



FAKTOR-FAKTOR YANG MEMPENGARUHI MUTU

25 Februari 2008

Faktor2 yang Mempengaruhi Mutu

- **INTERNAL FACTORS:**

Leadership as a centre of excellent, Organizational Vision, Members Commitment, Trust, transparency, Learning Organization, and Changing Mind-set to Quality Culture.

- **EXTERNAL FACTORS :**

Physical and Social Environment Change, Competitors, Government, Legal Aspect, Globalization Impact.



INTERNAL FACTORS:

- **Leadership as a centre of excellent:** visionary, inspired,
- **Organizational Vision:** based on comparative and competitive advantage.
- **Members Commitment:** sharing ideas, cooperation, higher motivation, loyalty.
- **Trust:** credibility, human relations, good attention
- **Transparancy:** management information system, effective communication.
- **Learning Organization:** training, benchmarking, developing organizationl climate.
- **Changing Mind-set to Quality Culture Oriented:** excellent service,



EXTERNAL FACTORS :

- **Physical and Social Environment Change:** universe, social culture and traditions.
- **Competitors:** competencies,
- **Government:** public policy, social assurance,
- **Legal Aspect:** regulation, convention.
- **Globalization Impact:** global change,

Outputs Manajemen Mutu

- Budaya mutu (*quality culture*) yang dilandasi oleh komitmen bersama,
- Upaya perbaikan yang terus-menerus (*continuous improvement*) untuk menampilkan kinerja lebih baik dari waktu ke waktu (*doing something better and better*),
- Kerja tanpa cacat (*zero-defect*) melalui optimalisasi performans sejak memulai setiap pekerjaan,
- Kemampuan beradaptasi dengan perubahan (*adaptive to change*),
- Kepuasan dan kesetiaan pelanggan internal & eksternal (*stakeholders satisfaction and loyalty*).

Strategi utama untuk mulai melakukan perubahan diri:

- Mengendalikan diri secara lebih baik.
- Mengubah paradigma berpikir dan bertindak.
- Membangun kepercayaan.
- Berkomunikasi dengan efektif.
- Menyelaraskan IQ, EQ, SQ.

The background features a light green balloon in the top left, a light blue balloon in the middle left, and a light purple balloon in the bottom left. Yellow streamers and confetti are scattered throughout. The text 'terima kasih' is centered in a large, colorful, rounded font with a rainbow gradient. The letters are: 't' (purple), 'e' (red), 'r' (orange), 'i' (yellow), 'm' (green), 'a' (blue), 'k' (purple), 'a' (red), 's' (orange), 'i' (yellow), 'h' (green).

terima kasih