

Employees' Work Performance Quality Development for Organizational Competency

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Abstract : This paper aimed to demonstrate how work performance quality development activity carried out for employees in an organization could lead to the organizational success and competency as a whole. The case studies selected for this research were the Thai huge corporate including Siam Cement Group or SCG, PTT Public Company Limited, and Electricity Generating Authority of Thailand or EGAT. The in- depth interview was applied with the three main groups that included the facilitator group, the managerial group, and the operational officer group. The Plan- Do- Check- Act approach was also utilized as to build up a conceptual model in corporate management that fostered employees' knowledge acquisition, resulting in an improved work performance.

Keywords : high performance organization, quality, work performance quality development

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