

Sitthinath Sanpanich 2012: Transformation Process to a Learning Organization. Doctor of Engineering (Industrial Engineering), Major Field: Industrial Engineering, Department of Industrial Engineering. Thesis Advisor: Associate Professor Kongkiti Phusavat, Ph.D. 216 pages.

The purpose of the research is to find the process of transforming the organization to a learning organization (LO) in Thailand. The researcher attempt to answer: What are the success characteristics that push forward a learning organization? Also, develop a process for moving towards a learning organization and develop a management tool for building a learning organization.

The finding base on literature review of a LO from 1990-2008 grouping and ranking by survey questionnaire from Thai companies both manufacturing and service sectors. The conceptual model of a LO characteristics are constructed and asked to top management or executive of national quality award recipients companies in Thailand. The results are from primary data: questionnaires and interviews. The researcher uses the qualitative concept and grounded theory to analyze the data from the surveys and uses non-parametric statistical techniques to analyzed primary data. The results from the questionnaires and the interviews are the success characteristics of a learning organization.

Surveyed companies have a strong background of knowledge management, innovation, and intellectual capital. Any organization be able to look at these characteristics for building their own process to a LO. The output from this research is a management tool for creating a learning organization.

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