

DEVELOPMENT OF TOTAL QUALITY MANAGEMENT FRAMEWORK IN CONSTRUCTION PROCESS: A CASE STUDY OF TANZANIA BUILDING AGENCY.

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ABSTRACT.

Total quality management (TQM) is very important for the long-term success of an organization in the delivery of quality building. The main objective of this study was to develop the total quality management framework in order to improve construction processes. In order to develop TQM Framework for construction process, factors that affected implementation of TQM was identified. Nevertheless, critical success factors for TQM were computed. The questionnaires were administered to projects managers Supervisor, as well as construction professional of Tanzania Buildings Agency(T. B .A). The questionnaires aimed at ascertaining the perception of expert on the way Tanzania Buildings (T.B.A) controls quality. Data were analyzed by calculating Average Index (A.I) of each factor. The package used was Microsoft Office Excel. The critical success factor with highest average index (7.563) was treated as most important and the one with low average index(5.661) was treated as the least important. In their order of importance,supply chain management, process management, customers focus, continuous improvement, management/ leadership and employee satisfaction/empowerment were identified as critical success factor of TQM. Finally Mathematical model for TQM was developed. This study concludes that implementation of total quality management framework for construction can provide guidance for developing total quality management model and management information system which can manage the construction process from the start to the end and easily track the source of the fault in a particular building and thus control the quality of the buildings. The study recommends further work for designing and developing an automated Total Quality Management Framework for implementation of total quality management for construction process in Tanzania.

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