

**THE IMPLEMENTATION OF *TOTAL QUALITY
MANAGEMENT* (TQM) IN OIL AND GAS INDUSTRY IN
INDONESIA**

WAKHID SLAMET CIPTONO

**FACULTY OF BUSINESS AND ACCOUNTANCY
UNIVERSITY OF MALAYA
KUALA LUMPUR**

APRIL 2011

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**THESIS SUBMITTED IN FULFILLMENT
OF THE REQUIREMENTS
FOR THE DEGREE OF DOCTOR OF PHILOSOPHY**

**FACULTY OF BUSINESS AND ACCOUNTANCY
UNIVERSITY OF MALAYA
KUALA LUMPUR**

APRIL 2011

UNIVERSITY OF MALAYA

ORIGINAL LITERARY WORK DECLARATION

Name of Candidate: **Wakhid Slamet Ciptono** (I.C/Passport No: **W 208880**)

Registration/Matric No: **CHAQ01008 / G154294**

Name of Degree: **Ph.D.**

Title of Thesis (“this Work”):

“The Implementation of Total Quality Management (TQM) In Oil and Gas Industry In Indonesia”

Field of Study: **Total Quality Management (TQM)**

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