

Evaluasi sistem manajemen mutu berbasis risk pada proses perencanaan jembatan di lingkungan Direktorat Jembatan Kementerian PUPR = Risk based evaluation of quality management system of bridge designing process in bridge directorate ministry of public work and housing / Adhelia Putri Firdauzi

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Abstrak

Beberapa perencanaan jembatan di Indonesia mengalami kegagalan dalam memenuhi sasaran mutu. Hal tersebut terjadi dikarenakan sistem manajemen mutu perencanaan jembatan belum dikembangkan berbasis risiko. Oleh karena itu, dalam penelitian ini dikembangkan sistem manajemen mutu perencanaan jembatan yang berbasis risiko di lingkungan Direktorat Jembatan. Penelitian ini menggunakan data primer dan sekunder yang didapatkan dari arsip dan kuesioner. Metode analisis yang digunakan adalah gap analysis serta qualitative risk analysis untuk mengetahui risiko tertinggi pada proses perencanaan jembatan yang digunakan untuk pengembangan sistem manajemen mutu. Hasil penelitian didapatkan 10 kegiatan proses perencanaan jembatan, 7 risiko tertinggi pada proses perencanaan jembatan, dan 6 tindakan pengembangan terhadap SMM Perencanaan Jembatan.

.....Several bridge designing projects in Indonesia failed in fullfilling quality objectives. This problem occured because of the quality management system of bridge designing was not developed based on risks. Therefore, in this research, is developed a risk based quality management system for bridge designing in Bridge Directorate. This research uses primary and secondary data which is obtained from archives and questionnaires. The analysis method are gap analysis and qualitative risk analysis that are used to identify the highest risks of bridge designing process and which result are used to develop a risk based quality management system for bridge designing. The results of this research are 10 bridge designing activities, 7 highest risk of bridge designing process, and 6 risk based improvements of the bridge quality management system.