ABSTRACT

Rising customers’ expectations and intensive business competition are setting new benchmarks for quality in every sector. Organizations are turning to quality systems as important means to compete locally and overseas.

Over the years, the ISO 9000 standards have gained popularity. It was first revised in 1994 to correct the inconsistencies and inaccuracies of the original standards, BS 5750 – 1979. In 1998, it was proposed to revise the standards again, to make them more compatible with the principles of Total Quality Management, “TQM”.

TQM shares several common features with ISO 9000, yet they differ in significant ways.

This dissertation highlights the similarities and differences between the two forms of quality management; revealing the power of TQM with specific reference to the experience of a property management firm that has chosen to implement TQM after attaining ISO 9000 certification. It also provides recommendations for the property management firm to improve the TQM movement.

KEYWORDS

ISO 9000
Total Quality Management
Property Management Firm
Expectations
Effectiveness
Quality Service