

ABSTRACT

**THE INFLUENCE OF TOTAL QUALITY MANAGEMENT (TQM)
AND JUST IN TIME (JIT) TO COMPANY PERFORMANCE
(Census On Distro in Tasikmalaya City)**

Compiled by:

**Aldi Mulyadi
163402136**

Guided By:

**H. Kartawan
Indi Ramadhani**

The objectives of this research was to determine and analyze total quality management, just in time, company performance and the effect of total quality management and just in time on company performance at distributions in Tasikmalaya City.

The research method used in this study was a survey method, while the types of data used in this study were primary data and secondary data. The object of this research was total quality management, just in time, and company performance, with a sampling technique using the census method. The data analysis technique used was Path analysis.

The results showed that total quality management, just in time and company performance were classified as good. The test results also prove that simultaneously and partially total quality management and just in time have a significant effect on company performance at distributions in Tasikmalaya City.

Keywords: total quality management, just in time, company performance.

ABSTRAK

PENGARUH *TOTAL QUALITY MANAGEMENT* (TQM) DAN *JUST IN TIME* TERHADAP KINERJA PERUSAHAAN (Sensus pada Distro di Kota Tasikmalaya)

Oleh:

**Aldi Mulyadi
163402136**

Dibawah Bimbingan:

**H. Kartawan
Indi Ramadhani**

Tujuan penelitian ini adalah untuk mengetahui dan menganalisis *total quality management*, *just in time*, kinerja perusahaan dan pengaruh *total quality management* dan *just in time* terhadap kinerja perusahaan pada Distro di Kota Tasikmalaya.

Metode penelitian yang digunakan dalam penelitian ini adalah metode survey, sedangkan jenis data yang digunakan dalam penelitian ini adalah data primer dan data sekunder. Objek penelitian ini adalah *total quality management*, *just in time*, dan kinerja perusahaan, dengan teknik penarikan sampel menggunakan metode sensus. Teknik analisis data yang digunakan adalah analisis jalur.

Hasil penelitian menunjukkan bahwa *total quality management*, *just in time* dan kinerja perusahaan termasuk dalam klasifikasi baik. Hasil pengujian juga membuktikan bahwa secara simultan dan parsial *total quality management* dan *just in time* berpengaruh signifikan terhadap kinerja perusahaan pada Distro di Kota Tasikmalaya.

Kata Kunci: *total quality management*, *just in time*, kinerja perusahaan,