

ABSTRACT

PT. Dirgantara Indonesia has implemented the AS9100 quality management system that is specifically for aviation. In the implementation of AS9100 there is still obstacles that occur of quality objective achievement report. PT. Dirgantara Indonesia already doing quality objective achievement report but activities have not been effective and efficient, because the time required for the reporting process begins from the collection until the report is approved by the leader takes a long time and the explanation of the reporting of the achievement of the quality objective is not detail in the procedure. These problems make the purpose of quality objective achievement report of the Directorate of Production has not been completed. The main focus of this research is to improve quality objective achievement report of Production Directorate, because the actual condition of the proses has not been effective and efficient. To make the improvement design required data on actual conditions, AS9100 Revision D requirements by using clause 9.9.1 for gap analysis. Changes has been done to improve the process using Apply Improvement Techniques in Business process Improevemnt (BPI) Method. The output of this improvement design is SOP and the application of quality objective achievement report based on the web using Joget Workflow application to facilitate reporting, monitoring and evaluation of quality objective achievement report of Production Directorate.

Keyword: AS 9100, Business Process Improvement (BPI), Apply Improvement Techniques, Pelaporan pencapaian quality objective, SOP.