

ABSTRACT

This project is concerned with the study of paper making process through quality control for quality improvement in the process, which was studied at Siam Paper Box Co., LTD. The objective of this project is to study the factory's actual status and quality problems. Collected information and seven quality improvement tools are used to analyze and diagnose the vital causes of quality problem. Finally, we get a solution to solve the causes of quality problem. In the research, we assumed that men, machine, raw materials and manufacturing process in the factory had no change during the period of studying.

From analysis of all details about paper making process, we find that the actual quality problem for this process is nonconforming finished goods resulting from symptom of non-complying grammate standard. In addition, the basic weight is the most interesting property of customers. This symptom is caused by men, raw material, method, machine and measurement used in the process. In the analysis of the root causes of quality problems, the main root causes are unable to control the quality of stock which was inputted to paper making machines, no job description policy and the lack of knowledge and skill of employees. The company can solve it by setting a employee to monitor and solve the stock status at flow box before the stock flow into the paper making machine, setting job description policy by giving work instruction and providing training to the employees.

From this, the number of failure, waste and nonconforming finished goods will reduce and the company can create customer satisfaction and high confidence in its finished goods. Because of economic status, the company don't prepare to manage immediately for the quality improvement. It agrees with the proposed measures and will apply it in the future.