

## **ABSTRAC**

*Recognising the importance of ensuring the availability, safety and quality of supply of electrical energy to its customers and wishing to meet the rigorous requirements of international standards, PT Cikarang Listrindo has established and implemented a quality system covering the activities associated with that supply.*

*The station and the transmission and distribution systems are operated and maintained by the company's own trained staff, augmented where necessary by outside specialists. The development at the site has progressed from an initial installation of two gas turbine units to the present combined cycle facility which includes steam turbine generators, heat recovery steam generators, gas turbine units and associated infrastructure, and which continues to be developed to meet the increasing demands of the market*

*In parallel with the depelovment of the station, various management system regulations and procedures were also implemented for the operation of the station and for the company in General . Throughout all phases of the development , one objective that the management always strive for is the continual improvement of it is performance.*

*The establishment of well – defined processes and procedures and the involvement of all employees in the company towards operating in a systematic and defined manner naturally lead PT.Cikarang Listrindo towards achieving the certification of ISO 90001 in September 2000. In the year following the company 's ISO certification and as part of the management system to continually improve on it is quality , the process of PDCA ( Plan DO Check Action ) and the establishment of QCC ( Quality Control Circle ) groups werw put into motion.*

*Through the practice of QCC , the management believes that every employee will benefit personally by being made aware of the factors of QCDSM ( Quality, Cost Delivery, Safety, Morale) the need to communicate with true data and the QCC technique of solving problems trough the application of the Eight steps and seven Tools principles .*