INTERVIEW SCHEDULE

1. What according to you are the specific needs for TQM adoption in your organization?
2. What according to you is the TQM awareness level amongst various stakeholders?
3. What are the potential benefits related to TQM implementation?
4. To measure the level of TQM implementation what measures you have adopted?
5. What are the possible problems of TQM implementation in your organisation?
6. What are the causes of poor quality in your organization?
7. How does the ownership of a company affect the TQM implementation process?
8. What kind of driving forces have helped in implementing TQM in your organisation?