

## **Influence of total quality management practices on performance of Kenya power at Ruaraka stores, Kenya**

Total Quality Management (TQM) is an integrative philosophy of management for continuously improving the quality of products and processes. TQM is based on the premise that the quality of products and processes is the responsibility of everyone involved with the creation or consumption of the products or services which are offered by an organization, requiring the involvement of management, work-force, suppliers, and customers, to meet or exceed customer expectations. The main objective of the study was to determine the influence of TQM practices on performance of Kenya Power at Ruaraka stores, Kenya. The specific objectives of the study were: to determine the influence of leadership on performance at Kenya Power Ruaraka stores, Kenya, to establish the influence of Training on the performance at Kenya Power Ruaraka stores, Kenya, to find out the influence of supplier quality management on the performance at Kenya Power Ruaraka stores, Kenya, and to establish the influence of Process Management on the performance at Kenya Power Ruaraka stores, Kenya . The study was based on Deming's (1986) theory of Total Quality Management and strengthened by Juran (1988) theory of quality trilogy. The public sector is undergoing reforms to enhance service delivery and in order to cope with the dynamic power sector environment and reforms in the public sector, Kenya Power Company needs to adopt TQM practices to improve quality of services. The findings of the study will help the management at Kenya Power Ruaraka stores, Kenya to enhance the organisational performance through adoption of appropriate TQM practice. The targeted population comprised of 159 employees of Kenya Power in Ruaraka stores. Sample size of 113 was obtained using the Mugenda and Mugenda formula. The study adopted a descriptive and an explanatory research designs using cross-sectional survey design. The study used questionnaire to collected primary data from the respondents. Secondary data was collected from both published and unpublished materials such as e-sources, books, inventory reports, economic surveys, journals, annual reports, research papers, magazines, and internet. Validity and reliability of instrument was checked using cronbasch method where reliability coefficient of 0.74 was obtained, thus the study instrument was treated as reliable. Descriptive and inferential statistics was used to analyse quantitative data and thematic analysis was applied to analyse qualitative data. The study found out that there is a positive relationship between TQM practices and organization performance. The TQM practices led to enhanced operational performance, improved inventory management system, employee satisfaction and increased customer satisfaction. It concluded that that TQM practices will be more effective in increasing the capabilities and performance of government, businesses, and the public at Kenya Power. The researcher recommends that Kenya Power need to evolve better TQM practices due to positive relationship between organization performance and TQM practices. KP and other service sector institutions should focus on teamwork & cooperation, employee satisfaction measures and customer satisfaction.