

Abstract

This research aims to identify the impact of total quality management to supply chain management, also aims to determine the impact of total quality management at the operational performance, as well as the impact of supply chain management at the operational performance in the pharmaceutical industry the public sector, and also aims to determine the effect of mediate the supply chain management of the relationship between total quality management and operational performance in these companies.

It was the application of research to pharmaceutical companies of the public sector in the Arab Republic of Egypt, The research community in the responsible leaders (heads of sectors and general managers and production managers and marketing departments, quality, purchasing, warehousing, human resources) companies into practice, with regard to the size of the sample were numbered (312) single.

The researcher used questionnaires have been prepared for the purpose of collecting data on the research variables representing the total quality management dimensions, and supply chain management and operational performance series, and was number the good lists (296) List response rate (94%).

The search reached to several results represented in:

1. There is a positive effect relationship of statistical significance between Total quality management and supply chain management.
2. There is a positive effect relationship of statistical significance between the Total quality and operational performance management.
3. There is a positive effect relationship of statistical significance between supply chain management and operational performance.
4. There is a positive effect relationship of statistical significance between total quality management and operational performance through the supply chain management as a mediator variable