

ABSTRACT

Global electronics industry experienced growth from 2013-2015, businesses are forced to achieve competitive advantage to win the market. Efforts made by the companies are doing the continuous improvement associated with quality. They need a system that is implemented consistently and efficiently to produce a good performance called the quality management system. PT Len Industri (Persero) implement ISO 9001: 2008 certified quality management system since 2009. The manufacturing performance of PT Len Industri (Persero) decreased quite dramatically in 2013 and in 2014, they attempt to do the ICE-442 culture based on the principles of ISO 9001: 2008 quality management system. In the year of 2014, PT Len Industri (Persero) managed to increase its profit and CBP targets slightly higher compared to the year of 2013. However, the achievement of PT Len Industri (Persero) have not been up to reach the CBP targets and needs an improvement.

The purpose of this study is to determine the impact of ISO 9001 : 2008 Quality Management Systems that consist of customer focus, leadership, involvement of people, process approach, system approach to management, continual improvement, factual approach to decision making, mutually beneficial supplier relationships simultaneously and partially on manufacturing performance of PT Len Industri (Persero).

This study is a quantitative methods using questionnaires as the primary data source as 192 employees of PT Len Industri (Persero) used as sample taken in the research. Path analysis techniques is used in the study supported with SPSS 23.0 as the tool for data analysis.

Findings in this study are customer focus, leadership, involvement of people, process approach, system approach to management, continual improvement, factual approach to decision making, mutually beneficial supplier relationships and the manufacturing performance are quite well implemented based on respondents. There is a significant impact between of ISO 9001 : 2008 Quality Management Systems on Manufacturing Performance simultaneously. But partially found that the leadership, system approach to management and continual improvement that have a significant influence on the Manufacturing Performance.

Results found that leadership variable has the highest impact on manufacturing performance. Results of the study shows that PT Len Industri (Persero) should make a further improvement on customer focus, involvement of people, process approach, factual approach to decision making and mutually beneficial supplier relationships and also enhance the leadership, system approach to management and continual improvement to achieve better manufacturing performance.

Keywords : Quality Management Systems, ISO 9001 : 2008, Manufacturing Performance, Path Analysis