

# **TITLE PAGE**

## **THE NEED FOR QUALITY CONTROL IN MATERIAL SOURCING IN MANUFACTURING ORGANIZATION CASE STUDY OF LUBCON INDUSTRY ILORIN.**

**BY**

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**BEING A PROJECT SUBMITTED TO THE DEPARTMENT  
OF PROCUREMENT AND SUPPLY, CHAIN MANAGEMENT,  
INSTITUTE OF FINANCE AND MANAGEMENT STUDIES,  
KWARA STATE POLYTECHNIC, ILORIN.**

**IN PARTIAL FULFILLMENT OF THE REQUIREMENTS  
FOR THE AWARD OF NATIONAL DIPLOMA (ND) IN  
PROCUREMENT AND SUPPLY CHAIN MANAGEMENT.**

## **CERTIFICATION**

This research has been read and approved as meeting part of the requirements for the award of National Diploma in Procurement & Supply Chain Management, Institute of Management Studies, Kwara State Polytechnic, Ilorin.

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## **DEDICATION**

This work is dedicated to Almighty Allah, whose grace, wisdom, and strength have guided me throughout this journey.

I also dedicated it to my beloved family, whose unwavering love, support and encouragement have been my greatest source of motivation.

Finally, to all passionate learners' researchers, and industry practitioners who strive daily to uphold the highest standards of quality in manufacturing – may this work inspire greater commitment to excellence.

## **PROPOSAL**

This research work will be classified into five chapters. chapter one will contain limitation of the study, significance of the study, research questions, formulation of hypothesis historical background of the case study and definition of terms. Chapter two will contains literature review where conceptual framework, theoretical framework and empirical review will be discussed and gap in literature chapter three will contain research method used, sources of data, data collection tools research population and sampling size, sampling procedure employed chapter four will contain data presentation and analysis. Chapter five will contain summary of findings, conclusion and recommendations and reference.

Lubcon industry is a leading manufacturer reliant on sourcing quality raw materials to maintain product standards. However, challenges such as inconsistent material quality, supplier have occasionally affected production and product outcomes.

Comprehensive understanding of the current quality control system in material sources at lubcon industry.

Identification of key quality challenges and their impact on production.

Recommendations for enhanced quality control measures and supplier management strategies.

After work for continuous monitoring and improvement in material sourcing quality.

## **ACKNOWLEDGEMENT**

I give all glory and thanks to Almighty Allah for granting me the strength, wisdom, and perseverance to successfully complete this research work. Without His guidance, this study would not have been possible.

My sincere appreciation goes to my supervisor, [Mr.Hamzat Sarafa.O.], for his invaluable guidance, constructive criticisms, and constant encouragement throughout the course of this study. Your expertise and commitment to excellence have been a great source of inspiration.

I also wish to acknowledge the management and staff of Lubcon Industry, Ilorin, for their cooperation and support in providing the necessary information and resources for this research. Your willingness to share your experiences made this work more practical and insightful.

Special thanks to my parents Mr./Mrs. Sanni and my uncle Mr. Ojulari Olanrewaju Alabi for their unending love, prayers, and moral support during the course of my academic journey.

Finally, I extend my gratitude to all my lecturers, colleagues, and everyone who contributed in one way or another to the success of this project may Allah bless you all abundantly.

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## **CHAPTER ONE**

### **1. INTRODUCTION**

#### **1.1 BACKGROUND OF THE STUDY**

It is important at the onset of this discussion to know exactly what quality control is. The dictionary defines quality as the frilliness, merit and excellence. This definition most people have in mind when they think of quality however, industrial and institution purchasing, quality here, has entirely different meaning here, quality is related to suitability and cost match intrinsic excellence. The best quality is that at which purchase at a lowest cost to fulfil the need creativity and intended function for which the material is purchased.

Many writers share the notion that quality does not possess a property that has absolute meaning none the less, it is advised that great care is taken in the rest of the world so as to debate its importance in identifying things for example because of the relatively of the word quality' a high quality lash door for residential homes maybe a very low quality to prison gate. Also a high quality racing bicycle for a farmer who needs it to covey his yam and other farm product to the market.

Quality is therefore defined as anything that confirm with predetermined standard. The quality of a commodity is also that a given application.

#### **1.2 STATEMENT OF GENERAL PROBLEM**

Manufacturing organisation has the problem in relation to how effective they source for materials. Raw materials needed for production components and parts that are required to repaired and for replacement as well as machinery and equipment are very essential to manufacturing, organisation find it difficult to local right sources for these materials.

Secondly, manufacturing companies have not been able to device on accurate method by which various suppliers can be evaluated and appraised.



### **1.3 OBJECTIVES OF THE STUDY**

The motive behind this research is in partial fulfilment of the requirement for the award, natural diploma in procurement and supply chain management, institute of finance and management studies, Kwara State Polytechnic Ilorin.

