

## C616696 : MAJOR INDUSTRIAL ENGINEERING  
KEY WORD: QUALITY MANAGEMENT SYSTEM/COMPUTER CENTER

WEERAWAT SVASTDI-XUTO : DEVELOPMENT OF QUALITY MANAGEMENT SYSTEM IN  
REPORTS PRODUCTIONS FOR A LARGE SCALE COMPUTER CENTER. THESIS  
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The objective of this study is to develop a quality management system for large scale computer center. The fractions of defectives of the processes of reports production are 9.12 % of total defectives. The quality management system emphasizes the control of these processes. The method of developing such system consists of quality control analysis of the results and then recommends the procedures for quality improvement by the following.

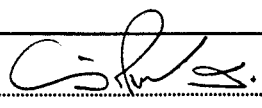
1. Defining the major essential of inspection in process,
2. Developing operating manuals for report production,
3. Designing the proper documents for quality management system.

The result of analysis of check sheet data and graph of each process showed that the printed report form and defected reports caused by operators have the most nonconformities. After process improvement, it was found that the nonconformities of printed reports decrease by 4.40 %, which was decreased by 53.02 % as compared with before improvement. Based on these results, the system appears to have worked well.

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