

## ABSTRAK

Pada bulan Agustus 2016 IATF mengeluarkan persyaratan baru Sistem Manajemen Mutu IATF 16949. Masalah umum terjadi dalam periode transisi dan migrasi seperti mengetahui proses apa dari peta bisnis proses perusahaan yang diperlukan untuk audit internal, kesiapan dari *Internal Quality Auditor*, mengukur kesenjangan, memprediksi keberhasilan audit sertifikasi. Penelitian dilakukan di sebuah perusahaan manufaktur otomotif. Penelitian ini menyajikan studi analisis kesenjangan Sistem Manajemen Mutu berdasarkan IATF 16949: 2016 melalui pembuatan pemetaan proses bisnis untuk menentukan proses mana yang perlu diaudit, pemanfaatan diagram kura-kura untuk analisis risiko, survei pada persepsi *Internal Quality Auditor*, dan *Internal Quality Audit* dengan sistem skor sebagai alat analisis kesenjangan. Hasil penelitian menunjukkan terdapat 32 proses yang ada didalam perusahaan manufaktur tire yang perlu diaudit dan dengan mengkuantitatifkan hasil *Intrenal Quality Audit* kedalam skor sistem sangat memberikan kemudahan dan kecepatan untuk migrasi mendapatkan kesesuaian terhadap persyaratan Sistem Manajemen Mutu IATF 16949. Survey dapat menilai kesiapan *Internal Quality Auditor* yang akan melaksanakan gap analisis studi untuk mendukung kesiapan sertifikasi IATF 16949.

**Kata Kunci :** *Quality Management; Internal Audit ; Gap;*



## ABSTRACT

*In August 2016 IATF issued the new requirement of Quality Management System IATF 16949. The common problem had occurred in migration and transition period such as know what processes from business process mapping were needed for internal audit, internal quality auditor's readiness, quantifying of the gap, predict the success of certification audit. The research was carried out in an automotive manufacturing company. The research presented gap analysis study of Quality Management System based on IATF 16949:2016 through creating a business process mapping to determine which processes need to be audited, the utilization of turtle diagram for risk analysis, survey on Internal Quality Auditor's perception, and internal quality audit score system as a tool of gap analysis. The research's result explained that there were 32 processes in a tire manufacturing company which needed to be an audit and with quantify internal audit result into score system will give easily and speed for migration to get conformity to the Quality Management System IATF 16949. With survey the readiness of Internal Quality Auditor who will do an audit Gap Analysis can be known , it also support the readiness of IATF 16949 certification process.*

**Keywords :** *Quality Management; Internal Audit ; Gap;*

