

APPENDIX A

Questionnaire Outline

Questionnaire No.....
Date.....Month.....Year.....
Interviewee.....

Research Title: Dynamic Collaborations of the Ceramic Cluster

Part 1: General information of company (skip to no.3 if you are not a core firm)

Company name.....Cluster Name.....

Address.....

Years of business running.....year(s). Duration of being a cluster member.....year(s)

1. Which kind of ceramic product of your company (more than one answer is accepted)

- | | |
|---|-------------|
| <input type="checkbox"/> Table ware | Ratio.....% |
| <input type="checkbox"/> Hotel Accessory | Ratio.....% |
| <input type="checkbox"/> Spa Accessory | Ratio.....% |
| <input type="checkbox"/> Gift ware | Ratio.....% |
| <input type="checkbox"/> Garden ware | Ratio.....% |
| <input type="checkbox"/> Others (please specify)..... | Ratio.....% |

2. Which type of product manufacturing of your company (more than one answer is accepted)

- | | |
|--|-------------|
| <input type="checkbox"/> OEM: Original Equipment Manufacturing | Ratio.....% |
| <input type="checkbox"/> ODM: Original Design Manufacturing | Ratio.....% |
| <input type="checkbox"/> OBM: Original Branding Manufacturing | Ratio.....% |
| <input type="checkbox"/> Others (please specify)..... | Ratio.....% |

Part 2: Collaboration activities in the cluster

3. What is the major activities that you have done within your cluster

- Meeting or exchange information/ knowledge among members
- Seminar and excursion domestic or international

10. What periods that you sell the products and in what ratio?

- () March - June Ratio.....%
- () July - October Ratio.....%
- () November - February Ratio.....%

Events

11. What training and seminar that you attend and which month?

- () Marketing and exporting seminar Month
- () Manufacturing technology seminar Month
- () Energy seminar Month
- () Product design seminar Month
- () Others (please specify)..... Month

12. What ceramic fair exhibition that you attend and which month?

Domestic exhibition:

- () BIG&BIH in Bangkok Month
- () Lampang Ceramic Fair Month
- () Gift & souvenir in Chiang Mai Month
- () Others (please specify)..... Month

International exhibition:

- () AMBIENTE Germany Month
- () Hong Kong Fair Hong Kong Month
- () Cantan Fair Kuangzhou, China Month
- () Others (please specify)..... Month

13. What events that you want the MIS to support?

- () Itinerary and details of events: e.g. training and seminar event
- () Progression of business process cycle activities in cluster
- () Information about ceramic industry
- () Information about company functions
- () Others (please specify).....

APPENDIX B

KMS Specification

B.1. Requirement Specification

User Requirement Specification for the Dynamic Knowledge Management System

RS-1 Support Knowledge Creation

RS-1.1 Provide information

(Refer to FS-1.4, FS-1.6, FS-1.8 and FS-3.1)

- Add new event on cluster calendar
- Add new event on social network calendar
- Add new news on the push/pull news system

RS-2 Support Knowledge Sharing

RS-2.1 Push/Pull news system

(Refer to FS-2.1 and FS 2.4)

- Manage web board
- Subscribe/ unsubscribe files
- RSS Feeder

RS-2.2 Collaborative calendar system

(Refer to FS-3.1)

- Display events from the calendar

RS-2.3 Social Network System

(Refer to FS-1.4 and FS-2.3)

- Display social network members

RS-3 Support Knowledge Reuse

RS-3.1 Search opportunity

(Refer to FS-1.9, and FS-1.10)

- Display events from Calendar
- Display news

RS-4 Support Communication

(Refer to FS-3.2, FS-3.3)

- Send E-mail
- Send SMS

RS-5 Support Users' Personalization

(Refer to FS-1.1, FS-1.2 FS-1.3, FS 1.4, FS 1.5, FS-1.7 and FS-2.2)

- Customizable user information
- Customizable web design

- Customizable social network
- Customizable calendar view

B.2. Functional Specification

Functional Specification for Dynamic knowledge management system

FS-1 Response Functions

FS-1.1 Manage User

- User registration
- User login

FS-1.2 Update user profile

- User information
- Edit password
- Change personal photo

FS-1.3 Customize web design

- Background color
- Font color
- Table color

FS-1.4 Manage social network

- Invite new members to network
- Add/ delete members in network

FS-1.5 Manage links

- Select/ deselect preferred links

FS-1.6 Manage web board

- Add topics to web board
- Update/ delete topics to web board

FS-1.7 Manage applications

- Display/ not display calendar activities at homepage
- Display/ not display RSS at homepage
- Display/ not display download files at homepage

