IMPACT OF SUPPLY CHAIN MANAGEMENT ON BANKING SECTOR PERFORMANCE – A NAIROBI COUNTY CASE STUDY

BY

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DECLARATION

This project report is my original work and has not been submitted for any award in any other institution of learning.

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DATE: 16/06/2013

This project report has been submitted for examination with my approval as University Supervisor.

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ABSTRACT
SUPPLY CHAIN MATURITY: IMPACT ON BANK PERFORMANCE

The principal objective of this paper is to investigate the extent to which Supply Chain Maturity (SCM) contributes to Banking Sector performance. The extent of this impact has not extensively been studied though most studies agree on the SCM’s ability to influence an organization’s performance.

The study adopted a case study approach within the County of Nairobi. Data collection tool used was a questionnaire administered to the staff in-charge of Supply Chain Operations. The findings confirm the positive correlation that exists between SCM and Bank performance with a higher level of maturity registered in the bigger Banks.

It is therefore evident that SCM is a key indicator of an organizational performance. While this paper focuses on the extent of the relationship, room still exists for further research into how organizations can better achieve the desired level of SCM.