

ABSTRACT

This research focuses on the implementation of Integrated Quality Management in Ulil Albab Palembang, with the formulation of the problem: 1) How is the implementation of Integrated Quality Management in Ulil Albab? 2) What are the obstacles in the implementation of Integrated Quality Management at Ulil Albab? 3) How to solve problems in overcoming problems from the implementation of Integrated Quality Management in Ulil Albab? Based on the formulation of the problem, the objectives of this study are: 1) To determine the implementation of Integrated Quality management in Ulil Albab. 2) To find out the obstacles in the implementation of Integrated Quality management at Ulil Albab. 3) To find solutions to problems in overcoming problems faced in the implementation of integrated quality management at Ulil Albab.

Research on the implementation of Integrated Quality Management at Ulil Albab is a qualitative research with a phenomenological approach, an approach that emphasizes the subjective aspects of people's behavior, tries to enter the conceptual world of the subjects it is researching, data collection is carried out using interview and observation techniques. To avoid errors, data validity checks were conducted with techniques of increasing persistence, triangulation, member check.

The results showed that the concept of Integrated Quality Management adopted by Ulil Albab is Integrated Quality Management which seeks to meet customer needs consisting of internal and external customers. And the efforts of Ulil Albab are to improve the quality of internal customers consisting of teachers, technicians, laboratory assistants and administrative staff, then Forming quality students who have high enthusiasm, are able to face the challenges of the times, become cautious and able to compete and practice after completing education at Ulil Albab. Its implementation consists of planning (setting vision, mission, objectives, market analysis, SWOT analysis, quality improvement and evaluation costs), implementation (principal as leader, educational services, improving the quality of teaching staff, student quality, avoiding rework), and evaluation (communication, fixing problems, solutions, documenting progress, monitoring change. While the obstacles faced are the quality of teaching staff and continuous improvement. The solution to these problems is creating peer tutors, providing direct coaching, evaluating and learning.

Keyword : Integrated Quality Management, Islamic school, customer