

# **Relationship between total quality management & financial performance in Meli Bank of Qilan State branch's**

rohollah kazemi\*,

**Review: To determine the relationship between TQM and financial performance of its components with the National Bank of Guilan province. This research purpose and the nature and cross-correlation method. The population consisted of all managers and deputy branch of National Bank of Gilan province in 1395 have formed a number of 244 persons, and according to Morgan table, the sample size of 166 patients was considered and sampling as well as sampling is random. The data collected in the field of library studies and questionnaires were used. Total quality management and profitability Kasgry Ahmadpur questionnaire (1394) and Financial Questionnaire Dear (1390) was used to collect data. In analyzing the data, the Kolmogorov-Smirnov test, and the correlation coefficient and SPSS 18 software was used. The results show total quality management and its components (leadership, continuous improvement, internal and external collaboration, customer focus, process management, achievement of staff and learning) and the financial performance of the National Bank of Gilan positive and significant relationship exists. Keywords: total quality management, financial performance, the National Bank of Gilan**

**Keywords : Keywords: total quality management, financial performance, the National Bank of Gilan**

[Islamic Azad University, Rasht Branch - Thesis Database](#)  
[دانشگاه آزاد اسلامی واحد رشت - سامانه بانک اطلاعات پایان نامه ها](#)