

SUMMARY

In this study titled **“Effects of Corporate Culture on Total Quality Management Implementations: An Empirical Investigation”**, it is attempt to explain Total Quality Management and corporate culture notions which companies pay attention nowadays to have competitive advantage against their rivals, and to express how the relationship between these two notions affect the performance of a company.

For this purpose, firstly Total Quality Management and corporate culture notions are explained in case of chapters. Then, the relationship between these two notions is attempt to explain by investigating the older studies of people who interested in this subject.

Total Quality Management is a management philosophy that aims to meet customer expectations and needs in a fast and easy way at the right time and right place, and intends to adoption of quality in all processes of business by the participation of all employees from top to the bottom for this aim. Corporate culture can be explained as entire values shared by all employees in a company. For companies, it is important to understand these notions rightly if they wish to increase their success.

The hypothesis of this study is, “Whether companies that have strong corporate culture wish to implement Total Quality Management, a decrease in their performance could occur.”

This study is divided in four chapters. In the first chapter, Total Quality Management notion is told. The second chapter is allocated to explanation of corporate culture notion. In the third chapter, the relationship between Total Quality Management and corporate culture is investigated and a hypothesis that examines how this relationship affects the performance of a company is set. The field study which is performed to test this hypothesis is told in the fourth chapter. The hypothesis is confirmed by the findings achieved.

For companies, it is necessary to adjust existing corporate culture to Total Quality Management philosophy to implement Total Quality Management successfully. Total Quality Management requires cultural change. However, this change could last long. So, it is essential to demonstrate consistency for companies on implementation of Total Quality Management.

At the final of this study, the findings achieved by literature review and field study are interpreted. Besides, some advice offered to companies and managers that wish to implement Total Quality Management.