

ABSTRACT

*This study aims to determine the effect on the cost aspects of quality management on the quality cost of pastry shop and bakery in the city of Palembang. The population in this study is a pastry shop and bakery in the city of Palembang contained in Cybo.com Website. Determination of the samples were calculated using census, where all members of a population of 35 sampled. The analytical method used in this study is a simple linear regression analysis and hypothesis testing used was *t* test with SPSS. These results indicate that the quality management did not significantly affect the cost aspects of quality.*

Keywords: Quality Management and Quality Costs