

ABSTRACT

Rewulu Depot is a company in oil service area. Activity of the company is receiving, stockpiling, and distributing BBM/NBBM/BBMK to fulfill the necessity D.I. Yogyakarta, Adisucipto DPPU, Adi Sumarmo DPPU and also BBM consignment to Solo, Cepu and Madiun Depot with standard of quality product and other requirement by customer or other regulation.

One of the commitments to achieve the purpose above and sustain ISO 9001:2000 certificate which has been achieved since 2006, Rewulu Depot is implementing continuous process improvement. Rewulu Depot has to determine program and apply measuring, monitoring, analyzing, and increasing process which required in order to guarantee the suitability of the product and quality management system, and continuously increase the effectiveness of quality management system to obtain customer satisfaction.

Because of issues above, researcher tries to design quality control system in order to fulfill the requirement of 8.5.1 clause in ISO 9001:2000 (continuous improvement) by using PDCA concept based on performance measuring.

Performance measuring is done using existing customer satisfaction data from August to October. It produces the performance result for based appraisal on august is 67,4% which indicates good category. It means that company has to gain more effort for next appraisal in the amount of 10%. Based on quality management system performance measuring in achieving customer satisfaction, its problem tendency is the un ability to achieve the targeted effort by company in the amount of 10% because the achieved effort in October is only 5,6%. To achieve the ISO 9001:2000 purpose which is customer satisfaction, it needs continuous improvement and continuous BBM distribution quality control.

Recommend company to make customer education procedure, BBM distribution to SPBU monitoring procedure and distribution delay procedure.

Keywords : PDCA, Customer Satisfaction, Continuous Improvement, ISO 9001:2000