

## **The Application of Total Quality Management in The Production of Garbage Cans at UD. Lima Sarana Bersih, Malang City**

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<b>INDEXING</b>	<b>ABSTRACT</b>
<b>Keywords:</b> Keyword 1; Total Quality Management (TQM) Keyword 2; Production Keyword 3; Garbage Cans Keyword 4; UD. Lima Sarana Bersih Keyword 5 ; Application	Total Quality Management (TQM) is a management system that promotes quality as a business strategy and is oriented towards customer. This research aimed to analyze the application of Total Quality Management to the production of garbage cans in UD Lima Sarana Bersih, Malang City. This study used a purposive sampling technique. The type of data in this study uses primary and secondary data. The validity check in this study uses the authorization technique. The results of this study show that UD. Lima Sarana Bersih apply the principles of Total Quality Management in every aspect of production, although overall the total implementation of Total Quality Management in UD. Lima Sarana Bersih, Malang City is good, but there are still things that need to be improved. The implications of this research are UD. Lima Sarana Bersih must be more serious in efforts to improve employee human resources through training and empowerment. On the other hand, the UD. Lima Sarana Bersih needs to make continuous system improvements by continuing to evaluate and improve the effectiveness of the measures that have been taken.

### **Article History**

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### **INTRODUCTION**

Total Quality Management (TQM) consists of three words, namely Total, Quality, and Management. Total means all members of the organization, quality means according to what consumers want, while management has two meanings, the first is to start from the top, namely top management (Gunawan, 2024). According to Setyaningrum (2021), the average MSME will develop and succeed according to their wishes with the strategies they implement. One of the strategies is to compensate existing human resources. Some of the problems that occur in SMEs or UD Lima Sarana Bersih in maximizing the implementation of Total Quality Management (TQM), including: Inconsistent Operational Standards If SOPs (Standard Operating Procedures) are not implemented consistently or have not been properly regulated, the quality of production tends to vary. Unstructured standards also make the production process more difficult to control. The main purpose of this research is determine the application of Total Quality Management (TQM) in the Production of Waste Bins in order to bind product quality to UD. Lima Sarana Bersih.

### **LITERATURE REVIEW**

Similar to the concept of quality, Total Quality Management (TQM) also has multiple definitions. It is described as a comprehensive approach that unites all company functions into a cohesive philosophy, emphasizing principles such as quality, teamwork,

productivity, understanding, and customer satisfaction (Heizer and Render, 2015: 124). To effectively apply work principles in accordance with operational standards, Total Quality Management (TQM) must establish a leadership system, as highlighted by Gunawan (2024). According to Bilge *et al* (2021), Freire and Bettencourt (2020), Specchia *et al* (2021), leadership style is one of the many factors that affect employee job satisfaction. Job satisfaction has been conceptualized as an attitude that comes from the positive or negative aspects of a job.

The existing literature is well aware of the relationship between transformational leadership and job satisfaction. Another definition states that TQM is a management system that promotes quality as a business strategy and is oriented towards customer satisfaction by involving all members of the organization (Lepistö *et al*, 2024). TQM is an approach in running a business that tries to maximize the competitiveness of the company through focusing on customer satisfaction, the involvement of all employees and continuous improvement of the quality of products or services and by paying attention to the company's external and internal influences (Othman *et al*, 2020 ; Halpiah *et al*, 2021 ; Nehme *et al*, 2024). TQM is a management approach to an organization, focused on quality and based on the participation of the entire human resource and aimed at long-term success through customer satisfaction and providing benefits to the members of the organization (its human resources) and society, as well as described by Ahmed and Idris (2021), and also Khdour *et al* (2021).