Moreover this research intends to highlight the need for quality control in the materials sourcing may be said to entails:

- A. To investigate impact if quality control on a manufacturing increasing
- B. To investigate impact if right support in a manufacturing
- C. To investigate impact of training on the staffs.

Also the purpose of this research work is to establish the need for quality control in the material sourcing in the manufacturing organisation under study the necessity of devoting more resources toward the quality control in the material sourcing and it will be interesting to know that as a professional, it will also serve as a reference purpose for other in future.

### **1.4 SCOPE AND LIMITED OF THE STUDY**

This research is restricted to the Lubcon Nigeria Limited and other related production situated in Ilorin Kwara State.

The research work will cover the following benefit of quality, determination of quality inspection concepts of selection, concept of quality and also method of rating vendor for quality.

The limitation are mainly environmental problems which includes attitudes of respondents who feel it is not safe to give data to researcher or outright refusal to give answer to question i.e. unwillingness on the part of some respondent to discuss some important issues relating to the organisation or vital to the company existence.

More so, the financial constraint is also one of the restrictions of a researcher. Like everyone else the researcher to travel or visit some other neighbouring town to conduct oral interview with related company was drastically reduced.

## **1.5 SIGNIFICANCE OF THE STUDY**

This study will be relevant to managers' key in the manufacturing organisation or researcher and student who may understand a research of this sort in future.

## **1.6 RESEARCH QUESTION**

To find whether the quality control of material sourcing in Lubcon oil are similar with quality control activities expected in any manufacturing organisation.

## **1.7 FORMULATION OF RESEARCH HYPOTHESIS**

Hypothesis is a sort of conjectural statement or strong assumption before or during the research which should be tested the use of both Null (HO) and ALTERNATING (HI) research to find whether the quality control in material sourcing in Lubcon oil are similar with quality control activities expected in any manufacturing organisation.

HO: means negative of the assumption while

HI: means the position of the assumption

## **1.8 HISTORICAL BACKGROUND OF THE CASE STUDY**

The company was incorporated on the 18<sup>th</sup> of August, 1991 as, limited liability Company to carry on the business of blending automotive and industrial lubricant together with lifting distribution and sales of petroleum and allied products the company commenced operation on 3<sup>rd</sup> of January 1995.

Lubcon is an ISO certified oil and Gas company headquartered in Ilorin, Nigeria. It was established in 1991, it is primarily involved in the manufacturing lifting, distribution and sales of petroleum and allied products with a robust and extensive supply networks lubcon contributes to the smooth running of economics in African the company has in the past 25 years, expert aced very rapid growth due to its reputation for quality products and innovative services. In lubcon we have in placed a quality program that guarantees value to our customers and ensures excellence in the

management of available resources. The various awards we have won over the years and our ISO 9001: 2008 and Qc 100 certifications are a testimony to our products quality and operational excellence. Lubcon expanded its frontiers with the construction of a lube plant in Ghana in 2002 to services the west African sub-region the company won an award as the lube manufacturing company of the year in 2015. We have also constructed an ultra-modern lube blending plant in Ethiopian which commerce operations in 2017, to services the East African sub region with these investments, the company has access to markets in over 15 African countries. Page 3 [www.lubconinternational.com](http://www.lubconinternational.com) product innovation.

Lubcon has remained at the forefront in product innovation in the country from being the first indigenous company in the oil and Gas sector to be ISO certified in 2002, to the introduction of Nano technology in lubricant formulation in Nigeria our flagship product Nano Adrenalin is the only product that lubricates and renews the engine every time it is used our expansion products and the innovations are have introduced in our system earned lubcon the 2015 National productivity order of merit award, making it the first company in the Nigeria Oil & Gas sector to be so honoured.

Lubcon became the first indigenous Oil & Gas Company to have ISO 9002 certification in Nigeria in the year 2002 by standard organisation of Nigeria (SON) Lubcon blends, distribute the markets quality and high grade lubricant that meet international standard.

**They include:**

- i. Automotive lubricants of various grades
- ii. Industrial lubricants of all grade and types
- iii. Marine lubricants of all grades
- iv. Custom blended product
- v. Grease, gear oil etc.
- vi. Marketing of petroleum and allied production
- vii. Retail development

## 1.9 DEFINITION OF TERMS

Inspection – is the critical examination of incoming consignment order to ensure that bad or below standard materials are not received into the system Quality a modern definition of quality derives from journals "fitness for intended use" this definition basically says that quality is "meeting or exceeding customer's expectation" quality is a much more complicated term than it appears dictionary definition are usually inadequate in helping an expert quality professional understand the concept.

It seems that every quality expert defines quality in a somewhat different way. There are varieties of perspectives that can be taken in defining quality (e.g customer's perspective, specification-based perspectives). Are there commonalities among these definitions? Is anyone definition "more correct" than the other "wrong" quality professionals constantly debate this question. The editor of quality digest say that defining the word "Quality" is no simple endeavour.

