EFFECT OF QUALITY CONTROL IN MATERIAL SOURCING IN A MANUFACTURING FIRM
(A CASE STUDY OF NESTLE PLC, ILUPEJU LAGOS)

BY

OLUAYERO AYOMIDE ABIGEAL

ND/23/PSM/PT/0071

BEING A PROJECT TO SUBMITTEDTO THE DEPARTMENT OF PROCUREMENT AND SUPPLY CHAIN MANAGEMENT, INSTITUTE OF FINANCE AND MANANAGEMENT STUDY (IFMS), KWARA STATE, POLYTECHNIC, ILORIN

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

JULY 2025

CERTIFICATION

This is to certify that this research project work has been completed and read through and approved as meeting the requirement of the department of Procurement and Supply Chain Management, Institute of finance and management studies. Kwara State Polytechnic in partial fulfillment for the award of National Diploma (ND) in Procurement and Supply Chain Management.

MR. WAHAB ABDULLAHI — **DATE**
(Project Supervisor)

DR. K.A DANGANA — **DATE**
(Project Coordinator)

MR. SIDIQ OLANREWAJU — **DATE**
(Head of Department)

MRS. YUSUF MARIAM OMOWUNMI — **DATE**
(External Examiner)

DEDICATION

This project is dedicated to Almighty Allah, He (Creator) who showed me the path to perfect religion of peace and has been with me throughout the accomplished of the project

ACKNOWLEDGMENTS

I am deeply grateful to Almighty God for His endless grace, strength, and protection throughout the course of this project. Without His divine guidance and favor, this achievement would not have been possible.

I wish to express my sincere appreciation to my Project Supervisor, **Mr. Wahab Abdullahi**, for his exceptional mentorship, unwavering support, and insightful contributions. His thorough understanding of the subject matter and his ability to guide with patience and clarity were pivotal to the successful completion of this work. His feedback challenged me to think critically and improve continuously, and I am truly thankful for the time and effort he invested in me.

Special thanks go to the Head of Department, **Mr. Olarewaju Sidiq**, for his administrative support, encouragement, and for creating a learning environment that fosters academic excellence. His leadership and commitment to students' success provided the platform upon which this project was built.

I am especially indebted to my beloved Parents, **MR**. And **Mrs. Oluayero** whose love, sacrifices, and constant prayers have been a source of strength and motivation throughout my academic journey. Her unwavering belief in my abilities, even during the most challenging moments, gave me the courage to keep pushing forward. Words alone cannot express the depth of my gratitude for her role in my life and education.

Finally, I would like to acknowledge my colleagues, friends, and everyone who contributed, in one way or another, to the success of this project—whether through encouragement, advice, or support. Your contributions are truly appreciated.

Thank you all.

ABSTRACT

This project is carried out to study the need for quality control of material sourcing in manufacturing organization. A case study of NESTLE PLC ILUPEJU, LAGOS. The project discussed how quality control iss one of most paramount tools that some organizations imply to ensure that some correct goods and service is procure for manufacturing processes. This will not allow the issue of garbage in garbage out on the manufacturing production. This is why quality control is very important in manufacturing company with the research, we discovered that many manufacturing organizations are battling with the problem of quality control which has greatly affected their operation negatively, then the research aimed at identify problems of controlling the organization product and provide solutions to the problems. In order to make this work worth while, the research works will be classified into five chapters. Chapter one will contain the background of the study, statement of the research problem, objectives of the research scope of the study, historical background and definition of terms. The second chapter include literature, review of related literature which tells us the purpose of rating inspection and quality control of supplier and method of vendors. Chapter three will contain research methodologies, discuss research population and sample size, the various ways the research tools were used to collect the data. Chapter four, Data presentation, analysis and interpretation. Chapter five, this is all about the summary of finding, conclusion, and recommendations.

TABLE OF CONTENTS

Title Page	i
Certification	ii
Dedication	iii
Acknowledge	iv
Abstract	v
Table of Contents	vi
CHAPTER ONE: INTRODUCTION	
1.1 Background to the Study	1
1.2 Statement of the Problems	1
1.3 Objectives of Study	2
1.4 Scope of the Study/Limitations of the Study	2
1.5 Significance of the Study	3
1.6 Research Questions	3
1.7 Formulation of the Research Hypothesis	3
1.8 Historical Background of Kam wire	3
1.9 Definition of Terms	
CHAPTER TWO: LITERATURE REVIEW	
2.1 Conceptual Framework	9
2.2 Theoretical Framework	10
2.3 Empirical Review	11
2.4 Gap in Literature	13

CHAPTER THREE: RESEARCH MRTHODOLOGY

3.1 Sources of Data 15

3.2 Data Collection Tools 15

3.3 Research Population and Sample Size 16

3.4 Sampling Procedure Employed 16

3.5 Statistical Techniques used in Data Analysis 17

CHAPTER FOUR: DATA PRESENTATION, ANALYSIS AND INTERPRETATION

4.1 Data Presentation 18

4.2 Analysis of Data 26

CHAPTER FIVE: SUMMARY OF FINDING, CONCLUSION, AND RECOMMENDATIONS

5.1 Summary of Findings 31

5.2 Conclusion 31

5.3 Recommendations 32

Reference 34

CHAPTER ONE

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 fullness, rent and excellence this definition most people have in mind. When they think of quality here has entirely different meaning, Here, quality is that which purchase at a lowest cost to fulfill the need creativity and intended function for which the material is purchased.

