

Strategies for improving Quality Maintenance at Naval Dockyard Dar es salaam, Tanzania

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Master of Engineering Management (Project Management)

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Over many years the number of civilian vessels seeking maintenance services at the Dar es Salaam Naval Dockyard has been decreasing. It is then argued that the fall in number of civilian vessels indicates that the quality of maintenance has decreased. This research was set to identify factors that contribute to the decrease in service quality. The purpose of this research therefore was to propose strategies for improving the quality of maintenance at Naval Dockyard, Dar es Salaam, Tanzania. By assessing the level of quality of maintenance in obtaining and understanding the extent to which service quality is delivered by the Dar es Salaam Dockyard, data on expectations and perceptions on employees and customers on service quality were collected. A modified SERVQUAL was used as a technique to assess service quality in the Naval Dockyard, a typical service provider in Tanzania. Most of important strength and weakness of the Naval Dockyard were explored. The findings of this study reveal that, there are service quality gaps between respondents' expectations and their perceptions in six dimensions. Hence, Naval Dockyard has to take improvement actions in these dimensions. While there is a significant shortfall in meeting customer satisfactions, the employees appear to have a good understanding of what these expectations actually are. The Naval Dockyard through employees should focus on those dimensions which receive ratings and attributes with high gap scores. The work also reports on a parallel basis the extent of Bureaucracy and cannibalization on engineering practice.