

ABSTRACT

This study motivated the inconsistency of previous studies on total quality management on managerial performance caused research gap. This study aims to examine the total quality management which includes focus on the customer, continuous improvement, education and training, as well as the involvement and empowerment of employees on managerial performance.

This research was conducted in tapioka flour industry District Margoyoso, Pati. Data collection method used is the method of sampling the sample amounted to 75 respondents. The analytical method used is multiple regression. The results of the study found that the following regression equation : $Y = 0.279 + 0.257 X1 + 0.261 X2 X3 X4 + 0.265$

Based on statistical data analysis, the indicators in this study are valid and reliable. In the classical assumption test, regression models multikolonieritas free, does not occur heteroscedasticity, and normal distribution. The greatest variable is the variable focus on the customer was 0.279, whereas the smallest variable variable continuous improvement of 0.257. The results of the study found that all of the independent variables and a significant positive effect on the dependent variable.

Keywords : Total Quality Management, Customer Focus, Continuous Improvement, Education and Training, Employee Engagement and Empowerment, Managerial Performance