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IMPACT OF HR PRACTICES ON THE QUALITY MANAGEMENT SYSTEMS IN MANUFACTURING ORGANIZATIONS, SRILANKA

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Abstract

The main objective of this research is to identify impact of selected Human Resource Practices (HRP) on performance of Quality Management System (QMS). All manufacturing and service industries take utmost effort to enhance the quality of products and services. To enhance the quality of products and services the QMS are being implementing. But most organizations are unable to achieved set targets through QMSs.

In these study HRP as recruitment selection, employee orientation, training and development, performance management, and reward management are selected as independent variables. The QMS's performance is assessed by scrap level, rework percentage, customer complaints, rewards and certifications as dependant variables. Sample were selected which organizations have practice TQM or ISO 9001 quality management system and medium, large and extra large categories were used for the survey 50 questionnaires were distributed and received 34 responses which is a 68% response rate.

This study found that, there is a strong relationship between HRP and QMS success. The main concept evolve through the analyzed data is people's participation is a main factor to enhance the performance of quality management system. While implementing a quality management system simultaneously introduced and strengthens the relevant HR system also. Therefore HR department should play a major role in implementation and maintaining of successful quality management system which enhance the performance of the organizations. To enhance quality management system have to align with HRPs, and all level of managers should actively participate for quality management system implementation and maintaining by playing respective roles. It is impossible to make success of QMS without HRP. The HRP are the back bone of the successful QMS.

Keywords: Human resource practices, Quality management system, and Total quality management