Organisation – A social unit of people, systematic structured and managed to meet a need or to pursue collective goals on a continuing basis.

All organisations have a management structure that determines relationship between functions and positions, and sub divided and delegates roles responsibilities and authority to carry out defined tasks.

Organisations are open system in that they affect and are affected by the environment beyond their boundaries.

- **Storekeeper** – is a person who owns, operates or manages a retail establishment the man in charge at your local convenience store is an example of a store keeper.
- **Quality control** – quality control (QC) may be defined as a system that is used to maintain a desired level of quality in a product or services. It is a systematic control of various factors that affect the quality of the product it depends on materials, tools machine, types of labour, working conditions etc. QC is a broad

term, it involves inspection, and in quality control activity emphasis is placed on the quality future production. Quality control aims at prevention of defects at the sources relies on effective feedback system and corrective action procedure. Quality control uses inspection as a valuable tool.

- **Specification** – is a document which describes in detail the requirement to which the supplier or services must conform.

## **CHAPTER TWO**

### **LITERATURE REVIEW**

The ideal of quality began with medical craftsman who organize themselves into guild dedicated to making standard of an inspecting committee would receive a special quality mark. Master craftsman began to add their own quality marks to their product to guard their reputation and standard.

Customer who brought their product bearing inspection and master craftsman work were assured of the quality of their purchase it was in the twentieth century that the concept of their concept of quality of their purchase it was in the twentieth century their concept of quality broadened to indulge many more product and quality mark including forensic science. The medical quality mark have involved into a more general ideal of standard, which are procedures, all matrices (measurement) behaviour or whatever is needed in a particle activity to guaranty a quality output.

One of the most important issues that business has focused on in the last 20-30years has been quality. As market has become much more competitive, quality has become widely regarded as a key ingredient to success in business. What quantity will come across several term that all seen to the concept of quality according to Pyzde kt. Quality engineer handbook 2025.

Quality is first and foremost about meeting the needs and expectation of the customer it is important to understand that quality is about more than a product simply working properly think about your need explanation as a customer it is important to understand that quality is about more than a product simply working properly”

Think about your need and expectation as a customer when you buy a product or services. These may include performance, appearance, accountability, delivery, reliability, insatiability cost effectiveness and price. Think of quality as represent of features as a product or service that affect its ability to meet customer needs if the product or service meets all those needs, then, it is sustain.

#### **2.1 THE CONCEPTUAL FRAMEWORK**

Quality control (QC) is a system of routine technical activities, to measure and control the quality of then inventory as it being developed.

*The QC system is designed to:*

- i. Provide routine and consistent checks to ensure data integrity, correctness and completeness
- ii. Identify and address errors and omissions
- iii. Document and archive inventory maternal land record all QC activities.

QC activities includes general method such as accuracy on data acquisition and calculations and the use of approval standardized procedures for omission calculations, measurement, estimating, uncertainties, archiving information and reporting higher her QC activities include technical receives of source categories, activity and emission factor data and method.

Quality assurance is important in the engineering and construction industry because of the risk involved in any project. The risk involved is not completing the project on time is high because many external factors will affect the performance of the project.

It is vital that a built in quality assurance system is developed to avoid any inefficiency that could result in poor quality of products and services being delivered to the customer. Everyone involved in the engineering and business has, in different ways benefitted from a common approach to quality work more official by creating uniformity. A contractors in house quality assurance system is of utmost importance it prevent problems and their reoccurrence and allows his or her clients to relax one of those quality system standards in the ISO 900 standards which has been adopted by a large number of countries around the world and is applied in various industries including engineering and construction.

Quality control planning is essential in arranging for the collections of the information required and to identify stake holders to be interview or surveyed, it is aligned with an organizations purpose and strategic direction advance planning is especially important if the assessment will be jointly sponsored by the government and interested donors to enable coordination of the work and agreement to be reached on critical aspects of the assessment Colley (2025) further noted this can be achieved by focusing on a vanity of measures aimed at improving and motivating change retune on investment desset al (2025) added that quality control design aims at creating low

cost at all the value- chain activities of affirm mainly in the development and procurement. Quality control strategy and planning is conurned with organizing, realigning and managing business activities in order to produce goods and services at lowest cost possible in the entire industry. A study conducted by Deyiet al (2025) involving quality control planning for steady reduction in wastage proved to be very gainful to the industries related to the maternal wastage. According to them organization that adopt (15:31, 06/06/2024) Kasight strategy to pursue a cost leadership concentrate in implementing competitor as well as customer orientation marketing strategy.

