

TOTAL QUALITY MANAGEMENT POLICY IMPLEMENTATION IN EDUCATIONAL INSTITUTIONS IN TANGERANG SELATAN CITY

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Abstract

The purpose of implementing Total Quality Management is to achieve long-term success through customer satisfaction. In TQM all members of the organization must participate in improving processes, products and services. Total Quality Management is one of the most effective models or methods used to improve quality in educational institutions. In this study the authors used a descriptive qualitative method with a literature study approach, by collecting material sourced from books, journals and other sources. All materials are collected and then studied and understood for the subsequent results of this search are set forth in this article in a systematic manner.

Keywords: Quality of school management, implementation, policies, procedures, quality of education

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