

QUALITY IMPROVEMENT OF INFORMAL MECHANICAL WORKSHOPS AT WA MAGAZINE IN THE UPPER WEST REGION OF GHANA

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ABSTRACT

The aim of the study was to examine the quality improvement in informal mechanical workshops at Wa Magazine in the Upper West Region of Ghana. Survey research design was employed in the study, with the questionnaire as the research instrument. A sample of 496 respondents (396 mechanics and 100 clients) was purposively selected. The Statistical Package for Social Sciences (SPSS) (Version 16.0) software was used to analyze the data. The results were presented in frequency tables and percentages. The study revealed that artisans and their clients at Wa Magazine believe that on the average the artisans have lived up to expectation by meeting delivery deadlines. Both artisans and clients at Wa Magazine are also aware of total quality management and are therefore working towards achieving it. However, artisans/mechanics at Wa Magazine do not use any quality control system and there has never been any attempt in the past by government, management or any stakeholder to introduce and implement quality improvement at Wa Magazine. Based on the findings, it is recommended that effective operations system founded on sound policies and operating procedures should be established for these artisans/mechanics with corresponding on the job to improve performance. Furthermore, there is the need to also build on the quality consciousness of the artisans in these informal workshops by establishing and reinforcing a strict adherence to quality policies and procedures in whatever they do. There is also the need to identify and eliminate the operating bottlenecks indicated by both the artisans and their clients. The outcome of this research will provide recommendations for improvements to be implemented by the relevant stakeholders and government in particular.

KEYWORDS: Services, Social Responsibility, Survey Methods & Ethics