

TO EVALUATE THE EFFECTS OF QUALITY MANAGEMENT SYSTEM ON SERVICE  
DELIVERY AT ELDORET WATER AND SANITATION COMPANY, KENYA

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## ABSTRACT

Economic growth broadly lies on the income of the people of a nation; this enhances the production of quality services and goods. There is need for the ministry of water and irrigation to guard with zeal this essential commodity. The study explored various effects of QMS on quality service delivery and customer satisfaction in water and sanitation companies. These effects largely include; staff skills, ICT, organizational structure, cost and the billing system. The organization also carried out the study to assist in the identification of some areas where more emphasis on QMS needs to be strengthened in order to achieve its goals as well as its objectives. The study of the findings established that the variables affected the QMS to be used in an organization for any effective activity. The study used a descriptive research design and the target population was 500, whereby top management, middle management and support staffs were considered. The sample size was selected through the use of stratified random sampling and issued with the questionnaires which were the major instruments of data collection. Unstructured or opened ended questions were the questions that gave the respondents a complete freedom of response. They were simple to formulate mainly because the researcher did not have to labour to come up with appropriate response category. Based on the findings and conclusions of the study the researcher was inspired to come up with recommendations that were used to make the choice of the QMS at ELDOWAS and other organizations. The organization should create more space for: ICT should be opened to all employees, the organization should be able to improve staff skills, the organization should come up with efficient and effective billing system for accurate billings, and it should also put more consideration on QMS to suit their budget (cost effective).

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