**Image**

**รายงานการประเมินตนเอง**

**(Self-Assessments Report)**

ตามเกณฑ์คุณภาพการศึกษาเพื่อการดำเนินการที่เป็นเลิศ

(Education Criteria for Performance Excellence : EdPEx)

**คณะ/สำนัก/สถาบัน........................................**

**ปีการศึกษา 2565**

**มหาวิทยาลัยกาฬสินธุ์**

คำย่อ

สารบัญ

**คำย่อ**

**สารบัญ**

**สารบัญตาราง**

**สารบัญภาพ**

**โครงร่างองค์กร**

ก. สภาพแวดล้อมขององค์กร

ข. ความสัมพันธ์ระดับองค์กร

**หมวด 1 การนำองค์กร**

1.1 ก. วิสัยทัศน์และค่านิยม

1.1 ข. การสื่อสาร

1.1 ค. พันธกิจและผลการดำเนินการของสถาบัน

1.2 ก. การกำกับดูแลองค์กร

1.2 ข. การประพฤติปฏิบัติตามกฎหมายและอย่างมีจริยธรรม

1.2 ค. การสร้างประโยชน์ให้สังคม (Societal Contributions)

**หมวด 2 กลยุทธ์**

2.1 ก กระบวนการจัดทำกลยุทธ์

2.2ก การจัดทำแผนปฎิบัติการและการถ่ายทอดสู่การปฎิบัติ

2.2ข การปรับเปลี่ยนแผนปฎิบัติการ

**หมวด 3 ลูกค้า**

3.1ก การรับฟังผู้เรียนและลูกค้ากลุ่มอื่น

3.1ข การจำแนกลูกค้าและผลิตภัณฑ์

3.2ก ความสัมพันธ์และการสนับสนุนผู้เรียนและลูกค้ากลุ่มอื่นๆ

3.2ข การประเมินความพึงพอใจและความผูกพันของลูกค้า

3.2ค การใช้ข้อมูลเสียงของลูกค้าและตลาด

**หมวด 4 การวัด การวิเคราะห์ และการจัดการความรู้**

4.1ก ตัววัดผลการดำเนินการ

4.1ข กระบวนการวิเคราะห์ และทบทวนผลการดำเนินการ

**สารบัญ (ต่อ)**

4.1ค การปรับปรุงผลการดำเนินการ

4.2ก ข้อมูลและสารสนเทศ

4.2ข ความรู้องค์กร

**หมวด 5 บุคลากร**

5.1ก ขีดความสามารถและอัตรากำลัง

5.1ข บรรยากาศการทำงานของบุคลากร

5.2ก การประเมินความผูกพันของบุคลากร

5.2ข วัฒนธรรมองค์กร

5.2ค การจัดการผลการปฎิบัติงานและการพัฒนา

**หมวด 6 การปฎิบัติการ**

6.1ก การออกแบบผลิตภัณฑ์และกระบวนการ

6.1ข การจัดการและการปรับปรุงกระบวนการ

6.1ค การจัดการเครือข่ายอุปทาน

6.1ง การจัดการโอกาสสร้างนวัตกรรม

6.2ก ประสิทธิภาพและประสิทธิผลของกระบวนการ

6.2ข ความปลอดภัยและการรักษาความปลอดภัยบนโลกไซเบอร์

6.2ค ความปลอดภัย ความต่อเนื่องของธุรกิจ และความสามารถในการฟื้นตัว

**หมวด 7 ผลลัพธ์**

7.1ก. ผลลัพธ์ด้านการเรียนรู้ของผู้เรียนและด้านบริการที่มุ่งเน้นลูกค้า

7.1ข ผลลัพธ์ด้านประสิทธิผลของกระบวนการทำงาน

7.1ค ผลลัพธ์ด้านการจัดการเครือข่ายอุปทาน

7.2ก. ผลลัพธ์ด้านการมุ่งเน้นผู้เรียนและลูกค้ากลุ่มอื่น

7.4ก ผลลัพธ์ด้านการนำองค์กร การกำกับดูแลองค์กร และการสร้างประโยชน์ให้สังคม

7.5ก. ผลลัพธ์ด้านงบประมาณ การเงิน และตลาด

7.5ข. ผลลัพธ์ด้านการนำกลยุทธ์ไปปฏิบัติ

สารบัญตาราง

ตารางที่ 1 1

ตารางที่

ตารางที่

ตารางที่

ตารางที่

สารบัญภาพ

ภาพที่ 1 1

ภาพที่

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ภาพที่

โครงร่างองค์กร

**1. ลักษณะองค์กร**

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**ก. สภาพแวดล้อมขององค์กร**

**(1) การจัดการศึกษา วิจัย และบริการทางการศึกษาอื่น ๆ ที่สำคัญตามพันธกิจ**

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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) สภาวะแวดล้อมด้านกฎระเบียบข้อบังคับที่สำคัญ**

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**ข. ความสัมพันธ์ระดับองค์กร**

**(1)  โครงสร้างองค์กร**

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ภาพที่ .................................................................