## **2.2 THEORETICAL FRAMEWORK**

Inspection is one of the ways in which quality can be controlled effectively, the technical inspection which is carried on before the acceptable of material into the stock to avoid damage of company reputation with result sale both not all goods received out of this types of inspection technical prepared by the buyer. The objective of inspection are to ensure that the buyer receive quality and does not accept goods which do not conform to specialization inspection may either be done by the stone department where it operate separately in LUBCON NIGERIA LIMITED, the purchasing department and technical department is responsible for inspection the good received before accepting them into store house. The following are used by the purchasing and store department to inspection materials.

1. Statistical sampling method is used in the quality control of raw material and finished goods by LUBCON NIGERIA LIMITED.

The purchasing manage will set a sample inspection plan degree or assurance the batches as sub- standard goods are not finished on the market for finished goods that can only be tested by destroying them (called destruction testing) the need to draw can economics and representative sample is obvious.

2. When a sample is drawn according to prescribed plan and then inspected or tested quality control rule demand that entire batches of the raw material are rejected unsatisfied goods.



- Refuse to accept the batch
- Return the batch for replacement
- Return the basic for credit.

## **2.3 EMPIRICAL REVIEW**

According to various authors quality improvement by management has become a subject of a great importance in organizations. Quantity management focuses on the overall process of a system rather than just concentrating on results it is the quality determination and implementation of the quality policy with regard to the organization. Many organizations thought the world have stated to realized the potential it holds for them and have therefore adopted new philosophies focused on the end results some quality organization already implementing the ISO 9001 quality management system are wondering is it worth maintaining and what significance does it hold for the company empirical studies have quality shoven that quality management does indeed have a positive effect on the various business function (piskar and polinsek, 2006) and therefore calls for a deeper look, the empirical studies were undertaken through questionnaires during 2002 in Slovenia 212 companies that were already implementing ISO 9001 system were asked to participate in this study. The result obtained from this study were analysed and compared by various authors. In conclusion all the authors over in favour of the quality management system (piska and dolinsek, 2006) table gives benefit identified from this study. A quality management system guarantees that all activities regarding to quality are planned. What is management system? It is the matter of organizing elements to achieve a specific goal. A quality management system consists basically of an organizational structure responsibilities procedure process and resources and procedures later on this study. The objective of a quality management system is for the continuous improvement of quality in an organization and there it is implied that a quality management system reaches all parts of an organization. It is not just isolated to one area of the business. A good quality management system can provide the following benefits: greater efficiency reduced cost, better disputes, improved visibility, reduced risk, problem shows on corner better control over contract products. Currently there

are two different ways to define a quality management system one can either choose the home grown approach or choose from an existing model such as ISO 9000 SEL-CMM and MB-MQA. These models can be adapted to fit the organization (kelkar 2008) some of the advantages in having a documented quality management system are, it is ravened it can be revisited for component, serves as training material, service as reference material enables repeatability and uniformity across instances locations, the level of details depends on the practice itself, a quality policy form parts of a quality management system is formed priors to certificate audits are performed on the quality management system to ensure that implementation is satisfactory and that is complied with the contracted requirement. Audits can be performed by the first, second or third party auditors.

First party audits are basically performed in houses by people working for the organization but not on particular project. Second party audits are performed by the customer, this way the customer can evaluate your organization in order to see if it meets their specific requirement. This shift the power of the customers. The third party audit are conducted by certification agencies for example if the organisation are doing the ISO 9000 certification. A quality management system means of vision value mission policies and objectives of the organization means of showing how the system has been designed a means of showing linkage between processes, a means of showing who is responsible for what, an aid to training new people a tool in the analysis of potential improvement and a of demonstrating compliance with external standards and regulations

## **2.4 GAP IN LITERATURE**

The ideal of quality began with medical arisen who organize into guild dedication to making standard of an inspecting committee working on special quality mark. Master craftsman began to add their own quality marks to their products guard their reputation and standard.

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## **CHAPTER THREE**

### **3. RESEARCH METHODOLOGY**

#### **3.1 RESEARCH DESIGN**

Methodology can be referred to as the theoretical analysis for the method appropriate to the field of study or the body of the methods and principle to the branches of knowledge (Kotter Armstrong, 2006).

Research is used in finding answers to question. It is not self-sufficient to provide answers from description the investigation cannot state conclusively the cost of the what the future phenomenon will be.

#### **3.2 EXPERIMENTAL RESEARCH**

This is the approach where by the research attempt to identify and evaluate the relationship between variable that create a particular state of affairs under controlled conditions.

Experimental methods enable the researcher to improve the condition under in which he observed to this to arrive at more exactly results.

#### **3.3 SOURCES OF DATA**

Scientific problem can be solved on the basic of data for this research the source of data collection will be classified into this group's primary and secondary data.

##### **PRIMARY SOURCES:**

The primary data are the raw data collected during the primary field work by the researchers themselves which has not been used or tampered with by anybody.

##### **SECONDARY SOURCES:**

Secondary sources information obtained through textbook newspaper and government publication information.

