DECLARATION

I, Mathew Joseph, Lecturer, Department of Business Administration, St. Berchmans College Changanassery, Kerala, do hereby declare that the thesis entitled “The Role of Total Quality Management in ISO 9000 certified manufacturing organisations - A case study of select units in Kerala” is a bonafide record of research work done by me and that no part of this thesis has been presented before for the award of any degree, diploma or other similar title or recognition in any university.

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January 2010