

**EXTENT OF IMPLEMENTING THE TOTAL QUALITY MANAGEMENT PRINCIPLES BY THE FIRST SECONDARY SCHOOL IN ANAK FROM TEACHERS' PERSPECTIVES: A CASE STUDY IN THE FIRST SECONDARY SCHOOL IN ANAK**

Mona Hamad R Alkhaldi  
Prince Mohammad Bin Fahd University, Alkhobar, Saudi Arabia  
Email: brilliant-mimi@hotmail.com

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**Abstract**

This study aims to identify the implementing degree of Total Quality Management (TQM) principals by The First Secondary School from the teachers' perspectives. The study sample consists of 70 teachers. A questionnaire divided into 6 themes related to effective leadership, making decisions based on facts, strategic planning, participation and teamwork, focus on the satisfaction of the beneficiary, and the continuous improvement and excellence. Systematic process is conducted through measuring KPIs in each principle. To assure validity interviews, focus group and document analysis are conducted. The study analyzes the school internally and externally. Mixed methods research is applied in the analysis phase with the help of several tools. The tools used included self-assessment and S.W.O.T analysis. TQM is applied to fulfil the needs of the school. The primary findings lightens gaps in beneficiary's (teacher's) satisfaction, continuous improvement, participation, group work and factual leadership. The findings also identify the school's best practices in effective leadership and strategic planning. Utilizing the study developed for a strategic plan in order to identify quality problems and use techniques of quality management as a solution to overcome such problems, will contribute to an increase in productivity of the school. Originality of this study is based on its context. No previous studies in this area in the school have been conducted previously.

**Keywords:** TQM principles, Beneficiary's` Satisfaction, Strategic Planning, Participation and Teamwork, Factual Leadership, Continuous Improvement and Excellence, Effective Leadership

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