### **3.4 DATA COLLECTION TOOLS**

Various research tools were used by the research to collect the data used in the research some to these tools are discussed as follows.

Personal interview – this is one of the methods which are used in collecting data from the people that is the respondent by face to face contact. The researchers obtained important information from the quality control and the training managers to his oral questions.

The research bears in mind where and who to carry out the interview exercise normally and relevant question where asked and expected response was also used.

Observation method – observation was the primary approach used in collecting data by the researcher from the respondent. It could be noted that science begins observation is a scientific tool and is a useful and effective method which was used by the research in studying the behaviour of the people or events at it happened.

Various document and records used in the quality control and purchasing department were carefully studied this observation method has a means of data collection yielded a better result and first to hand information which could not have been possible to some extent with other method of data collection.

Documentary sources – Data are collection from many record and relevant documents keep by the organisation most especially past record of activities of the purchasing.

### **3.5 RESEARCH POPULATIONAL AND SAMPLE SIZE**

The research based the population of the research work on LUBCON NIGERIA LIMITED Ilorin while the sample size is strictly base on the purchasing and quality control unit of the organisation Lubcon Nigeria Limited Ilorin as a case study means that the findings of this reason could also be applied to all other production or manufacturing company as a whole.

### **3.6 SAMPLE PROCEDURE EMPLOYED**

During the course of conduction the interviews the population was divided into sub-population (which is the universal set off the object) after that the were selected randomly but independently from each station which proved very useful for comparison the random sampling was employed in the gathering information from the respondents because have every member of the parent population has an equal probability of being omitted except by chance.

### **3.7 STATISTICAL TECHNIQUES USED IN DATA ANALYSIS**

The statistical technique used in analysing and presenting the data gathered for this project where means through which the research problems were address and how the hypothesis formulated by the researchers were tested.

Tabulation and percentage methods were employed in presenting and analysis the primary data gathered the researcher to get quickly or understand the composition of ideas data or information being analysed and presented.

## CHAPTER FOUR

### DATA PRESENTATION, ANALYSIS AND INTERPRETATION

#### 4.1 DATA PRESENTATION

In the course of the research 20 questionnaires were distributed out to the staffs of Lubcon Oil is returned while the remaining 5 questionnaires were not return.

The brief statistical analysis of every respond fro the respondents are below.

##### Question One (1): Who determine the need for quality control?

SUGGESTED ANSWER	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENT
Engineering department	13	86.7
Production department	2	13.3
<b>Total</b>	<b>15</b>	<b>100</b>

*Source: field survey 2025*

It can be deduced from the above table that 13 respondent which constitute 86.7% picked engineering department while the remaining 2 respondent which constitute 13.3% picked production department.

##### Question Two (2): Where was the request for quality directed to?

SUGGESTED ANSWER	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENT
Local source	0	-
Oversea source	0	-
Combination of both	15	100
<b>Total</b>	<b>15</b>	<b>100</b>

*Source: field survey 2025*

From the above table it can be seen that company is making use of both local and overseas source of supply i.e. the 15 respondents which constitutes 100% picked both.

**Question Three (3): Does the organization listen to complaints concerning the quality of its product?**

<b>SUGGESTED ANSWER</b>	<b>NUMBER OF RESPONDENTS</b>	<b>PERCENTAGE OF RESPONDENT</b>
Yes	10	66.7%
No	5	33.3%
<b>Total</b>	<b>15</b>	<b>100</b>

*Source: field survey 2025*

The above table shows the organization entertains complaints as regards to the quality of its product in order to make improvement where necessary.

**Question Four (4): Which of the following methods does the company use in obtaining the right price of the right quality in the need for quality control?**

<b>SUGGESTED ANSWER</b>	<b>NUMBER OF RESPONDENTS</b>	<b>PERCENTAGE OF RESPONDENT</b>
Published price list	0	-
Competitive bidding	5	33.3%
Negotiation	10	66.7%
<b>Total</b>	<b>15</b>	<b>100%</b>

*Source: field survey 2025*

Negotiation method of obtaining right price is the one commonly used in the company. This is justifiable because 66.7% of the total while respondents are in support of this test which 33.39 of the total respondents said; competitive bidding is what company used for obtaining right price.



**Question Five (5): What effect has the quality control brought to the company?**

<b>SUGGESTED ANSWER</b>	<b>NUMBER OF RESPONDENTS</b>	<b>PERCENTAGE OF RESPONDENT</b>
Positive effect	13	86.7%
Negative effect	2	13.3%
<b>Total</b>	<b>13</b>	<b>100%</b>

*Source: field survey 2025*

Therefore, the impact of quality control on the company is positive.

**Question Six (6): Do other department cooperate with engineering department in carry out quality control?**

<b>SUGGESTED ANSWER</b>	<b>NUMBER OF RESPONDENTS</b>	<b>PERCENTAGE OF RESPONDENT</b>
Yes	11	73.3
No	4	26.7
<b>Total</b>	<b>15</b>	<b>100%</b>

*Source: field survey 2025*

The above table show that the department's give cooperation to the engineering department when carrying out quality control exercise. The reason is that 73.3% of the respondent agreed to be 80.