Many writers share the notion that quality does not passes a property that has absolute meaning nonetheless, it is advised that great care is taken in the rest of the world go as to debate it importance in identifying things for examples because of the relatively of the world

Quality to prison gate. Also as high quality racing bicycle for a farmer who needs it to convey this yam and other farmer produce to the market. Quality is therefore defined as anything that can forms with predetermined standard. The quality of a commodity is also that which make the commodity the most suitable for a given application.

1.2 Statement of general problem

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

Secondly, manufacturing companies have been able to device on accurate method by which various suppliers can be evaluated and appraised

1.3 Objective of the Study

The motive behind this research is in partial fulfillment of the requirement for the award, national Diploma in procurement and supply chain management, institute of Finance and management studies, kwara state polytechnic, Ilorin.

More over this research intends to highlight the need for quality control in the material sourcing maybe said to entails:

a. The identification and development of suitable suppliers

b. The systematic investigation and comparison of such sources

c. The sourcing decision, which supplier to patronize, how many to be used for a given item, how to allocate available business , what terms to do business on.

d. The containing relationship both with preferred source which are actually supplying goods and with potential source which are still in the running, although they have been passed over for the present.

Also the purpose of this research work is to establish the need for quality control in the material sourcing in the manufacturing organization under study the necessity of devoting more resources towards 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 others in future.

1.4 Scope and Limitation of the Study

This research is Restricted to the Nestle Plc Ilupeju Lagos and often related production situated in Lagos, Lagos State. The research work will cover the following benefit of quality, determination of quality and also, method of rating vendors for quality.

Attitude of respondents who feel it is not safe to given data to researcher on outling refusal to give answer to questions i.e unwillingness on the part of same respondents to discuss some

important issues relating to the organization on to the company existence moreso, the financial constraints is also one economic condition seriously affecting the researcher and as such affect the researcher to travel on visit some other neighboring 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 organization and student who may be undertaking a research of this in future.

1.6 Research Question.

To find weather the quality control of material sourcing in nestle are similar with quality control activities expected in any manufacturing organization.

1.7 Formulation of research hypothesis

Hypothesis is a conjectural statement or source assumptions before or during the research which should be tested, the use of both null (Ho) and ALTERNATINE (Hi) research to find weather the quality control in material sourcing in nestle Plc are similar with quality control activities expected in any manufacturing organization.

Ho :- means positive of the assumption while.

Hi :- means the negative of the assumption

1.8 Historical Background of Nestle PLC

Nestle Plc, the woods largest food and beverage company has a rich history that began in 1860 in switzenlands its origins trace back to two separate enterprises that eventually merged to form the global conglomerate known today. Below is a concise overview of nestles historical development, focusing on key miles tones and its evolution to a multinational conformation.

- Foundational years (1866 – 1905)

- 1866 the Angio – swiss condensed milk company was established by American brothers Charles and George page in cham,switzenland. They utilized abundant local milk supplies to produce condensed milk, marketed, under the milk maid brand as a safe, long – sheif – life alternative to fresh milk.
- 1867 - German – born pharmacist Henri Nestle base in vevey, Switzerland, developed Farine lactee (milk flour) an infant formula combining cows milk, wheat flour, and sugar. This product aimed to combat high infant mentality hates by providing a nutrition alternative for babies unable to breast feed. Henri adopted his family crest. A birds nest as the company logo, symbolizing nurtuning and care.
- 1875 : Henri Nestle solid his company to three local entrepreneurs, who expanded production. He retired but the company retained his name as Societe Farine Lactee Henri Nestle.
- 1877 – 1904 : Fierce competition arose between Angio – Swiss and Nestle with both companies product. Rival condensed milk and infant creal product. Nestle also collaborated with Daniel Peter, supplying condensed milk to develop milk chocolate, making it entry into the chocolate industry.
- 1905 : The two competitions marged to form the Nestle and Anglo – Swiss condensed milk company, combinig over 20 factories and establishing a global sales network across Africa, Asia latin America, and Australia. The company had dual head qualities in vevey and cham, with a lodon office to drive export sales Growth Amid challenges (1905 – 1945)
- World war I (1914 – 1918). The war increased demand for condensed milk and chocolate, particular through government contracts (e.g British Army rations).

However, raw material shortages and trade restrictions forced Nestle to acquire processing facilities in the US and Australia expanding to 40 factories by war end

- 1920s crisis : post war, military demand for canned milk plummeted, and the 1929 wall street crash reduced consumed purchasing power. Nestle face financial strain but recovered by professionalizing management, centralizing research, and launching innovative products.

