

## **ABSTRAK**

### **IMPLEMENTASI *TOTAL QUALITY MANAGEMENT* (TQM) (Studi Kasus di SMK Negeri 1 Metro)**

**Oleh**

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Penelitian ini bertujuan untuk menganalisis dan mendeskripsikan: perencanaan, pelaksanaan, pengecekan, dan tindak lanjut dalam *Total Quality Management* di SMK Negeri 1 Metro. Penelitian ini menggunakan rancangan studi kasus dengan pendekatan kualitatif. Sumber data meliputi kepala sekolah, wakil kepala bidang kurikulum, wakil kepala bidang kesiswaan, wakil kepala bidang humas, wakil manajemen mutu, guru, orangtua, peserta didik, alumni dan mitra industri. Penentuan informan dalam penelitian ini dilakukan dengan teknik *purposive sampling*. Selain itu, data penelitian diperoleh dari dokumen-dokumen yang terkait dalam pelaksanaan TQM di SMK Negeri 1 Metro. Teknik pengumpulan data yang digunakan adalah wawancara, observasi, dan studi dokumen. Penelitian ini menggunakan teknik analisis data kualitatif dengan model induktif. Hasil penelitian ini menunjukkan bahwa (1) perencanaan dalam TQM ditunjukkan dengan merencanakan kebutuhan pelanggannya melalui komunikasi dua arah dan dituangkan dalam RPS. (2) kebutuhan pelanggan dilaksanakan dengan menyediakan fasilitas berdasarkan kompetensi dan membuat semua personil terlibat dalam pencapaian visi dan misi sekolah. (3) pengecekan kinerja sistem manajemen dengan memantau informasi berkaitan pemenuhan kebutuhan pelanggan, serta pemeriksaan evaluasi pembelajaran melalui penilaian harian dan penilaian semester. (4) menindaklanjuti kebutuhan pendidik dan staf dengan mengadakan pengembangan pengetahuan dan keterampilan, serta menindaklanjuti pengembangan program penelusuran alumni.

Kata kunci: TQM, SMK Negeri 1 Metro, peningkatan mutu

## **ABSTRACT**

### **IMPLEMENTATION OF TOTAL QUALITY MANAGEMENT (TQM) (a Case Study in State Vocational High School 1 Metro)**

**By**

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This research aims to analyze and describe: planning, implementation, checking, and follow up in Total Quality Management at SMK Negeri 1 Metro. This research uses a case study design with a qualitative approach. Sources of data include school principals, deputy heads of curriculum, deputy heads of student affairs, deputy heads of public relations, representatives of quality management, teachers, parents, students, alumni and industry partners. Determination of informants in this study was carried out by purposive sampling technique. In addition, research data were obtained from documents related to the implementation of TQM at SMK Negeri 1 Metro. The data collection techniques used were interviews, observation, and document studies. This study uses qualitative data analysis techniques with an inductive model. The results of this study show that (1) planning in TQM is indicated by planning the needs of its customers through two way communication and stated in the RPS. (2) customer needs are implemented by providing facilities based on competence and making all personnel involved in achieving the school's vision and mission. (3) checking the performance of the management system by monitoring information related to meeting customer needs, as well as examining learning evaluations through daily assessments and semester assessments. (4) following up on the needs of educators and staff by developing knowledge and skills, as well as following up on the development of alumni tracking programs.

**Keywords:** TQM, State Vocational High School 1 Metro, quality improvement