

NUTTHACHIN LAPASUMPUNNO : FACTORS SUPPORTING THE ACHIEVEMENT OF QUALITY CONTROL CIRCLES ACTIVITIES IN THE PRODUCTION DIVISION OF NOTE PRINTING WORKS, BANK OF THAILAND. THESIS ADVISOR : ASST. PROF. PANOM DINAKARA, MR. VORATHEP VITHAYAVIROJ, 230 pp.

The purposes of this research are: 1. to study concepts and techniques concerning Quality Control Circles introduced to Note Printing Works 2. to ascertain the various factors which support the achievement of Quality Control Circles activities in the Production Division of Note Printing Works 3. to make known problems or obstacles in putting Quality Control Circles in practice for the improvement or reconstruction of the Production Division, Note Printing Works. 4. to compare and analyse factors supporting the achievement of Quality Control Circles activities with those of the other organizations.

From this research, it can be concluded that: 1. Quality Control Circles was first launched in Note Printing Works in 1984 but was actually in operation in the following year. After an official announcement of the Quality Control Circles Policy, 9 Q.C.C. groups were founded 2. the following factors supporting the achievement of Quality Control Circles activities of Note Printing Works are organization readiness, key implementation issues, operational issues and maintaining long-term viability of Quality Control Circles 3. problems or obstacles discovered in the practicing of Quality Control Circles are top executives do not whole heartedly support the project, training programme for staff needs serious consideration, size and composition of Q.C.C. groups are not quite appropriate, Q.C.C. project acquires more recognition of the management of Note Printing Works, time and opportunities consumed should be extended. 4. comparative relation between Note Printing Works and the other organizations are made know IC roles of top executives toward Q.C.C., training programme on Q.C.C., publicity on Q.C.C. and time devoted to Q.C.C.