

**FACTORS AFFECTING SUPPLIER PERFORMANCE IN
TELECOMMUNICATION: A CASE STUDY OF ADNET COMMUNICATIONS
LTD, -NAIROBI.**

**BY
SUSAN WANGECHI WANYIRI**

**A RESEARCH PROJECT SUBMITTED IN PARTIAL FULFILLMENT OF THE
REQUIREMENT FOR THE AWARD OF DEGREE OF BACHELORS OF
MANAGEMENT AT MOUNT KENYA UNIVERSITY.**

APRIL 2016

ABSTRACT

This study examines the factors contributing to poor supplier performance in an organization. The study tries to identify the factors being an important area in the field and less recognized despite its importance as organizations forge towards successful and efficient service and products delivery. Numerous studies have addressed how a supplier effectively improves the performance of its purchasing units in a dynamic environment as far as consumer expectations are concerned. Supplier quality management is a set of activities in most cases initiated by the management to improve organizational performance. There also appears to be a number of cultural and business barriers causing the supplier development programme to vary considerably across companies and sectors. The study objectives will be to determine the effect of pricing decision; establish the effect of competition; and establish the effect of supplier-buyer relationship to poor supplier performance in an organization. Being a case study, descriptive research design will be used and data collected using structured questionnaires. Data will be analyzed using descriptive statistics. The main significance of this study will be important in determination of the factors contributing to poor supplier performance in an organization. The study targets 10 employees of Adnet Communications Ltd from procurement and finance departments. Conclusion and recommendation will be made on findings from respondents.