

## ABSTRAK

ISO 9001:2015 merupakan standar yang mengatur persyaratan terkait sistem manajemen mutu. Penerapan standar tersebut oleh suatu perusahaan perlu ditinjau kesesuaiannya agar tujuan dari sistem manajemen tersebut dapat tercapai. Saat ini, PT. Duta Kharisma Persada telah melewati audit tahun kedua dan akan menghadapi audit re-sertifikasi. Berdasarkan temuan audit tahun kedua, diketahui nilai persentase kesesuaiannya mencapai 74%. Menindaklanjuti hal ini, perusahaan kemudian melakukan upaya perbaikan namun belum dilakukan peninjauan lebih lanjut terkait sejauhmana persentase kesesuaian standar tersebut telah diterapkan oleh perusahaan. Berdasarkan hal tersebut, maka dilakukan penelitian yang bertujuan untuk mengetahui sejauhmana persentase kesesuaian penerapan standar ISO 9001:2015 oleh perusahaan setelah adanya perbaikan.

Metode yang digunakan pada penelitian ini ialah metode kuantitatif survei berupa kuesioner pada pengukuran skala *Likert*. Kuesioner tersebut disebar kepada 44 responden yang representatif terhadap penerapan sistem manajemen mutu dalam fungsinya secara langsung di PT. Duta Kharisma Persada. Hasil kuesioner diuji validitas dan reliabilitasnya, kemudian dilakukan pembobotan untuk mengetahui nilai persentase kesesuaian penerapan sistem manajemen mutu ISO 9001:2015 di perusahaan.

Hasil penelitian menunjukkan nilai persentase kesesuaian penerapan standar tersebut oleh perusahaan setelah adanya perbaikan ialah mencapai 78%. Berdasarkan skala *Likert*, nilai 78% dapat dikategorikan “baik”. Hal ini menandakan adanya peningkatan dari upaya perbaikan yang telah dilakukan perusahaan meskipun tidak begitu signifikan, sehingga dalam penerapan standar ISO 9001:2015 di PT. Duta Kharisma Persada masih diperlukan adanya perbaikan.

Kata kunci: sistem manajemen mutu, ISO 9001:2015

## ABSTRACT

*ISO 9001: 2015 is a standard that regulates requirements related to quality management systems. The implementation of these standards by a company needs to be reviewed for compliance so that the objectives of the management system can be achieved. Currently, PT Duta Kharisma Persada has passed the second year audit and will face a re-certification audit. Based on the findings of the second year audit, it is known that the percentage value of conformity reached 74%. Following up on this, the company then made improvement efforts but no further review has been carried out regarding the extent to which the percentage of conformity to the standard has been implemented by the company. Based on this, a study was conducted that aims to determine the extent to which the percentage of conformity of the application of ISO 9001: 2015 standards by the company after the improvement.*

*The method used in this research is a quantitative survey method in the form of a questionnaire on a Likert scale measurement. The questionnaire was distributed to 44 respondents who were representative of the implementation of the quality management system in its function directly at PT Duta Kharisma Persada. The results of the questionnaire were tested for validity and reliability, then weighted to determine the percentage value of the suitability of the implementation of the ISO 9001: 2015 quality management system in the company.*

*The results showed that the percentage value of the suitability of the application of these standards by the company after the improvement was 78%. Based on the Likert scale, the value of 78% can be categorized as "good". This indicates an increase from the improvement efforts that have been made by the company although not so significant, so that in the application of ISO 9001: 2015 standards at PT Duta Kharisma Persada there is still a need for improvement.*

*Keywords: quality management system, ISO 9001:2015*