

ABSTRAK

EVALUASI *TOTAL QUALITY MANAGEMENT* TERHADAP BIAYA KUALITAS

Studi Kasus Pada Pertenunan Santa Maria, Boro

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2003

Tujuan dari penelitian ini adalah untuk mengetahui: 1) Apakah pertenunan Santa Maria sudah mengimplementasikan *total quality management*, dan 2) Jika pertenunan Santa Maria sudah mengimplementasikan *total quality management*, apakah *total quality management* berpengaruh signifikan terhadap biaya kualitas.

Pengumpulan data dilakukan dengan metode dokumentasi, wawancara, observasi, dan kuesioner. Teknik analisis data untuk masalah pertama dilakukan dengan metode kualitatif dengan menyusun kuesioner yang ditujukan untuk manajer tentang persyaratan implementasi *total quality management* dan fase-fase implementasi *total quality management*. Persyaratan implementasi *total quality management* itu meliputi: komitmen dari manajemen puncak, komitmen atas sumber daya yang dibutuhkan, *organizational-wide steering committee*, perencanaan dan publikasi, infrastruktur yang mendukung penyebaran dan perbaikan berkesinambungan. Fase-fase implementasi *total quality management* meliputi fase persiapan, fase perencanaan dan fase pelaksanaan. Teknik analisis data untuk masalah yang kedua digunakan analisis regresi.

Dari hasil evaluasi kuesioner dapat diketahui bahwa secara umum perusahaan sudah memenuhi persyaratan implementasikan *total quality management* kecuali dalam dua hal. Dua hal tersebut prosedur kerja yang kurang efektif dan belum ada perencanaan penggantian mesin baru. Pertununan Santa Maria juga sudah melaksanakan fase-fase implementasi *total quality management*, kecuali belum diadakan sesi pembentukan tim, komposisi tim, pelatihan tim, penggiatan tim dan belum mengidentifikasi infrastruktur yang ada. Hasil analisis yang kedua menunjukkan bahwa terdapat pengaruh signifikan *total quality management* terhadap biaya kualitas, hal ini dapat dibuktikan dengan perhitungan SPSS *for windows* yang menghasilkan perhitungan $t_0 = 8.871$ sedangkan $t_A = 2,132$, karena $t_0 > t_A$ maka H_0 dapat ditolak .

ABSTRACT

THE EVALUATION ON *TOTAL QUALITY MANAGEMENT* TOWARD QUALITY COST A Case Study at Santa Maria Textile Mill, Boro

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This research aimed at understanding: 1) Whether Santa Maria textile mill has already implemented total quality management, and 2) If Santa Maria textile mill has already implemented total quality management, was the total quality management has a significant influence on quality cost.

Data collection was conducted with documentation, interview, observation, and questioner methods. Data analysis technique for the first research problem statement was a conducted with qualitative method by preparing questioner for managers consisting questions on the requirements of total quality management implementation and the phases of total quality management implementation. Those requirements of total quality management implementation includes: commitment of top management, commitment over needed resources, organizational-wide steering committee, planning and publication, infrastructure for a sustainable growth and progress. The phases of total quality management implementation includes preparation phase, planning phase, and implementation phase. Data analysis technique for the research second problem was regression analysis.

Result of the questioner evaluation indicated that the, company has met the requirements of total quality management implementation, except in two areas. Those two were the less-effective working procedures, and that there was no planning of machine replacement. Santa Maria textile mill has also carried out the phases of total quality management implementation, except there was no team work building, team work composition, training, team encouragement and no identification of the existing infrastructures. The second analysis results showed that there was a significant influence of total quality management on the quality cost. This was indicated by the calculation of SPSS that the t_0 calculation = 8.871 whereas $t_A = 2.132$. Due to $t_0 > t_A$, then H_0 was rejected.