

## ABSTRACT

This research was conducted at the ABC Manufacturing Pvt. Ltd. Sri Lanka, in order to find out the relationship between level of adoption of Quality Management Principles and Organizational Performance. Core Objective of this study is to explore the effect of the Quality Management Principles on the Organizational Performance at ABC with the secondary objectives of exploring the status of the Organizational Performance & to investigate the significance of the effect of Quality Management Principles on Organizational Performance at the ABC. According to the literature review it was identified seven Quality Management Principle which are describe in the ISO 9000:2015 standard as Customer Focus, Leadership, Engagement of People , Process Approach , Improvements, Evidenced based Decision Making & Relationship Management were considered as the independent variables while Organizational Performance as the dependent variable. Data were collected through a questionnaire using 5 point Likert scale to determine the perception of the 33 members of the management, on the level of seven Quality Management Principles and level of Organizational Performance at the organization. Data was analysed for univariate, bivariate and multivariate analysis including descriptive statistics, correlation test, and ordinal regression analysis with parametric estimates using SPSS 22 & Excel. The ordinal regression logit model revealed that there is a positive and significant corelationship between each Quality Management Principles and Organizational Performance. Also it was found that out of all above factors, the level of Evidence Based Decision Making and Engagement of People are positively & significantly influencing the level of Organizational Performance. However it was concluded that the Customer Focus, Leadership, Process Approach, Improvements and Relationship Management are also positively influencing the level of Organizational Performance of a food manufacturing organization.

Key words: Organizational Performance, Quality Management Principles, ISO 9000:2015, Leadership, Customer Focus, Engagement of People, Process Approach, Improvements, Evidence Based Decision Making