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Analysis of Organizational Performance Using EFQM Model at PT Tasblock Industry Indonesia
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ABSTRACT

This research has two objectives, first is to measure PT Tasblock Industry Indonesia performance using EFQM model, and the second is to identify which criterion should be improved based on the EFQM model. The data collected using questionnaire distributed to all operation personnel of PT Tasblock Industry Indonesia in Serang factory. The questionnaire was adopted from the EFQM self-assessment questionnaire. The result of the analysis shown that the PT Tasblock Industry Indonesia scores 783.60 from the maximum score of 1000.00. The lowest score is Organizational Culture and Leadership criterion. Based on the results of the analysis, that can be concluded that PT Tasblock Industry Indonesia is performing well as a whole. The criterion that should be improved is Organizational Culture and Leadership. PT Tasblock Industry Indonesia should develop a winning culture and encourage employees to embrace it. There should also be room for creativity and innovation for the employee to improve the process.

Keywords: quality, performance measurements, operations strategy, EFQM