

## L'evaluation d'implementation systeme de management de la qualite iso 9001 : 2000 dans l'entreprise de manufacture de meuble de la cuisine

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### Abstrak

**ABSTRACT**

The implementation of quality management system ISO 9001: 2000 is a strategic step of the enterprise to deliver the product and service with high quality to its customer. The reason is because the the satisfaction of consumers is the main goal of organization because it is significant in determining the survival of the company.

PT. X as a company which involve in the furniture industri especially in production of Kitchen Set and Wardrobe decided to adopt the Quality Management System ISO 9001:2000 to improve the performance of its product and process, aimed to enhance the client satisfaction. By implementing this system, the company is encouraged to make continoual improvements.

The goal of this research is to investigate how far the actual performance of the company is by doing measurement on some indicators of performance 'such as the level of product defect, percentage of the delivery on time, and the level of the costumer satisfaction concerning the over-all performance of the company: quality of product, design, working methode during the installation process in the client's premises. The result of this measurement is compared with the Quality objectives as a barometer which determine whether the performance of the organization has been suitable

Based on the result of this research during June until August 2004, we find that:

1. The level of the product defect is 2.10% in June, 4.85% in July and 2.93% in August
2. The level of the delivery on time in June is 13.11% and 20% in July
3. The Level of the customer satisfaction is 85.51 % based on the questioner distributed to the client in January-March 2004 by Marketing Department.

Based on the result of the actual performance of the company, compared to the Quality objective, the writer

give some recommendations:

1. The company, need to make bussiness process reengineering to help the company to ddiver product on time to the customer ..
2. To enhance the availability of the raw material in tenns of quantity and quality to prevent the lateness of production schedule
3. The company should analyze the consuments satisfaction on the regular basis to help to know the input for the performance improvement quickly and improve the customer satisfaction.