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5 responses

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Summary

Responder's Information

Name-Last Name

Amnart Srichumpol

thanet thammaroj

Suksan Suparattanakul

MATTANEEYA SEENAMGEON

Jirapa Subprasert

Group

AEFG

MLC

CTG

AFFG

Team

Air EXIM Sales South

CHLY MLOC Team

Warehouse Operation Team 1

CHLY YBLC

Billing

Questionnaires (Page 1)

1. General

Unnamed Row 1 [1.1 Do you agree that Quality Management Systems (ISO 9001) is intended to be applied in the company to ensure that the company can provide service in accordance with the customer requirements and to develop all personnel in the company?]

YES	**5**	100%
NO	**0**	0%
MAYBE	**0**	0%

Additional Comment (if any)

Unnamed Row 1 [1.2 Do you agree that all members at all levels of the company are responsible for establishment, maintenance, and continual improvement of Quality Management Systems?]

YES	**5**	100%
NO	**0**	0%
MAYBE	**0**	0%

Additional Comment (if any)

Unnamed Row 1 [1.3 Do you agree that the Quality Management Systems of the company should be certified on the scope of work in business and operation functions only as the Quality Management System focuses on service provision and aims to enhance external customer satisfaction which mainly involves with business and operation functions?]

YES	2	40%
NO	2	40%
MAYBE	1	20%

Additional Comment (if any)

Business and operation are directly involoved but back office such as HR , AGF or IT
are also important factors so should fully apply ISO as well.

All of organize must be kanow and usefull.

Unnamed Row 1 [1.4 Do you agree that one of the main reasons of customers to select our company because they ensure that our company is able to meet their requirements, needs and expectation because all activities of our company are under Quality Management System certification?]

YES	4	80%
NO	1	20%
MAYBE	0	0%

Additional Comment (if any)

Unnamed Row 1 [1.5 Do you agree that every groups/teams should apply Quality Management System seriously and continously because this will help in clarifying our working direction, persuade all staffs to involve in management under their responsibilities. Moreover, the system defines all interaction of working processes for every teams to coordinate smoothly and the working processes are detail enough to let every staff achieve their targets?]

YES	4	80%
NO	0	0%
MAYBE	1	20%

Additional Comment (if any)

Unnamed Row 1 [1.6 Do you agree that all groups/teams should apply the requirements of ISO9001 into daily routine works and continually improve their work with the result that the management mechanism of our company conforms with the requirements of ISO9001?]

YES	4	80%
NO	0	0%
MAYBE	1	20%

Additional Comment (if any)

Unnamed Row 1 [1.7 Do you ensure that your group/team is one of the business groups/teams under the scopes of Quality Management Systems?]

YES	**5**	100%
NO	**0**	0%
MAYBE	**0**	0%

Additional Comment (if any)

Questionnaire (Page 2)

2. Quality Policy

Unnamed Row 1 [2.1 Do you agree that each group/team should communicate the Quality Policy to the members in groups/teams through other channels rather than company's emails?]

YES	**4**	80%
NO	**0**	0%
MAYBE	**1**	20%

Additional Comment (if any)

Someone don't have own e-mail so should find more channel to communicate with them

Unnamed Row 1 [2.2 Do you ensure that your members of group/team can explain their work processes and methods which will help their group/team achieve the Quality Policy?]

YES	**3**	60%
NO	**0**	0%
MAYBE	**2**	40%

Additional Comment (if any)

3. Key performance indicators and targets

Unnamed Row 1 [3.1 Do you agree that all activities which affect the satisfactory of internal and external customers should have performance indicators and targets?]

YES	**5**	100%
NO	**0**	0%
MAYBE	**0**	0%

Additional Comment (if any)

Unnamed Row 1 [3.2 Do you ensure that the performance indicators which you set up are consistent with the Company's Quality Policy and reflect the actual performance under your role and responsibility?]

YES	**3**	60%
NO	**1**	20%

MAYBE　　**1**　　20%

Additional Comment (if any)

Actual KPI of ISO is less than actual operation or actual work.

