

Supply Chain Model for Universities Management According to Education Criteria for Performance Excellence in Thailand

Artaphon Chansamut

Office of Dean, Faculty of Home Economic Technology, Rajamangala University of Technology Krungthep, Thailand, Bangkok

artaphon.c@mail.rmutk.ac.th

Abstract—The research was aimed to study and to evaluate the appropriateness of supply chain model for universities management according to education Criteria for performance excellence in Thailand. The samples in the research study consisted of ten purposively selected experts in supply chain. he research instruments included supply chain model for universities management according to education Criteria for performance excellence in Thailand and the evaluation form regarding the appropriateness of the model process Data were analysed using mean and standard deviation . The research findings model consists of seven components namely main components ,suppliers, Manufacture, excellence university , Customers, Satisfaction, feedback and to sum up, supply chain model for universities management according to education Criteria for performance excellence in Thailand process is appropriate and applicable to real practice.

Keywords—Supply chain model, universities management, according to education criteria for performance excellence in Thailand

1. Introduction

Higher education excellence is one of the outstanding practices in managing the organization based on all set of fundamental concepts and values. These practices give a benchmark of how a world class organization should operate. These models have been developed and continue to evolve through extensive study of the practice and values of the world's highest performing organizations. BE is about achieving excellence in everything that an organization does (including leadership, strategy, customer focus, information management, people and processes) and most importantly achieving superior business results Operation Excellence method leads to minimal waste, high quality, and little to-no inventory in an organization. Once you have completed this initiative, double digit cost reductions in floor space, inventory, manpower, lead-time and process waste are quite likely. The university excellence help organizations to look after their strengths and areas for improvement. Operations Management makes organization excel in manufacturing,

services, supply chain and other technology in supply chain namely computers, phones, tablets, software, online media, etc. An operations Management for university Excellence provide solutions to achieving and maintaining 'excellence' in university . It explains how to design and improve processes according to customer requirements for achieving university excellence. Human Resource Excellence is a most important division of university Excellence which requires the university to Continually analyses its performance and strategic plan for future employees to do excellent job for university .[20] The concept of supply chain and using Technology in supply chain is a key process to support the university story activities system from upstream to downstream. It enables the university to promptly check data to ensure that the university operates smoothly and effectively based on the determined strategies. [1] From the aforementioned, the researcher has decided to study and to evaluate the appropriateness of supply chain model for universities management according to education Criteria for performance excellence in Thailand for application to increase satisfaction of consumers.

2. literature review

Supply chain in the university is direct and indirect student services to process the raw material, i.e. the student. Direct student services include student design and development, student sourcing and selection, student academic and non-academic trainings student practical trainings, student result testing and finally student further development. The indirect student services are campus advancement and maintenance, information technology infrastructure, hostel, clearances, bookstore, security, restaurants. Every student should be designed and developed critically. A student should be assigned a faculty, member, who supervises the student development process throughout the supply chain. It is because the student is non-identical and the university cannot set up one supply chain process for all the students. In the

integrated supply chain management , customized supply chain processes for each student is suggested to ensure the student quality Research is a long-term requiring customized and responsive supply chain to satisfy the customer. For example, if there is an applied research to develop a specific information technology system for an industry, the supply chain should be used to search for all the relevant operators, who are professional in developing the information technology system, and the facilitates etc .

To accomplish proper teaching and research works in the universities; different factors haveto need analyzed. Four factors, namely faculty capabilities, facilities, programs establishment, university culture

The main goals of an educational supply chain is to improve the well-being of the end customer or the society. To achieve this goal, educational institutions need to have a certain degree of knowledge about the partners in their supply chains including suppliers, customers, and the consumer. [18]

3. Research Methodology

3.1 Synthesize document about supply chain model for universities management according to education Criteria for performance excellence in Thailand

3.2. Develop the supply chain model for universities management according to education Criteria for performance excellence in Thailand

3.3. Evaluate supply chain model for universities management according to education Criteria for performance excellence in Thailand .The statistics utilized in this study were means and standard deviation following the weighing criteria of Appropriateness of the design using five rating scales of Likert.

