

Abstract

The purpose of this study is to establish a systematic approach to business process improvement in ABC Company Ltd. ABC Company is a Thailand based manufacturing company established in 2013, mainly focused upon the production of sheet metal, turned metal parts and plastic injection molded custom parts. The main objectives of this study were to identify the quality and productivity problems and to develop a business process improvement plan by using a Lean PDCA, Plan-Do-Check-Act approach. In order to analyze the data, some Statistical Process Control (SPC) tools such as bar graph, Pareto chart, cause and effect diagram were used. The production defective rate data were gathered from the company database for the analysis. Through the PDCA approach, the stage that contributes the majority of the defect was identified and the main defects were analyzed to determine the root causes. After the causes of defects were identified the solutions for improvement were suggested. Besides that, an implementation and control plan for the improvements also developed.