

# **DEVELOPMENT OF AN ELEARNING MODEL ON QUALITY MANAGEMENT FOR AVIATION INDUSTRY**

**Researcher:** Darawan Sumranwong; **Advisors:** Dr. Poonsri Vate-U-Lan;  
**Co-Advisors:** Prof. Dr. Chaoyong Brahmawong; **Degree:** Doctor of Philosophy  
in eLearning Methodology; **School of eLearning Science;** Graduated school of  
eLearning, Assumption University of Thailand, 2011.

## **ABSTRACT**

This research presented a developed eLearning model on quality management system for aviation industry according to Aerospace Standard (AS9100). The objectives of this research were (1) to create an eLearning model as a quality management learning tool for aerospace industry in Thailand, (2) to refine the model based upon suggestions provided by learners and external experts and (3) to measure opinion of eLearning users in Thailand toward the developed eLearning model. The population was workforce who works in aerospace industry in Thailand. The cluster sampling technique was applied. There were 65 participants involved in this research. The research instruments were the questionnaires and interview aviation firms operating in Thailand. The data were analyzed using t-test. From data analysis of the satisfaction level on the model, it shown that mean was 4.49 on sufficient accessibility, 4.32 on satisfaction level in general and 4.20 on simply usage. The respondents identified their opinion concerning a developed eLearning model on quality management system for an aviation industry may result in other learning organizations by responding post-test questionnaire. A total of 65 respondents answered the question. A majority (44.4%) of the respondents reported 'agree', 31.7% was 'extremely agree'. Mean was 4.08, and the standard

deviation was 0.74 The result of the research stated that the eLearning model based upon AS9100 included four main parts: Technology-Individual-Management-Environment or TIME model. “T” is from ‘technology’, it concerned four elements which are innovation, functionality, accessibility, and compatibility. “I” represents ‘Individual’ part represents usability, attitude, competency, and, comprehensiveness. “M” means ‘management’ which contains inspiration, encouragement, leading change, and, resource management. And, “E” means ‘environment’, it contains infrastructure, pedagogy, and, communication.

**Keywords:** AS9100; AS9100 standard; Aviation Industry; eLearning; Quality Management System

