

## A Study of Application of TQM (Total Quality Management) in the Library, Museum and Documentation Center of the Islamic Parliament

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### Abstract

**Purpose:** The present research aims to study the use of TQM in the Islamic parliament library, museum and documentation center.

**Method:** A descriptive survey method was used as the research method. The data were collected by a questionnaire. The population included all the 180 managers and staff members of the Islamic parliament library, museum and documentation center. Using a simple random sampling, 63 subjects were selected. The collected data were analyzed by means of descriptive and inferential statistics.

**Findings:** The findings show that the average of four leadership criteria equals 11.91, continuous improvement equals 10.98, process approach equals 9.9, and staff contributions equal 9.2. Compared with the average of 12.5 and according to the standards assigned for the 5 items, the obtained indexes are lower than the average level. The average of the three indexes of the systematic approach to management equals 8.4, the real approach to decision making equals 9.10, and the mutual and beneficial relation with suppliers equals 7.64 which are lower than the normal level compared with the standard average assigned for the 4 items. Just the index of "users' attention" is equal to 12.4 which nearly amounts to the average of 12.5. From the test of the research hypothesis, it emerged that use of TQM in the library, museum and documentation center of the Islamic parliament is significantly low.

**Originality/ value:** Regarding the poor and undesirable situation of the library, museum and documentation center of the Islamic parliament concerning the use of TQM, and in order to improve the current situation and achieve a desired level of fulfillment of a comprehensive system, this study offers some suggestions.

**Keywords:** Library, Museum and documentation center of the Islamic parliament, TQM