

ABSTRACT

PT Mada Wikri Tunggal is committed to producing quality products in accordance with the requirements and expectations of customers, by implementing and maintaining quality management systems in accordance with ISO 9001:2000 standards. But during one recent year since the year 2009 PT Mada Wikri Tunggal experiencing difficulties in implementing ISO 9001:2000. There are several things that cause less maximal implementation of ISO 9001:2000 in PT Mada Wikri Tunggal. Based on the results of checking the necessary records and documents required in the framework of ISO 9001:2000 certification, there are several documents that have not controlled the recording of documentation of management review (5.6) and report the results of internal audit (8.2.2).

In this research, improvement of the implementation of ISO 9001:2000 with the USE-PDSA approach. The data used is data recording documents required in ISO 9001:2000 and management review in PT Mada Wikri Tunggal. To understand the problem and find the root cause of problems of quality control devices are used in cause and effect diagrams and pareto diagrams. Results from the analysis of these issues will be the focus of the planning proposal to improve the implementation of ISO 9001:2000.

This research produces design continuous improvement for the implementation of ISO 9001:2000 in PT Mada Wikri Tunggal, design continuous improvement begins by identifying and analyzing problems implementing ISO 9001:2000 in PT Mada Wikri Tunggal then provide corrective suggestions that would be conducted continuously improved. In addition, this study also generates management review procedures for the implementation of ISO 9001:2000.

Key Word : ISO 9001:2000, USE-PDSA, management review