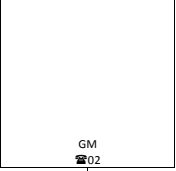


Quality & 5S Team

Organizational Chart

Effective Date : October 1,20xx



Key Role		Manager 🏢02	Assistant Manager 🏢02	Senior Chief 🏢02	Senior Chief 🏢02
1	Establish & Revise Operation Procedure & KPI	1.1 Confirm schedule with operation and related management	1.2 Study the actual operation & Identify key processes and set working flow	1.2 Study the actual operation & Identify key processes and set working flow	1.2 Study the actual operation & Identify key processes and set working flow
		1.2 Study the actual operation & Identify key processes and set working flow	1.3 Review key processes and working flow	1.3 Review key processes and working flow	1.3 Review key processes and working flow
		1.3 Review key processes and working flow	1.4 Draft SOP	1.4 Draft SOP	1.4 Draft SOP
		1.4 Draft SOP	1.5 Summarize and submit all documents to related management for reviewing		
		1.5 Summarize and submit all documents to related management for reviewing	1.6 Follow up the approved document for registering	1.6 Follow up the approved document for registering	1.6 Follow up the approved document for registering
		1.6 Follow up the approved document for registering			
2	Monitor KPI	2.1 Establish, review & revise quality objectives and target procedure			2.2 Remind to submit performance data
					2.3 Follow up the performance in case of delay submission
					2.4 Summary & analysis the performance and prepare KPI report
		2.5 Review KPI report	2.5 Review KPI report		2.6 Communicate the Official KPI report to all related
3	Customer satisfaction survey	3.1 Establish, review & revise customer satisfaction survey procedure			
		3.2 Prepare Customer satisfaction survey master plan			
		3.3 Prepare customer satisfaction survey proposal and Communicate to relevant management - How to prepare internal customer master list			
		3.4 Review and revise questionnaires & internal customer master list with operation management	3.4 Review and revise questionnaires & internal customer master list with operation management		
		3.5 Correct the questionnaires & internal customer master list from operation management and submit to ITG	3.5 Correct the questionnaires & internal customer master list from operation management and submit to ITG		
		3.6 Check the data on web application and inform ITG in case of there are any issues	3.6 Check the data on web application and inform ITG in case of there are any issues		
		3.7 Inform all related to test Web Application including User ID /Password			
		3.8 Monitor the testing result and inform ITG in case of there are any issues	3.8 Monitor the testing result and inform ITG in case of there are any issues		3.7 Monitor the testing result and inform ITG in case of there are any issues
		3.9 Draft letter to invite customer to join survey and submit to QMS manager			
		3.10 Review letter (EN) to invite customer to join survey and submit to GM of QSG			
			3.11 Monitor the Survey Result and update progress of survey to all related. If there are any seriously feedback, will inform the concern parties immediately.		
			3.12 Prepare draft of Customer satisfaction Report		
		3.13 Review Customer satisfaction Report and submit to GM of QSG			
*4	Internal Customer satisfaction survey (New Role)	4.1 Establish, review and revise internal customer satisfaction survey procedure			
		4.2 Prepare Internal customer satisfaction survey proposal and Communicate to relevant management - How to prepare internal customer master list			
		4.3 Review and revise the internal customer master list with operation management	4.3 Review and revise the internal customer master list with operation management		
		4.4 Correct the questionnaires & internal customer master list from operation management and submit to ITG	4.4 Correct the questionnaires & internal customer master list from operation management and submit to ITG		
		4.5 Check the data on web application and inform ITG in case of there are any issues	4.5 Check the data on web application and inform ITG in case of there are any issues		
		4.6 Inform all related to test Web Application including User ID /Password			
		4.7 Monitor the testing result and inform ITG in case of there are any issues	4.7 Monitor the testing result and inform ITG in case of there are any issues		
				4.8 Draft letter to invite customer to join survey and submit to QMS manager	
		4.9 Review letter (EN) to invite customer to join survey and submit to GM of QSG			
			4.10 Monitor the Survey Result and update progress of survey to all related. If there are any seriously feedback, will inform the concern parties immediately.		
			4.11 Prepare draft of Customer satisfaction Report		
		4.12 Review Customer satisfaction Report and submit to GM of QSG			
5	Internal audit (QMS & Q Mark)	5.1 Establish, review and revise internal audit procedure			
		5.2 Prepare yearly internal audit plan			
		5.3 Confirm schedule with operation and related management			
			5.4 Prepare internal audit itinerary and communicate to all		
		5.5 Prepare internal audit checklist	5.5 Prepare internal audit checklist	5.5 Prepare internal audit checklist	5.5 Prepare internal audit checklist
		5.6 Audit and collect the evidence follow internal audit plan	5.6 Audit and collect the evidence follow internal audit plan	5.6 Audit and collect the evidence follow internal audit plan	5.6 Audit and collect the evidence follow internal audit plan
		5.7 Analysis the evidence compare with requirements & communicate initial report the result of auditing to related management			
			5.8 Preapre the official internal audit report (TH/EN)	5.8 Preapre the official internal audit report (TH/EN)	5.8 Preapre the official internal audit report (TH/EN)
