

Study of TQM on Internal and External Involvement – an example of Sumiko Electronics Suzhou Company in China

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Abstract

Total Quality Management (TQM) in the briefest possible summary is: total people-empowerment; focus on the customer is a commitment to quality; and an investment in knowledge. TQM actually has a wide variety of elements, themes, and principles.

This study seeks in a controlled setting to examine the efficacy of TQM program implemented on internal and external employees, using the method of Case Study at Sumiko Electronics Suzhou (SES) Inc. located in Su Zhou District of China, and a Longitudinal Comparative Research Design. The standard deviation was used to determine how the scores of internal and external involvement spread out is between the two periods (before and after the implementation of TQM program). This study shows particularly true in the involvement indicators, such as Supplier Certification, Just-In-Time Purchasing, Benchmarking, and Supplier's involved in Design and Training.

The significant difference indicates that After TQM Implementation has considered the conditions necessary for Internal and External Involvement.

Keywords : *Just in time (JIT), TQM, purchasing, benchmarking, supplier's involvement, supplier certification.*

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