

Assessment of impacts of quality control system implementation on project goals: a case study of Vodacom Tanzania limited

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The concept of quality has dated since the beginning of industrialization. Project quality control, as part of project quality management it ensures the solution system (hardware and software solution) is delivered by the vendor in accordance to client needs. In Telecommunication, different vendors must interact to build a working platform. This follows a certain project management process. And it is at this stage where there are substantial risk of inadequate quality, thus the need for quality control system. This study focused on assessing the impacts of quality control system implementation in telecommunication project management goals in Tanzania.

The study has adopted a case study research design as the preferred research strategy, whereby Vodacom Tanzania Limited was used for the same. Being one of the largest market shareholder in Tanzania it could be replicated to similar cases in Telecommunication industry in Tanzania. A purposive sample was selected from Vodacom project management office and interacting project engineers from vendor side. The study employed questionnaire as a data collection tool and together with interview. Several questions were used to measure the ISO 9001 quality principles construct before and after implementation of QCS.

The study revealed that quality control system has positively affected quality of systems and with the trade of project time and cost. Increase of testing hours in project schedule to measure conformance of solution before commissioning to client. Cost reduction in the aspect of reduction in rework. The study recommends that process quality management, education or training on quality and employee engagement to be improved. This can be achieved by embracing TL 9000 registration which is a more detailed quality management system.