

## ABSTRAK

Nama : Ratih Ajeng Widati H.  
Program Studi : Magister Teknik Sipil  
Judul : Pengaruh Penerapan *Managemant Quality* Berbasis ISO  
Dalam Mempercepat *Collection Periode* (Studi Kasus PT  
KBI)

Keterlambatan proses pembayaran dalam pekerjaan konstruksi yang dikarenakan keterlambatan proses konstruksi akan berpengaruh pada *collection periode perusahaan*. Dalam hal ini penerapan *management quality* berbasis ISO diharapkan dapat mempercepat proses *collection periode*. Pada penelitian ini dilakukan analisa terhadap 21 responden dengan metode wawancara dan kuesioner menggunakan uji validitas reabilitas, karakteristik responden, deskripsi, AHP dan korelasi. Dari hasil analisa didapatkan bahwa variabel *quality management* berbasis ISO yang paling berpengaruh terhadap kinerja waktu *collection periode* adalah proses pendaftaran dokumentasi dalam induk dokumentasi dan pelaksanaan inspeksi dan atau pengujian terhadap hasil pekerjaan akhir sebelum dilakukan serah terima kepada pemilik proyek.

Kata kunci : *Management Quality, ISO, Collection Periode*

## ABSTRACT

Name : Ratih Ajeng Widati H.  
Study Program : Magister Teknik Sipil  
Title : The Effect Of ISO For Quality Management To Improve  
Collection Periode  
(Case Study : PT KBI)

The delays of payment process in construction work that caused by the delays of construction process will influence company's collection period. In this case, quality management based of ISO have been expected to advancing the collection period. There will be 21 of response in this research that will analyzed by interview method, and the quisionaire will tested by reliability and validity test, response characteristic, descriptive, Analytic Hierarchy Process (AHP), and correlation. From the analysis will be resulted variable of quality based of ISO which the most potential to influence time performance of collection period are the process of documentation's registration in master documentation and implementation of inspection and/or the test of the last task before hand over to the project owner being done.

Keyword : *Quality Management, ISO, Collection Periode*