**Question Seven (7): What method does your company adopt when expressing quality control?**

<b>SUGGESTED ANSWER</b>	<b>NUMBER OF RESPONDENTS</b>	<b>PERCENTAGE OF RESPONDENT</b>
Sample Method	0	-
Brand or trade name	0	-
Physical test	8	53.3%
Chemical analysis	7	46.7%
<b>Total</b>	<b>15</b>	<b>100%</b>

*Source: field survey 2025*

The above table shows that 8 respondent which constitute 53.3% agree that it is physical test while the remaining 7 respondent which constitute 46.7% agreed that it is chemical analysis.

**Question Eight (8): Are the personnel in charge of quality control given training?**

<b>SUGGESTED ANSWER</b>	<b>NUMBER OF RESPONDENTS</b>	<b>PERCENTAGE OF RESPONDENT</b>
Yes	14	93%
No	1	6.7%
<b>Total</b>	<b>15</b>	<b>100</b>

*Source: field survey 2025*

The personnel responsible for quality control are being giving special training because 93.3% of the respondent said so.

**Question Nine (9): If question eight (8) is yes what type of training does the personal undergo?**

<b>SUGGESTED ANSWER</b>	<b>NUMBER OF RESPONDENTS</b>	<b>PERCENTAGE OF RESPONDENT</b>
On the Job	3	20
Off the job	1	6.7
Combination of both	11	73.3%
<b>Total</b>	<b>15</b>	<b>100%</b>

*Source: field survey 2025*

From the above table it can be seen that the company is usually both on the job and off the job method of personal training. This is so because 73.3% of the respondent claims that.

**Question Ten (10): What type of Inspection does company apply on the incoming goods before being accepted into the store?**

<b>SUGGESTED ANSWER</b>	<b>NUMBER OF RESPONDENTS</b>	<b>PERCENTAGE OF RESPONDENT</b>
Sample inspection	1	0
100 % inspection	12	80%
Combination of both	3	20%
<b>Total</b>	<b>15</b>	<b>100%</b>

*Source: field survey 2025*

The above table shows that 12 respondents which represent 89% of the total respondent gave it that company full inspection (100%) of the incoming goods

**Question Eleven (11): Are there enough personnel to handle quality control programme in the engineering department?**

<b>SUGGESTED ANSWER</b>	<b>NUMBER OF RESPONDENTS</b>	<b>PERCENTAGE OF RESPONDENT</b>
Yes	13	86.7%
No	2	13.3%
<b>Total</b>	<b>15</b>	<b>100%</b>

*Source: field survey 2025*

The above table shows that there are enough personnel in the engineering department to handle the quality control programme.

**Question Twelve (12): If Substandard items are discovered in the store house which department is hold responsible or faulty in your company?**

<b>SUGGESTED ANSWER</b>	<b>NUMBER OF RESPONDENTS</b>	<b>PERCENTAGE OF RESPONDENT</b>
Purchasing	3	20%
Engineering	10	66.7%

Store	2	13.3%
Account	0	-
Production	0	-
<b>Total</b>	<b>15</b>	<b>100%</b>

*Source: field survey 2025*

The above table shows that engineering department is responsible of any sub-standard items found in the store this is because 10 respondent representing 66.7% of the total respondent agreed on it.

**Question Thirteen (13): Does your company base its materials requirement on a particular standard?**

<b>SUGGESTED ANSWER</b>	<b>NUMBER OF RESPONDENTS</b>	<b>PERCENTAGE OF RESPONDENT</b>
Yes	2	13.3%
No	13	86.7%
<b>Total</b>	<b>15</b>	<b>100%</b>

*Source: field survey 2025*

It can be seen from the table above that 13 respondent representing 86.7% picked 'No' while the remaining 2 respondents representing 13.3% picked 'YES'

**Question Fourteen (14): Do you think the cancellation of the quality control exercise can pose any problem to your company?**

<b>SUGGESTED ANSWER</b>	<b>NUMBER OF RESPONDENTS</b>	<b>PERCENTAGE OF RESPONDENT</b>
Yes	10	66.7%
No	5	33.3%
<b>Total</b>	<b>15</b>	<b>100%</b>

*Source: field survey 2025*

66.7% of the total respondent said ‘Yes’ to the above question which means that the removal of quantity control exercise will significantly pose problem to the organization.

**Question Fifteen (15): Is there any relationship between engineering department and other 6 department?**

<b>SUGGESTED ANSWER</b>	<b>NUMBER OF RESPONDENTS</b>	<b>PERCENTAGE OF RESPONDENT</b>
Yes	14	93.3%
No	1	6.7%
<b>Total</b>	<b>15</b>	<b>100%</b>

*Source: field survey 2025*

The above table shows that smooth relationship exists between engineering department and other departments.

