IMPLEMENTATION OF TOTAL QUALITY MANAGEMENT IN THE PRODUCTION OF FROZEN SHRIMP PROCESSING IN PT. INDOKOM PERSADA

By

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ABSTRACT

In the era of globalization, the concept of quality as an important criterion for judging the success of the organization. Important argument presented in the company's quality management. Among the large number of models of quality management has been allocated in the Total Quality Management (TQM) and quality control system. Based on the principles, methods and tools as well as the business process lifecycle can create a conceptual model of TQM. In writing this essay, the object is the meticulous research on the implementation of Total Quality Management in the production of Frozen Shrimp processing in PT. Indokom Samudra Persada. PT. Indokom Samudra Persada is one of the frozen shrimp export company in Indonesia, especially in Lampung. The method used is a case study approach to data collection techniques of field research and literature research. Primary data obtained by conducting interviews and observations. While secondary data obtained from literatures related to the problem being studied. Based on the results of research and discussion that has been done, can expressed that the adoption of TQM at PT. Indokom Samudra Persada is adequate. Thus, in general it can be concluded that PT. Indokom Samudra Persada has been applying TQM well. The application of TQM has become essential for the PT. Indokom Samudra Persada particularly in enhancing the competitiveness with other similar companies.

Keywords: quality management, total quality management, quality control,..