

ABSTRAK

EVALUASI PENERAPAN TOTAL QUALITY MANAGEMENT Studi Kasus Pada Departemen Produksi PT. Sari Husada Tbk. Unit II Desa Kemudo Prambanan Klaten

Erwin Pademme
Universitas Sanata Dharma
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Penelitian ini bertujuan untuk mengetahui sejauh mana PT. Sari Husada Tbk. Unit II Desa Kemudo Prambanan Klaten telah menerapkan prinsip dan unsur pokok TQM, serta persyaratan implementasi TQM untuk meningkatkan daya saing.

Pengumpulan data dilakukan dengan teknik wawancara, kuesioner dan dokumentasi. Teknik analisis data dilakukan dengan teknik kualitatif dengan persentase yang ditujukan untuk karyawan bagian produksi berdasarkan prinsip TQM, untuk konsumen berdasarkan tingkat kepuasan, dan untuk manajer produksi berdasarkan unsur pokok TQM dan persyaratan implementasi.

Berdasarkan hasil penelitian dan analisis data dapat diketahui bahwa perusahaan telah menerapkan sebagian besar prinsip dan unsur pokok TQM, serta persyaratan implementasi TQM untuk meningkatkan daya saing dan mempunyai prosedur sistem mutu yang berlaku mulai tanggal 2 Maret 1996. Dengan demikian, perusahaan telah mempunyai fokus pada pelanggan, obsesi terhadap kualitas, pendekatan ilmiah, kerjasama tim, perbaikan berkesinambungan, pendidikan dan pelatihan, kebebasan yang terkendali, kesatuan tujuan, adanya keterlibatan dan pemberdayaan karyawan

ABSTRACT

EVALUATING THE IMPLEMENTATION OF TOTAL QUALITY MANAGEMENT

**A Case Study at Department of Production PT. Sari Husada Tbk. Unit II
Kemudo Prambanan Klaten**

Erwin Pademme

Sanata Dharma University

Yogyakarta

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The purpose of the reseach was to know to what extent PT. Sari Husada Tbk. Unit II Kemudo Village Prambanan Klaten had implemented the principals and main elements of TQM, and also the implementation's requisites of TQM for increasing it's competitiveness.

Collecting of data was conducted by technique of interview, questionnaires and documentation. Technique of data analysis was conducted by qualitative technique by presentation addressed to the employees in production department based on the principals of TQM, to consumer based on the level of satisfaction, and to production manager based on main principals of TQM and implementation's requisites.

Based on the result of this study and data analysis, it could be concluded that the company had implemented most of main principals and element of TQM, also implementation's requisites of TQM for increasing competitive power and had the procedure of quality system that valid from March 2nd 1996. By such condition, the company has had focused to the clients, obsession to quality, scientific approach, team working, continuous repairing, training and education, controlled freedom, uniformity of purpose, the presence of involvement and employee's outsourcing.