## **4.2 ANALYSIS OF DATA**

Lubcon Nigeria Limited is sized along Adewole road, Ilorin Kwara State, the major reason for quality control in Lubcon is to ensure that the quality in Lubcon products or goods produced by the company actually satisfy the need of A sure that their potential customers and also to make sure that substandard material does not enter production.

Lubcon Nigeria Limited defined quality as a particular purpose quality in Lubcon is also the features and characteristic of a production or particular need such characteristic and chemical analysis.

Quality is anything that confirms to one’s pre-determined standard that it must be able to meet up with the measurement of specific lead down.

Quality of a commodity is that which make commodity the most suitable for a purpose from the purchasing point of views of Lubcon the right quality can be defined as that which is most suitable for the purpose of which is intended.

Quality is specifically the sum of compose of the properties in trust in a way that buyer and the supplier will understand it.

### **Determination of quality in Lubcon**

There are many factors that serve as a basis for quality control: we have two basis factors that are commonly used specifically in manufacturing company like Lubcon Limited. The functions are:

1. The Technical Consideration of Suitability
2. The economic Consideration suitability: This method is used to determined the technical quality as done by the design engineering department. This department works closely with production of sales department. In this regard, the technical factors are mostly concerned with the tolerance, strength output and so on.

### **The economic consideration of price and availability**

This is another method used in Lubcon Nigeria limited it is used to determined the price availability reliability and competition in supply market. It is the responsibility of the purchasing, department who determine whether the materials selected can actually be purchase without any delay this research revealed the following factors that-determines quality control in Lubcon Nigeria limited Ilorin.

- a. Quality can be determined through the customer's specification or by those laid down
- b. Quality can be determined by the life of a product
- c. Price since the selling price of the product. Which materials or inventory will be incorporated will determine the price for bought out items.
- d. History of labour relation to supplied works
- e. Reliability functions under given condition for specific time

## **Who determines Quality**

In Lubcon Nigeria Limited, the responsibility of determining quality is an important aspect of quality control. Quality is influenced by the following functions.

- i. The Company policy
- ii. Technical policy of the produce
- iii. Place of purchasing in the organization.

In Lubcon Nigeria Limited the manager of quality responsibility to challenge question and inspection of quality requirement are the following department

- i. The design or engineering department
- ii. The users department
- iii. The buyers department
- iv. By a committee made up for instance member from marketing design and account department

The design or engineering department: the department is aimed at determining the technical factors of material or component to be purchased such as strength chemical composition and weight and so on. This department acquires all these information by working hard with purchasing department and the outside vendor.

- The users department: The department is concerned with what make a brand of produce to purchase for manufacture in Lubcon Nigeria Limited. The production and purchases what to be used.
- The Buying department: The buying department is one of those departments that determine quality it aimed out in function or form their department after placing of order, it function through the information passed from the design production or form their department. After placing of order for what is needed the buyer must be sure that the materials are delivered on time and according to what buyer required.

- By a committee made up of production, marketing purchasing design engineering department. This method is mostly used by public bodies or purchased for their manufacturer or for company use as to ensure better quality.

### **How quality is expressed**

In a case of Lubcon Nigeria Limited situated at Adewole area, Ilorin. The quality of material or components to be bought are usually to understand proper expression of quality material to be purchased which serve as a means of measurement (which material required must be in conformity with) and the material required must be in conformity.

### **The following are the varies method of measuring quality expressions.**

- a. Sample: Inspections of received can either be on a complete (each and tested) on partial (a serve only tested) basis sampling techniques are partially appropriate when goods are delivered in large quality or below to test every single member of a large batch of goods is tedious which leads to human error. It is also time consuming and expensive.
- b. Brand or trade name: use of brand or trade name enables a product to be easily differentiate from other similar products or the same group or class e.g peak milk, cost milk, Omo detergent and elephant detergent.
- c. Commercial standard: This is the standard drawn by attain body like Nigeria standard institution, British standard institution and international standard etc.
- d. Chemical analysis: This is a statement of physical characteristics a suitable method where purchasing metals chemicals, lubricants, paints or similar compound products on delivery: they may be checked by laboratory test.
- e. Physical test: It provides a measurement of quality in respect of such properties of elasticity or resistance to shock.



- f. Dimension measurement: It implies not only to the quotation on the quotation on the size of the various parts of an article but also indicating the amount of tolerance which may be permitted.
- g. Performance of guaranteed output: This method of placed responsibilities on like suppliers to ensure their goods are suitable for their intended use.
- h. Material and method of manufacturing: This method of specification is not frequently used and it is only applied when special manufacturing requirement is necessary to enable and exact degree of quality.

