

Pengembangan Sistem Manajemen Mutu Proses Pengadaan Jasa Konstruksi untuk Meningkatkan Kualitas Kinerja Kontraktor di Lingkungan Universitas Indonesia = Development of Quality Management System for Construction Services Procurement to Improve The Quality of Contractor Performance in Universitas Indonesia.

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Abstrak

ABSTRAK

Perkerjaan konstruksi merupakan salah satu jenis pekerjaan yang masuk dalam Indikator Kinerja Utama dalam Rencana Strategis UI, untuk menunjang sarana dan prasarana pembelajaran dan riset. Namun dalam prakteknya, pelaksanaan pekerjaan konstruksi di UI tidak selalu berhasil sesuai dengan yang direncanakan/diharapkan. Maka, penelitian ini bertujuan untuk mengembangkan SMM Proses Pengadaan Jasa Konstruksi. Penelitian menggunakan data primer dan sekunder berupa arsip dan kuesioner. Metode penelitian menggunakan Analisa Risiko Kualitatif untuk menentukan risiko tertinggi, kemudian berdasarkan respon risiko dilakukan Analisis Tindakan Pengembangan SMM. Hasil penelitian didapatkan 6 Proses Bisnis, 36 Kegiatan, dengan 66 Sasaran Mutu Proses Pengadaan Jasa Konstruksi di Universitas Indonesia. Terdapat 11 risiko tertinggi, sehingga dilakukan 23 tindakan pengembangan SMM.

ABSTRACT

Construction work was one of Key Performance Indicators (KPI) that stated in Universitas Indonesia (UI) Strategic Plan, to support learning and research facilities and infrastructure. However, in the practice, the construction work implementation in UI was not always in line with the plan/expectation. This research aims to develop the Quality Management System (QMS) for the Construction Services Procurement Process to Improve the Quality of Contractor Performance in Universitas Indonesia. The study uses primary and secondary data consisting of archives and questionnaires. The research method uses Qualitative Risk Analysis to determine the highest risk, then based on the risk response the QMS Development Action Analysis is performed. The results of the study were obtained 6 Business Processes, 36 Activities, with 66 Quality Objectives of the Construction Services Procurement Process at the Universitas Indonesia. There are 11 highest risks, so there are 23 SMM development actions taken.