



THE DETERMINANTS OF SUPPLIER SELECTION CRITERIAS AT ALCATEL-LUCENT

NOR ILYANI BT ASGARALI
2009680138

BACHELOR OF BUSINESS ADMIN (HONS) INTERNATIONAL BUSINESS
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
BANDARAYA MELAKA

OCTOBER 2011

DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION (HONS)
INTERNATIONAL BUSINESS
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA**

“DECLARATION OF ORIGINAL WORK”

I, Nor Ilyani Bt Asgarali,

(I/C Number: 871010-38-5578)

Hereby, declare that,

- This work has not previously been accepted in substance for any degree, locally or overseas and is not being concurrently submitted for this degree or any other degrees.
- This project paper is the result of my independent work and investigation, except where otherwise stated
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature:

Date: 30 October 2011

LETTER OF SUBMISSION

24 October 2011 2011

The Head of Program
Bachelor of Business Administration (Hons) International Business
Faculty of Business Management
University Teknologi Mara
Bandaraya Melaka

Dear Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project titled "Supplier Selection Criteria at Alcatel-Lucent" to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA. Your cooperation in evaluating this project paper is highly appreciated.

I hope this project paper will fit the requirement and expectation of the subject matter. I also would to thank for all guidance and support in this completion of project paper.

Thank you

Yours sincerely

NOR ILYANI BT ASGARALI

2009680138

Bachelor of Business Administration (Hons) International Business

TABLE OF CONTENT

	Page
TITLE PAGE	
DECLARATION OF ORIGINAL WORK	
LETTER OF SUBMISSION	
ACKNOWLEDGEMENT	v
TABLE OF CONTENT	vi
LIST OF TABLE	x
LIST OF FIGURE	x
ABSTRACT	xi
CHAPTER 1.0 INTRODUCTION	
1.1 Research Background	1
1.2 Background of Companies	2
1.3 Problem Statement	3
1.4 Research Questions	4
1.5 Research Objectives	4
1.6 Research Hypotheses	5
1.7 Significant of Study	6
1.7.1 Researcher	6
1.7.2 Company	6
1.7.3 Consumer	7
1.8 Scope of Study	7

ABSTRACT

Supplier selection is the process by which firms identify, evaluate, and contract with supplier. With increasingly competitive global world markets, companies are under intense pressure to find ways to cut production and material costs to survive and sustain their competitive position in their respective markets. Since a qualified supplier is a key element and a good resource for a buyer in reducing such costs, evaluation and selection of the potential suppliers has become an important component of supply chain management.

This case study analyzes the main criteria of potential supplier of Alcatel-Lucent Malaysia Sdn Bhd. Those criteria are quality, delivery performance and cost. The case study first will identify as many as possible factor for each element, then the researcher will select the major factor for each elements and conduct research to support each factor.