

ABSTRACT

Title of Research Paper : On-going Evaluation of the Management System
Certification Institute, Industry Ministry (MASCI)
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This research had 3 objectives, namely 1) to evaluate the adequacy of input factors of Management System Certification Institute 2) to evaluate appropriation of the process of Management System Certification Institute 3) to evaluate efficiency of the results of implementation of Management System Certification Institute.

Informants of the study were 12 executive personnel and questionnaire was used with 100 officials and executive staffs of industrial entrepreneurs.

The study found as follows;

Input factors : the institute's executive personnel viewed that 4 input factors; namely policy stated by the committee, the institute's duty to provide recommendations; research and development; and creation of technical and business relation with foreign countries; the government's budget allocation and the government's regulations on budget allocation for the institute, were in the suitable levels. The input factors concerning supportive budget and donation; including from overseas, were not in the appropriate levels.

The institute's officials viewed that levels of mission, commitment and budget of the institute were suitable, while that of the input factor on the manpower was not appropriate.

Working process; the institute's executive personnel viewed that levels of budget allocation process in support for the operation was suitable, while that on the set implementation process, levels of assignment, using of personnel and implementation supervision were not rather appropriate.

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The institute's operating staffs viewed that the implementation process concerning using and setting of time for the implementation was in the appropriate level while that of testing equipment and laboratory was not suitable.

Results of the implementation; the institute's executive staffs viewed that levels of the results of solving the problems of the International Organization for Standardization level were in rather level while those of the research that was expected to benefit of the institute were on rather low level.

Level of cooperation between the ministry and the institute was rather high while conveniences in using the research information and data were at rather low level.

Levels of the institute's capabilities in promoting competitiveness of qualities among the entrepreneurs were rather high while sufficiency to cover the places was in the medium level.

Recommendations were as follows;

1. There should have more public relations on the institute's news and information.
2. The institute should set up teams to provide more certificate services to the clients.
3. The institute should set up marketing plan or have more contacts with the clients to increase number of the clients.