

## Abstract

Changing dynamic of the marketplace require that old mindsets of the procurement functions radically shift directions. Hence the global competition and increasingly complicated and changing customers needs are two important factors that are driving organisation around the world to create, develop and sustain high levels of quality.

The research also identifies and analyse internal communication patterns, quality management initiatives, personnel involvement and buyer supplier management strategies used by the bank. The result shows a significant positive impact in relation to purchasing operation performance in the bank. However, some implication also occurs within the banks purchasing management quality and process with other departments. Implication of the finding and recommendation to purchasing managers in the bank is also discussed.

In analysing questionnaire it has become evident that quality management cannot exist without a complete acceptance within departmental coordination and management commitment. The tools and techniques used by the bank need to be initiated to propagate and facilitate purchasing operation in the bank in areas of customer attention and satisfaction, employee empowerment and involvement, continuous improvement and use of systematic approach to its purchasing management strategies.

Apparently, several aspect of the bank purchasing function needs this for the long term investment and operational functions of the purchasing and other cross functional department to increase productivity and quality management process.

Ultimately even though challenges will be elevated, purchasing managers in the bank need to assume the quality process to everyone since it cannot be delegated; this will help in the longer term for the even operational performance of the purchasing in the Bank of Tanzania.

