

Implementasi sistem manajemen kualitas ISO 9001:2008 klausul 8 (pengukuran, analisis, dan perbaikan) pada proyek konstruksi: studi kasus Proyek Tamansari Panoramic Apartment PT Wika Realty = Implementation of quality management system ISO 9001:2008 clause 8 (measurement, analysis and improvement) on construction projects: case study Tamansari Panoramic Apartment PT Wika Realty

Lin Isnia Rini, author

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Abstrak

Penelitian ini akan membahas mengenai implementasi sistem manajemen kualitas ISO 9001:2008 Klausul 8 (pengukuran, analisis, dan perbaikan) pada proyek konstruksi yaitu proyek Tamansari Panoramic Apartment PT Wika Realty. Analisis dilakukan dengan melakukan perbandingan antara standar ISO 9001:2008 Klausul 8 dengan implementasinya pada proyek Tamansari Panoramic Apartment PT Wika Realty. Penelitian dilakukan dengan melakukan wawancara, observasi data, dan studi literatur. Penelitian difokuskan pada kesesuaian Klausul 8 (pengukuran, analisis, dan perbaikan) pada dokumen proses yang digunakan sebagai pedoman dalam mencapai keefektifan pelaksanaan proyek. Hasil dari analisis penelitian ini adalah telah diterapkannya sistem manajemen kualitas ISO 9001:2008 Klausul 8 (pengukuran, analisis, dan perbaikan), namun terdapat implementasi yang belum sepenuhnya dilakukan dan secara konsisten diterapkan. Hal tersebut karena adanya pemahaman prosedur yang rendah, terjadi ketidakseimbangan antara jumlah karyawan dengan kompleksitas pekerjaan, serta kurangnya komitmen karyawan dalam melaksanakan prosedur kerja. Sementara untuk faktor kunci keberhasilan, ditemukan bahwa faktor kunci keberhasilan biaya telah memberikan dampak positif pada efisiensi biaya, sedangkan untuk komitmen dan budaya belum dilakukan dengan baik.

.....This study was conducted to know about the implementation of quality management system ISO 9001: 2008 Clause 8 (measurement, analysis, and improvement) on the construction project, that is Tamansari Panoramic Apartment PT Wika Realty. The analysis of this study was performed by a comparison between the standard of ISO 9001: 2008 Clause 8 with the implementation of the Tamansari Panoramic Apartment PT Wika Realty's project. The process of data collection in this study is done through interviews, observation data, and literature study. The study focused on the suitability of Clause 8 (measurement, analysis and improvement) to the documents which was used as guidance in achieving the effectiveness of project implementation. The results from this study showed that the quality management system ISO 9001: 2008 Clause 8 (measurement, analysis and improvement) has been implemented on Tamansari Panoramic Apartment PT Wika Realty's construction project, however it has not been done completely or comprehensively. This is due to the low understanding of the procedure, imbalance between the number of employees with job complexity, and a lack of employee's commitment in carrying out procedures. As for the key of success factors, this study was found that the success of cost management had a positive impact on the efficiency. While on the other hand, the commitment and work culture has not been implemented properly.