



THE IMPORTANCE OF QUALITY MANAGEMENT IN MANUFATURING COMPANY

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ABSTRACT

The importance of quality management in manufacturing company includes all activities carried out by organization to direct, control and coordinate the quality. Implementation of quality management is to achieve organization goals and objective. The successful of the company is measured by maximizing customer satisfaction at the lower cost while continuing the process improvement. Thus, this research attempts to identify the level of awareness of the importance of quality management moderated by the demographic variables gender, age, position and number of work. Quantitative approach is adopted for this research and sample of respondents is collected through questionnaires method.

RESEARCH PROBLEM

Having bad teamwork that do not aware about the importance of quality management will give the negative effect to implement the quality management. Task will be completely based on the capability of group or individuals. Therefore develop task in group rather than individual (Ahire and Dreyfus,2000)

OBJECTIVE/S

- I. To identify the level of awareness of the importance of quality management in manufacturing company.
- II. To determine the quality management activities that being carried out in manufacturing company.

RESEARCH QUESTIONS

- I. What is the level of the importance of awareness in quality management at manufacturing company?
- II. What are the quality management activities that being carried out at the manufacturing company?

DATA ANALYSIS METHOD

- Frequency Distribution
- Descriptive Statistics
- Reliability Analysis
- Correlation
- Regression Analysis

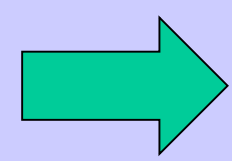
POPULATION AND SAMPLE

N	ORGANIZATION	POPULA TION	SAMPLE
1.	Tt Electronic	500	219
	TOTAL	500	219

CONCEPTUAL FRAMEWORK

INDEPENDENT VARIABLE

- ❑ EMPLOYEE INVOLVEMENT
- ❑ ROLE OF TOP MANAGEMENT
- ❑ TEAMWORK



DEPENDENT VARIABLE

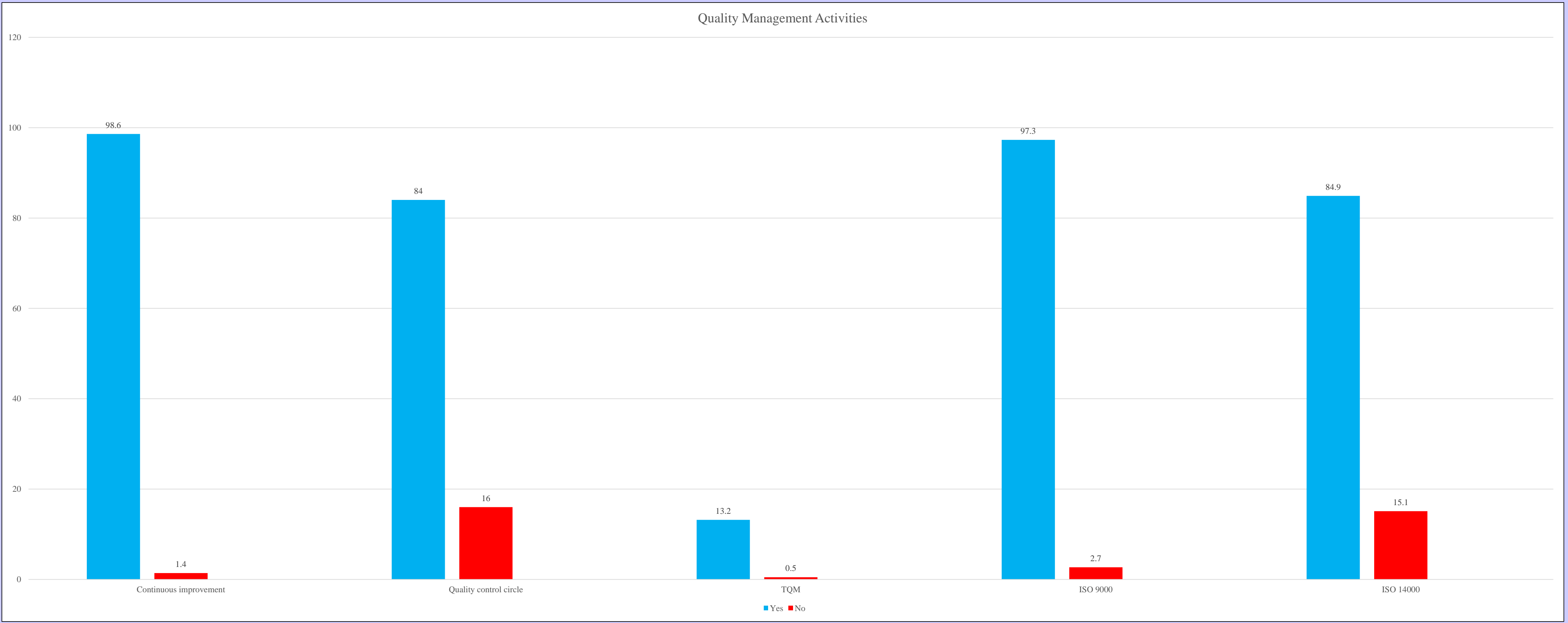
IMPORTANCE OF QUALITY MANAGEMENT

RESULTS

Research Objective 1 (RO1)

	Iv 1 Employee involvement	IV 2 Role of top management	IV 3 Teamwork	DV Importance of quality management
Iv 1 Employee involvement Pearson correlation Sig.(2-tailed) N	1 219			
IV 2 Role of top management Pearson correlation Sig.(2-tailed) N	.297** .000 219	1 219		
Iv 3 Teamwork Pearson correlation Sig.(2-tailed) N	.216** .001 219	.414** .000 219	1 219	
DV Importance of quality management Pearson correlation Sig.(2-tailed) N	1.000** .000 219	.297 ** .000 219	.216** .001 219	1 219

Research Objective 2 (RO2)



CONCLUSIONS AND RECOMMENDATION

CONCLUSION

- The issues and problems faced of quality management includes internal and external factors
- In organization teamwork is the most of importance elements to implement quality management in manufacturing company
- When quality management is running based on the principles, the organization will achieve the objective and goals of

RECOMMENDATION

- Implementing of quality management contribute the positive impact to the manufacturing company
- The result for this study shows the clear evidence of the importance of awareness about quality management.
- Reducing all types of cost and resources in production.