

ABSTRACT

The purpose of this research was to determine the implementation of CIP according to PDCA and determine the main factor that that causes the implementation of does not run optimally in PT. Pertamina Persero RU II Dumai. There are 2 analysis compiled into a structural model to explain the CIP implementation (PDCA analysis and Fishbone diagram analysis). The process of data collection used direct communication or interview with the informants; furthermore, the data information is recorded. The other data collection technique which are used in this research are documentation study and observation. Interview were conducted with the help of three reliable speakers to meet the needs of the analysis of this study The results showed that the CIP in PT. Pertamina RU II Dumai did not run as it should. It can be seen from PDCA cycle that doesn't run properly. The planning of the CIP have been very good, as well as in practice. But the absence of evaluation and action after the evaluation made the company CIP is not running optimally. From the fishbone diagram, it is identified that the problem factors that obstruct the implementation of CIP in PT Pertamina RU II Dumai are human, measurement, and environment. The analysis of management and suggestions for PT. Pertamina Persero RU II Dumai were also discussed at the end of this research.

Keyword: Continuous Improvement Program, Total Quality Management (TQM), 7 Tools, PDCA