

INTISARI

Implementasi praktek Manajemen Rantai Pasok (SCM) dan praktek Manajemen Pengendalian Mutu (TQM) merupakan suatu hal yang saat ini sudah umum digunakan di banyak perusahaan di Indonesia. Dari beberapa penelitian yang didapatkan sebelumnya integrasi antara praktek Manajemen Rantai Pasok dan praktek Manajemen Pengendalian Mutu yang dimiliki perusahaan di Indonesia masih rendah. Penelitian ini dilakukan sebagai studi kasus di PT. Astra Otoparts Tbk Div. Adiwira Plastik (AWP). Dipilih karena performa bisnis perusahaan dinilai belum konsisten dan belum menunjukkan performa maksimalnya. Data *Performance Delivery* PT.AWP ke pelanggan belum pernah mencapai angka prosentase 100% sejak bulan Mei 2017 dengan *average Achievement Rate* (AR) 99,6% dan *Service Rate* (SR) 98,9%, kemudian prosentase *average* selama 2018 lebih rendah yaitu sebesar 98,4% (AR) dan 98% (SR), nominal losses yang muncul karena tidak tercapainya performa bisnis ialah sebesar 1 Milyar Rupiah.

Tujuan dari penelitian ini adalah memberikan gambaran bagaimana implementasi manajemen SCM dan TQM yang didasari atas Kolaborasi dan Pembagian Informasi, baik didalam maupun diluar perusahaan bisa bersinergi dan memberikan kontribusi terhadap Performa Bisnis. Penelitian dilakukan dengan metode Wawancara dan *Focus group discussion*, yang menunjukkan bahwa praktek Manajemen Rantai Pasok (SCM) dan Manajemen Pengendalian Mutu (TQM) teridentifikasi prakteknya diperusahaan dalam meningkatkan Performa Bisnis, namun keduanya belum diaplikasikan secara menyeluruh di didalam perusahaan. Kolaborasi antar perusahaan dalam level aktivitas tidak mempengaruhi praktek Manajemen Rantai Pasok, dan praktek Manajemen Rantai Pasok berpengaruh atas Performa Bisnis, begitu juga dengan Manajemen Pengendalian Mutu, Kolaborasi antar perusahaan dan Pembagian Informasi mempengaruhi Performa Bisnis. Namun dari sisi praktek penerapan didalam perusahaan masih dinilai kurang.

Kata kunci: Manajemen Rantai Pasok (SCM), Manajemen Pengendalian Mutu (TQM), Kolaborasi, Pembagian Informasi, Performa Bisnis.

ABSTRACT

The implementation of Supply Chain Management (SCM) and Total Quality Management (TQM) practice is a thing that is now commonly used in many companies in Indonesia. From a number of studies that previously obtained integration between Supply Chain Management and Total Quality Management practices owned by companies in Indonesia is still low. This research was conducted as a case study at PT. Astra Otoparts Tbk Div. Adiwira Plastik (AWP). This company get choose because the company's business performance is considered not yet consistent and has not shown its maximum performance. PT.AWP Delivery performance data to customer has never reached 100% percentage since May 2017 with average Achievement Rate (AR) 99,6% and Service Rate (SR) 98,9%, then percentage average during 2018 is more lower that equal to 98.4% (AR) and 98% (SR), nominal losses cause business performace not achieve is 1 billion rupiah.

The purpose of this study is to provide an overview of how the implementation of SCM and TQM management based on Collaboration and Information Sharing, both within and outside the company can synergize and contribute to business performance. The research was conducted by Interview method and focus group discussion, which shows the result that Suplly Chain Management and Total Quality Management are believed to play an important role in improving Business Performance. but both of them have not been applied thoroughly inside the company. Inter-company collaboration at the activity level does not affect Supply Chain Management practices, and Supply Chain Management practices have a positive effect on Business Performance, as well as Total Quality Management, Inter-company Collaboration and Information Sharing affect Business Performance. However, the practice within the company is considered insufficient so that the conclusion results into a recommendation to the management for improvement of the discussion of the above variables.

Key Indicator: Supply Chain, Total Quality Management, Collaboration, Information Sharing, Business Performance.