

# National University of Science and Technology

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## FACULTY OF INDUSTRIAL TECHNOLOGY

### DEPARTMENT OF TEXTILE TECHNOLOGY

**PROJECT TITLE:** IMPROVING THE QUALITY OF PRODUCTS AT CAROUSEL

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**STUDENT NUMBER:** N005 1515D

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***A DISSERTATION SUBMITTED IN PARTIAL FULFILLMENT OF REQUIREMENTS FOR BACHELOR OF TEXTILE TECHNOLOGY(HONS) DEGREE***

**JULY 2009**

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## **ABSTRACT**

The main driving force behind the research was the complaints by both internal and external customers, concerning seam appearance and performance related problems, to an extent that some orders were rejected. The aim of this research was, therefore; to identify means of alleviating these production related problems which lead to poor product quality. To achieve the goal of the project, a qualitative analysis approach was employed, with in-depth interviews, group discussions, and observations used as data collection tools. The data collected indicated that most problems affecting the company are; poor fabric selection, lack of communication, monitoring, evaluation and control of the production system. The qualitative discussion of the results revealed that the effects of these companywide problems emerge in production as construction problems. Possible remedies were suggested, including, use of proper sewing components, implementation of planned maintenance strategy with maintenance schedules, and further quantitative research on the area, in order to determine a scientifically proven, final course of action.