

عنوان مقاله:

The Relationship Between Total Quality Management, Quality Performance and Innovation Performance

محل انتشار:

دومین کنفرانس بین المللی پژوهش های نوین در مدیریت، اقتصاد و حسابداری (سال: 1394)

تعداد صفحات اصل مقاله: 9

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خلاصه مقاله:

The relationship between total quality management and innovation performance appears contradictory and complex. Total quality management and Quality Performance are considered as management practices that can enhance innovation performance. Literature suggests that conflicting arguments exist and while for some researchers, total quality management do not directly improve innovation Performance, for others, there is a positive relationship between management practices of quality Performance and innovation Performance. However, the question still remains regarding the nature of relationship among these concepts. In this research, our goal is to understand the synergistic relationships between the three variables: total quality management, innovation performance and Quality performance. The data were collected by using survey approach to manufacturing companies. Based on the analysis of these interviews we present a set of propositions about the relationship between those variables. These propositions will support the formulation of hypotheses for future scientific studies in this area. Results of this research can be of high utility in understanding how the variables interact and their impact in different types of organizations. The findings of this study supported all hypotheses

کلمات کلیدی:

Total quality management; innovation; performance

لینک ثابت مقاله در پایگاه سیویلیکا:

<https://civilica.com/doc/439818>

