

Acknowledgement

First and foremost, I am particularly indebted to the Thailand Research Fund for granting me the Royal Golden Jubilee Scholarship for financial support throughout my study at SIIT and five months research aboard.

I would like to express my most sincere appreciation and gratitude to my advisor, Dr. Pisal Yenradee, for his continuous guidance, useful advice, and constant encouragement throughout this study. He is incredibly kind, caring, helpful, open minded, and patience which makes my study period less tense but enjoyment. This research would not be accomplished without him. It always truly in my mind that I was so lucky that has him as my advisor. Thanks to Dr. Paul Drake, my academic collaborator from University of Liverpool for supervising me, suggesting, and supporting me with necessary data for this research. I am also thankful to all Industrial Engineering faculty members especially my committee members, Dr. Navee Chiadamrong, Dr. Ruengsak Kawtummachai, Dr. Junalux Chalidabhongse for giving me valuable comments and suggestions.

Thanks are also expressed to all of my friends in Industrial Engineering, Management Technology, and Information Technology who gave great friendships, help in various ways and gave me wonderful life during study period. Special thanks to my best friend Ms. Siwaporn Kunnapapdeelert, Ms. Kanit Prasertwattana, and Mr. Krisada Asawarungsangkul who always by my side, give me support and encouragement.

Finally, I wish to express my deepest gratitude to my beloved parents, brother, and sisters for their endless love, financial support, and sincere encouragement.