1930s innovations : Nestle introduced Nescafe, the would first instant coffee, in 1938, revolutionizing coffee consumption the company also acquired peter – cailler – kohier – Switzerland largest chocolate company, solidifying its position in the chocolate market.

- World war II . (1939 – 1945) : Despite disruptions Nestle supplied both civilians and armed forces Nescafe became a staple for American service men, boosting sales. The company opened factories in latin America to counter distribution challenges in Europe and Asia, and by 1945, sales had grown significantly.

Post – war expansion and diversification (1945 – 1980)

- 1947 : Nestle marged with Alimentena S.A the maker of maggi soups and seasonings (founded by Julius Maggi in 1884) and become Nestle Alimentana S.A this acquisition broadened its portfolio to include soups, bouillons, and ready meals.
- 1950s-1960s, Post-war, prosperity drove demand for converience foods Nestle launch products like Nes quik, Nes tea, and cerelac (rebranded in fact creal). The company expanded globally, particularly in the US and Europe and acquired brands like cross & Black well (1960) and findus (1963)
- 1970s Diversification. Nestle ventured beyond food, acquiring a minority stake in L'O real (cosmetics) in 1974 and Alco Laboratouies (Pharmaceuticals) in 1977 However it

aggressive marketing of infant formula in developing countries sparked controversy, leading to a boycott starting in 1977 over concerns about discouraging breast feeding.

- 1977 the company adopted its current nate, NESTLE S.A reflecting its global identity Global Leadership and Acquisition (1980s-2000s)
- 1980s under CEO Helmut Maucher, Nestle made significant acquisitions, Including carnation ($3 billion, 1989) a U.S maker of milk, pet, and culinary products, and Rown tree mackintosh ($4.4 billion, 1988) adding brands like kit kat. This deals cemented Nestle dominance in foods and confectionery.
- 1990s-2000s Nestle continued its acquisitions spree, purchasing perrier (1992), Ralston Purina (2001, forming Nestle Purina pet care), Dreyer ice cream (2003), and Gerber (2007). It also entered the premium coffee market with Nes presso (1986). The company shifted focus to health and wellness, launching products like stouffers lean cuisine and divesting unprofitable brands.
- Nigeria Expansion: NESTLE NIGERIA PLC founded in 1961 as Nestle Nigeria Limited, began local production in 1971 with a maggi packaging plant in Lagos. Its Agbara factory (Ogun state) start producing cerelar in 1982, and a maggi Factory opened in flower gate in 2011, Nestle Nigeria is now a major player in food and beverages, listed on the Nigeria stock Exchange since 1979. Modern Era (2010s-present)
- Health and sustain focus: Nestle adopted a Nutrition, Health, and wellness strategy, emphasizing high-growth care gories like pet care, coffee, and infant nutrition. It expanded its bottled water division (e.g pennier, sanpelleguino) and introduced eco-friendly initiatives, such as maggi edible fork in india

- Global Reach: Today Nestle operates 447 factories in 189 countries, employs around 339,000 people, and owns over 2,000 brands, including Nescafe, maggi, kitkat, and milo, more than one billion servings of Nestle products are consumed daily would wide
- Controversis: Nestle has face scrutiny over water sourcing practices and child labor allegations in cocoa supply chains, prompting effort to improve sustainability and ethical practices Nestle in Nigeria .

Nestle PLC, a subsidiary of Nestle SA began operations in 1916. Initially focused on distributing imported products, it shifted to local production after Nigeria Independence in 1947. Key milestones Include

- 1971: Established a maggi packaging plant in Lagos
- 1982: Began producing cerelac at the Agbara factory
- 2011: Opened a maggi factory in flowergate Ogun state.

Community Impact: Nestle Nigeria support local formers through milk collection centers and sponsors initiative like the maggi cooking competition and milo sport programs. From Henri Nestle infant formula tes global power house, Nestle History reflect innovation, strategic acquisitions, and adaptation, to challenges like wars and economic crises while its growth into a leader in foods beverages, and wellness is remarkable, controversies highlight the complex of operating at such scale in Nigeria, Nestle remains a house hold name, contributing to economic development and community welfare.

Definition of Terms

1. Quality Control (QC):

A systematic process of ensuring that products and materials meet specified standards of quality through testing, inspection, and monitoring at different stages of production and sourcing.

2. Material Sourcing:

The process of identifying, evaluating, and acquiring raw materials, components, or supplies needed for manufacturing from suppliers, either locally or internationally.

3. Manufacturing Firm:

An organization engaged in the large-scale production of goods through the transformation of raw materials into finished products using labor, machinery, and technology.

4. Nestlé Plc:

A multinational food and beverage manufacturing company with a branch in Ilupeju, Lagos, Nigeria, known for producing consumer goods such as beverages, cereals, dairy products, and confectioneries.

5. Raw Materials:

The basic substances or inputs used in the production process of a manufacturing firm, which are transformed into finished goods.

