

**PENGARUH *TOTAL QUALITY MANAGEMENT* (TQM) DAN *SUPPLY CHAIN MANAGEMENT* (SCM) TERHADAP KINERJA OPERASIONAL PERUSAHAAN**

**(Studi Kasus Pada PT Miun Sinergi Nusantara)**

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**ABSTAK**

Penelitian ini bertujuan untuk mengetahui pengaruh *Total Quality Management*(TQM) dan *Supply Chain Management* (SCM) terhadap Kinerja Operasional Perusahaan pada PT Miun Sinergi Nusantara.

Metode yang diterapkan dalam penelitian ini adalah metode kuantitatif dengan pendekatan deskriptif dan verifikatif. Penelitian ini bertujuan untuk menganalisis karyawan perusahaan di PT Miun Sinergi Nusantara. Populasi yang menjadi fokus penelitian adalah karyawan perusahaan pada unit tersebut. Sampel yang diambil oleh penulis sebanyak 32 orang karyawan. Adapun teknik analisis data yang digunakan melibatkan uji validitas, uji reliabilitas, uji asumsi klasik, analisis regresi linear berganda, analisis koefisien determinasi, uji F, dan uji t.

Hasil penelitian ini menunjukkan bahwa *Total Quality Management*(TQM) berpengaruh positif signifikan terhadap Kinerja Operasional Perusahaan dan *Supply Chain Management* (SCM) berpengaruh positif signifikan terhadap Kinerja Operasional Perusahaan.

**Kata Kunci : *Total Quality Management* (TQM), *Supply Chain Management* (SCM), dan Kinerja Operasional Perusahaan**

***THE EFFECT OF TOTAL QUALITY MANAGEMENT (TQM) AND SUPPLY CHAIN  
MANAGEMENT (SCM) ON COMPANY'S OPERATIONAL PERFORMANCE***

***(Case Study On PT Miun Sinergi Nusantara)***

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**ABSTRACT**

*This study aims to determine the effect of Total Quality Management (TQM) and Supply Chain Management (SCM) on the company's operational performance at the PT Miun Sinergi Nusantara.*

*The method applied in this research is a quantitative method with a descriptive and verification approach. This research aims to analyze company employees at PT Miun Sinergi Nusantara. The population that is the focus of the research is company employees in that unit. The sample taken by the author was 32 employees. The data analysis techniques used involve validity tests, reliability tests, classical assumption tests, multiple linear regression analysis, coefficient of determination analysis, F test, and t test.*

*The results of this research show that Total Quality Management (TQM) has a significant positive effect on the Company's Operational Performance and Supply Chain Management (SCM) has a significant positive effect on the Company's Operational Performance.*

***Keywords : Total Quality Management (TQM), Supply Chain Management (SCM), and Company Operational Performance***