

## **Formulation and Implementation of Operation Strategies Used in Solid Waste Management**

### **Abstract:**

The major purpose of this study was to document the operations strategy used in solid waste management, alongside the challenges facing implementation. This was a case study. Data was collected from fifty- (50) members and managers from the City Council of Nairobi and analyzed using descriptive statistics. The data was then summarized and presented in the form of proportions, tables and percentages. The findings arrive at: First, the CEO and the employees do the formulation of the operations strategy as part of a planning process that coordinates operational goals with those of the larger organization. The annual objectives on solid waste management are well documented, which is inclusive of improving public health of the people; the environment; and maintain public cleanliness in order to keep public places aesthetically acceptable: by ensuring the proper storage, collection, transportation, safe treatment and disposal of solid waste. Secondly, the heads/managers feel that the current policies adequately support the institutions strategic plan. Thirdly, on the evaluation of the CCN's operations strategies used in solid waste management, it was also found that CCN has not invested on enough time and effort in analyzing environment capabilities and services to develop their operations strategy. On the other hand the CCN has not invested on enough time and effort in implementing its operations strategy. The internal strengths with the highest effect on CCN's competitive advantage, resulting from its operations strategy are: responsive employees in meeting customer needs, highly trained employees and quality control techniques. Lastly, the factors that have strongly limited sound waste management operations strategy implementation are the inability to formulate and implement sound solid waste management policies, inadequate treatment and disposal of solid waste and inadequate landfill disposal. The results have further used to come up with a model which exposes the integration of the operation strategies in solid waste management.