### **Reasons for expressing quality**

- 1. Expressing quality gives full description on a purchase order which serves as communication guide for the specification by indicating the full stage of details that should be included so as to prevent oversize or omission.
- 2. Expression of quality also permit inspector to verify that material described on the purchase order is what is actually received.
- 3. It makes the need of the buyer known to the supplier.
- 4. it also facilitates references by users of the specification because certain type of information is consistently kept in a particular section of department.

Contribution of purchasing to quality control purchasing in every organization play an important role to ensuring that the organization received goods of the required quality increase of profitability of the company and thus. It is arrays

- i. Purchasing department contributed to quality by seeking to appropriate, the need and problems of users as regard to quality
- ii. Purchasing department ensures that the suppliers receive adequate specification which he understand obtaining to meet the quality requirement and ensuring the purchasing order as acknowledged.

- iii. it also monitors the purchasing order once placed by leasing with quality control and inspection staffs as necessary. The supplier's work a goods in order inspection stage.
- iv. It also contributes to quality by ensuring prompt dealing with quality problems which may arise such as return and replacement of rejected goods.
- v. The supplier can also recommend changes such as buyer production process that will facilitate the productive quality product.

### **4.3 TESTING OF HYPOTHESIS**

This portion of project work will test for the carrier hypothesis formulated in chapter one, the hypothesis are as follows.

- Ho: The quality control in material sourcing in Lubcon Oil are similar with quality control activities expected in any manufacturing.
- Hi: The quality control in material sourcing in Lubcon Oil are not similar with quality control activities expected in any manufacturing organization.

From respondents responses to the questionnaire it shows that therefore, the null hypothesis (Ho: which the quality control in material sourcing in Lubcon oil are similar with quality control activities expected in any manufacturing organization is rejected while alternative hypothesis.

## **CHAPTER FIVE**

### **SUMMARY, CONCLUSION AND RECOMMENDATIONS**

#### **5.1 SUMMARY OF FINDINGS**

The main task set out of the beginning of this paper is to identify curing the needs for quality control in material special reference to the LUBCON Nigeria Limited Ilorin. Standard manufacturing inputs and output and the method used in achieving them. Management of quality control has shown a shift from an inspection oriented approach towards a deference prevention and organization focused planning process, the development of a quality control information system (QCIS) should focus on management planning and control issues.

Quality control objectives are preventive and remedial. Quality check during manufacturing process may uncover deviations that can be connected while quality checks for the finished product to are pure remedial, the ultimate goal, of course is to reduce the number of defectives finished product to a favourable minimum to establish standard tolerance are set for every important must satisfy the requirement that customer will impose on finished goods. Standard are often set internally and externally and the use of standard promotes inter-change ability and simplifies.

#### **5.2 CONCLUSION**

It is said that everything that has a beginning must surely have an end.

First Godfrey A.B (1994) conclude that quality control is a process for maintaining proper standard in manufacturing also it goes a long way to tell on both overall profitability of the organization and its regulation.

Secondly there is a relationship between the choices infected by the organization. And also in the same way it is concluded the purchasing department has an heritable role to play in the selection of component supplier who is going to help in supplying quality materials and hence giving the production of quality product by the organization

Thirdly, it is concluded that through inspection one of the ways through which quality can be controlled on materials into the store.

Furthermore, there are three ways of evaluating or accusing suppliers' special survey (visitation) reputation and record of performance at times each of these above

mention methods could be used collectively. One is said to be guaranteed for quality production output when the choice of supplier is okay. To crown it all effective quality control is a must in any manufacturing output without which the overall activities of the organization would be in jeopardy.

### **5.3 RECOMMENDATIONS**

Despite the fact that LUBCON Nigeria limited is a big company. It is still experiencing some problems in which the following are recommended to improve the general performance of the company's aims and objectives

1. Efficient quality control system: the company advised to be efficient in the area of quality control to achieve this, the company should be given enough training and retraining to keep them abreast of the latest innovation in the area of quality control.
2. Provision of sufficient capital: the research work carried out shown that their major problems of the company are the in availability of sufficient capital for their day today operation. As such, the management of the company should endeavor to strengthen the company financing so that it could have money to execute some of its operation.
3. Constant training and retraining at for all the staffs. All the staffs of the company should be allowed to undergo continuous training and retraining various skills

## **APPENDIX**

Kwara State Polytechnic,

Ilorin Kwara State.

(Institute of finance and Management Studies)

Department of Procurement and Chain Management

Dear respondents

### **LETTER OF INTRODUCTION**

I'm a student of the above department conducting a research on the topic "The need for quality control in material sourcing in manufacturing organization case study of lubcon industry Ilorin.

I will be very grateful if you could complete the attached questionnaire as objectively as possible, any information in the regard will be treated confidential and used only for the purpose of this academic exercise.

Thanks for your assistance.

Yours faithfully,

**SANNI TOHEEB OLAREWAJU**

ND/23/PSM/PT/0002

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