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Implementing Basic Quality Tools in Small Business Environment

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Abstract

The increasing of economic growth in Indonesia is encouraging the growth of small and medium enterprises. These conditions prompted heightened level of competition and require companies constantly maintain their product quality. Small business environment in Indonesia are generally unfamiliar with the application of structured quality tools. This paper aims to describe the empirical experience of applying seven basic quality tools in CV. Berkah Abadi. This firm is small business located in Bandung, which produces docmart shoes with brand name BnA. The seven tools are check sheets, scatter diagram, cause and effect diagrams, Pareto chart, flow chart, histogram and statistical process control chart. There are many challenges in implementing these basic tools in a small business environment, among others, the unavailability of data and culture. After concept introduction to the firm with patiently observation and assistance, the implementation of these tools become possible.

Keywords: quality management, small business, operations management

1. Introduction

Indonesia is a developing country, one of trigger aspect is economic factors. The increasing of Indonesia's economic affect on the growth of SMEs (Small and Medium Enterprises). Increasing number of SMEs pose stiff competition among the SMEs, therefore each company must be able to perform the steps in anticipation survive and maintain the existence of the company.

One way to win a tight competition is to improve product quality. A SMEs that can survive and thrive in the national and global competition should be able to deliver products in the form of goods or services of better quality, competitive price, faster delivery and better service than competitors. To meet customer satisfaction in manufacturing, product quality is very important to be managed. Excellent quality can avoid repair costs, which ultimately will make the company's operations will be efficient and effective, therefore the company should continue to conduct quality control

CV. Berkah Abadi is one of SMEs that concentrates on the production of shoes that was established in 2011. CV. Berkah Abadi has an own shoe brand that BNA, Devinata and JNB to focus on producing shoes woman boots (or docmart shoes thay said) types. CV. Berkah Abadi can also accept orders for shoes from outside parties in large number In the production process, CV. Berkah Abadi often produce a defective products

Factory and office CV. Berkah Abadi domiciled in Cimahi - West Java. CV. Berkah Abadi has its own trademark by BNA and Devinata named. CV. Berkah Abadi working on the production process by using a workforce of 12 people are able to produce 100 pairs of shoes every day