

# **Occupational health and safety, work design, total quality management, and worker productivity: an empirical study in food factories, Taiwan**

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## **Abstract**

This paper describes the results of a field study in Taiwan food factory. The variables in research framework include occupational health and safety, workstation design, feedback, training, total quality management, and worker productivity. From reliability analysis, the corresponding Cronbach's alphas are 0.801, 0.78, 0.782, 0.874, 0.791, and 0.921. This research showed the causal relationships among workstation design, feedback and training are discussed, and the results showed that the significantly positive relations exist to each other. The manufacturers should pay attention on OHS, workstation design and TQM. A better workstation design is helpful to improve OHS. An improved OHS will strengthen TQM implementation in elements of customer focus and continuous improvement. Besides, workstation design is positive, correlated significantly with continuous improvement and teamwork. Continuous improvement and training also show positive correlation significantly. The contribution of this research to the industry is to point out the significance of workstation design and OHS as the root of TQM implementation and worker productivity.