Piyanuch Waisalong 2009: Quality Management System for Bakery Production Industry. Master of Science (Agro-Industry Technology Management), Major Field: Agro-Industry Technology Management, Department of Agro-Industry Technology. Thesis Advisor: Assistant Professor Chutima Waisarayutt, Ph.D. 98 pages.

This research proposed the establishment of quality management system for in-store bakery products, using processing units in a company headquarter as a case study. The research has been done on investigating production and identifying quality problem. The primary observation found many non-conforming products from the inconsistency of the production due to the lack of quality management implementation and performance measurement. Therefore the objectives of this research are to reduce product lost from non-conforming problem and to establish quality management system for continue quality improvement in production line.

In order to establish the quality management system, the research was conducted in the following steps: 1) analyzing problems, 2) identifying the root causes of the problems, and 3) establishing a quality management system and applying quality management tools to the production processes. This included the adjustment of working behaviors of line operators. This research was also help production manager solving raw material planning problem. The production planning included 3 parts of developing company production plan, summary bill of material according to the production plan and calculating raw material preparation list. All such activities were on excel spreadsheet.

After the implementation of the proposed quality management system, the problems previously found in production stage were solved such as decrease the mistake from material preparation and data recording behaviors on important process parameters were established in production operators. Consequently, product qualities became more consistent and the number of non-conforming products was reduced.

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