

Abstract

This research studies an improvement of a production process in a case study company. The Thailand Quality Award (TQA) criteria and an operation method of a best practice company were considered as criteria to evaluate the company's operation. A method of gap analysis was employed to identify areas of improvement. This study focused only an improvement of operation process which is one of seven criteria of TQA.

In experiment, the gap analysis and the cost analysis indicated that a critical problem in this study was reducing scrap cost of lead frame. To reduce this cost, the methods of reusing lead frame and improving a process of machine setup were proposed.

The result from the improvement in this research shows that the scrap material cost can be reduced from 0.0281 baht per unit to 0.0118 baht per unit. It can be stated that The Thailand Quality Award (TQA) criteria and an operation method of a best practice company can be applied to evaluate the company for identifying an area of improvement effectively.