

ABSTRACT

INFLUENCE OF TOTAL QUALITY MANAGEMENT ON OPERATIONAL PERFORMANCE OF EXPEDITION SERVICES IN TASKMALAYA

**By :
Syahrul Nazir
173402122**

Under Supervision of :
**Kartawan
Edy Suroso**

The objective of this study was to know how Total Quality Management (Leadership, Strategic Planning, Customer Focus, Information & Analysis, People Management, Process Management) and Operational Performance of Expeditionary Services in Tasikmalaya, Effect of Leadership, Strategic Planning, Customer Focus, Information & Analysis, People Management, Process Management on Performance Operational Expedition Services in Tasikmalaya both simultaneously or partially. The method used in this research is descriptive analysis method with a census approach. The research population consisted of 12 respondents. The results showed that Leadership, Strategic Planning, Customer Focus, Information & Analysis, People Management, Process Management had a significant influence on the Operational Performance of Expeditionary Services in Tasikmalaya, either simultaneously or partially.

Key Words Leadership; Strategic Planning; Customer Focus; Information & Analysis; People Management; Process Management; operational performance

ABSTRAK

PENGARUH *TOTAL QUALITY MANAGEMENT* TERHADAP KINERJA OPERASIONAL JASA EKSPEDISI DI TASIKMALAYA

Oleh :
Syahrul Nazir
173402122

Dibawah bimbingan :
Kartawan
Edy Suroso

Tujuan dari penelitian ini adalah untuk mengetahui *Total Quality Management (Leadership, Strategic Planning, Customer Focus, Information & Analysis, People Management, Process Management)* dan Kinerja Operasional Jasa Ekspedisi di Tasikmalaya, Pengaruh *Leadership, Strategic Planning, Customer Focus, Information & Analysis, People Management, Process Management* Terhadap Kinerja Operasional Jasa Ekspedisi di Tasikmalaya keduanya secara simultan maupun parsial. Metode yang digunakan dalam penelitian ini adalah metode deskriptif analisis dengan pendekatan sensus. Populasi penelitian terdiri dari 12 responden. Hasil penelitian menunjukkan *Leadership, Strategic Planning, Customer Focus, Information & Analysis, People Management, Process Management* memberikan pengaruh signifikan terhadap Kinerja Operasional Jasa Ekspedisi di Tasikmalaya baik secara simultan maupun parsial.

Kata Kunci: *Leadership; Strategic Planning; Customer Focus; Information & Analysis;,, People Management; Process Management*; kinerja operasional