

TECHNICAL AND MANAGERIAL GUIDANCE TO IMPROVE PRODUCT QUALITY AT PT HARI MUKTI TEKNIK

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ABSTRACT

PT Hari Mukti Teknik is a company operating in the manufacturing sector. PT. Hari Mukti Teknik has a product in the form of a laundry machine. As a developing company, PT. Hari Mukti Teknik is always in the process of developing the company. This development process certainly experienced several obstacles/problems. The problems that arise can come from every level in the company, such as at the operator, group leader, supervisory, managerial and general levels. Each level has its own problems that need to be addressed immediately. The problems that occur are generally related to production aspects and management aspects. Based on the results of observations made at PT Hari Mukti Teknik, it is known that the company still has several problems, including in terms of production. The laundry machine production process at PT Hari Mukti Teknik uses a lot of welding processes. Based on these problems, the service team implemented a community service program in the form of Technical and Managerial Guidance to Improve Product Quality at PT. Mukti Engineering Day. This technical guidance is intended to increase managerial insight and understanding so that the quality of production at PT. Mukti Teknik days may experience an increase. The methods used in this service include observation and workshops. The service is carried out through four types of technical guidance, namely leadership and managerial technical guidance, Coaching and Counselling technical guidance, Productivity Management (QCC) guidance - 8 Steps & 7 Tools, and technical guidance for Cloud-based QCC supporting applications (Google Workspace).

The results of the service carried out show that technical guidance is going well seen from five aspects, namely technical competence, soft skills, motivation, achievement and leadership, there is an increase in competence from each aspect. This is proven by giving questionnaires to training participants.

Kata Kunci: Leadership, Managerial, PT Hari Mukti Teknik