6. Supplier Evaluation:

The process of assessing potential and existing suppliers based on their ability to deliver quality materials, reliability, pricing, and compliance with standards.

7. Procurement:

The strategic process of sourcing, purchasing, and managing raw materials or goods required for production in a manufacturing firm.

8. Supply Chain:

The interconnected system of organizations, people, activities, information, and resources involved in moving a product or service from raw material sourcing to the final consumer.

9. Quality Assurance (QA):

A broader management approach that ensures processes, systems, and activities are in place to consistently meet quality requirements and prevent defects in materials and production.

10. Standards:

Established benchmarks, specifications, or requirements that materials and products must comply with to be considered acceptable for use in production.

11. Efficiency:

The ability of a manufacturing firm to maximize output and minimize waste, cost, and time during material sourcing and production processes.

12. Cost Control:

The practice of monitoring and regulating expenses incurred in material sourcing and production to ensure profitability and resource optimization.

13. Reliability:

The consistency with which suppliers deliver quality raw materials on time and in accordance with agreed specifications.

14. Inspection:

The act of examining and testing raw materials or finished goods to verify conformity with set quality standards.

15. Productivity:

The measure of how effectively a manufacturing firm utilizes its resources, including sourced materials, labor, and machinery, to produce desired outputs.

CHAPTER TWO

LITERATURE REVIEW;

The idea of quality began with medical crafts man who organize themselves in to guild dedicated to making standard of an inspecting committee wound receive a special quality marks master craftman began to add them own quality marks to them products to guard their purchase. It was in the twentieth century their concept of quality broadend to indulge many more product and services including foreign science. The medical quality marks have involved into a move general ideal of standard, which one procedures, all matrices (measurement) behavior on 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 20-30 years has been quality. As market has become much more competitive quality has become widely regarded as a last ingredient to success in business. What is quantity! Will come across several term that all seen to the concept of quality according to puzdelat.

Quality engineer handbook 2003

Quality is first and foremost about meeting the needs and expecting 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 customers 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 why you buy a product on services.

These may included performance, appearance, availability, delivery, reliability, instability cost effectiveness and price.

Think of quality as represent of features as a product on service that affect its ability to meet customer needs if the product on services meets all these needs, then, if is sustain.

2.1 THE CONCEPTUAL FRAMEWORK

Quality Control (QC) is a system of routine technics activities, to measure and control the quality of the 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 omission,

III. Document and archive inventory material and record all QC activities.

QC activities include general methods such as accuracy on data acquisition and calculation and the use of approval standardized procedures for emission, calculations, measurements, estimating uncertainties, archiving information and reporting. Higher tier QC activities include technical review of source categories, activity and emission factor data and methods.

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.

Any inefficiency that could result in poor quality of products and service being delivered to the customer everyone involved in the engineering and business has, in different ways benefitted from a common approach to quality work.

Systematic quality work reduce the cost of failure in the one's own work and in the final product.

The standards can make quality work move efficient by creating uniformity. A contractors in house quality assurance system is of utmost importance, it prevents problems and their

reoccurrence and allows his outer clients to relax one of these quality system standards in the 150,9000 standards, the word and is applied in various industries including.

Engineering and construction.

Quality control planning is essential in arranging for the collection of the information required and to identify stakeholders to be interviewed on survived. It is aligned with an organization 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 (2005) further noted this can be archived by focusing on a variety of measures aimed *et al*. (2008) added that quality control design aims at creating low costs in all the value – chain activities of a firm mainly in technology development and procurement, realigning and managing business activities in order to produce goods and service at lowest cost possible in the entire industry.

A study conducted by *del et el* (2001) involving quality control planning for a steady reduction in wastage proved to be very gainful to the industrial related to the material wastage. According to them, organizations that adopt strategy to pursue a cost leadership concentrate in implementing competition as well as customer orientation marketing strategy.

2.2 **THEORETICAL FRAME WORK**

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 confirm to specialization, inspection may either be done by the stone department where it operates separately.

In Nestle Plc, the purchasing department and technical department is responsible for inspection of the goods received before accepting them into store house.

The following are used by the purchasing and store department to inspect materials.

1. Statistical sampling method issued in the quality control of raw material and finished goods by Nestle plc.

   The purchasing manager will set a sample inspections plan degree on assurance the batches as sub-stand 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 economies and representative sample is obvious.

2. When a sample is draw according to prescribed plan and then inspected on tested, quality control rule demand that entire batches of the raw material are resected 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 and management has become a subject of great important in organizations. Quality management focuses on the overall process of a system rather than just concentrating on results, many organizations thoughtout the word have started to realize the potential it holds for them and have therefore adopted new philosophies focused on the end results.

It is the determination and implementation of the quality policy with regard to the organization.

