

One of the areas of concerns in Nigerian society over decades is persistent shortage of refined petroleum products for both personal and industrial uses and solution to this appears not to be at sight. It is against this that this study examined the extent to which total quality management practices determine refined petroleum products delivery in Nigeria. The specific objectives were to determine how quality planning affect refined petroleum products delivery; assess the effect of effective quality improvement system on refined petroleum products delivery; and examined the contributions of management commitment to timely delivery of refined petroleum products.

To achieve these objectives, a survey design method was adopted to collect data through a structured questionnaire administered through google form on staff of Prudent Energy and Services Limited, Delta State Nigeria. A total of eighty-two (82) respondents were targeted while fifty-six (56) respondents' feedbacks were found useful for the analysis. Data collected were processed through descriptive (frequency counts, simpler percentages, mean and standard deviation) and inferential (regression analysis) statistics.

Results revealed that quality planning ($B=0.348$, $p=0.000$) has a statistically significant positive effect on refined petroleum products delivery; quality control ($B=0.512$, $p=0.000$) has a statistically significant positive effect on refined petroleum products delivery; quality improvement system ($B=0.234$, $p=0.000$) has a statistically significant positive effect on refined petroleum products delivery; and management commitment ($B=0.443$, $p=0.000$) has a statistically significant positive contribution to timely delivery of refined petroleum products.

It was concluded that total quality management practices determine refined petroleum products delivery. As such, petroleum servicing companies are encouraged to effectively engage their total quality management policies and programmes to drive business especially in the area of product delivery.