

## **Abstract**

Total quality management (TQM) is a management approach focused on improving quality that involves all members of the organizations for long-term profits by providing customer satisfaction and creating benefits for the stakeholders. The training program development process, one of the processes important to the organization, requires continually improving the effectiveness of the training program to ensure the quality of the program and the training process for customers.

The purpose of this research is to study the level of understanding about the management quality of the employees of Panyatara Co., Ltd. Data was collected by using a survey questionnaire of 105 employees.

The results showed that employees with different ages had various degree of understanding on the activities regarding to an implementation of quality management. The employees with different education level also had various degree of understanding on quality management activities in terms of measurement, analysis, knowledge management, and management processes.

The suggestions for a consistent understanding among the employees were made. The management of Panyatara Co., Ltd. should provide more training on quality management system (TQM) for employees at all levels so that they will have clear insights in the quality management (TQM). Also, it is required to establish working conditions for employee involvement and put emphasis on quality management system through top management involvement and leadership.