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ASSESSMENT OF QUALITY CONTROL MANAGEMENT IN SACHET WATER PACKAGING

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ABSTRACT

Too many Small and Medium Enterprises (SMEs), the applicability and utility of Quality Control Management (QCM) remains a challenge. It is generally recognized that (SMEs) face unique challenges, which affect their growth and profitability and hence, diminish their ability to contribute effectively to sustainable development. This paper is focused on assessing quality control management of sachet water packaging company. Four (4) different sets of questionnaires as well as structured open-ended interviews were employed as the data collection tools. In all two hundred and eighty (280) respondents were sampled in the study. SPSS, Excel, tables and graphs were utilized in the data analysis. For the period investigated, the non-defective products is 99.55% of the total water production output with a percentage defectives of 0.45% made of production. From the operating characteristic curves (OC) and average outgoing quality (AOQ) curves, for varying acceptable percentage defectives for a given constant sample size, important sampling plan parameters such as producer's risk, consumer's risk and average outgoing quality level (AOQL) are also presented. The findings of the study established that, there is a positive relationship between quality management and company performance. The study concluded that QCM strategy was the most appropriate quality management strategy to be adopted to turn around the quality fortunes of sachet water company.

Keywords: Acceptable defectives, defective, control chart, non-defective, sachet water, sample size.

1 INTRODUCTION

Small and Medium Industries (SMIs) have been widely acknowledged as the springboard for sustainable economic development. According to Denning (1986) developing countries including Nigeria, have since the 1970s shown increased interest in the promotion of small and medium scale enterprises for three main reasons: the failure of past industrial policies to generate efficient self-sustaining growth; increased emphasis on self-reliant approach to development and the recognition that dynamic and growing SMIs can contribute substantially to a wide range of developmental objectives. These objectives include efficient use of resources, employment creation, mobilization of domestic savings for investments, encouragement, expansion and development of indigenous entrepreneurship and technology as well as income distribution, among others.

In today's world, organizations are facing the growing challenges from global competition and more sophisticated customers in terms of what they want and their changing needs. Competition has become a major challenge which chief executives must meet effectively to

remain in business. Organizations have started adopting appropriate management strategies in the field of quality, to succeed in the market place and small scale enterprises are of no exception. Most managers agree that for an organization to be successful it must change continually in response to significant development, such as customer needs, technological breakthroughs and government regulations (Eke, 2001). Globalization of market and operations forces organizations to rethink their quality problems and in turn their overall organization competitiveness. In order to be successful in this global market, organizations should dedicate themselves to improving productivity and quality in a timely and collaborative manner (Dobyns and Crawford, 1994). Quality Control Management (QCM) techniques, supported by management commitment and good organization will provide objective means of improving quality and hence the overall organization competitiveness. QCM is an integrated approach to satisfy internal and external customers, planning and managing processes. It involves quality planning, quality control, quality assurance and quality improvement. It is among the new techniques that modern organizations now