AN ASSESSMENT OF RISK MANAGEMENT IN SUPPLY CHAIN PROCESS THE CASE OF KNH
(A CASE STUDY OF KENYATA NATIONAL HOSPITAL)

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

JUNE 2014
DECLARATION

I declare that this research project is my original work and has never been presented to any other educational institution for academic purposes.

SIGNATURE: Kaseu Eunice Adhiambo

DATE 25/10/2014

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REG. NO. L123/23184/2013

This project has been submitted with my approval as the University Supervisor

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xlviii
ABSTRACT

The purpose of this study was to assess the risk management in the supply chain process particularly at the Kenyatta National Hospital. The study was be guided by the Theory of Constraints which is a management paradigm that views manageable systems as being limited to achieving more goals by a very small number of constraints which in effect increase profits for the organization and the Stakeholder Theory which incorporate stakeholders like suppliers who influence organizational capacity and how they affect their processes.

The study aimed to assess the extent to which price volatility poses a risk in the supply chain process, how counterfeiting is a risk in the supply chain organization and how variations in demand is a risk in the supply chain process.

Data that used was primary collected from the Kenyatta National Hospital in Nairobi done through the use of questionnaires and interviews in line with the variables or objectives of my study.

The respondents suggested that knowledge of suppliers, political stability, and quality of product would improve risk assessment practices in KNH, health, safety and security, quality of supply and uniqueness of product used should be updated in that order and finally they said that uniqueness of product, international market policies, cost of services, quality of services; health safety and security affect its organizational performance.

In the researcher’s view, from the findings of the study, communication channels should be open and views expressed without fear or favor especially between suppliers and the institution.

The researcher recommends that those in the supply chain should adhere to good and proper ethical behavior and should not be tempted to compromise their standards at any given point.

The researcher would wish to recommend that a further research be done on behavioral change and organizational culture in relation to supply chain and its effects or challenges.