Unnamed Row 1 [3.3 Do you ensure that the performance indicators and targets in your groups/teams have been reviewed for adequacy by hierarchical line of command prior to implementation?]

YES	**5**	100%
NO	**0**	0%
MAYBE	**0**	0%

Additional Comment (if any)

Unnamed Row 1 [3.4 Do you ensure that your members in your group/team can explain the performance indicators and targets which related to their works?]

YES	**3**	60%
NO	**0**	0%
MAYBE	**2**	40%

Additional Comment (if any)

ตำแหน่ง Leader ,Supervisor เข้าใจเป้าหมายตัวชี้วัด แต่ระดับ operation (Tally Man , FL driver

,Worker) อาจไม่อธิบายรายละเอียด ได้ดีพอ แต่ทั้งนี้ อยู่ภายใต้ การควบคุมงาน ของ Leader ,
Supervisor

Unnamed Row 1 [3.5 Do you agree that the indicators and/or targets should be reviewed and/or revised annually?]

YES	**4**	80%
NO	**0**	0%
MAYBE	**1**	20%

Additional Comment (if any)

4. Job Description

Unnamed Row 1 [4.1 Do you agree that the job description is an important tool which helps the staffs to know and realize their work scope, role and responsibilities?]

YES	**5**	100%
NO	**0**	0%
MAYBE	**0**	0%

Additional Comment (if any)

Unnamed Row 1 [4.2 Do you agree that each groups/teams should provide job description for all work positions?]

YES
NO
MAYBE

YES	5	100%
NO	0	0%
MAYBE	0	0%

Additional Comment (if any)

Unnamed Row 1 [4.3 Do you ensure that the job descriptions of staffs in your groups/teams define the details of responsibility and qualification completely?]

YES
NO
MAYBE

YES	3	60%
NO	2	40%
MAYBE	0	0%

Additional Comment (if any)

 In case job rotation or job enlargement , we may not update JD on ISO system.

Unnamed Row 1 [4.4 Do you agree that all groups/teams should revise the job description immediately when the roles and responsibilities of the staffs are change?]

```
  YES  |███████████████████████████████████████████|
   NO  |
MAYBE  |
```

Additional Comment (if any)

Questionnaire (Page 3)

5. Working Standard

Unnamed Row 1 [5.1 Do you agree that Standard Operating Procedure (SOP) is the main document of groups/teams which describes the overview or scopes of work, working processes, steps of work in each process to be performed by relevanct staff. It also defines the related forms, records to be kept with retention time?]

```
  YES  |███████████████████████████████████████████|
   NO  |
MAYBE  |
```

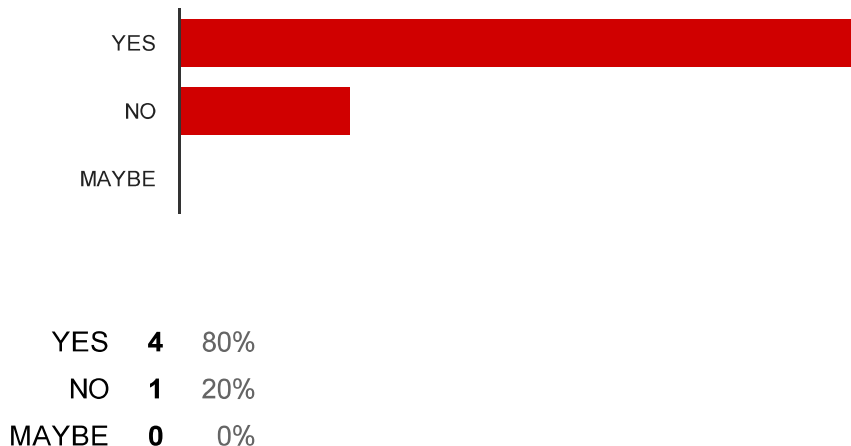|		
YES	**5**	100%
NO	**0**	0%
MAYBE	**0**	0%

Additional Comment (if any)

Unnamed Row 1 [5.2 Do you agree that Work Instruction (WIN) is a sub-set document of the main document (Standard Operating Procedure-SOP) established as necessary where some working steps in the main document are difficult or complex and needs more detail or additional specification to help staffs work more accurately?]

