

SISTEM MANAJEMEN MUTU UNTUK KONSULTAN DESAIN STUDI KASUS PADA KONSULTAN PROYEK KOMERSIAL DI JAKARTA

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Standardization of quality management system ((CMS) for design consultant has not been established as a regulation by local government. This matter leads the quality of the consultants does not have a standard. The purpose of this research is to identify quality of consultants' design process and product. Later followed by user's verification about quality of the product.

The research begins with literature review about the role of the consultant in a project in regards to service user, other consultant, building permit authority, building constructor, and civilians. The literature research also discusses in detail the roles and responsibility of design consultant in six planning stages, while QMS literature is generally discussed with reference to ISO 9001 and 9004. Interviews with design consultants were based on this literature. The discussion with consultant refers to the 12 standard elements in quality management. The quality data gathered from consultants were then verified with the quality data gathered from users. There are four findings of mismatch, including documentation and follow up by consultant to feed-back and complaints of service user, product verification before it reaches the service user, innovation to process, and design result. These four points of findings of mismatch are then looked into further with the corresponding consultant and service user. At the end of this study , the researcher propose a model that comes with a check sheet proposals related quality discrepancy findings such as design consultant proposed improvements to the design consultant .