

Studying impacts of quality management activities on organizational performance in Qazvin car tooling (Case study: Forjkar firms, ozhan sanaat pars, and related -sanden Iranian)

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Abstract Title of current research is “studying impacts of quality management activities on organizational performance in Qazvin car tooling” By “total quality management activities”, according to Malcolm Baldrige model means 7 activities including: leadership, strategic planning, customer orientation, data analysis, human resource management, process management, commercial results. Also one can define organizational performance according to 3 variables: staff’s satisfaction, customer orientation, organizational effectiveness. As research title, current research has been aimed to study impacts of quality management activities on organizational performance in Qazvin car tooling. research method is field one and society included all experts in Forjkar firms, ozhan sanaat pars, and related -sanden Iranian and consisted 206 people that studied sample size is ed 135 people. Data and information is calculated via questionnaire that it’s validity by experts and its stability using cronbach’s alpha and confirmed by 0.859. After distributing and gathering information using SPSS software and regression and Pearson correlation coefficient are analyzed. As results of data analysis, data are rejected through 3 sub-hypothesis and 2 related- hypothesis and related hypothesis “organizational effectiveness” is confirmed. Also major hypothesis is confirmed that means quality management activities effect on organizational effectiveness

Keywords : Keywords: total quality management (TQM), quality management activities, organizational performance

