

## Penerapan prinsip manajemen kualitas di poli umum puskesmas kecamatan tebet jakarta selatan./ Agus Fitri Angga

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### Abstrak

Poli Umum Puskesmas Kecamatan Tebet telah melaksanakan prinsip manajemen kualitas sesuai klausul persyaratan ISO 9001:2000. Namun, pada tahun

2005, masih terdapat masalah yang mengganggu pelayanan bermutu yang diberikan. Tujuan penelitian ini mendapat gambaran penerapan delapan prinsip

manajemen kualitas sistem manajemen mutu ISO 9001:2000 di Poli Umum Puskesmas Kecamatan Tebet.

Metode yang digunakan adalah kualitatif studi ka-

sus dengan analisis dokumen, wawancara mendalam, dan observasi. Prinsip terfokus pelanggan diterapkan dengan melakukan survey kepuasan pelang-

gan dan temu pelanggan secara rutin. Prinsip kepemimpinan diterapkan melalui motivasi, rapat tinjauan manajemen secara rutin. Prinsip keterlibatan se-

mua diterapkan dengan memberi kesempatan petugas poli umum dalam pengambilan keputusan serta mengikuti pendidikan dan pelatihan. Prinsip pen-

dekatan proses mengacu pada hasil pencapaian sasaran mutu poli umum yang ditetapkan. Prinsip pendekatan sistem manajemen dalam bentuk penetapan

prosedur mutu di poli umum. Prinsip perbaikan terus menerus diterapkan berdasarkan hasil survei dan temuan yang tidak sesuai. Prinsip pengambilan kepu-

tusan berdasarkan fakta mengacu hasil survey kepuasan pelanggan, audit internal dan eksternal, sehingga dihasilkan keputusan akurat. Hubungan saling

menguntungkan antara Puskesmas Kecamatan Tebet dengan pemasok regulasi meliputi Dinas Kesehatan Provinsi DKI Jakarta dan Suku Dinas Kesehatan

Masyarakat Kodya Jakarta Selatan.

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The general polyclinic at Tebet Community Health Center, South Jakarta has already implemented quality management principles based on ISO 9001:2000.

However, it was noted in 2005 that the implementation was hindered by several constraints. The objective of this study is to describe the implementation of

eight principles of ISO 9001:2000 quality management system in general polyclinic at Tebet Community

Health Center, South Jakarta. Methods used in this

study is qualitative through document analysis, in-depth interview and observation. Client focus principles was applied through client satisfaction survey and

routine client meeting. Leadership principle was applied through motivational support and routine management review meeting. Involvement principle was

applied by providing opportunity for all personnel in decision making and attending further education and training. Process approach principle was applied

by referring to quality output accomplishment. Systemic approach principle was applied by determination of quality management procedure. Continuous improvement principle was applied through revision based on survey results and findings. Fact-based decision making principle was applied through utilisation

of survey and audit (both internal and external) results in the decision making process to produce accurate decisions. The study also found a mutually benefit relationship between Tebet Community Health Center and regulators including DKI Jakarta Health Office and Sub-office of Public Health of South Jakarta

City.