

**THE EFFECT OF TOTAL QUALITY MANAGEMENT
IMPLEMENTATION ON OPERATIONAL PERFORMANCE**

(Study in PT. Bumi Indah Putra)



UNDERGRADUATE THESIS

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DECLARATION

I hereby,

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Declare that this thesis with the title: "**The Effect of Total Quality Management Implementation on Operational Performance (Study in PT. Bumi Indah Putra)**" obtained a bachelor's degree at a university, and to the best of my knowledge there are no works or opinions written or published by others, except those referred to in this manuscript are mentioned in the bibliography. If it turns out that in this thesis, it is known that there are works of people or opinions that have been written or published by other people, then I am willing to cancel the work.

Yogyakarta, June 20th 2022



Hanum Citra Putri Sekartaji

DEDICATION

All praise be to Allah SWT, the most loving and merciful god of the universe who has given all the blessings that have been given to me and greetings to the prophet Muhammad SAW who has guided all muslims from darkness to the brightness and from stupidity to the cleaverness. Alhamdulillah, I never stop giving thanks to Allah SWT because with the permission and will of Allah SWT, I can completing the final assignment of this thesis. And also, I hereby dedicate my final aassignment to:

1. My parents, Mr. Wathoni Faiz and Mrs. Ety who have prayed for me, supported me and facilitated me during college, both materially and financially. Because of their blessing I was able to carry out my education well and smoothly.
2. My sister, Laras Adila Putri and also my brother, Bagus Naufal Andhikaputra who have helped me during the writing and preparing of this thesis.
3. My high school best friends, that is Sarah Annisya, Ade Sri Taruni, Rahma Fauziah, Bayu Tito Hendrawan and Nurdadi Wilsianto who has provided support and prayers for me during the writing and preparing of this thesis.
4. My lilac girl besties, that is Alfira Restu Candra and Eni Anzarwati who have willingly endured, accompanied, helped, supported and prayed for me while I was writing and preparing this thesis so that I could finish this thesis well.

5. And also my other friends whose names I cannot mention one by one but that does not reduce my gratitude to all of you who prayed for me and helped me while I was writing and preparing this thesis.

PREFACE

All praise and gratitude for the presence of Allah SWT who has bestowed all of the blessings and has given me the opportunity to complete a thesis entitled "The Effect of Total Quality Implementation on Operational Performance (Study in PT. Bumi Indah Putra)".

This thesis is prepared to fulfill one of the requirements in obtaining a Bachelor's degree in Faculty of Economics and Business, International Program of Management and Business Studies, Universitas Muhammadiyah Yogyakarta.

The researcher realizes that in the implementation and preparation of this thesis, the researcher has received support and assistance from various parties. Therefore, on this occasion, the researcher would like to express his gratitude and appreciation to:

1. Mr. Prof. Rizal Yaya, S.E., M.Sc., Ph.D., Ak, CA as Dean of the Faculty of Economics and Business, Universitas Muhammadiyah Yogyakarta.
2. Mrs. Dr. Rr. Sri Handari Wahyuningsih, SE., M.Si. as Head of Program Management Studies.
3. Mrs. Dr. Ika Nurul Qamari, S.E., M.Sc., as a thesis supervisor who has spent the time and shared the knowledge in providing direction during the process of preparing this thesis so that researchers can complete it well.
4. Lecturers of Program Management Studies which has taught very useful knowledge during college.
5. Mr. Wathoni Faiz and Mrs. Etty as parents of researchers who have supported and prayed for researchers to complete the study and complete this thesis.

6. All family and friends who have prayed for the researcher, supported and helped the researcher to complete this study and this thesis.
7. And, all parties in PT. Bumi Indah Putra, both top management and employees who have participated in the research of this thesis.

The researcher realizes that in this thesis there are still shortcomings and limitations. Therefore, constructive criticism and suggestions are needed. However, it is the hope for researchers that this thesis can be useful knowledge and references for readers and future researchers.

Yogyakarta, June 20th 2022

Hanum Citra Putri Sekartaji

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