

## **ABSTRACT**

The study of perceived effect of Total Quality Management on firm's supply Chain effectiveness of SCM in Mumias Sugar Company involved suppliers, contractors and Mumias Out growers as supply chain members. The study mainly concentrates on perceived impact of TQM in supply chain effectiveness, to describe the relationship between perceived effect of total quality management on supply chain effectiveness, to ascertain the relationship between TQM and financial implications on management performance at Mumias Sugar Company and to examine challenges associated with TQM systems on management performance of Mumias Sugar Company. The study has adopted descriptive design using both qualitative and quantitative techniques. The target population under study consists of Mumias Sugar Company employees and supply chain members. Questionnaires were used to obtain information from respondents. Descriptive statistics was used to analyze data in the form of frequencies and percentages with the aid of SPSS. Data has been presented using frequencies and percentage tables. Findings of the study established that 76% of the respondents would want to get a life relationship between suppliers and Mumias Sugar Company by early order placement and reduction of lead time to increase efficiency. Staffs wanted the introduction of in service training. The study also revealed various challenges which included lack of strategic clearance training and professional development, lack of commitment by Mumias Sugar Company to TQM and resistance to change in modern technology by the company. The study recommends that Mumias Sugar Company should train staff on TQM in SM and should consider employing quality assurance officer who should oversee quality issues.