

BAB V

KESIMPULAN DAN SARAN

5.1 Kesimpulan

Dari kedua studi kasus, dapat dilihat bahwa penerapan TQM penting dilakukan pada industri manufaktur. Dari hasil penelitian studi literatur didapatkan kesimpulan sebagai berikut:

- Faktor TQM yang mampu meningkatkan kinerja organisasi adalah kepemimpinan manajemen, fokus pada pelanggan, dan manajemen pemasok, sedangkan kepemimpinan manajemen adalah faktor yang paling berpengaruh dalam meningkatkan kinerja organisasi.

5.2 Saran

Penelitian studi literatur ini hanya mencakup sektor industri di negara berkembang. Sangat diharapkan pada penelitian selanjutnya dapat membahas tentang pengaruh penerapan TQM pada kinerja organisasi dalam sektor yang beragam dan bidang yang lebih luas lagi.

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