

APPLICATION OF TOTAL QUALITY MANAGEMENT (TQM) IN VOCATIONAL HIGH SCHOOLS

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ABSTRACT

The implementation of Total Quality Management in Vocational High Schools can be described by the existence of the ISO 9001: 2008 QMS certification obtained by Vocational Schools, quality standards have a role in TQM that is giving actual and potential messages to customers, that institutions use quality seriously, and that their policies and practices in accordance with national and international quality standards so as to provide external confidence in addition to building internal pride. Then the need for in-depth academic studies in the form of evaluations related to its application, supporting factors and obstacles in the implementation of Total Quality Management (TQM) in SMK.

This research is a descriptive study using a qualitative approach. Data collection is carried out in natural settings, primary data sources, and data collection techniques more on participant observation, in-depth interviews (indepth interviews) and documentation.

The results of this study state that each principle in TQM is: (1) Customer Satisfaction, (2) Respect for Everyone, (3) Management based on facts, and (4) Continual improvement has value in both categories which means TQM is implemented well in each SMK is sampled in this study. There is a positive relationship between Respect for Everyone, factual management, and continuous improvement in customer satisfaction

Kata Kunci: *Implementation, Total Quality Management, VHS*