FACTORS AFFECTING QUALITY OF GOODS AND SERVICES POUCRED IN KENYA POWER ANDLIGHTING COMPANY

BY

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A RESEARCH PROJECT SUBMITTED IN PARTIAL FULFILLMENT OF REQUIREMENT FOR THE AWARD OF DIPLOMA IN BUSINESS MANAGEMENT OF THE UNIVERSITY OF NAIROBI

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DECLARATION

This research is my original work and has not been presented for a diploma award in any other university or any other examination body

SIGN ........................................... DATE 21/8/2014

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L123/23950/2013

This research proposal has been submitted for examination with my approval as the University Supervisor.

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ABSTRACT

Over years there have been many changes in the Kenyan economy. These changes which have been caused by the struggling for market share has imperatively made organization to put in place systems, policies and procedures. The success of an organization relays on the thriving relationship among the employer, employee and the clientele in relation to the human and physical resources management, finance management completion management and proper political position among other factors that influence the procurement and disposal performance of the company. By improving and implementing the factors above, the achievement of organization. The main aim of this study is to investigate the factors affecting procurement performance in KPLC. This study therefore evaluates the factors affecting procurement performance in KPLC. The findings will be analyzed and recommendations are put forward for consideration.