Total Quality Management Implementation in Construction Projects in Libya

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Current times is considered as the period of competition and development in all fields, the most important of which is the field of construction, which is an important criteria for measuring the development of any society, which has seen a clear growth in Libya. In spite of the important role which represents construction projects in our country, but it is exposed through the various stages to lack of quality management, by which reflect the necessity of adopting a system of quality management. The thesis is depending on obtaining data from a questionnaire prepared in advance; perform a statistical analysis and discussion of the results with personal interviews with some contractors and clients. New Tripoli International Airport project was chosen as the case study to identify the possibility of applying total quality management system in construction projects. Several conclusions have been reached where construction sector may face some difficulties during implementation of TQM, which the most important among them:

- Managers fail to understand the concept and philosophy behind TQM, where no organization applying it and the spread of quality culture is limited.
- TQM has yet to be proven to work in the construction industry and organizations may be waiting for a “champion” to lead the way, where the concept is modern for quality applications in Libya.
- Contractors are usually more inclined toward profit generation rather than quality improvements, especially if they have already met the minimum requirements for quality.

To emphasize the importance of the concept of total quality management some recommendations has been recommended, which the most important is:

- Construction organizations should realize that results cannot be gained overnight and that an organization needs time to adapt, change, and learn. The biggest obstacle for the organization is to change its status position and develop a culture that will support TQM.
• Top management must educate its employees on the need for TQM and explain clearly to them that TQM is not an additional obstacle to organization. Instead, TQM will help to reduce amount of work for employees.

• Employees should be allowed to make decisions regarding their work and should be encouraged to propose solutions related to work problems. Through effective communication and improved project coordination, workers must be motivated to improve their work.