**แบบฟอร์ม**

**รายงานการพัฒนาคุณภาพการศึกษา**

**ตามเกณฑ์คุณภาพการศึกษาเพื่อการดำเนินการที่เป็นเลิศ**

**ปีการศึกษา 2564**

**คำนำ**

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 คณบดี คณะ........................................................

**สารบัญ**

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**บทนำ : โครงร่างองค์กร**

**1 ลักษณะองค์กร**

**ก.สภาพแวดล้อมขององค์กร**

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1. **ผลิตภัณฑ์**

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**(2) พันธกิจ วิสัยทัศน์ ค่านิยม และวัฒนธรรม**

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**(3) ลักษณะโดยรวมของบุคลากร**

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**(4) สินทรัพย์**

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**(5) สภาพแวดล้อมด้านกฎระเบียบข้อบังคับ**

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**ข. ความสัมพันธ์ระดับองค์กร**

**(1) โครงสร้างองค์กร**

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**(2) ลูกค้าและผู้มีส่วนได้ส่วนเสีย**

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**(3) ผู้ส่งมอบ พันธมิตร และคู่ความร่วมมือ**

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**2 สถานการณ์ขององค์กร**

**ก สภาพแวดล้อมด้านการแข่งขัน**

**(1) ลำดับในการแข่งขัน**

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**(2) การเปลี่ยนแปลงความสามารถในการแข่งขัน**

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**(3) แหล่งข้อมูลเชิงเปรียบเทียบ**.............................................................................................................................................................................................................................................................................................................................................................................................................................................................................

**ข บริบทเชิงกลยุทธ์**

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**ค ระบบการปรับปรุงผลการดำเนินการ**

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**หมวด 1 การนำองค์กร**

**1.1 การนำองค์กรโดยผู้นำระดับสูง**

**1.1ก วิสัยทัศน์ และค่านิยม**

**1.1ก (1) กำหนดวิสัยทัศน์และค่านิยม**

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**1.1ก (2) การส่งเสริมการประพฤติปฏิบัติตามกฎหมายและการประพฤติปฏิบัติอย่างมีจริยธรรม**

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**1.1ข การสื่อสาร**

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**1.1ค พันธกิจและผลการดำเนินการขององค์กร**

**1.1ค (1) การสร้างสภาพแวดล้อมเพื่อความสำเร็จ**

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**1.1ค (2) การทำให้เกิดการปฏิบัติการอย่างจริงจัง**

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**1.2 การกำกับดูแลองค์กรและการทำประโยชน์ให้สังคม**

**1.2ก การกำกับดูแลองค์กร**

**1.2ก (1) ระบบการกำกับดูแลองค์กร**

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**1.2ก (2) การประเมินผลการดำเนินการ**

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**1.2ข การประพฤติปฏิบัติตามกฎหมายและการประพฤติปฏิบัติอย่างมีจริยธรรม**

**1.2ข (1) การปฏิบัติตามกฎหมายและกฎระเบียบ**

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**1.2ข (2) การประพฤติปฏิบัติอย่างมีจริยธรรม**

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**1.2ค การทำประโยชน์ให้สังคม**

**1.2ค (1) ความผาสุกของสังคม**

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**1.2ค (2) การสนับสนุนชุมชน** ...................................................................................................................................................................................................................................................................................................................

**หมวด 2 กลยุทธ์**

**2.1 การจัดทำกลยุทธ์**

**2.1ก กระบวนการจัดทำกลยุทธ์**

**2.1ก (1) กระบวนการวางแผนกลยุทธ์**

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**2.1ก (2) นวัตกรรม**

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**2.1ก (3) การพิจารณากลยุทธ์**

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**2.1ก (4) ระบบงานและสมรรถนะหลักขององค์กร**

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**2.1ข วัตถุประสงค์เชิงกลยุทธ์**

**2.1ข (1) วัตถุประสงค์เชิงกลยุทธ์ที่สำคัญ**

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**2.1ข (2) การพิจารณาวัตถุประสงค์เชิงกลยุทธ์**

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**2.2 การนำกลยุทธ์ไปปฏิบัติ**

**2.2ก การจัดทำแผนปฏิบัติการและการถ่ายทอดสู่การปฏิบัติ**

**2.2ก (1) แผนปฏิบัติการ**

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**2.2ก (2) การนำแผนปฏิบัติการไปปฏิบัติ**

