

Abstract

The study intended to investigate the effects of total quality management (TQM) practices on performance of public secondary schools in Makueni County. Data was collected by means of a questionnaire administered through drop and pick later method and analyzed quantitatively using descriptive and inferential statistics and presented by use of frequency tables, means and percentages. The researcher intended to investigate how well the principals are implementing the TQM practices and their benefits. The researcher also sought to determine the contribution of TQM practices on performance in public secondary schools in Makueni County. The study revealed that Communication has been an important means of realizing quality goals of the school, Communication between all levels in the organization is vital. The study also found out that communication, employee empowerment and involvement, top management commitment and training and development influenced performance of public schools in Makueni county ($r^2=75.9\%$). In conclusion, the study concludes that performance of public secondary schools in Makueni County depend on TQM practices.