

IMPROVEMENT OF CAMPUS INVENTORY DOCUMENT AND PROCESS.

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ABSTRACT

The management of campus inventory about document and process should be considered as an emergency situation to be improved to offer the better quality services from the campus of Suan Sunandha Rajabhat University. The improvement of campus inventory document and process is now vital to the success of the both on campus and off campus to use the same system. One of the important university policy stated that modern online system needed to implement as soon as possible. The major objectives of this research were to understand the flow of document and process of campus inventory and to offer guidelines to improve the flow of document and process of campus inventory to be highly effective. In order to find the results, the using a qualitative research technique was properly conducted with a total of 20 main staff who involved with the campus inventory system from various departments of university at the summer of the year 2019. An in-depth interview format was designed and conducted to gain more in-sight information from the focus group. The findings from the respondents unveiled that the sample group all agreed that the system of campus inventory about document and process should be upgraded to 100 percent online. Since there were many benefits of online systems, the inventory document and process online system must be quickly implemented and all the involved staff must be re-trained for the new upgraded system. Moreover, the system must be able to monitoring constantly and conducted a survey to gain feedback and suggestions to improve better quality of campus inventory system.

Keyword: Improvement, Campus Inventory, Document and Process, Service Quality

INTRODUCTION

Campus inventory improvement is considered a critical determinant of competitiveness. Attention to the level of improvement is inventory can help the higher education organization to differentiate itself from other competitors and certainly to gain a lasting competitive advantage. It may seem that the inventory improvement will be closed to the level of customers, however, it is an important piece of jigsaws to the overall performance and productivity of the organization. High quality services from the improvement of campus inventory and document process is a key to improve long term profitability by reducing costs, time, and unnecessary mistakes of service quality. In general, service quality affects the level of employees' and customers' satisfaction. Many researches have shown that both employee's and customers' satisfaction are so significant to the long term success and long term profitability. Dissatisfied employees cannot produce high quality of goods and services. Whereas dissatisfied customers will not repurchase the goods and services of the company and will not provide positive word of mouth for new customers.

Improvement of campus inventory document and process is one of the vital and necessary functions of the campus of Suan Sunandha Rajabhat University that needed to be enhanced to be able to serve customers with the most effective way. The improvement of inventory document and process needs for staff to grasp the ideas of key important factors for

success which based on the concept of management that there are a priority need to focus on key factors which are decisive for the success of the improvement in any organization. In order to ensure that the staff and management can obtain the right key success, there is a need to survey those who have a long experience working with the field of campus inventory and process and be able to suggest key success in the formal focus group.

Since we are living and working in the constant changing environment and disruptive technology, knowledge and skill enhancement of staff and management of campus inventory about document and process should be considered as urgency situation to ensure better quality services from the administrative office in the main campus of Suan Sunandha Rajabhat University. The improvement must be accurate, free of errors, and direct to the point of the wants and needs of the modern organizations. Hence, the researcher is interested in investigating and collecting the key success of the improvement of campus inventory document and process in the main campus of Suan Sunandha Rajabhat University.

METHODOLOGY

Inventory document and process is one of the most important functions of modern higher education institutions. The more improvement, the better of the system. This study focused on the study and investigation of the improve of inventory document and process in the main campus of Suan Sunandha Rajabhat University, Bangkok, Thailand. The objectives of this research were to examine and to find the answers of the key success for the improvement of the flow of document and process of campus inventory as well as to use findings and discussion to provide guidelines to improve the flow of document and process of campus inventory to be highly effective. In order to obtain results, the method of qualitative research technique was properly utilized and conducted with a total of 20 main staff who involved with the campus inventory system from various departments of university at the second quarter of the year 2019. In fact, the method of in-depth interview format was employed to ensure the benefits of in-sight information from the focus group.

FINDINGS

Table 1. Key Factors for Improvement of Inventory Document and Process

No.	Key Factors for Improvement	Percentage
1.	Obtain management commitment	95
2.	Develop quality strategy	90
3.	Use new information technology system	85
4.	Identify problems and errors	85
5.	Set up new monitoring system	80
6.	Promote free and open communication system	75
7.	Set up an special team to investigate sensitive problems	75
8.	Have a regular training and specific training	70
9.	Identify needs and changes in customers	65
10.	Promote brainstorming from staff and network	60

The findings from table one reveals the important findings of the in-depth interview collected from the twenty respondents who agree that there were at least ten key factors for improvement of document and inventory process. First, the respondents agreed about 95 percent that obtaining management commitment is the number one important key success for improvement of document and inventory process. Second, the respondents agreed about 90

percent that development of quality strategy is the number two important key success for improvement of document and inventory process. Third, the respondents agreed about 85 percent that using new information technology system is the number three important key success for improvement of document and inventory process. Fourth, the respondents agreed about 80 percent that identifying problems and errors is the number four important key success for improvement of document and inventory process. Fifth, the respondents agreed about 80 percent that setting up new monitoring system is the number five important key success for improvement of document and inventory process. Sixth, the respondents agreed about 75 percent that promoting free and open communication system is the number six important key success for improvement of document and inventory process. Seven, the respondents agreed about 75 percent that setting up a special team to investigate sensitive problems is the number seven important key success for improvement of document and inventory process. Eight, the respondents agreed about 70 percent that having a regular training and specific training is the number eight important key success for improvement of document and inventory process. Ninth, the respondents agreed about 65 percent that identifying needs and changes in customers is the number nine important key success for improvement of document and inventory process. Finally, the respondents agreed about 60 percent that allowing brainstorming from both staff and network is the number ten important key success for improvement of document and inventory process.

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