

SUPPLY MANAGEMENT AND QUALITY OF ICT PROJECTS IN RWANDA DEVELOPMENT BOARD

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ABSTRACT

This research proposal is centered on supply management and quality of ICT projects in Rwanda Development Board, which is very paramount in fast tracking economic development which is the mandate of RDB. The main purpose of this research was to identify the challenges that affect the quality of ICT projects in RDB. A research on analysis of supply management on quality of ICT projects in Rwanda Development Board was conducted to analyze the challenges that affect quality of ICT projects in RDB. The field survey included RDB employees involved in management of ICT projects. During the research the most common challenges was identified. The survey covered a population of 255 employees from all RDB eight departments and ten divisions. A sample of 158 employees coming from these departments and divisions has been identified using the purposive, random sampling and census methods. The questionnaire is designed in two parts with part I designed for demographic characteristics of the respondents and part II of the research questions including the nature and supply management needs and challenges, categories of ICT projects in RDB, frequency of occurrence of supply management challenges and dimensions of quality of these ICT projects with their corresponding weight. The designed questionnaires were distributed and collected from all the targeted respondents whereby they would share their views regarding the analysis of supply management and quality of ICT project in RDB. That information was analyzed and the researcher came up with clear findings, recommendation and conclusion of the research. RDB project managers should always observe quality dimension of timeliness as it is among the core elements in supply management. Late deliveries might be caused by poor contract management, late order placement or some other facts that cannot be controlled by any party in agreement like port or custom procedures. However, the supply management team should ensure that all is done in time to avoid inconvenience that might be caused by the late deliveries. Projects should be finished within specified time to avoid related costs and to achieve intended goals and objectives. Overall, some challenges have been observed; this includes the delivery time which is in not respected, cost and input quality challenges are also among key players against RDB ICT projects. Majority of RDB employees showed that there are different categories of ICT projects except some small percentage that is not aware of categories of ICT projects in RDB. Most of respondents have confirmed that there are different quality dimension in regards with ICT projects in RDB except the timeliness which is not respected in this matter.