

**FACTORS INFLUENCING QUALITY MANAGEMENT PRACTICES IN
PURCHASING: A CASE OF NAIROB BOTTLERS, NAIROBI COUNTY,
KENYA**

BY

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Abstract

The main purpose of this study was to determine factors influencing quality of purchasing in Nairobi bottlers limited. the main objectives of the study were to establish quality management practices in purchasing used by Nairobi bottlers Limited, establish factors influencing quality in purchasing by Nairobi Bottlers limited and asses the impact of such practices on firm's overall business performance. Data was collected by use of questionnaires and analyzed using percentages and presented using tables. The findings of this research project will contribute to both theoretical and applied quality management and purchasing knowledge, and will therefore be of benefit to both quality management theoreticians and purchasing and procurement practitioners. This was a case study on Nairobi bottlers Limited aimed at identifying quality management practices in the purchasing function and documenting the practices .The study was carried out in Nairobi County, the location of Nairobi Bottlers Limited and where the target respondents are based. The target population comprised of all departmental managers and employees of procurement department. Census sampling was used and all departmental managers /heads will be involved in the study. Managers from the eight departments were involved in the study as shown in the sampling frame below. The researcher used questionnaires to collect primary data. The questionnaire was piloted to determine its validity. Guidance and criticism of my supervisor ensured the validity and reliability of these results. Data analysis was based on the research questions designed at the beginning of the research. Frequency tables and percentages were used to analyze and present qualitative data whereas qualitative data was analyzed and presented in narrative form. The findings of the study are discussed as follows. In summary the major findings of this study were; Nairobi Bottlers limited has quality Management Practices in relation to purchasing ,that purchasing management is not actively involved in activities to promote quality in the company, Purchasing personnel rarely participates with quality and/or production personnel in determining the materials specifications, purchasing personnel does not collaborate with production/manufacturing personnel in solving production problems, purchasing is not involved in the Company's New Product Development Process, Purchasing personnel have no considerable level of autonomy in their decisions, purchasing personnel's reward and recognition procedure is not based on teamwork performance and suppliers have no access to our production schedules and plans, company purchasing team does not visit suppliers factories to assess their facilities. In conclusion, Nairobi bottlers has purchasing quality management strategies /practices and is faced with many challenges in achieving purchasing quality for effective and efficient company performance. Based on the above findings Nairobi Bottlers limited need to take the following steps for increased purchasing quality, Ensure that the purchasing management is actively involved in activities to promote quality in the company, Involve purchasing in the Company's New Product Development Process, Purchasing personnel be given considerable level of autonomy in their decisions and recognize suppliers and rewarded for materials quality improvement, the company does not provides training to its suppliers. The study recommends that further study be done in the following areas, challenges facing purchasing offers in manufacturing firms and purchasing procedures in private organizations