

**Supply Chain Management Practises and Growth of Small-Scale Industries in Moshi Municipality,
Tanzania**

By

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Supply chain management is a major issue in many industries, as firms realise the importance of creating an integrated relationship with their suppliers and customers. Generally, the study aimed to assess the contribution of supply chain management on the growth of small-scale industries. Specifically, the study aimed to determine the influence of purchasing process management on growth of small-scale industries, to examine the effect of physical distribution management on the growth of small-scale industries, and to examine the contribution of customer service management on the growth of small-scale industries. The study was guided by operation management theory, the systems thinking theory, and Porter's five forces competitive model as the basis for the study. A cross-sectional research design was adopted while census study technique was used where 67 registered small-scale industries' firms were involved in the study. Data were collected through questionnaire and interview while descriptive statistics and multiple regression models were used in analysing data. The findings showed that 77.8% of respondents agreed that management of purchasing of materials has a significant influence on the growth of small-scale industries. Likewise, the findings revealed that the majority of respondents 87.3% agreed that the presence of a good warehouse and storage system had a great effect on the growth of small-scale manufacturing industries. Also, customer service management ($p < 0.05$) was found to have a significant contribution towards the growth of small-scale industries. The study concluded that there was a significant contribution of supply chain management practises through purchasing process management, physical distribution management, and customer services management on the growth of small-scale industries in Moshi Municipality. The study recommends to the owners and management of firms in small-scale industries that they should plan, organise, control and monitor all purchasing activities. Additionally, the study recommends the firm's management to employ supply chain practitioners to manage all purchasing activities and materials management. Also, the study recommends that firms keep an optimal quantity of materials and manufactured products to ensure continuity of production and perfect order fulfilment all the time. Good behaviour and treatment of customers during receiving and processing the orders, and after sales services is also recommended by the study.