

ABSTRACT

THE INFLUENCE OF *TOTAL QUALITY MANAGEMENT* APPLICATION ON THE LEVEL OF PRODUCT'S QUALITY

(A Case study at PT Lembah Karya, Padang)

Hermansyah

SANATA DHARMA UNIVERSITY

2005

This study aimed to know whether the application of *total quality management* can raise the product's quality. The data were gathered using interview process and documentation.

The research procedures to answer the problem were:

1. Counting the defective products
2. Counting the percentage of the defective product before and after the application of *Total Quality Management*
3. The data were analyzed using the hypothesis test of differences means of small-independent samples

Based on the result of the study statically, the result was: calculated t was 34 and t table was 1.717. Because the calculated t was higher than t table, therefore, H_0 was rejected.

Meaning that there was difference in the number of defective products before and after the application of *Total Quality Management*. Thus, the application of *Total Quality Management* can raise the level of product quality.