

Abstract

This research is an application of the knowledge management to improve an efficiency of solving customer complaints in a circuit board manufactures which is a case study company in this research. The study started by using the questionnaire and interview to identify the critical problems from customer complaints. The result indicated that the case study company still has no appreciating knowledge convenient system, sharing knowledge systems and standard of thinking systems. This research designed and constructed the information system as a tool to sift and support knowledge entry. Furthermore, the knowledge forum was established for knowledge management sharing. The result from the implementation of the knowledge management showed that the case study company reduced the time to reach data by 86-95% approximately. Also, the operator satisfaction related to implementation of Knowledge Management increased by 93-100%.