YES	4	80%
NO	1	20%
MAYBE	0	0%
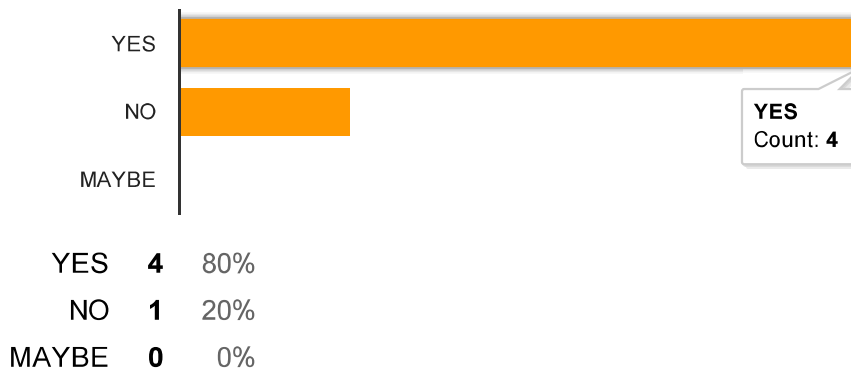
Additional Comment (if any)

WI is master but SOP is deatil.

Unnamed Row 1 [5.3 Do you ensure that Standard Operating Procedures (SOP) for activities under your responsible scopes are completely established cover all activities that affect internal and external customers' satisfaction for being implemented by your staffs?]

YES	4	80%
NO	1	20%
MAYBE	0	0%

Additional Comment (if any)

Unnamed Row 1 [5.4 Do you ensure that Work Instructions (WIN) are established and provided for difficult or complicated process which require additional specification?]

YES	**4**	80%
NO	**1**	20%
MAYBE	**0**	0%

Additional Comment (if any)

Unnamed Row 1 [5.5 Do you agree that the Standard Operating Procedures (SOP) or Work Instructions (WIN) for your groups/teams are detail enough for new or rotated staffs to work correctly and completely?]

YES	**3**	60%
NO	**2**	40%
MAYBE	**0**	0%

Additional Comment (if any)

Unnamed Row 1 [5.6 Do you ensure that the inspection/check points of each process are defined with specified intervals properly?]

YES	**2**	40%
NO	**1**	20%
MAYBE	**2**	40%

Additional Comment (if any)

Unnamed Row 1 [5.7 Do you agree that team managers are the main responsible persons for establishment of Standard Operating Procedures (SOP) or Work Instructions (WIN) in their internal work activities?]

YES	**3**	60%
NO	**2**	40%
MAYBE	**0**	0%

Additional Comment (if any)

Unnamed Row 1 [5.8 Do you agree that the person who prepares Standard Operating Procedures (SOP) should have knowledge on interaction of related activities, the relevant ISO requirements and writing skill?]

YES	**5**	100%
NO	**0**	0%
MAYBE	**0**	0%

Additional Comment (if any)

Unnamed Row 1 [5.9 Do you agree that the person who prepares Work Instructions should be expertise in his/her works, the relevant ISO requirements and writing skill?]

YES	
NO	
MAYBE	

Additional Comment (if any)

Unnamed Row 1 [5.10 Do you ensure that Standard Operating Procedures (SOP) and Work Instructions (WIN) of your groups/teams have been reviewed for adequacy by hierarchical line of command prior to implementation?]