**(2) KSU จำแนกผู้เรียน ลูกค้ากลุ่มอื่น และผู้มีส่วนได้ส่วนเสีย**

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**(3) มหาวิทยาลัยกาฬสินธุ์ มีผู้ส่งมอบ และคู่ความร่วมมือที่เป็นทางการและไม่เป็นทางการ**

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**2. สภาวการณ์ขององค์กร**

**ก. สภาพแวดล้อมในการยกระดับการปฏิบัติงาน**

**(1) ลำดับในการแข่งขัน**

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**(2) การเปลี่ยนแปลงความสามารถในการแข่งขัน ได้แก่**

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**(3) แหล่งข้อมูลเชิงเปรียบเทียบ**

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**ข. บริบทเชิงกลยุทธ์**

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**ค. ระบบการปรับปรุงผลการดำเนินการ**

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หมวด 1 การนำองค์กร

**1.1 การนำองค์กรโดยผู้นำระดับสูง**

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**1.1 ก. วิสัยทัศน์และค่านิยม**

**1.1 ก(1) กำหนดวิสัยทัศน์และค่านิยม**

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**1.1 ก(2) การส่งเสริมการประพฤติปฏิบัติตามกฎหมายและอย่างมีจริยธรรม**

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**1.2 ข. การสื่อสาร**

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**1.1 ค. พันธกิจและผลการดำเนินการของสถาบัน**

**1.1 ค(1) การสร้างสภาวะแวดล้อมเพื่อความสำเร็จ**

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**1.1 ค(2) การทำให้เกิดการปฏิบัติการอย่างจริงจัง**

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**1.2 การกำกับดูแลองค์กรและการสร้างประโยชน์ให้สังคม**

**1.2 ก. การกำกับดูแลองค์กร**

**1.2 ก(1) ระบบการกำกับดูแลองค์กร**

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**1.2 ก(2) การประเมินผลการดำเนินการ**

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**1.2 ข. การประพฤติปฏิบัติตามกฎหมายและอย่างมีจริยธรรม**

**1.2 ข(1) การปฏิบัติตามกฎหมาย กฎระเบียบ และการรับรองคุณภาพ**

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**1.2 ค. การสร้างประโยชน์ให้สังคม (Societal Contributions)**

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**1.2 ค(1) ความผาสุกของสังคม (Societal Well-Being)**

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หมวด 2 กลยุทธ์

**2.1 การจัดทำกลยุทธ์**

**2.1 ก. กระบวนการจัดทำกลยุทธ์**

**2.1 ก(1) กระบวนการวางแผนกลยุทธ์**

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**2.1 ก(2) นวัตกรรม**

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**2.1 ก(3) การพิจารณากลยุทธ์**

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**2.1 ก(4) ระบบงานและสมรรถนะหลักขององค์กร**

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**2.1 ข. วัตถุประสงค์เชิงกลยุทธ์**

**2.1 ข(1) วัตถุประสงค์เชิงกลยุทธ์ที่สำคัญ**

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**2.1 ข(2) การพิจารณาวัตถุประสงค์เชิงกลยุทธ์**

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**2.2 การนำกลยุทธ์ไปปฏิบัติ**

**2.2 ก. การจัดทำแผนปฏิบัติการและการถ่ายทอดสู่การปฏิบัติ**

**2.2 ก(1) แผนปฏิบัติการ**

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**2.2 ก(2) การนำแผนปฏิบัติการไปปฏิบัติ**

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**2.2 ก(3) การจัดสรรทรัพยากร**

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**2.2 ก(4) แผนด้านบุคลากร**

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**2.2 ก(5) ตัววัดผลการดำเนินการ**

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**2.2 ก(6) กระบวนการคำนวณค่าคาดการณ์ผลการดำเนินการ**

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**2.2 ข. การปรับเปลี่ยนแผนปฏิบัติการ**