4. Results

4.1 Results on supply chain model for universities management according to education Criteria for performance excellence in Thailand are presented in figure 1

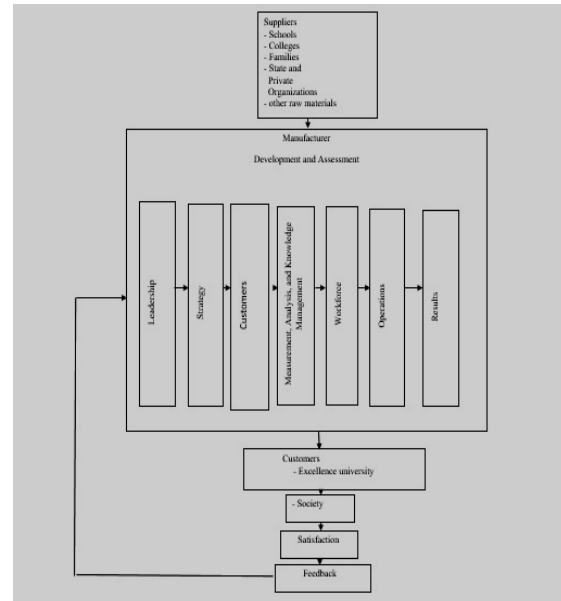


Figure 1: Supply chain model for universities management according to education Criteria for performance excellence in Thailand

4.2 Principle about supply chain model for universities management according to education Criteria for performance excellence in Thailand

1 Suppliers

Suppliers of the student (High school/college), Supplies of the family (Parents, Siblings), relatives, etc. government and private organizations (Scholarship) and other raw materials . The suppliers mean the organizations that supply raw materials to the manufacturer They can apply for admission via the computer system or other technology in supply chain that can store data.

2 Manufacturer

Manufacturer mean university is regarded as a service provider university It performs the duty to transform raw materials, into excellence university. The university will perform its duty of raw materials development and evaluation according to education criteria for performance excellence of each activity, namely, Leadership, Strategy, Customers, Measurement, Analysis, and Knowledge Management, Workforce, Operations and all Results in the university.

3. Excellence university

Excellence university in the classified as follows:

1 Government/Nonprofit Excellence Framework: Focuses on fulfilling university.

2 Education Excellence Framework: Focuses on ways to comprehensively achieve and sustain high performance for students and university, including personnel.

3 Health Care Excellence Framework: Focuses on improving safety, outcomes and cost reduction, this framework is used in the provider, clinic, hospital, and large health systems.

4 Service Excellence Framework: Focuses on service university.

5 Small Business Framework: Focus on businesses and target for rural areas.

6 Manufacturing Framework: Focuses on helping manufacturing industry Includes manufacturers from other industry.

4. Consumers

The consumers mean the end-of-process component of the pattern of supply chain in digital for higher education management according to education criteria for performance excellence. They include the society in general and entrepreneurs. Finally, the end excellence university will provide added value to the supply chain.

5. Satisfaction

Satisfaction refer to awards for performance excellence from Ministry of Higher Education, Science, Research and Innovation. Education.

6 Feedback

Feedback is the data obtained from satisfaction or happy staff.[1],[2],[3],[4],[5],[6], [7],[8],[9], [10],[11],[12],[13],[14],[15],[16],[17],[19], [20] [21],[22]

Table 1: Results for evaluation about supply chain model for universities management according to education Criteria for performance excellence in Thailand

No.	Items	\bar{X}	S.D.	Suitability
1	Main elements	3.66	0.61	High
2	Suppliers	3.66	0.65	High
3	Manufacturer	3.70	0.63	High
4	Excellence university	3.60	0.51	High
5	Consumers	3.70	0.67	High

Table 1: Results for evaluation about supply chain model for universities management according to education Criteria for performance excellence in Thailand(Cont.)

No.	Items	\bar{X}	S.D.	Suitability
6	Satisfaction	3.70	0.67	High
7	Feedback	3.60	0.67	High
	Total	3.66	0.63	High

Table 1, Experts found that supply chain model for universities management according to education Criteria for performance excellence in Thailand is a high level ($\bar{X} = 3.66$, S.D. = 0.63).

5. Discussion

Supply chain model for universities management according to education Criteria for performance excellence in Thailand is considered to be high appropriate ($\bar{X} = 3.66$, S.D. = 0.63 and the design was corresponds to the research of Chansamut and Piriyasurawong has studied supply chain and information system about educational [1] In addition, with the study of chansamut suggesting that supply chain and information system also. [2],[3],[4],[5],[6]

6. Conclusion

Supply chain model for universities management according to education Criteria for performance excellence in Thailand is a high level ($\bar{X} = 3.66$, S.D. = 0.63). which means that supply chain model for universities management according to education Criteria for performance excellence in Thailand process is appropriate and applicable to real practice.

Acknowledgements

The researcher would like to thank ten expert in the field of supply chain for supporting this research.