Some organization already implement the ISO 9001 quality management system are wondering is it worth maintaining and what signification does it hold for the company ? Empirical studies have show that quality management does indeed have a positive effect on the various business frictions (Piskan and Dolinsek,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 auttiors in conclusion all the auttiors were in favour of the quality management system (Piskar and Dolinsek,2006) table 1 gives the benefit identified from this study. A quality are planned. What is management system? It is the matter of organizing elements to achieve a specific goal. A quality management system consist basically of an organizational structure, responsibilities, procedure later on this study. The objective of a 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 rick, problem shows up earlier, better quality, improved customer confidence, portable and reusable products and 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 on choose from an existing model such as ISO 9000.

SEI-CMM and MB-NQA these model of the advantage in having a document quality management system are it is reviewed it can be revisited for improvement, services as repeatability and uniformity across instance locations, the level of detail depends on the practice itself, a quality policy forms part of a quality management system and is usually management

system to ensure that implementation is satisfactory and that is complies with the contracted requirement. Audits can be performed by the first second on 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 customers. This way the customer can evaluate your organization in order to see if it meets their specific requirement, this shifts the power of the customers. The third party audit are conducted by certification agencies for examples if the organization is doing the ISO 9000 certification. A quality management system several uses mainly: a means of vision, values, mission policies and objectives of the organization, a 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 tools in the analysis of potential improvement and a of demonstrating compliance with external standards and regulation.

2.4 GAP IN LITERATURE

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

Customers who brought their product beginning inspection and master craftsman work were assured of the quality of their purchase. It was in the twentieth century that the concept of quality broadened to induige many more product and services including forensic science.

The medical quality mark have involved into a more general idea of standard, which are procedure all matrices (measurement) behavior or whatever is needed in a particle activity to guaranty a quality output.

One of the most important issues that business has focused on the last 20-30 years have been quality.

As market has become much more competitive, quality has become widely regarded as a key ingredient to success in business. What is quality! Will come across several term that all seen to the concept of quality according to pyzdelat. Quality Engineer hand book 2003.

Quality is first and foremost about meeting the need 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 included performance, appearance, available, delivery, reliability, insatiability cost effectiveness and price.

Think of quality as represent of features as a product or services that affect its ability to meet customer needs if the product or services meets all those needs, then, It is sustain.

CHAPTER THREE

RESEARCH METHODOLOGY

Research is used in finding answers to question. It is not self-sufficient to provide answer from description.

The investigation cannot state conclusively the cost of what the future phenomenon will be.

Experimental Research: This is the approach whereby the research attempt to identify and evaluate the relationship between valuable that create a particular state of affairs under controlled conditions.

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

3.1 SOURCES OF DATA

Scientific problem can be solved on the basic of data, for this research, the source of data collection will be clarified into two groups, 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 tempered with by anybody.

SECONDARY SOURCES

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

3.2 DATA COLLECTION TOOLS

Various research tools where use by the research to collect the data used in the research some to these tools are discussed as follows:

Personal interview: This is of the methods such are use in collecting data from the people that is the respondent by face to face contact. The researchers obtained important inform action from the quality control and the training manager to his oral questions. The research bears in mind where and who to carryout 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 respondents. 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 on events as it happens.

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

Documentary sources: Data are collection from nanny record and relevant documents keep by the organization most especially post record of activities of the purchasing.

3.3 RESEARCH POPULATION AND SAMPLE SIZE

The research based the population of the research work on Nestle plc Ilupeju Lagos while the sample size is strictly base on the purchasing and quality control unit, the organization Nestle Ilupeju as the case study means that the findings of this research could also be applied to all other production in manufacturing company as a whole.

3.4 SAMPLE PROCEDURE EMPLOYED

During the course of conducting the interview the population was divided into sub-population (which is the universal set off the object) often that, the sampling were selected

randomly buy independently from each station which provide very useful for compassion. The random sampling was employed in the gathering for vital information from the respondent because have every member of the parent population has an equal probability of being omitted except by chance.

3.5 STATISTICAL TECHNIQUES USED IN DATA ANALYSIS

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

Tabulation percentage methods were employed in presenting and analyzing the primary data gathered the research to get quality on understand the composition of ideas data on information being analyzed and presented.

CHAPTER FOUR

DATA PRESENTATION, ANALYSIS AND INTERPRETATION

4.1 DATA PRESENTATION

In the course of this research 20 questionnaire were distributed out to the staffs of NESTLE PLC, Ilupeju.

Actually 20 copies of questionnaires were distributed out, five questionnaires were not returned i.e. 25% of the questionnaires, and the findings is based on 15 questionnaire which constitute the 75% of questionnaire. The brief statistical analysis of every answer from respondents follows each table immediately.

QUESTIONNAIRE ONE (1)

Who determine the need for quality control?

SUGGESTED ANSWER	**NUMBER OF RESPONDENT**	**PERCENTAGE OF RESPONDENTS**
Engineering Department	13	87
Production Department	2	13
Total	15	100

Sources: Respondents field survey, 2025.

From the above table, it can be deducted that the department which is responsible for the determination of the need for quality control is, engineering department because 13 respondents which constitute 87% of the total response said it is while 2 respondents which constitute 13% said it is production department. How did the company source for its requirements.

