

แสดงความคิดเห็นว่าโปรแกรมสามารถใช้งานได้ดีเป็นที่น่าพอใจเช่นเดียวกัน โดยมีค่าระดับความพึงพอใจเฉลี่ยอยู่ที่ 3.45 คะแนน ดังนั้นจึงถือได้ว่าการพัฒนาระบบผู้เชี่ยวชาญสำหรับระบบบริหารคุณภาพ ไอเอสโอ 9000 ได้สร้างเครื่องมือช่วยในการประเมินสถานะภาพขององค์กร ก่อนการนำระบบบริหารงานคุณภาพ ไอเอสโอ 9000 ไปประยุกต์ใช้ในองค์กร รวมทั้งให้คำชี้แนะแนวทางตัวอย่างเอกสารได้ตรงตามวัตถุประสงค์ที่ได้ตั้งไว้เป็นอย่างดี



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Thesis Title Development of an Expert System for ISO 9000
Quality Management System

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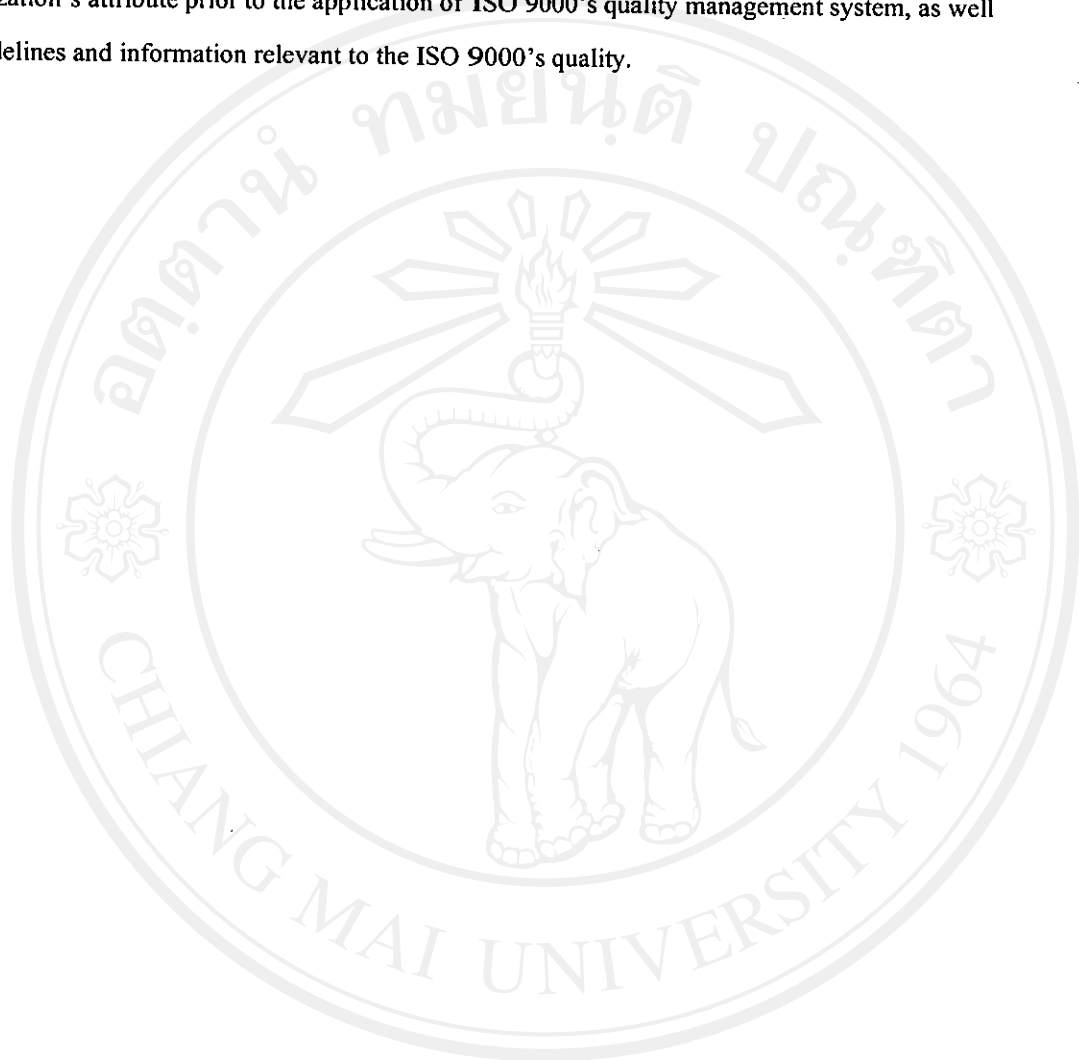
ABSTRACT

This research is the study of design and development of the expert system for ISO 9000's quality management system which can be used to assess the status of the organization prior to the application of ISO 9000's Quality Management System. It also focuses on operational guidelines and fundamental information of ISO 9000's quality management system for the organization.

According to the development in this study, there are 2 components of the expert system for ISO 9000's quality management system. The first component is called "Data Creating Program for Experts System" which is used to develop the database on the assessment system. The second component is called "The expert System for ISO 9000's Quality Management System" which is the accessory available for the organizations or experts to use in their information assistance service, as the assessing and advising subjects are divided into 5 aspects, those are quality management system, executive responsibility, resources management, production/service realization and measurement analysis and improvement. The result of the assessment is presented in graph attached with example information those are necessary for the adaptation including related suggestion.

Having been examined and assessed by specialists, information assistance of the ISO 9000's quality management system, the program is considered that it is the satisfactory program with 3.30 average point of attitude. Moreover, after "The expert System for ISO 9000's Quality

Management System” has been on trial by 6 interested organizations, it is found out that the system is also satisfactory, with 3.45 average point of attitude. Consequently, development of the expert system for ISO 9000’s quality management system can generate assessing appliance of the organization’s attribute prior to the application of ISO 9000’s quality management system, as well as guidelines and information relevant to the ISO 9000’s quality.



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