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**2.2ก (3) การจัดสรรทรัพยากร**

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**2.2ก (4) แผนด้านบุคลากร**

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**2.2ก (5) ตัววัดผลการดำเนินการ**

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**2.2ก (6) การคาดการณ์ผลการดำเนินการ**

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**2.2ข. การปรับเปลี่ยนแผนปฏิบัติการ**

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**หมวด 3 ลูกค้า**

**3.1 ความคาดหวังของลูกค้า**

**3.1ก. การรับฟังลูกค้า**

**3.1ก (1) ลูกค้าในปัจจุบัน**

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**3.1ก (2) ลูกค้าในอนาคต**

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**3.1ข. การจำแนกลูกค้า และผลิตภัณฑ์**

**3.1ข (1) การจำแนกลูกค้า**

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**3.1ข (2) ผลิตภัณฑ์**

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**3.2 ความผูกพันของลูกค้า**

**3.2ก. ความสัมพันธ์และการสนับสนุนลูกค้า**

**3.2ก (1) การจัดการความสัมพันธ์**

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**3.2ก (2) การเข้าถึงและการสนับสนุนลูกค้า**

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**3.2ก (3) การจัดการกับข้อร้องเรียน**

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**3.2ข. การประเมินความพึงพอใจ และความผูกพันของลูกค้ำ**

**3.2ข (1) ความพึงพอใจ ความไม่พึงพอใจ และความผูกพัน**

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**3.2ข (2) ความพึงพอใจเปรียบเทียบกับองค์กรอื่น**

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**3.2ค. การใช้ข้อมูลเสียงของลูกค้าและตลาด**

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**หมวด 4 การวัด การวิเคราะห์ และการจัดการความรู้**

**4.1 การวัด การวิเคราะห์ และการปรับปรุงผลการดำเนินการขององค์กร**

**4.1ก. การวัดผลการดำเนินการ**

**4.1ก (1) ตัววัดผลการดำเนินการ**

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**4.1ก (2) ข้อมูลเชิงเปรียบเทียบ**

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**4.1ก (3) ความคล่องตัวของการวัดผล**

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**4.1ข. การวิเคราะห์ และทบทวนผลการดำเนินการ**

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**4.1ค. การปรับปรุงผลการดำเนินการ**

**4.1ค (1) ผลการดำเนินการในอนาคต**

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**4.1ค (2) การปรับปรุงอย่างต่อเนื่องและนวัตกรรม**

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**4.2 การจัดการสารสนเทศ และการจัดการความรู้**

**4.2ก. ข้อมูล และสารสนเทศ**

**4.2ก (1) คุณภาพ**

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**4.2ก (2) ความพร้อมใช้งาน**

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**4.2ข (1) การจัดการความรู้**

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**4.2ข (2) วิธีปฏิบัติที่เป็นเลิศ**

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**4.2ข (3) การเรียนรู้ระดับองค์กร**

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**หมวด 5 บุคลากร**

**5.1 สภาวะแวดล้อมด้านบุคลากร**

**5.1ก. ขีดความสามารถและอัตรากำลังบุุคลากร (WORKFORCE CAPABILITY and CAPACITY)**

**5.1ก(1) ความจำเป็นด้านขีดความสามารถและอัตรากำลัง**

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**5.1ก(2) บุคลากรใหม่ (New WORKFORCE Members)**

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**5.1ก(3) การจัดการการเปลี่ยนแปลงด้านบุคลากร (WORKFORCE Change Management)**

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**5.1ข(1) สภาวะแวดล้อมของการทำงาน (Workplace Environment)**

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**5.2 ความผูกพันของบุุคลากร (Workforce Engagement)**

**5.2ก. การประเมินความผูกพันของบุุคลากร (Assessment of WORKFORCE ENGAGEMENT)**

**5.2ก(1) ปัจจัยขับเคลื่อนความผูกพัน (Drivers of ENGAGEMENT)**

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**5.2ก(2) การประเมินความผูกพัน (Assessment of ENGAGEMENT)**

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**5.2ค. การจัดการผลการปฏิบัติงานและการพัฒนา (PERFORMANCE Management and Development)**