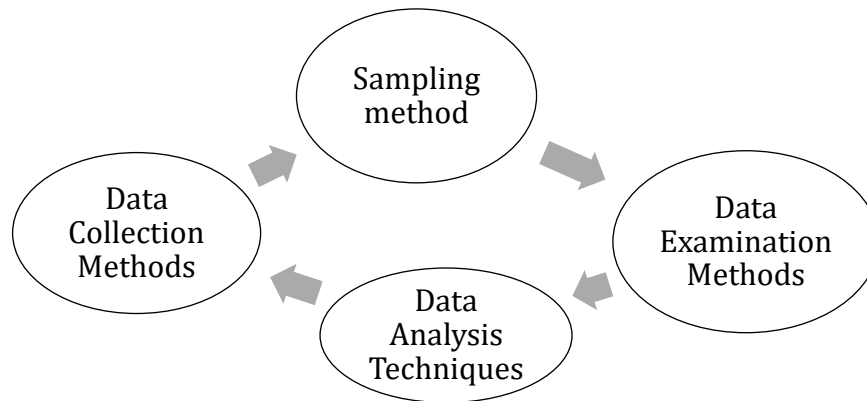
The main goal of TQM is to continuously improve the quality of service. Total quality management (TQM) is a way to improve organizational performance that is carried out continuously or continuously at every level of operation or process, in each functional area or level of an organization by using all available human resources and capital, as well as explained by Afrin *et al* (2019), Worlu and Obi (2019), and also Zaidi and Ahmad (2021).

According to Hitomi (2017) and Suratiyah (2015), in the process of producing a product, of course it will be influenced by other products, including,

- a) Capital  
Capital is a crucial factor in the production process. Capital can be in the form of money or goods intended to produce new outputs or as an initial investment in starting a business (Putra and Arka, 2021).
- b) Manpower  
Every person who is able to do work to produce goods and services, as well as meet the needs of the community, is called labor.
- c) Raw Materials
- d) According to Law Number 5 of 1984 article 1 which discusses industry, industrial raw materials are raw materials that can be processed or not, and are used as production tools in industry. An industry in producing goods or products will certainly always need raw materials in its production process. Rozaki (2020) stated that Indonesia has a long history of production problems. Indonesia faces three important problems related to production output: stock availability, access, and stability of production needs. After the COVID-19 pandemic, various production problems have become challenges, including employee age, fluctuations in product prices, policies, as well as supply and production resilience.
- e) Fuel  
According to Dewi *et al* (2022), fuel is a material whose use can be converted into heat energy in its use in engines for optimal fuel efficiency.

## RESEARCH METHOD

The research design in this study is to use a qualitative approach method. The type of research in this study is using a qualitative approach method. The location of this research is located in UD. Lima Sarana Bersih, Raya Tlogomas Street, Number.11, Tlogomas, Lowokwaru District, Malang City, East Java 65144. This study used a purposive sampling technique. The type of data in this study uses primary and secondary data. The validity check in this study uses the authorization technique.



**Figure 1. Research Method Diagram**

*Source: Processed by Researchers, 2025*

## RESULT AND DISCUSSION

### **Results of the Implementation of Total Quality Management (TQM) on the Production of Waste Bins in UD. Lima Sarana Bersih**

This process involves evaluating the appropriateness of the selling price, product quality, and safety aspects. This aims to ensure that each product delivered meets the desired standards. Starting from the packing process to delivery, all stages are carried out carefully so that the product arrives at its destination in conditions that meet customer expectations. With this approach, UD. Lima Sarana Bersih not only maintain customer trust, but also improve the efficiency and competitiveness of products in the market.

### **The Process of Implementing Total Quality Management in the production of garbage cans at UD. Lima Sarana Bersih**

The application of Total Quality Management in the production of garbage cans at UD. Lima Sarana Bersih in Malang City focuses on increasing customer satisfaction on a sustainable basis. This is done by ensuring that every stage of production, from manufacturing, packaging, to delivery, is carried out optimally and in accordance with the orders desired by customers. Once the product is finished being delivered, the company pays special attention to the responses and feedback from customers. The response given by customers, whether in the form of appreciation, input, or criticism, is used as evaluation material to improve the quality of products and services. Through this evaluation process, the company seeks to understand and overcome shortcomings that may occur, so that customers feel completely satisfied with the products received. In addition, this step aims to ensure that there are no recurring complaints and minimize the potential for future complaints. By applying the TQM principle that prioritizes consumer satisfaction, UD. Lima Sarana Bersih is committed to continuously improving the quality standards of its products to remain the best.

