

Effects of external project risk and project total quality management on project success and moderating role of knowledge integration on their relationship in IT industry in Pakistan



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## ***Abstract***

*This research study aims to find the effect of External risk and total quality management with the moderating role of knowledge integration in the project success in IT industry of Pakistan. In this research, the processes of project management have been studied in the context of IT industry and analyze their effect on project success. IT Companies are working are with many clients and they have expectations and specific requirements from the industry regarding the IT services/Solutions they provide. Data was collected through questionnaire and this questionnaire is filled by the IT managers, IT executives and people working in IT industries. The findings reflect that the tools of project management help in the project success in IT industry. External Risk, Total quality management effects on the IT project success. This is the quantitative study and through this study the role, external risk and total quality management of service quality on the project success was investigated. The findings of this research indicate that a positive and significant relationship exists between project management processes and project success.*

**Key word** External Risk; Total quality management; Service quality, Project success; Knowledge integration and IT Industry.

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