

# A Systematic Literature Review of Total Quality Management in Food and Beverages Industry

**Fransisco Xaverio Herman; Haryadi Sarjono**

BINUS Business School Undergraduate, Management Department

Bina Nusantara University, Jakarta 11480, Indonesia.

[Fransisco.herman@binus.ac.id](mailto:Fransisco.herman@binus.ac.id); [haryadi\\_s@binus.edu](mailto:haryadi_s@binus.edu)

## Abstract

Total quality management is a key success factor from the start of production process until the end of the process. Total quality management does not only influence the result of production, but also the whole entire structure of the organization. The actual goal of a business survival in the industry depends on how they continuously improve their customer's satisfaction and loyalty. Businesses does not stop creating values through their products, they also obligated in attracting new customers. There are several impacts from the implementation of total quality management, starting from the customer focus, employee's behavior, decision making, and etc. By the collaboration of total quality management with other tools designated in helping the implementation of total quality management, businesses have put much focus towards their strength also effort in the improvement of total quality management since it is originated to increase customer satisfaction. Several essential aspects of the quality management include quality of products through health and safety procedures, also top management of the organization. This study aims to reveal does the quality implied on a business has really risen customer satisfaction and what are actually it's impact to the Food and Beverages Industry. Thus, through this research of Systematic Literature Review of Total Quality Management Implementation in Food & Beverages Industry has revealed that total quality management should be effectively implemented on the organization from all aspects of the business.

## Keywords

Systematic Literature Review, Total Quality Management, Satisfaction, Food and Beverages Industry, Organization

## Biographies

**Fransisco Xaverio Herman** is currently an undergraduate student majoring in Master Track Management at Binus University, who aims to further achieve the graduate also master title through accomplishing this publishment as a mandatory requirement.

**Haryadi Sarjono** as a permanent lecturer majoring in management with specialization in operations management, Bina Nusantara University, West Jakarta, Indonesia, since 1996, has received the best paper at IEOM 2021 Surakarta, Indonesia

