

**TOTAL QUALITY MANAGEMENT IN THE SERVICE SECTOR: A
LITERATURE REVIEW FROM AN INTERNATIONAL AND
INDIAN PERSPECTIVE**

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Abstract

In the past decade, much has been written about Total Quality Management (TQM) in the manufacturing; however, less attention has been paid to the service sector. This literature review will focus on service sector in the India and international to identify current quality management practices. This review, which will commence with the early TQM writings in service sector and proceed throughout the 2000s, will demonstrate that the degree of TQM development in service sector has not kept pace with that of TQM in the manufacturing industries.

Keywords: Total Quality Management, Service sector, research