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หมวด 3 ลูกค้า

**3.1 ความคาดหวังของลูกค้า**

**3.1 ก. การรับฟังผู้เรียนและลูกค้ากลุ่มอื่น**

**3.1 ก(1) ผู้เรียนและลูกค้ากลุ่มอื่นในปัจจุบัน**

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**3.1 ก(2) ผู้เรียนและลูกค้ากลุ่มอื่นที่พึงมี**

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**3.1 ข. การจำแนกลูกค้าและผลิตภัณฑ์**

**3.1 ข(1) การจำแนกกลุ่มผู้เรียนและลูกค้า**

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**3.1 ข(2) การจัดการศึกษา วิจัย และบริการฯ**

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**3.2 ความผูกพันลูกค้า**

**3.2 ก. ความสัมพันธ์และการสนับสนุนผู้เรียนและลูกค้ากลุ่มอื่น ๆ**

**3.2 ก(1) การจัดการความสัมพันธ์**

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**3.2 ก(2) การเข้าถึงหรือการสนับสนุนลูกค้า**

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**3.2 ก(3) การจัดการข้อร้องเรียน**

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**3.2 ข. การประเมินความพึงพอใจและความผูกพันของลูกค้า**

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

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**3.2 ข(2) ความพึงพอใจ เปรียบเทียบกับองค์กรอื่น**

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**3.2 ค. การใช้ข้อมูลเสียงของลูกค้าและตลาด**

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หมวด 4 การวัด การวิเคราะห์ และการจัดการความรู้

**4.1 การวัด การวิเคราะห์ และการปรับปรุงผลการดำเนินการขององค์กร**

**4.1 ก. ตัววัดผลการดำเนินการ**

**4.1 ก(1) ตัววัดผลการดำเนินการ**

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**4.1 ก(2) ข้อมูลเชิงเปรียบเทียบ**

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**4.1 ก(3) ความคล่องตัวของการวัดผล**

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**4.1 ข. กระบวนการวิเคราะห์และทบทวนผลการดำเนินการ**

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**4.1 ค. การปรับปรุงผลการดำเนินการ**

**4.1 ค(1) ผลการดำเนินการในอนาคต**

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**4.1 ค(2) การปรับปรุงอย่างต่อเนื่องและนวัตกรรม**

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**4.2 การจัดการสารสนเทศ และการจัดการความรู้**

**4.2 ก. ข้อมูลและสารสนเทศ**

**4.2 ก(1) คุณภาพ**

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**4.2 ก(2) ความพร้อมใช้งาน**

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**4.2 ข. ความรู้องค์กร**

**4.2 ข (1) การจัดการความรู้**

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**4.2 ข(2) วิธีการปฏิบัติที่เป็นเลิศ**

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**4.2 ข(3) การเรียนรู้ระดับองค์กร**

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หมวด 5 บุคลากร

**5.1 สภาพแวดล้อมของบุคลากร**

**5.1 ก. ขีดความสามารถและอัตรากำลัง**

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**5.1 ก(1) ความต้องการด้านขีดความสามารถและอัตรากำลัง**

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**5.1 ก(2) บุคลากรใหม่**

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**5.1 ก(3) การเปลี่ยนแปลงด้านบุคลากร**

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**5.1 ก(4) ความสำเร็จในงาน**

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**5.1 ข. บรรยากาศการทำงานของบุคลากร**

**5.1 ข(1) สภาพแวดล้อมการทำงาน**

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**5.1 ข(2) นโยบายและสิทธิประโยชน์สำหรับบุคลากร**

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**5.2 ความผูกพันของบุคลากร**

**5.2 ก. การประเมินความผูกพันของบุคลากร**

**5.2 ก(1) ปัจจัยขับเคลื่อนผูกพัน**

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**5.2 ก(2) การประเมินความผูกพัน**

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**5.2 ข. วัฒนธรรมองค์กร**

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**5.2 ค. การจัดการผลการปฏิบัติงานและการพัฒนา**

**5.2 ค(1) การจัดการผลการปฏิบัติงาน**

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**5.2 ค(2) การพัฒนาผลการปฏิบัติงาน**

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**5.2 ค(3) ประสิทธิผลการเรียนรู้และการพัฒนา**

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**5.2 ค(4) การพัฒนาอาชีพและการงาน**

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หมวด 6 การปฏิบัติการ

**6.1 กระบวนการทำงาน**

**6.1 ก. การออกแบบผลิตภัณฑ์และกระบวนการ**

**6.1 ก(1) การจัดทำข้อกำหนดของผลิตภัณฑ์และกระบวนการทำงาน**

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**6.1 ก(2) กระบวนการทำงานที่สำคัญ**