YES	4	80%
NO	0	0%
MAYBE	1	20%

Additional Comment (if any)

Unnamed Row 1 [5.11 Do you agree that team managers should review their own Standard Operating Procedures (SOP) and Work Instructions (WIN) when 1. the customers change the service conditions; 2. receive the results report of Quality Management Systems audit; 3. receive customer satisfaction survey report; 4. receive customer complaints; 5. reorganization in your groups/teams; 6. modification of working technology, etc.?]

| YES | 5 | 100% |
| NO | 0 | 0% |

MAYBE   **0**   0%

Additional Comment (if any)

Unnamed Row 1 [5.12 Do you agree that the main person who establishes Standard Operating Procedure (SOP) should allow relevant parties to participate in drafting or reviewing the related Standard Operating Procedures in order to assuring their understanding and acceptance the procedural requirements prior to implementation?]

YES	**4**	80%
NO	**0**	0%
MAYBE	**1**	20%

Additional Comment (if any)

Questionnaire (Page 4)

6. Document Control

Unnamed Row 1 [6.1 Do you agree that the working documents of your groups/teams such as Standard Operating Procedures (SOP), Work Instructions (WIN) and Forms being used for recording the work performance should be controlled and registered in Document Control Web Application?]

YES	4	80%
NO	0	0%
MAYBE	1	20%

Additional Comment (if any)

Unnamed Row 1 [6.2 Do you agree that the external generated documents used by your groups/teams such as customer's specification on cargo storage, the customer's regulation on working rules in customer's area, applicable statutory requirements of groups/teams, reach stacker/lorry/fork-lift maintenance manual, etc. should be controlled and registered in Document Control Web Application?]

YES	4	80%
NO	0	0%
MAYBE	1	20%

Additional Comment (if any)

Unnamed Row 1 [6.3 Do you agree that Standard Operating Procedures (SOP) and/or Work Instructions (WIN) should be distributed to the point of work as working guideline for operators/workers to the areas where there is the complex/complicated job, to the inspection point where there is a risk of mistake/nonconformity, or to the area where there is no Document Control Web Application access point?]

YES	5	100%
NO	0	0%

MAYBE   **0**   0%

Additional Comment (if any)

Unnamed Row 1 [6.4 Do you agree that document distribution records shall be established when the working documents are distributed to the point of use because the records can be utilized for retrieval of obsolete document and distribution of revised/new document ?]

YES   **5**   100%
NO   **0**   0%
MAYBE   **0**   0%

Additional Comment (if any)

7. Training

Unnamed Row 1 [7.1 Do you ensure that the OJT topics and knowledge/skill evaluation criteria for staffs in group/team are established for all working positions?]

YES   **2**   40%
NO   **2**   40%
MAYBE   **1**   20%

Additional Comment (if any)

Unnamed Row 1 [7.2 Do you ensure that staffs in all positions should be trained and evaluated their the learning result?]

|		
YES	**3**	60%
NO	**1**	20%
MAYBE	**1**	20%

Additional Comment (if any)

Unnamed Row 1 [7.3 Do you ensure that if staffs do not pass the criteria for knowledge/skill evaluation, they have to be re-trained and re-evaluation until they pass the criteria?]


|		
YES	**3**	60%
NO	**0**	0%
MAYBE	**2**	40%

Additional Comment (if any)

Unnamed Row 1 [7.4 Do you agree that the training record which is the evidence to affirm the level of staffs' competency should be kept properly because the records are information for supervisors to plan further competence improvement or can be present to interested partied if required?]

YES	5	100%
NO	0	0%
MAYBE	0	0%
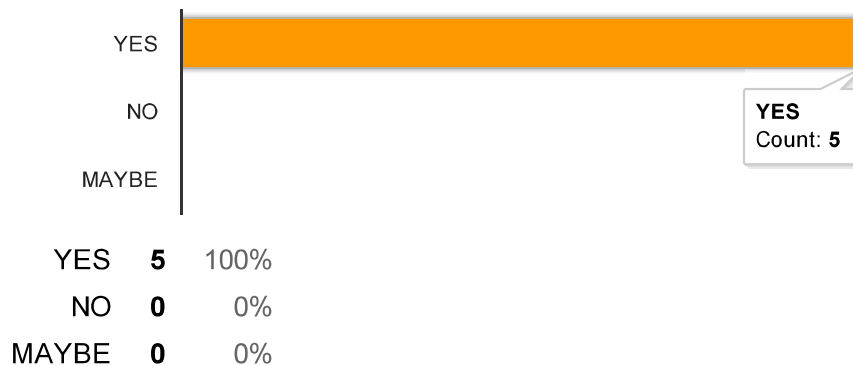
Additional Comment (if any)

