

ABSTRACT

IMPROVEMENT OF WORKSHOP QUALITY WITH PDCA CYCLE APPROACH (Case Study in Palembang Mirah Motor Workshop)

The number of two-wheeled motor vehicles is increasing every day. With the increasing number of motorbikes, workshops are needed. One who reads this business opportunity is the Mirah Motor workshop. However, the Mirah Motor workshop is currently experiencing a decline in consumers. Where the number of consumers in August 2017, amounting to around 80 people, became around 63 people in July 2018, which based on interviews with several consumers of quality services at the Mirah Motor workshop was still considered lacking. To improve the quality of its services and prevent the decline of consumers again, the PDCA method is applied (Plan, Do, Check, Action). The results of the study show that, the Mirah Motor workshop still has deficiencies in the quality of its services, and therefore improvements have been made in the form of 5S implementation, addition of facilities, addition of SOPs, and worker appraisal systems. After improving quality, there is a significant increase in the quality of service to the quality of services in the Mirah Motor workshop.

Keywords: PDCA, Service Quality, Mirah Motor Workshop.