**5.2ค(1) การจัดการผลการปฏิบัติงาน (PERFORMANCE Management)**

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**5.2ค(3) ประสิทธิผลของการเรียนรู้และการพัฒนา (LEARNING and Development EFFECTIVENESS)**

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 **5.2ค(4) ความก้าวหน้าในอาชีพการงาน**

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**หมวด 6 การปฏิบัติการ**

**6.1 กระบวนการทำงาน**

**6.1ก. การออกแบบผลิตภัณฑ์ และกระบวนการทำงาน**

**6.1ก (1) การจัดทำข้อกำหนดของผลิตภัณฑ์และกระบวนการทำงาน**

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**6.1ก (2) กระบวนการทำงานที่สำคัญ**

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**6.1ก (3) แนวคิดในการออกแบบ**

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**6.1ข. การจัดการและการปรับปรุงกระบวนการ**

**6.1ข (1) การนำกระบวนการไปปฏิบัติ**

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**6.1ข (2) กระบวนการสนับสนุน**

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**6.1ข (3) การปรับปรุงผลิตภัณฑ์และกระบวนการ**

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**6.1ค. การจัดการเครือข่ายอุปทาน**

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**6.1ง. การจัดการนวัตกรรม**

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**6.2 ประสิทธิผลของการปฏิบัติการ**

**6.2ก. ประสิทธิภาพและประสิทธิผลของกระบวนการ**

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**6.2ข. ความปลอดภัยและการรักษาความปลอดภัยบนโลกไซเบอร์**

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**6.2ค. การเตรียมพร้อมด้านความปลอดภัยและต่อภาวะฉุกเฉิน**

**6.2ค (1) ความปลอดภัย**

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**6.2ค (2) ความต่อเนื่องทางธุรกิจ**

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**หมวด 7 ผลลัพธ์**

**7.1. ผลลัพธ์ด้านการเรียนรู้ของผู้เรียน และบริการที่ตอบสนองต่อลูกค้ากลุ่มอื่นและด้านกระบวนการ**

**7.1 ก. ผลลัพธ์ด้านการเรียนรู้ของผู้เรียนและด้านบริการวิชาการที่มุ่งเน้นลูกค้า**

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**7.1ข. ผลลัพธ์ด้านประสิทธิผลของกระบวนการทำงาน**

**7.1ข (1) ประสิทธิผลและประสิทธิภาพของกระบวนการ**

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**7.1ข (2) ความปลอดภัยและการเตรียมพร้อมต่อภาวะฉุกเฉิน**

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**7.1ค. ผลลัพธ์ด้านการจัดเครือข่ายอุปทาน**

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**7.2 ผลลัพธ์ด้านลูกค้า**

**7.2ก. ผลลัพธ์ด้านการมุ่งลูกค้า**

**7.2ก (1) ความพึงพอใจของลูกค้า**

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**7.2ก (2) ความผูกพันของลูกค้า**

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**7.3 ผลลัพธ์ด้านบุคลากร**

**7.3ก. ผลลัพธ์ด้านการมุ่งเน้นบุคลากร**

**7.3ก (1) ขีดความสามารและอัตรากำลังบุคลากร**

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**7.3ก (2) บรรยากาศการทำงาน**

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**7.3ก (3) ความผูกพันของบุคลากร**

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**7.3ก (4) การพัฒนาบุคลากร**

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**7.4 ผลลัพธ์ด้านการนำองค์กร และการกำกับดูแลองค์กร**

**7.4ก. ผลลัพธ์ด้านการนำองค์กร การกำกับดูแลองค์กร และการทำประโยชน์ให้สังคม**

**7.4ก (1) การนำองค์กร**

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**7.4ก (2) การกำกับดูแลองค์กร**

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**7.4ก(3) กฎหมายและกฎระเบียบข้อบังคับ**

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**7.4ก(4) จริยธรรม**

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**7.4ก(5) สังคม**

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**7.5 ผลลัพธ์ด้านการเงิน ตลาด และกลยุทธ์**

**7.5ก. ผลลัพธ์ด้านการเงินและตลาด**

**7.5ก (1) ผลการดำเนินการด้านการเงิน**

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**7.5ก (2) ผลการดำเนินการด้านการตลาด**

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