SUGGESTED ANSWER	NUMBER OF RESPONDENT	PERCENTAGE OF RESPONDENTS
Local source	0	-
Oversea source	0	-
Combination of both	15	100%
Total	15	100%

Sources: Respondents field survey, 2025.

From the above table, clearly understood that the company is only making use of both local and foreign source for supply of its requirements because the respondents which constitute 100% of the total respondents agreed on it.

Question Three (3)

Does the organization listen to complaints concerning the quality of its products?

SUGGESTED ANSWER	NUMBER OF RESPONDENT	PERCENTAGE OF RESPONDENTS
YES	15	100
NO	0	-
Total	15	100

Sources: Respondents 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?

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

Sources: Respondents field survey, 2025.

Negotiation method of obtaining price is the one company used in the company. This is justifiable because 66.7% of the total respondents are in support of this, while 33.3% of the total respondent said, competitive bidding is what company use for obtaining right price.

QUESTION FIVE (5)

What effect has the quality control bought to the company?

SUGGESTED ANSWER	NUMBER OF RESPONDENT	PERCENTAGE OF RESPONDENTS
Positive effect	13	86.7
Negative effect	2	13.3
Total	15	100

Sources: Respondents field survey, 2025.

The impact of quality control on the company is positive, it can be seen from the above table, 13 (86.7%) respondents agreed with positive while 2 (13.3%) disagreed.

Do other departments cooperate with engineering department in carrying out quality control?

SUGGESTED ANSWER	NUMBER OF RESPONDENT	PERCENTAGE OF RESPONDENTS
YES	11	73.3
NO	4	26.7
Total	15	100

Sources: Respondents field survey, 2025.

The above table shows that the departments give cooperation to the engineering department when coming out quality control exercise the reason is that 73.3% the respondents agreed to be so.

QUESTION SEVEN (7)

What method does your company adapt when expressing quality control?

SUGGESTED ANSWER	NUMBER OF RESPONDENT	PERCENTAGE OF RESPONDENTS
Sample method	0	-
Brand on trade none	0	-
Physical test	8	53.3
Chemical analysis	7	46.1
Total	15	100

Sources: Respondents field survey, 2025.

It is clearly understandable that the company is making the use of both physical test and chemical analysis for describing its quality requirement as 53.3% and it 46.7% of the total respondent agreed on it respectively.

QUESTION EIGHT (8)

Are the respondents in charge of quality control given training

SUGGESTED ANSWER	**NUMBER OF RESPONDENT**	**PERCENTAGE OF RESPONDENTS**
YES	14	93.3%
NO	1	6.7
Total	15	100

Sources: Respondents field survey, 2025.

The personnel responsible for quality control are being given 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 personnel undergo?

SUGGESTED ANSWER	**NUMBER OF RESPONDENT**	**PERCENTAGE OF RESPONDENTS**
On the job	3	20
Off the job	1	6.7
Combination of both	11	73.3
Total	15	100

Sources: Respondents field survey, 2025.

From the above table it can be seen that the company is using both on the job and off the job method of personnel training. This is so because 73.3% of the respondent claims that both are being used.

QUESTION TEN (10)

What type of inspection does company apply on the incoming goods before being accepted in the store?

SUGGESTED ANSWER	**NUMBER OF RESPONDENT**	**PERCENTAGE OF RESPONDENTS**
Sample inspection	0	-
100%	12	80
Combination of both	3	20
Total	15	100

Sources: Respondents field survey, 2025.

The above table shows that respondents which represent 80% of the total respondents gave it that company employ full inspection (100%) of the incoming goods while 20% said it is both.

QUESTION ELEVEN (11)

Are there enough personnel to handle quality control programme in the engineering department.

SUGGESTED ANSWER	**NUMBER OF RESPONDENT**	**PERCENTAGE OF RESPONDENTS**
YES	13	86.7
NO	2	13.3
Total	15	100

Sources: Respondents 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 sub-standard items are discussed in the store house which department is hold responsible in your company?

SUGGESTED ANSWER	**NUMBER OF RESPONDENT**	**PERCENTAGE OF RESPONDENTS**
Purchasing	3	20
Engineering	10	66.7
Store	2	13.3
Account	0	-
Production	0	-
Total	15	100

Sources: Respondents 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 respondents representing 66.1% of the total respondents agreed on it, 20% said it is purchasing and 3.3% said it is store department.

QUESTION THIRTEEN (13)

Does your company bases its material requirement on a particular standard?

SUGGESTED ANSWER	**NUMBER OF RESPONDENT**	**PERCENTAGE OF RESPONDENTS**
YES	2	13.3
NO	13	86.7
Total	15	100

Sources: Respondents field survey, 2025.

Since it 86.7 of the total respondents responded no to the above question, it can therefore be said that the company does not based its standard of material requirement on a particular standard of material requirement on a particular standard instead, the standard which is suitable for any requirement is what is being adopted.

QUESTION FOURTEEN (14)

Do you think the cancellation of the quality control exercise can pose any problem to your company?

