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A Novel Cluster Analysis on National Quality Awarding in Asian Countries: Thailand, Japan, Singapore and Taiwan

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Abstract

Quality awarding is one of the most important strategies in helping enhancing the competitiveness of private sectors. In Thailand, Thailand Quality Award (TQA) has been well-established and implemented since 2002. However, there is no report on the comparison between quality awards given by Thailand and other Asian countries, namely Japan, Singapore and Taiwan. So, the main objective of this report was to compare the quality awards, namely Malcolm Baldrige National Quality Award (MBNQA), Thailand Quality Award (TQA), Japan Quality Award (JQA), Singapore Quality Award (SQA) and Taiwan National Quality Award (TNQA). Asian quality awards originated from MBNQA with minor modification which was identified by high correlation co-efficiency. Most of the awards were mentioned on result issues, identified by a high range score (400–450 score). Also, major selection criteria for awarding private sectors were depended on the high score base (≥ 700 score), especially in business results. Key results from cluster ranking on those awards were categorized into two groups: 1) TQA, SQA and JQA, and 2) MBNQA and TNQA.

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Keywords: awarding criteria; cluster analysis; correlation co-efficiency; private sector; TQM

1. Introduction

Best quality or premium grade of products and servicing is the primary basis for customer satisfaction and can enhance the competitiveness of private sectors in both national and international levels. Total quality management (TQM) is a good practice of management that will help pushing up the private sectors when integrated with National Quality Awards [1-5]. Many countries have already developed and adopt national quality awards to promote the development of novel products with high quality. These awards also encourage the increase of productivity, improvement of the strategic plan and provision of a role model for other businesses [1-2, 7]. One of the original national quality awards is the Malcolm Baldrige National Quality Award (MBNQA). Its concerns are

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divided into 7 categories to which all categories have strong relationship (Fig. 1) [8]. The continuous improvement prior to maturity of management in terms of standardization, breakthrough and best practices has already been ranged as demonstrated in Fig. 2 [9].

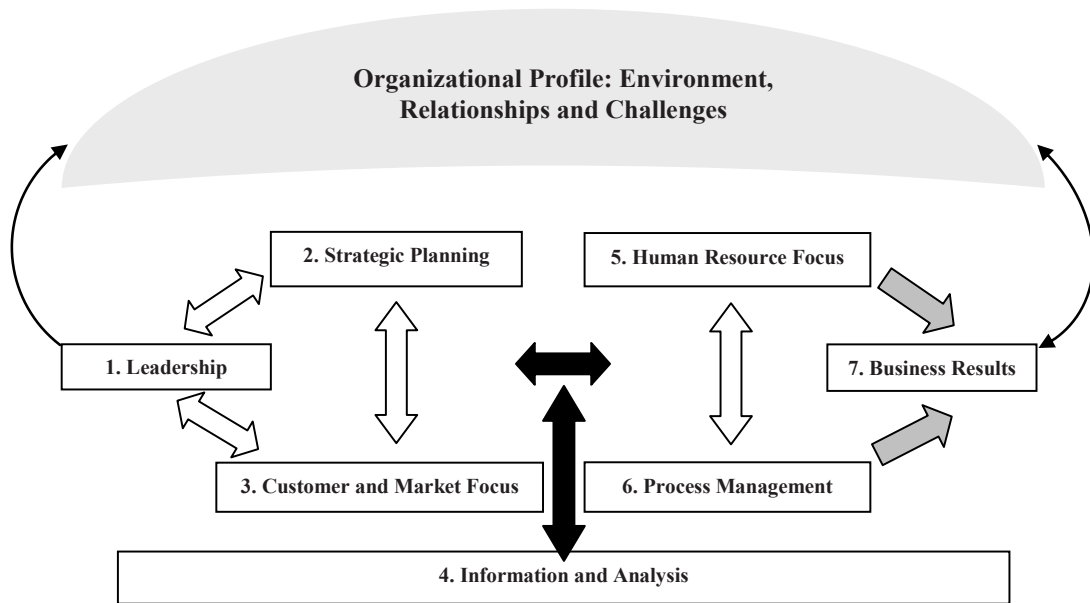


Fig. 1 Diagram of the relationship between evaluation criteria of National Quality Awards.

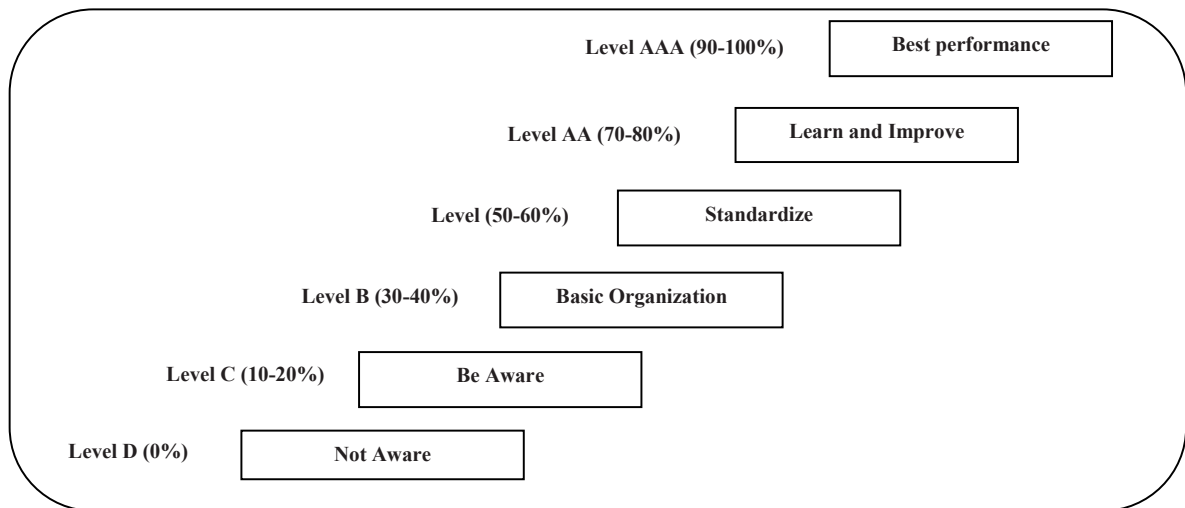


Fig. 2 Principal of improvement strategies prior to best practices in National Quality Awards.

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