Reference

- [1] Chansamut, A., Piriyasurawong., P. Conceptual Framework of Supply Chain Management Information System for Curriculum Management Based on Thailand Qualifications Framework for Higher Education. International Journal of Managing Value and Supply Chains (IJMVSC) . Vol 5 No 4 , 33-45. 2014
- [2] Chansamut, A Supply Chain operation Model in Digital for Curriculum Management Based on Thailand Qualifications Framework for Higher Education. International Journal of Supply Chain Management (IJSCM). Vol 10 No 4 , 71-75. 2021.
- [3] Chansamut, A An Information System Model for Educational Management in Supply Chain According to Career standards on Thailand Qualifications Framework for Vocational Education International Journal of Supply Chain Management (IJSCM). Vol 10 No 4 , 51-55. 2021.
- [4] mChansamut, A Synthesis conceptual framework of Supply Chain Business Intelligence for Educational Management in

- Thai Higher Education Institutions International Journal of Supply Chain Management (IJSCM). Vol 10 No 5 , 25-31. 2021.
- [5] Chansamut, A Supply Chain Business Intelligence Model for Quality Assurance in Educational Management for ASEAN University Network Quality Assurance International Journal of Supply Chain Management (IJSCM). Vol 10 No 5 , 40-49. 2021.
- [6] Chansamut,. A. ICT System in Supply Chain Management for Research in Higher Education Institute.University of the Thai Chamber of Commerce journal humanities and social sciences. Vol 36 No 2, 112-121. 2016.
- [7] Chansamut,. A, Developing Software Patterns in Thai Supply Chain. International Journal of Supply Chain Management (IJSCM). Vol 11 No 3 , 27-31. 2022.
- [8] Chansamut,. A, Supply Chain Model for Curriculum Management Based on Thailand Qualifications Framework for Higher Education with the Internet of Things. International Journal of Supply Chain Management(IJSCM). Vol 11 No 3 , 41-47. 2022.
- [9] Chansamut,. A, A Digital Service Supply Chain Model for ASEAN University Network Quality Assurance at Institutional Level. International Journal of Supply Chain Management(IJSCM). Vol 11 No 3 , 60-67. 2022.
- [10]. Chansamut,. A, The Service Agile Supply Chain Information System Model for ASEAN University Network Quality Assurance at Institution Level. International Journal of Supply Chain Management(IJSCM). Vol 11 No 3 , 68-75. 2022.
- [11] Chansamut,. A, A Geographic Information System Model for Educational Management for Higher in Thai Supply Chain . International Journal of Supply Chain Management(IJSCM). Vol 11 No 3 , 82-85. 2022.
- [12] Chansamut,. A, An Information System Model in Healthcare Supply Chain and Logistics in Thailand. International Journal of Supply Chain Management(IJSCM). Vol 11 No 3 , 99-103. 2022.
- [13] Chansamut,. A, Supply Chain Management Information Systems Model for Educational Management for ASEAN University Network Quality Assurance at Institution Level. International Journal of Supply Chain Management(IJSCM). Vol 11 No 3 , 104-112. 2022.
- [14] Chansamut,. A, Supply Chain in Digital Operation Model for Student Loan Fund Management for Higher Education in Thailand. International Journal of Supply Chain Management(IJSCM). Vol 11 No 2 , 17-20. 2022.
- [15] Chansamut,. A, Supply Chain in Digital Operation Model for Student Loan Fund Management for Higher Education in Thailand. International Journal of Supply Chain Management(IJSCM). Vol 11 No 2 , 17-20. 2022.
- [16] Chansamut,. A, Supply Chain Pattern in Digital for Research Management for ASEAN University Network Quality Assurance. International Journal of Supply Chain Management(IJSCM). Vol 11 No 2 , 38-49. 2022.
- [17] Chansamut,. A, Supply Chain Model in Digital for Construction Management in Higher Education Institute. International Journal of Supply Chain Management(IJSCM). Vol 11 No 2 , 58-75. 2022.
- [18] Habib, Md.M.2010. An empirical research of ITESCM(integrated tertiary educational supply chain management) model available at www.intechopen.com.
- [19] Ministry of Higher Education, Science, Research and Innovation. Education.2021. Criteria for Performance Excellence : EdPEx No 2020-2023.available at <http://www.edpex.org/2020/11/edpex-2563-2566.html>.
- [20] National Institute of Standards and Technology (NIST).2019. Baldrige Performance Excellence Program .available at:<http://www.nist.gov/baldrige>.
- [21] Shrouy, V., Tiwari, P. Business excellence: A Comparative Study of Various Models, Criteria's and Awards. International Research Journal of Engineering and Technology (IRJET). Vol 4 No 6, 38-44. 2017.
- [22] Vrtac-qm.2021. Malcolm Baldrige Criteria for Performance Excellence. Available at: <https://vrtac-qm-drupal-shared-files.s3.us-west-2.amazonaws.com/s3fs-public/site-files/qm-of-orgs/Malcolm-Baldrige-Criteria-for-Performance-Excellence-April2021.pdf>