Unnamed Row 1 [7.5 Do you agree that ISO 9001 requirements is one of the learning topics for every manangers?]


YES	5	100%
NO	0	0%
MAYBE	0	0%
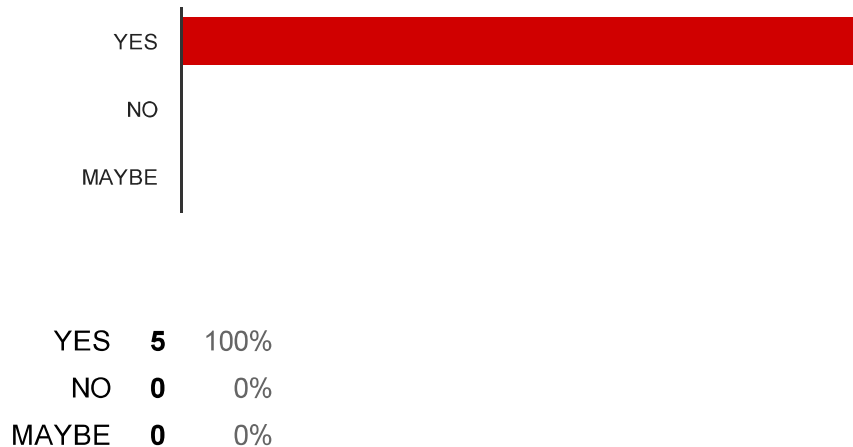
Additional Comment (if any)

Unnamed Row 1 [7.6 Do you agree that the study of ISO 9001 requirements should be presented by the expertises rather than self-study?]

YES	5	100%
NO	0	0%
MAYBE	0	0%
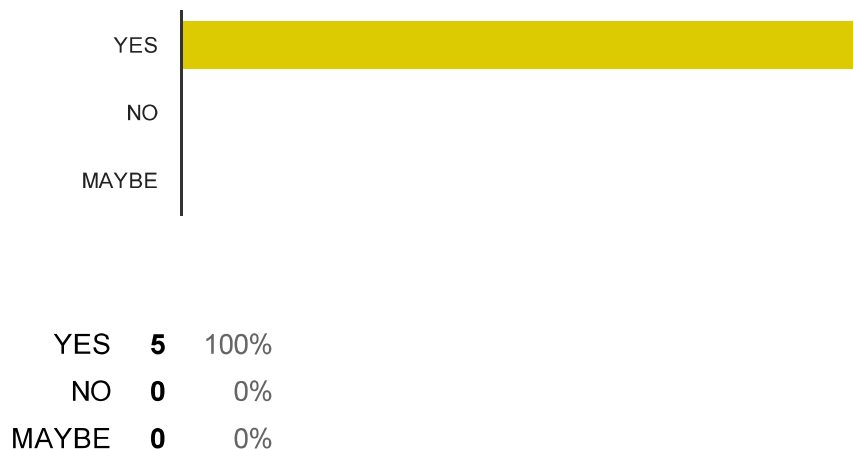
Additional Comment (if any)