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**6.1 ก(3) แนวคิดในการออกแบบ**

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**6.1 ข. การจัดการและการปรับปรุงกระบวนการ**

**6.1 ข(1) การนำกระบวนการไปปฏิบัติ**

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**6.1 ข(2) กระบวนการสนับสนุน**

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**6.1 ข(3) การปรับปรุงผลิตภัณฑ์และกระบวนการ**

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**6.1 ค. การจัดการเครือข่ายอุปทาน**

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**6.1 ง. การจัดการโอกาสสร้างนวัตกรรม**

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**6.2 ประสิทธิผลของการปฏิบัติการ**

**6.2 ก. ประสิทธิภาพและประสิทธิผลของกระบวนการ**

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**6.2 ข. ความปลอดภัยและการรักษาความปลอดภัยบนโลกไซเบอร์**

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**6.2 ค. ความปลอดภัย ความต่อเนื่องของธุรกิจ และความสามารถในการฟื้นตัว**

**6.2 ค(1) ความปลอดภัย**

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**6.2 ค(2) ความต่อเนื่องของธุรกิจ และความสามารถในการฟื้นตัว**

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หมวด 7 ผลลัพธ์

7.1 ผลลัพธ์ด้านการเรียนรู้ของผู้เรียนและบริการที่ตอบสนองต่อลูกค้ากลุ่มอื่น และด้านกระบวนการ

7.1ก. ผลลัพธ์ด้านการเรียนรู้ของผู้เรียนและด้านบริการที่มุ่งเน้นลูกค้า

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7.1ข ผลลัพธ์ด้านประสิทธิผลของกระบวนการทำงาน

7.1ข(1) ประสิทธิภาพและประสิทธิผลของกระบวนการ

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**7.1ข(2) ความปลอดภัยและการเตรียมพร้อมต่อภาวะฉุกเฉิน**

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7.1ค ผลลัพธ์ด้านการจัดการเครือข่ายอุปทาน

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7.2 ผลลัพธ์ด้านลูกค้า

7.2ก. ผลลัพธ์ด้านการมุ่งเน้นผู้เรียนและลูกค้ากลุ่มอื่น

7.2ก(1) ความพึงพอใจของผู้เรียนและลูกค้ากลุ่มอื่น

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7.2ก(2) ความผูกพันของผู้เรียนและลูกค้ากลุ่มอื่น

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7.3 ผลลัพธ์ด้านบุคลากร  
7.3ก. ผลลัพธ์ด้านการมุ่งเน้นบุคลากร  
7.3ก(1) ขีดความสามารถและอัตรากำลังบุคลากร

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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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ตารางที่………………………………………………………………

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7.4 ผลลัพธ์ด้านการนำองค์กรและการกำกับดูแลองค์กร

7.4ก ผลลัพธ์ด้านการนำองค์กร การกำกับดูแลองค์กร และการสร้างประโยชน์ให้สังคม

7.4ก (1) การนำองค์กร

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7.4ก(2) การกำกับดูแลองค์กร

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7.4ก(3) กฎหมาย กฎระเบียบข้อบังคับ และการรับรองคุณภาพ

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**7.4ก(4) จริยธรรม (Ethics)**

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7.4ก(5) สังคม (Society)

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7.5 ผลลัพธ์ด้านการเงิน ตลาด และกลยุทธ์

7.5ก. ผลลัพธ์ด้านงบประมาณ การเงิน และตลาด (ปีงบประมาณ)

7.5ก(1) ผลการดำเนินการด้านงบประมาณและการเงิน

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7.5ก(2) ผลการดำเนินการด้านตลาด

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7.5ข. ผลลัพธ์ด้านการนำกลยุทธ์ไปปฏิบัติ

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ตารางที่………………………………………………………………

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**หมายเหตุ :** การนับปีในการดำเนินการให้มีการนับดังนี้

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| --- | --- |
|  | **ปีที่นับ** |
| ด้านการศึกษา | ปีการศึกษา |
| ด้านการวิจัย บริการวิชาการ และทำนุบำรุงศิลปวัฒนธรรม | ปีงบประมาณ |
| ด้านผลงานทางวิชาการ งานตีพิมพ์ | ปีปฏิทิน |
| ด้านแผนกลยุทธ์ แผนปฏิบัติการ แผนความเสี่ยง | ปีงบประมาณ |
| ด้านงบประมาณ | ปีงบประมาณ |