### **The quality control process is carried out from the beginning to the end of the production of waste bins.**

The initial process, namely the selection of materials and the selection of ordered goods. This is very important because the quality of the material greatly affects the smooth running of the work. If the materials used are not of good quality, it can cause problems in the future. Therefore, the selection of materials must be carried out very carefully. We always refer to the applicable theories and rules to ensure that every step runs in an orderly and orderly manner, so that the risk of product failure can be minimized. For example, the use of paint requires a drying time of at least 24 hours before use. If this rule is ignored, for example just waiting 10 hours, the end result can be fatal and damage the quality of the product. Therefore, we apply the principle of peace starting from the selection of materials to the use of supporting tools. With this approach, we strive to maintain product quality and customer satisfaction.

### **How you involve employees in the implementation of Total Quality Management**

Even though there are SOPs that are guidelines, we understand that creative ideas often arise from first-hand experience in the field. Therefore, every input from employees will be appreciated and considered as an effort to create a more effective and efficient work process. Giving employees the freedom to express their opinions or try new approaches while still referring to the principles of correct, efficient, and quality work, not only increases productivity but also strengthens the sense of belonging to the company. This is a tangible manifestation of being appreciated for their contributions, so that a good work culture is created.

### **How to apply Total Quality Management (TQM) to the production of garbage cans at UD. Lima Sarana Bersih**

The results of the study show the Implementation of Total Quality Management TQM at UD. Lima Sarana Bersih, Malang City are very important to ensure the production of high-quality garbage cans. Previous research conducted by Lastiawan and Aprilyanti (2021), Performance Measurement System and Quality Cost on Cost Efficiency in the Melamine Production Section at PT. Presindo Central, shows that this company has implemented total quality management (TQM) through the Quality Control Group (GKM) or better known as the Quality Control Circle (QCC) in recent years. PT. Presindo Central always improves the quality improvement efforts carried out by the company continuously by improving the process and the ability of human resources which will reduce defective products and will ultimately affect the cost efficiency incurred in carrying out the production process.

In addition, the results of research from Ramadani (2020) showed the involvement of employees of PT. Sabina Tirta Utama starts from the raw material process to the packing process until the product is sold, then not only the product is important to pay attention to from employees in the product manufacturing machine department, it is always checked by the technician department so that the machine is maintained and the products produced are of high quality. With this demifact This is very relevant to the existing theory, Quality is the main thing that is the focal point of every company. Various things are done to improve the quality applied to the company's products, services, and management. Henry (2018) defines Total Quality Management as a workplace culture where all departments collaborate to integrate quality into the products or services offered by the company.

## **The extent of the application of Total Quality Management (TQM) to the production of garbage cans in UD. Lima Sarana Bersih**

This is done by ensuring that every stage of production, from manufacturing, packaging, to delivery, is carried out optimally and in accordance with the orders desired by customers. Once the product is finished being delivered, the company pays special attention to the responses and feedback from customers. The response given by customers, whether in the form of appreciation, input, or criticism, is used as evaluation material to improve the quality of products and services through this evaluation process, the company seeks to understand and overcome shortcomings that may occur, so that customers feel completely satisfied with the products received. In addition, this step aims to ensure that there are no recurring complaints and minimize the potential for future complaints. By applying the TQM principle that prioritizes consumer satisfaction, UD. Lima Sarana Bersih is committed to continuously improving the quality standards of its products to remain the best.

This is reinforced by existing theories according to Gunawan *et al* (2024), in a company, the production process is classified as an activity that is important for the survival of the company. Good production activities require a balance between several factors. The factors of production are everything used in the creation of goods, such as raw materials, machinery, capital, and human resources. Especially raw materials are the main or important thing, because the provision of raw materials is the main component of smooth production.

## **CONCLUSION**

Based on the results of the above study, the researcher concluded that UD. Lima Sarana Bersih applied Total Quality Management to the production of garbage cans where the implementation of Total Quality Management has a positive and significant impact on improving product quality. Focus on the customer is the main key, supported by UD's long-term commitment. UD. Lima Sarana Bersih, Malang City through several actions such as adding materials and checking periodically, this is a crucial factor in increasing product innovation and overall customer satisfaction. However, continuous system improvement at UD. Lima Sarana Bersih still need improvement. While there have been significant efforts to improve product quality and prevent damage to production output, further steps need to be taken to ensure that continuous system improvement is achieved. Thus, UD. Lima Sarana Bersih can continue to optimize its operations and maintain high quality standards. In the research process, the researcher suggested that research on Total Quality Management continue to be carried out in order to explore and find new paradigms in the application of Total Quality Management.

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