FACTORS THAT AFFECT PROCUREMENT SERVICE AND QUALITY IN THE SERVICE INDUSTRY.
A CASE STUDY OF SAFARICOM LIMITED IN KENYA.

BY
ABDIKARIM MOHAMED ALI
REG. NO: L123/27232/2012

A RESEARCH PROJECT SUBMITTED IN PARTIALFULFILLMENT FOR THE AWARD OF A DIPLOMA IN BUSINESS MANAGEMENT.

UNIVERSITY OF NAIROBI

AUGUST 2013
DECLARATION

I declare that this project is my original work and has not been presented for a diploma in any university college.

ABDIKARIR MOHAMED ALI
L123/27232/2012

This project as been submitted for examination with my approval as a university Supervisor.

MRS RUTH NJORA
ABSTRACT

The purpose of the study is to determine how quality procurement is carried out in the mobile phone service industry. A case study of Safaricom Ltd in Nairobi Kenya, is done as one of the services organization that deal with mobile phone as well as selling of airtime in form of sim cards and scratch cards.

The main objective of this study is to establish whether tendering, bench making, prices, best practice, professionalism team work and supplier evaluation influences quality services in mobile service industry. Also find out whether they are relevant and what are the employee’s reactions towards the procurement department and their suppliers and what can be done to improve this.

Primary data will be collected using the hand delivered and hand picked questionnaire as well as direct interviews from the targeted group. The secondary data will be collected from the literature from the Safaricom library. This all provided useful information on the background and mission of Safaricom Ltd and this will be used to analyze the data in this study.

From the study I found out that procurement services in safaricom needs some improvements. The employees felt that the procurement department has to do a lot in areas of teamwork, professionalism, price negations, tendering, quality improvements and awareness in order to be felt and also make profits. The purchasing department must try and employ some of the current procurement strategies such as best practice and bench marking. The employees through item delivered, price negotiated, delivery period seems to have vital information about purchasing and its suppliers.