		5.9 Review and communicate the official internal audit report to all related			
6	Management Review	6.1 Establish, review and revise management review procedure			
		6.2 Confirm schedule and topic of management review with GM of QSG			
			6.3 Collect all necessary data and analysis the opportunity for improvement and propose improvement items and prepare report to GM of QSG for reviewing		
		6.4 Review improvement items			
		6.5 Summarize and Review the feedback from related groups			
		6.6 Submit final report to GM of QSG			
			6.7 Coordinate to concern parties for master plan setting against the decision from Top management		
		6.8 Review master plan & submit to GM of QSG			
			6.9 Implement the action plan to ensure that all action have been done	6.9 Implement the action plan to ensure that all action have been done	6.9 Implement the action plan to ensure that all action have been done
		6.10 Monitor and follow up the action plan to ensure that all action have been done			
7	Corrective & Preventive Action	7.1 Establish, review and revise corrective & preventive action procedure			
				7.2 Identify actual/potential nonconformities and issue corrective action or preventive action requisitions including the opportunities for improvement as a result of internal/external audit, KPI monitoring, and customer feedback.	7.2 Identify actual/potential nonconformities and issue corrective action or preventive action requisitions including the opportunities for improvement as a result of internal/external audit, KPI monitoring, and customer feedback.
			7.3 Verify corrective action request or preventive action request and comment suggestion for issue sloving to receiver		
			7.4 Coordinate with receiver to response corrective /preventive action request within time frame and follow up	7.4 Coordinate with receiver to response corrective /preventive action request within time frame and follow up	
			7.5 Evaluate/Close corrective /preventive action request by considering the evidence or actual operation if need		
			7.6 Report status of corrective/preventive action request to manager & Top management of QSG	7.6 Report status of corrective/preventive action request to manager & Top management of QSG	
8	Document Control	8.1 Establish, review and revise document control procedure			
				8.2 Collect the necessary data of documentation that need to create/revise/cancel/request document on web document control application	8.2 Collect the necessary data of documentation that need to create/revise/cancel/request document on web document control application
				8.3 Create document code for document creating or revising then submit document code and related form to requester	8.3 Create document code for document creating or revising then submit document code and related form to requester
				8.4 Collect requested register document	8.4 Collect requested register document
		8.5 Review requested register document and coordinate to requester for revising if there are any additional content require.	8.5 Review requested register document and coordinate to requester for revising if there are any additional content require.		8.5 Review requested register document and coordinate to requester for revising if there are any additional content require.
				8.6 Register the approved document into web document control application for document creating or revising	8.6 Register the approved document into web document control application for document creating or revising
9	Record Control	9.1 Establish, review and revise record control procedure			
		9.2 Remind to all related to submit Record Storage and Disposal Identification Form		9.3 Register approved Record Storage and Disposal Identification Form into web document control	
				9.5 Identify disposal record of QMS	
		9.4 Remind to all related for timing to dispose the due record for disposal			
			9.6 Review the due reocrd for disposal		
		9.7 Approve the due record for disposal			
				9.8 Dispose all approved due record for disposal	
10	5S Activities	10.1 Establish, review and revise 5S procedure & 5S standard		10.2 Set 5s monthly meeting agenda	
		10.3 Review 5s monthly meeting agenda		10.4 Communicate to 5S committee	
				10.5 Collect information and Prepare the material for meeting	
		10.6 Review the material for meeting			
		10.7 Meeting with 5S committee	10.7 Meeting with 5S committee	10.7 Meeting with 5S committee	10.7 Meeting with 5S committee
				10.8 Prepare minute of meeting	
		10.9 Review minute of meeting			
				10.10 Report minute of meeting to all related	
				10.11 Prepare 5S audit itinerary/checklist	
		11.12 Audit follow 5S audit plan	11.12 Audit follow 5S audit plan	11.12 Audit follow 5S audit plan	11.12 Audit follow 5S audit plan
				12.13 Collect the result of 5s audit from 5S auditor and analysis the result	
				13.14 Preapre 5S audit report	
		11.15 Review 5S audit report			
				13.16 Communicate the Official 5S audit report to all related	
11	QMS Training	11.1 Remind to team and set direction for QMS & 5S training plan	11.2 Analysis training needs and training plan in term of QMS & 5S for all related		
		11.3 Review training needs/training plans in term of QMS & 5S and submit to GM of QSG and Coordinate to HRG-training team to conduct the training course follow the training plan			
			11.4 Prepare training material (under training by QMS)	11.4 Prepare training material (under training by QMS)	11.4 Prepare training material (under training by QMS)
		11.5 Approve training material (under training by QMS)			
			11.6 Train the QMS&5S courses on master plan per assignment	11.6 Train the QMS&5S courses on master plan per assignment	11.6 Train the QMS&5S courses on master plan per assignment