

ABSTRAK

PT SUMBER TIRTAHOKINDO, adalah salah satu perusahaan kontraktor sistem pengolahan air bersih dan air minum, pengolahan limbah industri dan domestik, ahli mekanik, ahli listrik, dan industri fiberglass. Modal yang besar, banyak pegawai, dan teknologi yang canggih bukanlah jaminan masa depan yang cerah bagi PT Sumber Tirtahokindo karena persaingan dalam dunia usaha menuntut masing – masing memperkuat pondasi perusahaannya dalam merebut hati pelanggan. Sistem manajemen mutu memberikan kepuasan kepada pelanggan dengan cara memproduksi barang sesuai dengan standar yang telah dibakukan. Syarat utama sebelum menerapkan sistem manajemen mutu yaitu perusahaan harus memilih standar sistem manajemen mutu yang sesuai dengan kebutuhan pelanggan. Sistem manajemen mutu ISO 9001:2008 dipilih oleh PT Sumber Tirtahokindo karena persyaratan dalam mendapatkan tender dari pelanggan adalah perusahaan yang bersertifikasi. Kunci keberhasilan sistem manajemen mutu ISO 9001:2008 yang harus dipenuhi PT Sumber Tirtahokindo terdiri dari Tanggung Jawab Manajemen, Manajemen Sumber Daya, Realisasi Produk, dan Pengukuran, Analisis, dan Perbaikan. Dalam rangka mengidentifikasi antara sistem manajemen mutu PT Sumber Tirtahokindo dan sistem manajemen mutu ISO 9001:2008 maka digunakan alat analisis kesenjangan (*GAP analysis*). Setelah diketahui perbedaannya, maka dapat diberikan usulan berupa tahapan – tahapan untuk menerapkan sistem manajemen mutu ISO 9001:2008 berdasarkan pada prosedur terdokumentasi, mulai dari sosialisasi, dokumentasi, implementasi, dan audit internal. Dengan demikian, PT Sumber Tirtahokindo perlu menyusun prosedur – prosedur sehingga nantinya dapat meningkatkan kepuasan pelanggan dan menunjang keberlangsungan perusahaan.

ABSTRACT

PT SUMBER TIRTAHOKINDO, is one of the contractor companies in processing system of clean water and drinking water, industrial and domestic waste treatment, mechanic specialist, electrician, and fibreglass industry. Substantial capital, numerous employees, and advanced technology is not guarantee of the bright future for PT Sumber Tirtahokindo since the competition in business sector requires each of them to reinforce the company foundation to capture costumers interest. Quality management system gives satisfaction to the customers by producing goods in accordance with the standards that have been standardized. The main requirement before implementing the quality management system is the company should choose the standard of quality management system in accordance with customer necessities. Quality management system of ISO 9001:2008 was choosen by PT Sumber Tirtahokindo since the requirements in obtaining the tender from the customer is a certified company. The successfulness key of the quality management system of ISO 9001:2008 that must be met by PT Sumber Tirtahokindo included: Management Responsibility, Resource Management, Product Realization, and Measurement, Analysis, and Improvement. In order to identify between the quality management system of PT Sumber Tirtahokindo and quality management system of ISO 9001:2008, then the GAP analysis was used. Having known the differences, then it can be determined the proposal in form of the stages to implement quality management system of ISO 9001:2008, based on documented procedures, ranging from socialization, documentation, implementation, and internal audit. Thus, PT Sumber Tirtahokindo needs to establish procedures that later will improve customer satisfaction and support the sustainability of the company.