**Title of Article:** An Approach to Application of Total Quality Management In Building Maintenance Operations.

**Author(s):** Amusan, L.M and Bamisile, A.O (2009)


**Abstract:** The study is about developing benchmark/ paradigm for total Quality Management in Building Maintenance Operations. Building defects is usually outcome of failure or shortcomings recorded at early stage of project which could be design oriented and sometimes wrong approach, this need to be corrected and as well maintained, the study thus present paradigm/benchmark through which quality of maintenance operations being carried out on such, could be improved. The methodology involved primarily opinion survey, measured against benchmarked Total quality management principles, the data were collected with the aid of a structured questionnaire, designed in Likert scale 1 to 5. The secondary data were collected through review of past works, Journal articles and Textbooks. Random sampling method was used for population sampling, the result generated were analyzed using mean item score, frequency count and Ranking. The study concluded with recommending eighteen benchmarked quality points which when observed could lead to productivity enhancement, accident reduction, waste elimination, quality job output and host of other positive outcomes.