



CHAPTER IV

DISCUSSION AND CONCLUSION

This study was aimed at improving the supply and inventory management system of RMsC CB in order to ensure that its purchasing system and inventory control are carried out with compliance to ISO/IEC 17025 quality standard. Such compliance could be achieved by developing a procurement operating manual and manual's using SENAC program and providing training on knowledge about the procurement and the skills in using SENAC program.

Firstly, The project has found that frequency of the office supplies purchases have reduced by 50 % in 2003 comparing to 2001. The decrease of purchase frequency may partially be explained by having annual plan launched since 2002 based on the researcher recommendations. Another possible explanation for the dropped of purchase frequency is that the stock checking was carried out every 3 months by the Inventory Officer to ensure sufficient stock for use. In the past, there was neither purchase plan nor the stock checking. Each time of purchase was defined independently by each unit. As a result, the Inventory Officer had to conduct a purchase every day. No specific times or periods were set for the purchases. This is consistent to the study conducted by Sa-nguan-sri Watanaphuti (1996)

Stock checking system (Physical inventory counting) was helpful for calculating the precise number of the supplies to be purchased, the Stock checking time set at the same time as for proceeding the purchase, which was once every three months. Counting an appropriate amount of the total at a point in time or over a period of time with regular frequency helps to provide accurate inventory records for operational decisions and financing report. The most desirable goal would be to count all of inventory items being counted and the inventory counting procedures are critical to performing effective and accurate physical count. However, it is important for inventory counters to be adequately trained experienced, knowledgeable inventory counters increase the accuracy and efficiency of Physical count (Wiley, 2004) As a result, all the works were carried out efficiently and everybody developed the same understanding about the target and directions of the organization (Thongchai Santiwong, 1994). The monitoring inventory performance undertake continuously.

The study also found the number of Scientific equipment coding error numbers have reduced, no errors in coding numbers assigned to scientific equipment. After the new purchasing system, Adopting SENAC programs for organize the database Scientific Equipment Control might be the reason behind this. Furthermore enabling factors may be monitoring conducted by Head of inventory management section and Internal audit made by inventory checking committees. The use of computer program in the management has made the inventory management systemt become more streamlining. It helps reduce the duplication of works and provides management data immediately for prompt use (Nawin Ma-sa-nga, 2003). Before implementing this project, the system used by the Inventory Official was recording the data in a

registration book. It was difficult and time-consuming for searching for and checking the data. It took a lot of time and required some budget for storing and maintaining such documents. The Monitoring checking was carried out once a year by Inventory Checking Committee basing on the documents prepared by the Inventory Official. Therefore, there were still the mistakes of the inventory staff checking if the documents were prepared mistakenly prior to that.

Basing on the survey conducted on the satisfaction of personnel working in activities related to inventory management system, the overall was not in a good level. However, when considered individually, there were 4 persons (19 percent) that had their satisfaction in a good level. Basing on the interviews, the satisfaction of personnel increased because, after they realigned their work process to be in line with the new established system, they could work more conveniently and more rapidly. For example, after the purchase plan was developed, it was more convenient for the Finance Officer, as she was able to set up a system for rendering requesting-disbursement services with a more streamlining. The Quality Assurance Officer was able to handle scientific equipment control system with compliance with the QA system. The Laboratory Analysts were able to perform analytic tasks faster and issue the results of analyses on time, because the Analysts were supported with materials and equipment that met their needs. Also, the equipments were well calibrated and maintained in compliance with the Quality System. Noticeably, that all personnel were satisfied with the human relationship's inventory official was very well, works due to the delay in her works was not a severe problem within the organization.

The results demonstrated that the project was successful in implementing the use of work manual and the use of computer and software in the inventory management system and the application was able to track the performance of staff. The major advantage of the project is that the use of SENAC program can reduce number of coding errors that will ultimately enhance staff's satisfaction.