SUGGESTED ANSWER	**NUMBER OF RESPONDENT**	**PERCENTAGE OF RESPONDENTS**
YES	10	66.7
NO	5	33.3
Total	15	100

Sources: Respondents field survey, 2025.. 66.7% of the total respondent said yes to the above question, which means that the removal of quality control exercise will significantly pose problem to the organization.

QUESTION (15) FIFTEEN

Is there any relationship between engineering department and other departments?

SUGGESTED ANSWER	**NUMBER OF RESPONDENT**	**PERCENTAGE OF RESPONDENTS**
YES	14	93.3
NO	1	6.7
Total	15	100

Sources: Respondents field survey, 2025.

It can be seen that there is a smooth relationship between engineering department that exist in Nestle Plc Ilupeju Lagos since 93.3% of the respondents answered yes to the question above.

4.2 ANALYSIS OF DATA

Nestle Plc Ilupeju the major reason for quality control in Nestle Plc to ensure that the quality in Nestle products goods produced by the company actually satisfy the need that substandard material does not enter production.

Quality is anything that conforms to ones predetermined standard that it must be able to meet up with the measurement of specific laid down.

Quality of a commodity is that which make commodity the most suitable for a purpose from the purchasing point of view of Nestle the right quality can be define as that which is most suitable for the purpose for 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 basic for quality control, we have two that basis factors that are commonly used specifically in manufacturing company like Nestle Plc. the functions are:

1. The technical consideration of suitability
2. The economic consideration

   The technical consideration suitability: This method is used to determined that the technical quality of the material to be used in production, technical consideration of suitability as done by the design engineering department. This department work 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 Nestle Plc it is used to determine the price availability, reliability and competition in the supply market. It is 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 determine quality control in Nestle Plc limited Ilorin.

a. Quality can be determined through the customers specification on by those laid down
b. Quality can be determined by the life of a product
c. Price, since the selling price of the product, with material or inventory will be incorporated will determine he price for bought out items.
d. History of labour relation to supplied works
e. Reliability functions under a given condition for a specific time

WHO DETERMINES QUALITY

In Nestle Plc, the responsibility of determine 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 Nestle plc the management of quality responsibility to challenge question and inspection of quality requirement are the folioing department.

i. The design on engineering department
ii. The users department

iii. The buter department

iv. By a committee made up for instance member from making design and account department.

- The design on engineering department: The department is aimed of determining the technical factors of material on component to be purchased such as strength chemical composition and weight and so on, this department acauir all these information by working hand with purchasing department and the outside vendor.
- The users department: the department is concerned with what makes a brand of produce to purchase for manufacture in Nestle plc. The production and purchases what to be sued.
- The buying department: the buying department is one of those department that determine quality it carried out its function on from their department. After placing of onden, it function though the information passed from the design production on from their department. After placing of onden what is needed, the buyer must be give that material are delivered on time and according to what buyer required.
- By a committee made up of production, marketing, purchasing design engineering departments: This method is mostly used by public bodies on purchased for other manufacture on for company use as to ensure better quality.

HOW QUALITY IS EXPRESSED

The quality of material on component 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 various method of measuring quality expression:

a. Sample: inspection of received can either be on a complete (each or tested) on partial (a serve only tested) basis sampling techniques are particularly 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 earn. It is also time consuming and expensive.
b. Brand on trade name; the use of brand on trade name enables a product to be easily differented from other similar product on 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 bodies like Nigerian standard institution. British standard institution and international standard etc.
d. Physical test: it provides a measurement of quality in respect of such properties of elasticity on resistance to shock.
e. Dimension measurement: it implies not only to the quotation on the size of the various parts of an article but also indicating the amount of tolerance which may be permitted.
f. Performance of guaranteed output: this method of placed responsibilities on the supplier to ensure their goods are suitable their intended use.
g. 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 under which serves as a communication guide for the specification by indicating the full stage of details that should be included so as to prevent oversize on omission

2. expression of quality also permit inspection to verify that material described on the purchase under is what is actually received.
3. It makes the need of the buyer known to the supper
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 annays.

i. Purchasing department contributes to quality by seeking to appropriate, the need and problems of users as regard to quality.
ii. Purchasing department ensure that the suppliers receive adequate specification which he understands, obtain to meet the quality requirement and ensuring the perishing order as acknowledge.
iii. it also monitors the purchasing order once placed by liasing with quality control and inspection staffs as necessary. The suppliers work a goods in order inspection stage.
iv. It also contributes to quality by ensuring promptly dealing with quality problems which may anise such as return and replacement of rejected goods.
v. The supplier can also recommend changes such as buyer production process that will facilitate the production quality product.