8. Corrective and Preventive Action

Unnamed Row 1 [8.1 Do you agree that your team shall issue corrective action request report and take necessary actions if the error/nonconformity is detected during the operation even though it has not affected other teams in other groups or the customers?]
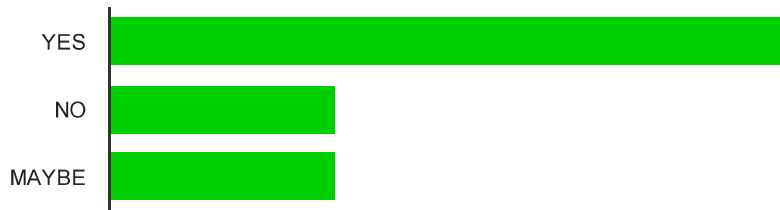
YES	**3**	60%
NO	**1**	20%
MAYBE	**1**	20%

Additional Comment (if any)

Unnamed Row 1 [8.2 Do you agree that your team shall request other teams in other groups in our company or suppliers to take corrective action if they delivered incomplete or incorrect information or services to your team?]

YES
Count: **5**

YES	**5**	100%
NO	**0**	0%
MAYBE	**0**	0%

Additional Comment (if any)

Unnamed Row 1 [8.3 Do you agree that other teams in other groups in our company can request your team to take corrective action if your team deliveres incomplete or incorrect information or services to them?]

YES	5	100%
NO	0	0%
MAYBE	0	0%

Additional Comment (if any)

Unnamed Row 1 [8.4 Do you agree that you will invite other teams who related with the corrective action issues in order to review of corrective actions or countermeasures?]

YES	5	100%
NO	0	0%
MAYBE	0	0%

Additional Comment (if any)

Unnamed Row 1 [8.5 Do you agree that top management should participates in the reviewing of proposed corrective actions or countermeasures prior to implementation?]
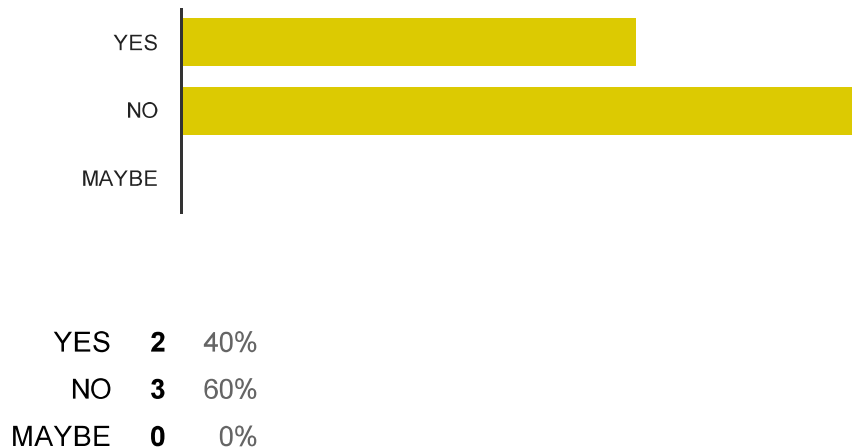
NO	0	0%
MAYBE	0	0%

Additional Comment (if any)

Questionnaire (Page 5)

9. Customer Satisfaction Survey

Unnamed Row 1 [9.1 Do you agree that the customer satisfaction survey is intended to observe the perception of key customers only?]


YES	2	40%
NO	3	60%
MAYBE	0	0%

Additional Comment (if any)

ควรจะสำรวจทุกลูกค้า เพื่อนำข้อมูลมาปรับปรุง

Unnamed Row 1 [9.2 Do you agree that the main topics in customer satisfaction survey consist of sales and marketing, quality of services, service from company officers, debit note and accounting system?]

NO	0	0%
MAYBE	1	20%
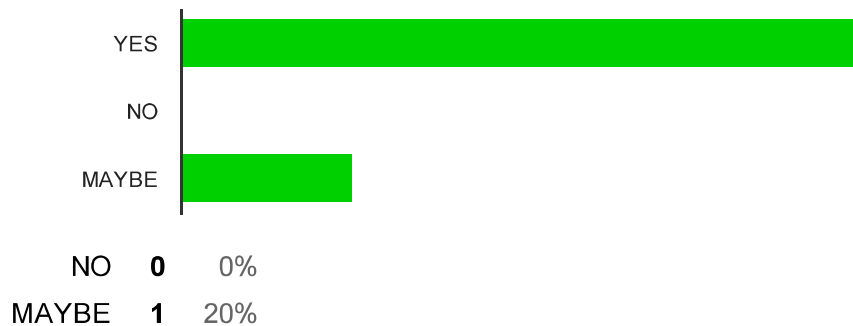
Additional Comment (if any)

Unnamed Row 1 [9.3 Do you agree that the customer satisfaction survey should be responded by the the customers within 30 working days?]

