AN ASSESSMENT OF THE IMPACT OF MANUFACTURING INFORMATION SYSTEMS ON PRODUCT QUALITY - A CASE FOR NASH PAINTS (PVT) LTD.

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Abstract

Nash Paints has been producing poor quality products. The purpose of the study was to assess the impact of manufacturing information systems on product quality, the objectives were to identify the manufacturing information systems at Nash Paints, to explain the role of manufacturing information systems at Nash Paints, to explore the effect of manufacturing information systems on product quality, and to recommend manufacturing methods that works best on improving product quality. An explanatory or causal research design was employed in the research. The target population of the study was composed of 12 employees of Nash Paints. Interviews were used to collect information from the Nash Paints management. The researcher also used secondary data from the company’s records. The overall response rate in the interviews was 80%. Data from the company records and interviews was presented in graphs and tables and statistical data was calculated with the SPSS version 20 package. Interviews were used to cement secondary data. Major findings from the research indicate that manufacturing information systems have a positive impact on product quality. The researcher also concluded that product quality is of paramount importance on the success of any business. The researcher also reviewed that Nash Paints has good manufacturing information systems. Nash Paints is recommended to widen the application of manufacturing information systems it uses to maintain and improve product quality. This means that there is great need to improve quality so as to keep customers satisfied and retain them. Nash Paints is also recommended to work towards changing the perceived product quality in the minds of customers by making use of but not limited to manufacturing information systems. The researcher further recommended the need for research on the other variables that determine product quality and researches to explain how to improve product quality by not being limited only to manufacturing information systems.