

**EFFECTS OF INTERNATIONAL STANDARDS ORGANIZATION (ISO)
CERTIFICATION ON PROCUREMENT EFFICIENCY: A CASE
STUDY OF KENYA REVENUE AUTHORITY (KRA) ELDORET**

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VERONICAH N. OCHOKI
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ABSTRACT

The main purpose of this study was to establish the effects of International Standards Organization certification on sourcing efficiency at Kenya Revenue Authority (KRA) Eldoret. Specific objectives of the study were to determine factors that influence the adoption of ISO certification at KRA Eldoret, to determine the best practices exhibited by KRA Eldoret since being ISO certified, to investigate how ISO certification influence sourcing efficiency at KRA Eldoret and to find out challenges KRA faces in compliance with ISO certification requirements. The study adopted a case study research design in collecting relevant information. The target population for the study was 73 employees. Questionnaires were used as the main data collection instruments. Stratified and simple random sampling designs were employed to sample the population. Data was analyzed through descriptive statistics and data collected from the main research were analyzed and presented in frequency and converted in percentage and thereafter presented in tabular forms. Analysis was done based on each question. The findings established that the best practices KRA Eldoret exhibit since being ISO certified include customer focus, sound leadership, involving staff in designing processes and making advancement in technology and trained and motivated staff. The major factors influencing adoption of ISO certification at KRA Eldoret are quality assurance, management commitment to satisfy customer requirements, the urge to reduce cost of rework and government directive. The effects of ISO certification on sourcing efficiency at KRA Eldoret are enhanced ethics in sourcing activities, cost effective sourcing process, enhanced storage of items that are available when requisitioned, enhanced professionalism in sourcing function being attained and higher quality of goods sourced. The major challenges faced by KRA in complying with ISO certification are that the process of acquiring and maintaining ISO certification is tedious and involves many formalities, some employees have inadequate skills and knowledge on ISO certification requirements and process, and financial constraints slow down implementation of QMS standards. Based on the findings and conclusions of the study, the researcher recommends that the management should address ISO Certification related challenges in order to provide an effective framework for effective and efficient sourcing function. The researcher suggests that further research should be carried out to determine the effects of ISO certification on quality assurance in Sourcing Function.