determine the relationship between total quality and operational performance.

Results showed that most of the responding enterprises have estimated assets of less than three million, a sole proprietorship form of business and total estimated number of employees of 10 to 15 and have been in operations for an average of eight years.

The extent of total quality management adoption in small food manufacturing in Cavite was high with an average of one to five percent improvement in operational performance for the past three years of operation. Furthermore, positive relationship was established between total quality management and operational performance. Among the components of total quality management, supplier quality management was found to have the highest degree of correlation to operational performance.



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