

Building Good Management Practices in Thailand Cooperative Sectors through Total Quality Management (TQM)

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Abstract

In Thailand, Co-Op sector is a novel business over other sectors depending on the needful of society, culture and friendly communities. The key performance indices relating to total quality management (TQM) with 9 major criteria were validated on two groups of Co-Op population and analyzed the score in each criterion. Developed Co-Op establishing the novel mind-set in a business results as a final goal was archived and strongly improved in all criteria of TQM better than developing Co-Op. Logistic and inventory management, business management and supply chain, as well as safety, risk assessment and environment were defined as key successes for Co-Op business results with high correlation coefficient ($r^2 > 0.89$). In conclusion, the Co-Op competitiveness needs to provide the TQM, especially good practices in business management.

Keywords: Business competitiveness, developing Co-Op, developed Co-Op, Good practices, Self-assessment evaluation

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