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 the needs for quality control in material sourcing reference to the LUBCON Nigeria Limited Ilorin. Standard manufacturing inputs and output and the method used in manufacturing inputs and output and the method used in achieving them. Management of quality control has shown a shift in an inspection oriented approach towards a deference prevention and organization focused planning process, the development and 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 my un coven deviations that can be connected while quality check for the finish product that can be connected while quality checks for the finished product 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 quality variable on the product tolerance are the limit of variation allowable above on below the desired dimension of a given quality. As set by the manufacture tolerance must satisfy the requirement that customers 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. Firstly, Godfrey A.B. (1994) concluded that quality control is process for maintaining proper standard in

manufacturing, also, it goes along way to tell on both overall profitability of the organization and its reputation.

Secondly, there is a relationship between the choices selected by the organization and also in the same way it is concluded that the purchasing department has an inevitable role to play in the selection of component supplier who is going to help in supplying quality materials and hence, aiding the production of quality production of quality production by the organization.

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

Furthermore, there are three ways of evaluating on accessing suppliers, special survey (visitation). Reputation and record of performance at times each of these above mention method could be individually and at times it could be used collectively. One is said to be guaranteed for quality production output when the choice of suppliers is okay. To crown it all, effective and efficient quality control is a must in any manufacturing output without which the over all activities of the organization would be in jeopardy.

5.3 RECOMMENDATION

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 has consequently aid the recognition of the companys aims and objectives.

1. Efficient quality control system: The company advised to be efficient in the area of the quality control to achieve this, the company should be given enough training and retraining to keep them a breast of the latest innovation in the area of quality control.
2. Provision of sufficient capital: The research work carried out show that their major problems of the company are the unavailability of sufficient capital for their day to

day operation. As such, the management of the company should endeavour. To strengthen the company financing so that it could have money to execute some of its operation.

3. Autonomy power should be granted to each department in the discharge of its bestowed duties. This means that each department (most especially store and purchasing) should be allowed to perform their duties without any interference of any form.

REFERENCES

Adisa D. (2001). What the concentres industry can learn from manufacturing. Plant I Quen http!www.National Con centres. org pubs in queve vol. 2 No 21 Htmll in vol.2 no 22 Htm.

Godfrey A.B (1999). Juains quality Hand bok Menriam webber, quality control Danbaba on (12th June 2012) Peter Baily and farmer David (1985) purchasing principles and management, fifth edition, Pitman Publisher London, page 71.

Deming A quality Gurth

Peter Baily and Farmer David (1985): Purchasing management, fifth Edition, Pitman publisher. pg. 2 deck (2003), quality engineering Hand Book, place: Publisher.

APPENDIX

QUESTIONNAIRE

Department of Procurement and Supply Chain Management,
Institute of Finance and Management Studies,
Kwara State Polytechnic,
P.M.B 1375 Ilorin,
Kwara State

Dear Sir/Ma

I am a student of kwara state polytechnic, Ilorin, in the above department carrying out a research work on the topic. Effect of Quality Control in Material Sourcing in a Manufacturing Firm (A Case Study of Nestle Plc, Ilupeju Lagos)

This research work is part of the course which is a partial fulfillment of the requirements for the Award of National Diploma (ND) in the above department, and questionnaire is therefore part of the final assessment for data collection for the research.

Your response and opinion will be treated with utmost confidentially and will be used for this academic exercise only. Please tick the correct answer to the question that proceeds.

Yours Faithfully,

OLUAYERO AYOMIDE ABIGEAL
ND/23/PSM/PT/0071

Section A: Demographic Information

Please tick (✓) the option that best describes you.

1	Gender	☐ Male ☐ Female
2	Age Range	☐ Below 25 years ☐ 25–34 years ☐ 35–44 years ☐ 45 years and above
3	Educational Qualification	☐ OND/NCE ☐ HND/B.Sc ☐ M.Sc/MBA ☐ Ph.D ☐ Others (specify) _____
4	Years of Work Experience	☐ Less than 1 year ☐ 1–5 years ☐ 6–10 years ☐ Above 10 years
5	Department/Unit	☐ Production ☐ Procurement ☐ Quality Control ☐ Administration ☐ Others (specify) _____

Section A: Quality Control and Material Sourcing

S/N	Statement	SA	A	D	SD
1	Quality control ensures that only standard raw materials are sourced for production.				
2	Proper material sourcing reduces production errors and defects.				
3	Nestle applies strict quality control checks during the procurement of materials.				
4	Poor quality control in sourcing leads to higher production costs.				
5	Sourcing quality materials improves the efficiency of the manufacturing process.				
Section B: Impact on Organizational Performance					
6	Effective quality control in material sourcing enhances customer satisfaction.				
7	The company's profitability depends on the quality of sourced materials.				
8	Consistency in quality control improves Nestle's brand reputation.				
9	Proper monitoring of suppliers contributes to better quality outcomes.				
10	Quality material sourcing reduces wastage in production.				
Section C: Challenges and Improvements					
11	The major challenge in quality control is sourcing from unreliable suppliers.				
12	Delays in material delivery affect the quality control process.				
13	Staff training on quality control improves material sourcing effectiveness.				
14	Management support is critical to maintaining quality in material sourcing.				
15	Technology adoption enhances accuracy in quality control for sourcing.				