

Usanee Pantong 2019: The Improvement of Customer Services using Lean Concept: Case Study of Certification Body. Master of Science (Agro-Industrial Technology Management), Major Field: Agro-Industrial Technology Management, Department of Agro Industrial Technology. Independent Study Advisor: Associate Professor Pornthipa Ongkunaruk, Ph.D. 92 Pages.

Certification Body is an organization who can provide certificate services and confirm that an organization meets the requirement of a standard. In this case, we choose the medium certification body as a case study. From the analysis, some part of the process are wasted. It is a main cause of reducing the services level of an organization. The aim of this study was to provide the improvement of customer service level using lean concept for the certification body. First, we studied certification body supply chain using an integration definition for function modeling (IDEF0) and used a swimlane diagram for organize the processes. We found the main problem was missing the database management system in the organization. Next, we Implemented Program Evaluation and Review Technique and Critical Path Method (PERT and CPM) to identity all process and analyze the critical activities. We found that there were 20 activities. After that we applied lean concept to streamline the critical activities. Finally, we prioritized the improvement methods based on the importance of problems so that the certification body can use as a decision support. In the future, other certification bodies can implement these method to enhance their reliability and services level.

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