YES	5	100%
NO	0	0%
MAYBE	0	0%
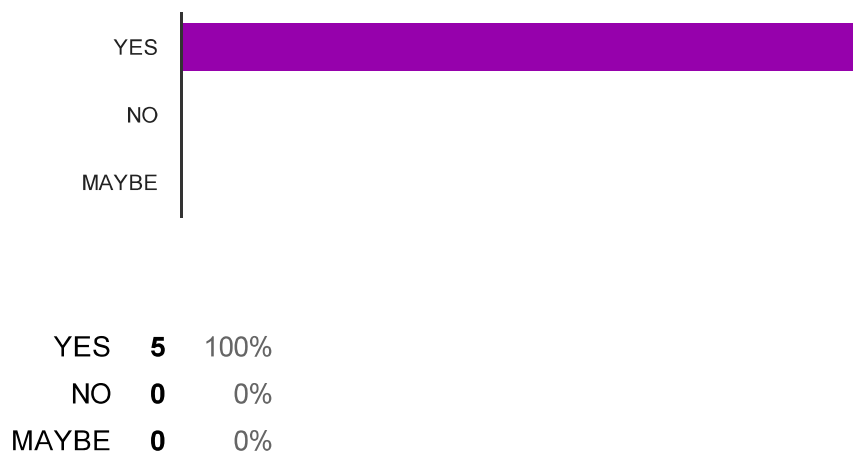
Additional Comment (if any)

Unnamed Row 1 [9.4 Do you agree that the database of customer contact list (Customer Master Data) should be prepared and kept in web application?]

YES	5	100%
NO	0	0%
MAYBE	0	0%
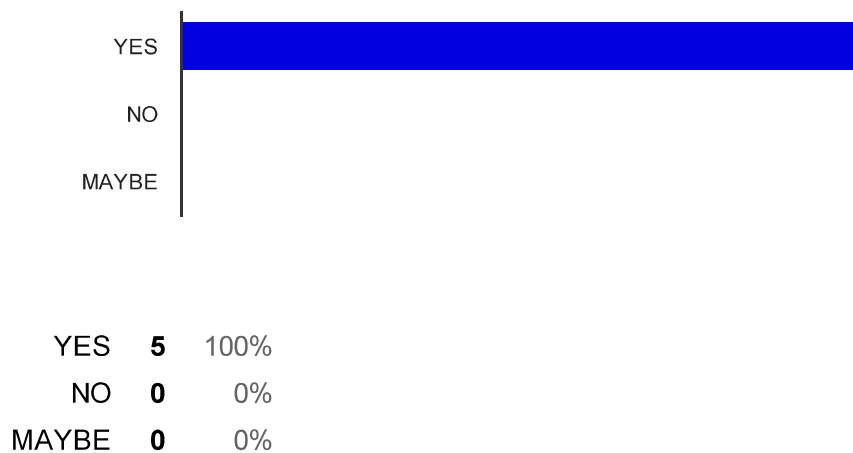
Additional Comment (if any)

10. Customer Complaint

Unnamed Row 1 [10.1 Do you ensure that the customer complaints have been reported by your team members rather than notified directly by the customers?]

YES	2	40%
NO	1	20%
MAYBE	2	40%

Additional Comment (if any)

Unnamed Row 1 [10.2 Do you agree that top management should be involved and participated in helping the members of groups/teams to review any problems/issues which have been notified by customers?]