FS-1.8 Manage files

- Subscribe new files
- Delete subscribed files

FS-1.9 Dynamic search

- Search keyword from web board

FS-1.10 Dynamic FAQ

- View message from web board

FS-2 Time Functions**FS-2.1 Manage RSS Feed**

- Select/ deselect RSS

FS-2.2 Update web page content automatically

- Manage events involvements

FS-2.3 Feedback in social network

- Post messages in social network
- Delete message in social network
- Feedback to message in social network

FS-2.4 Feedback from posted web board

- Feedback to message in web board

FS-3 Events Functions**FS-3.1 Manage calendar**

- Add past activities to homepage
- Add new activities in calendar
- Update/ delete activities in calendar

FS-3.2 Send e-mail

- Send email to members in social network
- Send email to members in cluster

FS-3.3 Send SMS

- Send SMS

B.3. Test Specification

Test Specification for the Dynamic Knowledge Management System for Cluster

B.3.1. Functional Test Specification**1. Test Number:** FT-01**2. Test Name:** Functional Test**3. Test Description:**

- Functional test done by core users, CDA user and supporting users.

4. Assumption:

- Attendants are expert who participated in JAD session and experts who have domain knowledge in the case study.

5. Test Case Examples:

- System capability on the dynamic functions: response, time and events

6. Feed Back:

Issues	Proper	Fair	Poor	Comment
FT-1 Response Functions				
FT-1.1 Manage User				
FT-1.2 Update user profile				
FT-1.3 Customize web design				
FT-1.4 Manage social network				
FT-1.5 Manage links				
FT-1.6 Manage web board				
FT-1.7 Manage applications				
FT-1.8 Manage files				
FT-1.9 Dynamic search				
FT-1.10 Dynamic FAQ				
FT-2 Time Functions				
FT-2.1 Manage RSS Feed				
FT-2.2 Update web page content				
FT-2.3 Feedback in social network				
FT-2.4 Feedback from posted web				
FT-3 Events Function				
FT-3.1 Manage calendar				
FT-3.2 Send e-mail				
FT-3.3 Send SMS				
FT-3.4 Subscribe news				

7. Questions: N/A

8. Logging System: Sound Recorder

B.3.2. Operational Test Specification

1. Test Number: OT-01

2. Test Name: Operational Test

3. Test Description:

- Operational Test done by cluster members on real environment.

4. Assumption:

- Attendants are core users, CDA, experts and knowledge workers who participate in activities.

5. Test Case Examples:

New product development: the scenario of 1-to-1 relationship cluster

- Before production (Preparation, Meeting, Follow up)
- After production (Preparation, Meeting, Follow up)
- Next production (Decision, Problem solving)

(Follow to the sequence diagram)

6. Feed Back:

Issues	Proper	Fair	Poor	Comment
OT-1 Before production				
...				
OT-2 After production				
...				
OT-3 Next production				
...				

7. Questions: N/A

8. Logging System: Sound Recorder

CURRICULUM VITAE

Name Mr. Atichart Harncharnchai

Date of Birth September 30th, 1962

Education Bachelor of Science (Mathematics),
Kasetsart University, Bangkok, Thailand, 1984

Master of Business Administration (Management Information System),
New York Institute of Technology, New York, U.S.A., 1989

Doctor of Philosophy Candidated (Knowledge Management),
Chiang Mai University, Chiang Mai, Thailand, 2007-Present

Employment Computer Programmer, Thai Farmers Bank Co., Ltd.,
Bangkok, Thailand, 1985-1986

Financial Analyst, Thai Airways International Co., Ltd.,
Bangkok, Thailand, 1989-1991

ลิขสิทธิ์ © by Chiang Mai University

All rights reserved

Lecturer, Department of Computer Information Systems,
Yonok University, Lampang, Thailand, 1992-Present

Publication A. Harncharnchai and N. Chakpitak, “Double Spiral Model for Knowledge Capture in the Design of Knowledge-based System”, In Proceedings of International Conference on E-Tech (E-Tech 2009), 8-10 January 2009, Singapore, pp. 2735-2744.

A. Harncharnchai and R. Derrauiche, “Implementation of Social Network Application to Provide Dynamic Knowledge Management for Cluster: Case Study of Google Groups Software”, In Proceedings of International Conference on Software, Knowledge, Information Management and Applications (SKIMA 2009), 21-23 October 2009, Fez, Morocco, pp. 14-20.