



CHAPTER I

INTRODUCTION

Today's leading organizations public and private sectors realize that quality system is essential to the success of business and have adopted the use of quality to add value to the organizations and enhance the standing of quality professionals. In order to achieve their goals and respond for change, business and public services must develop their ways of working towards a set standard, emphasize to their customers and the process of providing all the customer's needs together with working as a teamwork and collaboration within the organization.

Regional Medical Science Center Chonburi (RMSc CB) aims to pursue for good quality practice especially services, and quality system management. According to quality management policy, RMSc CB commits to support development and implementation of quality system that conform to ISO/IEC 17025. This includes planning, scheduling, and monitoring system activities, which bring about additional tasks such as calibrating the scientific equipment, generating document concerning work instruction, and standard operating procedure for all working process. Supporting services including information technology are introduced to the center for convenience and competitiveness.

This project was set up to enhance the effectiveness of supply and inventory management system. Its objectives are to organize daily operating problems, ensures accuracy and file integrity. The training course on inventory management is also provided to inventory staff for the better understanding and the ability to perform new task leading to the satisfactions of both staffs and customers for the reliability of quality in products and services.

The project was aimed to improve purchases of goods and contracts through the following methods. Firstly, reducing the frequency of such purchases so that supply and inventory staff would have more time to undertake inventory control of scientific equipment. Secondly, the supply and inventory management personnel were trained inventory procurement and inventory control including software program for registration coding numbers to scientific equipment. Finally, a work manual or more have been developed to facilitate and ensure the sustainability of the established system. This would meet the requirement of the quality assurance system.

Chapter 2 of this thesis is the review of supply and inventory management of RMSc CB in all aspects including the strategies used in regard to the knowledge of staff, procurement of goods and contracts, and the use of computer. Included in such strategies were the development of work manual for the procurement of goods and contracts and the manual for computer system use in registration control of scientific equipment.

Chapter 3 provides details about the evaluation of project implementation, which comprises of 4 parts: 1) Introduction; 2) Purposes and Objectives of the Evaluation; 3) Implementation Method; and 4) Results of the Implementation.

Chapter 4 is about discussion and conclusions of study results. It provides details regarding the correctness of solutions whether they can solve the problem of delays in work performance of supply and inventory management staff, and whether they can enhance the efficiency of supply and inventory management according to the defined objectives.

Finally, Chapter 5 is about the recommendations that could be served as a guide for the performance of supply and inventory management staff in order to sustain the efficiency of the performance, regardless of staff changes in the future.