DEVELOPMENT MODEL QUALITY MANAGEMENT SYSTEM (QMS) TO SMALL AND MEDIUM ENTERPRISES

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ABSTRACT

Quality Management System (QMS) is very important for any industry who wish to remain in the competition that exists, primarily for Small and Medium Enterprises (SMEs). QMS is used to manage a variety of activities with a systematic approach and continually improve the effectiveness in accordance with international standards that prioritize the needs of stakeholders.

As long as only large companies are able to implement QMS well. Though the current number of SMEs in Indonesia very much. This study will make the development of QMS models that can later be applied by SMEs. Development of QMS model is done by creating an indicator of the variables forming the QMS I/F Supplier, I/F Company or called with the Top Down and I/F Customer. Indicators that develop later tested to some SMEs who were respondents to determine the extent to which implementation of the QMS by SMEs.

Key Words: Quality Management System (QMS), Small and medium Enterprises (SMEs), I/F Supplier, I/F Company (Top Down), I/F Customer.