Perspektif kauro Ishikawa dalam meningkatkan mutu sumber daya manusia

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Abstrak:

Pendahuluan:

The purpose of writing this article is to examine the concept of improving the quality of Kaoru

Ishikawa and its implementation in improving the quality of education. Quality according to

Ishikawa is customer satisfaction and quality is not only product quality but also includes

people, processes, and every aspect of the organization. The quality improvement effort made

by Ishikawa is by implementing a Quality Control system. In this effort, Ishikawa recommends

establishing a QC Circle and the use of basic quality tools, one of which is the Cause and Effect

Diagram. This Ishikawa quality concept can be implemented in education, including: 1)

Improving the Quality of Education Output through Quality Control; and 2) The basis for

formulating a strategy to improve the quality of education based on cause and effect. The

concept of Ishikawa quality improvement provides motivation for educational institutions to

carry out good quality management, one of which is consistency in carrying out quality control

through the formation of a QC Circle and the use of quality control tools, one of which is the

Cause and Effect Diagram. Thus, educational institutions can improve their quality by knowing

the root causes of the problems that occur and determining the appropriate quality

improvement strategy.(Roni Harsoyo, 2021)

Metode penelitian:

Artikel ini ditulis dengan pendekatan deskriptif kualitatif berupa kajian pustaka (library research). Data dikumpulkan dengan menggunakan teknik dokumentasi terhadap berbagai literatur terkait dengan konsep mutu menurut Kaoru Ishikawa dan implementasinya terhadap pengembangan mutu pendidikan, termasuk berbagai hasil penelitian yang relevan dengan fokus kajian. Sementara itu, teknik analisis yang digunakan adalah analisis isi (content analysis), dengan demikian akan didapatkan kajian yang dapat disajikan secara komprehensif dan sistematis terkait dengan model pengembangan mutu pendidikan.

Hasil dan Diskusi

Kesimpulan

Daftar Pustaka

Roni Harsoyo. (2021). Model Pengembangan Mutu Pendidikan (Tinjauan Konsep Mutu Kaoru Ishikawa). *Southeast Asian Journal of Islamic Education Management*, *2*(1), 95–112. https://doi.org/10.21154/sajiem.v2i1.44