

ABSTRACT

Total Quality Management is a comprehensive managerial activity in the organization aimed at improving the production performance of a company. Production performance is the output of the entire production process. Factors that affect production performance are supplier support, technology adoption, quality of human resources. One of the industries engaged in textile, namely CV. Eleven Thirty has implemented Total Quality Management in his company, but there are still shortcomings in the form of product defects in the production process. This study aims to find the causes of product defects in the production process and provide suggestions as a solution to problems.

The method used is a quantitative method using SmartPLS 3.0 software using the Partial Least Square technique. The reason for choosing this method is to make research can be carried out in depth to analyze and find out the factors for product defects by examining related variables, namely supplier support, technology adoption, quality of sources. human resources on production performance throughout the intervening variable Total Quality Management on CV. Eleven Thirty and describe its solution.

Keywords: Total Quality Management, Supplier Support, Technology Adoption, HR Quality, Production Performance, Partial Least Square