

Faktor-Faktor Kritis dalam Sistem Manajemen Mutu ISO 9001 untuk Peningkatan Daya Saing Jasa Konstruksi Indonesia

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Abstrak

Along with the tendencies of Indonesian construction companies in getting the Quality Management System (QMS) certification as an impact of the prerequisite needed in project tender mechanism and the awareness of internal companies QMS blueprint improvement in continual improvement concept, also emerge construction companies stakeholder critical question, that is if the companies which had already adopted and executed QMS like ISO 9001 will had a better competitiveness. This research proves theoretically and statistically about significant correlation between better competitiveness and Critical Success Factor (CSF) in QMS.