YES	4	80%
NO	0	0%
MAYBE	1	20%

Additional Comment (if any)

Unnamed Row 1 [10.3 Do you agree that you will invite the relevant teams to review the problem/issues which have been notified by customers?]

YES	4	80%
NO	0	0%
MAYBE	1	20%

Additional Comment (if any)

Unnamed Row 1 [10.4 Are you always contact the customers on the progression status of complaint solutions?]

YES	4	80%
NO	1	20%
MAYBE	0	0%

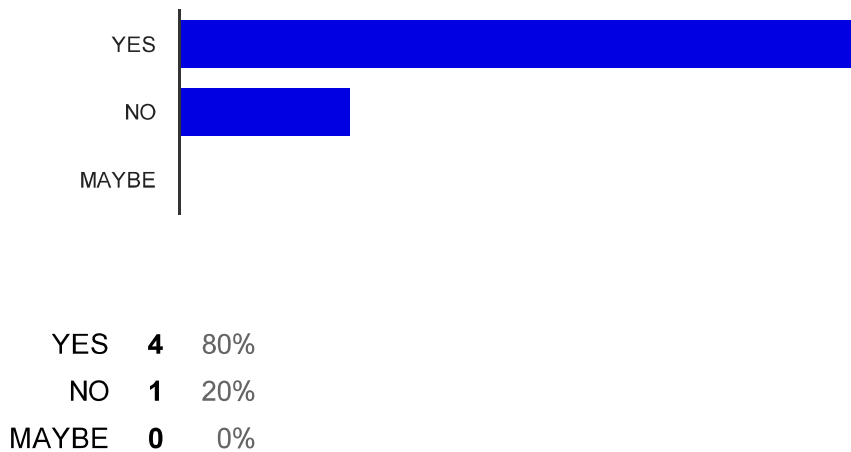**Additional Comment (if any)**

11. Quality Management Systems Audit

Unnamed Row 1 [11.1 Do you ensure that the activities in your operational groups/teams are ready for the audit from interested parties without notification in advance?]

NO	**1**	20%
MAYBE	**1**	20%

Additional Comment (if any)

Unnamed Row 1 [11.2 Do you agree that the person who is an internal auditor for Quality Management System should have knowledge and/or experience in the activities being audited?]

YES	**4**	80%
NO	**1**	20%
MAYBE	**0**	0%

Additional Comment (if any)

Unnamed Row 1 [11.3 Do you agree that the expertise/experienced members in particular fields should be nominated to be internal auditors and conduct the audit with QSG once a year in order to share their recommendation and opinion in technical issue and instructions to the audited groups/teams?]

YES	**5**	100%
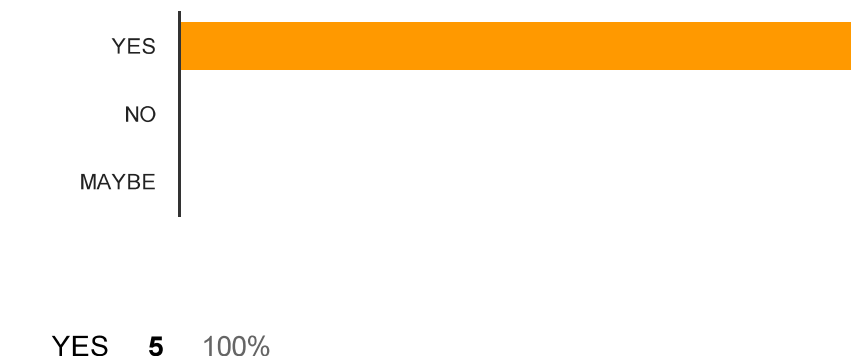
NO   **0**   0%

MAYBE   **0**   0%

Additional Comment (if any)

12. Management Review

Unnamed Row 1 [12.3 Do you agree that groups/teams who responsible for the similar type of works will have different Standard Operating Procedures, Work Instructions and forms?]

YES   **2**   40%

NO   **3**   60%

MAYBE   **0**   0%

Additional Comment (if any)

Number of daily responses