APPLICABILITY OF TOTAL QUALITY MANAGEMENT SYSTEM IN METAL QUARRY INDUSTRY IN SRI LANKA

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Degree of Master of Science in Project Management

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Dissertation submitted in partial fulfillment of the requirements for the degree Master of Science in Project Management

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DECLARATION

Student Declaration

I declare that this is my own work and this submission does not incorporate without acknowledgement any material previously submitted for a Degree or a Diploma in any other University or institute of higher learning and to the best of my knowledge and belief it does not contain any material previously publish or written by another person except where the acknowledgement is made in the text.

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ABSTRACT

Total Quality Management (TQM) is a very important and significant management practice which used in the world industries. TQM is used for the total operation process of the organization and it talks about the all aspect which engages with the final outcome. Mining is the most historical engineering practice in this world and the world largest mining companies use the TQM in their companies to improve the quality of their product and services.

Usage of TQM in metal quarry industry at Kaluthara district in Sri Lanka is addressed in this report. Questionnaire survey was done to collect the data from mining engineers. The total sample was interviewed. This research used a quantitative analysis, RII method and the graphical illustrations to present the results. The results show a huge gap in use of TQM at metal mining. Lack of TQM knowledge and the lethargic attitude on TQM practices of the management are the main problems that have been identified.

Organizing the Lecture series, training programs, video training programs are recommended to address the knowledge and attitude problems. Development of TQM as a culture than a practice would be more effective in quality management in metal quarry industry at Kaluthara district.

Key words: TQM, Knowledge

DEDICATION

This report is dedicated to my loving parents who got every possible effort to make me an educated and useful person to the world.

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LIST OF ABBREVIATIOS

Abbreviation	Description
ABC	Aggregate Base Cores
AIV	Aggregate Impact Value
AML	Artisanal Mining License
B.C.E	Before the Common Era
CQI	Continuous Quality Improvement
EL	Exploration license
GSMB	Geological Survey and Mines Bureau
ICMM	International Council on Mining and Metal
IML	Industrial Mining License
ISO	International Standard of Organization
JIT	Just In Time
LAAV	Los Angeles Abrasion Value
LPSD	Leading Practice Sustainable Development
OSHAS	Occupational Health & Safety Advisory Services
PDCA	Plan – Do – Check –Act
PPE	Personal Protective Equipment
QA	Quality Assurance
QC	Quality Control
QMS	Quality Management System
RII	Relative Importance Index
SPC	Statistical Process Controlled

TQM	Total Quality Management