

## ABSTRAK

Skripsi dengan judul “Standar Operasional Prosedur (SOP) sebagai Upaya Peningkatan Kualitas Produk dalam Perspektif *Total Quality Management* pada Samchick” ini ditulis oleh Mila Fadilatul Naza, NIM 1860405222143, dengan pembimbing Dr. Muhamad Aqim Adlan, S.Ag., S.Pd., M.E.I.

**Kata Kunci:** SOP, Kualitas Produk, *Total Quality Management*.

Penelitian ini dilatarbelakangi oleh kondisi operasional di Samchick Cabang Sambi yang menunjukkan adanya kesenjangan antara Standar Operasional Prosedur (SOP) dengan implementasinya dalam menjaga kualitas produk. Dalam perspektif *Total Quality Management* (TQM), kualitas tidak hanya ditentukan oleh adanya standar kerja, tetapi juga oleh konsistensi pelaksanaan, keterlibatan karyawan, serta perbaikan berkelanjutan. Namun, dalam praktiknya masih ditemukan kendala seperti rendahnya kedisiplinan karyawan, lemahnya pengawasan, serta SOP yang belum diperbarui secara berkala, sehingga prinsip-prinsip TQM belum sepenuhnya diterapkan secara optimal.

Tujuan penelitian ini adalah untuk menganalisis: (1) proses penyusunan SOP; (2) pelaksanaan SOP; serta (3) kesesuaian proses penyusunan dan pelaksanaan SOP dengan perspektif TQM.

Metode penelitian menggunakan pendekatan kualitatif deskriptif dengan teknik pengumpulan data melalui wawancara, observasi, dan dokumentasi. Analisis data dilakukan melalui reduksi, penyajian, dan penarikan kesimpulan dengan uji keabsahan triangulasi.

Hasil penelitian menunjukkan bahwa: (1) penyusunan SOP dilakukan melalui identifikasi kebutuhan, *trial* produk, dan evaluasi; (2) pelaksanaan SOP belum optimal; (3) dalam perspektif TQM, belum memenuhi prinsip perbaikan berkelanjutan dan keterlibatan karyawan.

Penelitian ini menyimpulkan bahwa permasalahan utama terletak pada implementasi SOP, sehingga diperlukan penguatan pengawasan dan evaluasi berkelanjutan untuk meningkatkan kualitas produk.

## ABSTRACT

This thesis, entitled "Standard Operating Procedures (SOPs) as an Effort to Improve Product Quality from a Total Quality Management Perspective at Samchick," was written by Mila Fadilatul Naza, Student ID Number 1860405222143, under the supervision of Dr. Muhamad Aqim Adlan, S.Ag., S.Pd., M.E.I.

**Keywords:** SOPs, Product Quality, Total Quality Management.

This research is motivated by operational conditions at Samchick's Sambu Branch, which indicate an imbalance between Standard Operating Procedures (SOPs) and their implementation in maintaining product quality. From a Total Quality Management (TQM) perspective, quality is determined not only by the existence of work standards but also by consistent implementation, employee involvement, and continuous improvement. However, in practice, obstacles remain, such as low employee discipline, weak supervision, and SOPs that have not been regularly updated, resulting in the lack of optimal implementation of TQM principles.

The objectives of this study were to analyze: (1) the SOP development process; (2) SOP implementation; and (3) the harmonization of the SOP development and implementation process with a TQM perspective.

The research method used a descriptive qualitative approach, with data collection techniques including interviews, observation, and documentation. Data analysis was conducted through data reduction, presentation, and drawing conclusions using triangulation validity testing.

The results showed that: (1) SOP development was carried out through needs identification, product trials, and evaluation; (2) SOP implementation was not optimal; (3) from a TQM perspective, it did not meet the principles of continuous improvement and employee involvement.

This study concluded that the main problem lies in SOP implementation, necessitating strengthened ongoing monitoring and evaluation to improve product quality.