

Desain sistem monitoring kualitas untuk pemasok material perusahaan rokok dengan menggunakan konsep TQM = Design quality monitoring system for raw material supplier of cigarette company using TQM concept

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Abstrak

[ABSTRAK

Kompetisi bisnis saat ini tidak lagi persaingan antar individu perusahaan namun sudah melibatkan dynamic supply dan jaringannya, sehingga pemasok ikut memberikan peranan dalam kesuksesan suatu perusahaan dalam persaingan bisnis. Salah satu indikator peranan pemasok terletak pada kualitas bahan baku yang dipasok ke perusahaan, untuk itu memonitor dan meningkatkan kualitas bahan baku menjadi hal yang penting untuk ikut menentukan performa perusahaan terutama terhadap kualitas produk yang dihasilkan. Setiap perusahaan memiliki cara untuk meningkatkan kualitas bahan baku, salah satunya dengan menciptakan sistem monitoring kualitas atau prosedur kerja yang dapat memastikan dan meningkatkan kualitas bahan baku. Sistem monitoring kualitas yang diterapkan di T. X sebagai tempat penelitian belumcukup responsif dan belum mempertimbangkan sisi kritikal suatu non conformity karena hanya dilihat dari sisi jumlah non conformity yang ada dengan penanganan menggunakan Supplier Correction Action Request (SCAR) form untuk semua tipe non conformity, sedangkan untuk non conformity yang kritikal perlu menunggu keputusan manajemen. Dalam penelitian ini, dihasilkan sistem monitoring kualitas berupa prosedur kerja yang lebih responsif dengan mengklasifikasikan tipe non conformity berdasarkan tingkat kritikalnya menggunakan pendekatan Total Quality Management (TQM). Penggunaan fishbone diagram, Failure Mode and Effect Analysis (FMEA), dan Quality Function Deployment (QFD) membuat hasil sistem monitoring kualitas yang berupa prosedur kerja menjadi lebih dapat dipercaya untuk dapat meningkatkan efektifitas penanganan non conformity bahan baku yang terjadi.

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ABSTRACT

Business Competition is no longer the competition between individual companies but already involve dynamic supply and network, thus supplier help provide role in the success of company in the business competition. One indicator of the role of the supplier lies in the quality of raw material supplied to the company, based on that monitoring and improving the quality of raw material becomes important to participate in determining the performance of the company mainly to the quality of products produced. Each company has a way to improve the quality of raw maetrial, one of them by creating a quality monitoring system or work procedures than can

ensure and improve the quality of the raw material. Quality monitoring system which currently applied in PT. X has not sufficiently responsive and not consider the criticality of non conformity because only consider the number of non conformity with the handling of using Supplier Corrective Action Request (SCAR) form for all types of non-conformity, while for critical non conformity need to wait management decisions In this research, produced quality monitoring system in the form of working procedure more responsive by classify non conformity based on the level of criticality with Total Quality Management (TQM) approach. Use fishbone diagram, Failure Mode and Effect Analysis (FMEA), and Quality Function Deployment (QFD) make the quality monitoring tool in the form of work procedures become more trustworthy in order to improve the effectiveness of the handling of non conformity bahan baku, Business Competition is no longer the competition between individual companies

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