

ABSTRACT

Title of Research Paper : Evaluation of Implementation of Electrical and Electronics Institute
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This study had objectives there are as follow: 1. to evaluate an efficiency and effectiveness of an operation of the Electrical and Electronics Institute (EEI), 2. to evaluate an actual results of translating from plan to action, and 3. to create a recommendation for adjusting of roll, mission and operating strategy of EEI. This study was a survey research collecting data by using questionnaire for sample group. There were an executive of EEI, operator of EEI, owner, former trainee, relative association and Federation of Thai Industries and using an in-depth interview from the director of the EEI.

Results of the study

1. The mean of its operating efficiency is quite high.
2. The mean of its operating effectiveness is quite high.
3. The mean of its translating from plan to action is high.

Furthermore, mean of its Balanced Scorecard by measuring is medium that can be described as follows:

Financial perspective, EEI has limited support of budget but its maintenance cost of test equipment is very high, so, its financial performance is quit low.

Personal perspective, EEI has been using proper selection process and job assignment, this cause EEI has high personal performance.

Process perspective, EEI has created an action plan that all level of employee is able to participate and brought TQC management to control the process. This makes EEI has high performance in Process perspective.

Customer perspective, EEI was found in 1998 cause it has less variety of service compare with other foreign competitors. Therefore, EEI has medium customer performance.

Policy recommendation

1. EEI is able to survive the business itself once the government stops supporting the budget to EEI.

2. Board of EEI had better let EEI manages both budget and special project independently.

3. Government should waive the duty for EEI in purchasing of test equipment and spare parts.

4. The Ministry of Industrial should support EEI more industrial estate.

5. The Ministry should focus on Early Warning System according to the Industrial Master Plan.

Process recommendation

1. EEI should expand the service for product test to create a diversity of service.

2. EEI should collect into database and determine the direction of an Electric and Electronic Research in Thailand.

3. EEI should track an update of ISO18000

Researcher recommendation

1. EEI should study a feasibility to invest for electric and electronic standard test lab. The study should focus on return on investment.