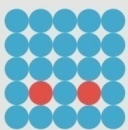




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MB-IPB
Program Pascasarjana Manajemen dan Bisnis
Institut Pertanian Bogor

Abstract

The study of Total Quality Management (TQM) in PT. XYZ

Firdaus Irvan Farisi

The purpose of this study was to learn and evaluate TQM's implementation in PT. XYZ, analyse the problems and choose critical factors of TQM's implementation, and also design problem solving concept and strategy to improve TQM. This study uses descriptical approach and quantitative analysis by spreading purposive sampling questionnaire with some of expert respondents. Data analysed with fish bone diagram, Quality Fuction Deployment (QFD), 5W + 1H concept, and Analitical Hierarchy Procces (AHP) method. The result of this study showed that TQM's implementation generally was medium, except the atributes of top labour participation and goal orientation. In other hand, quality management assessment also had good result. Problems analysis of TQM by fish bone diagram found that the principal problem was unoptimal quality management assessment. The 3th biggest priorities in technical responces of TQM's implementation by using QFD method were: (i) quality commitment, (ii) strategic planning, and (iii) continuous improvement. The best strategy to improve TQM is doing Standart Operating Procedure (SOP) consistantly, then reform the TQM at the present, and bechmark TQM from other company. The model design of TQM's implementation to doing strategy that can be recommend to PT. XYZ is based on that 3th biggest priorities in technical responces.

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