

**EFFECTS OF STANDARDIZATION ON PERFORMANCE OF PURCHASING  
PROCEDURES AT KEN-KNIT**

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**Research Project Submitted to in Partial Fulfillment of the Requirement for the  
Award of Bachelors Degree in Purchasing and Supplies Management of the**

**Mount Kenya University**

**August 2015**

## ABSTRACT

Purchasing procedures forms an integral part of the organizational management and production systems. The main objective of the study was to determine effects of standardization on purchasing procedure at Ken Knit Limited. The specific objectives of the study were: to determine the effects of customer perception of quality on performance of Ken Knit Limited, to establish the relationship between standardization and purchasing procedures at Ken Knit Limited, to identify the extent of implementation of the quality standards on performance at Ken Knit Limited, and to investigate the role of purchasing procedure on organization at Ken Knit Limited. The study was conducted using a case study research design of the Ken-Knit Limited in Nairobi town, Nairobi County. It was conducted between April and July 2015. The study targeted 76 respondents which comprised of 2 managers, 4 assistant managers, 40 employees and 30 junior staff. Census sampling design was used since the target population was considered small and manageable and the study took the entire population for a sample. Data was collected using questionnaire and analyzed using quantitative methods and presented in frequency distribution and percentage tables. The study found out that the influence of procurement procedures on organizational performance is that; it help in conformance of requirement, help/ensures that goods are fit for use, fulfillment of customer needs, and boosting procurement procedures. Customer perception influences the performance of the company, the market share, affects the profitability and market competitiveness of the company. That standardization influences the performance of procurement procedures, speeds up the implementation of procurement procedures, and influences the level of procurement procedures. That implementation of quality standards has increased the performance of the company, improved the efficiency, increased productivity and profitability of the company. The management of the company should ensure that implementation of quality standards remain an integrative task which involves all the stake holders in the organization. Since the implementation of quality standards has led to great benefits in the organization, the management should ensure that the trend is maintained and that it continues in order to enable the company entrench itself in the competitive market place