ABSTRACT

Developments in the era of globalization, making every company make improvements to compete in this era. This situation makes the company must have a competitive advantage, carry out several policies that will result in increased Company Performance. Then a study was conducted on the Total Quality Management and Supply Chain Managementvariables to determine the effect of these variables on Company Performance. Questionnaires were distributed to several employees and 200 samples were obtained. The technique used in distributing this questionnaire is purposive sampling. This technique is one in the category of non probability sampling. The hypothesis that has been obtained is then tested using the SEM (Structural Equation Modeling) method. This test uses Partial Least Square (PLS). After testing, it was found that Total Quality Management and Supply Chain Managementwere able to have a positive influence on Company Performance. Supply Chain Managementdirectly has a positive and significant impact on Company Performance. Total Quality Management directly has a positive and insignificant effect on Company Performance. However, indirectly Total Quality Management has a positive and significant effect on Company Performance through Supply Chain Managementas a mediator between variables, thus all hypotheses are accepted.

Keywords: *Total Quality Management, Supply Chain Management, Company Performance.* PLS

ABSTRAK

Perkembang di era globalisasi, membuat setiap perusahaan melakukan perbaikan untuk bersaing dalam era ini. Keadaan ini membuat perusahaan harus memiliki keunggulan kompetitif, melakukan beberapa kebijakan yang akan menghasilkan peningkatan performa perusahaan. Maka dilakukan sebuah penelitian terhadap variable *Total Quality Management* dan *Supply Chain Management*untuk mengetahui pengaruh variable tersebut terhadap *Company Performance*. Dilakukan penyebaran kuesioner kepada beberapa karyawan dan didapatkan hasil sebanyak 200 sampel. Adapun teknik yang digunakan dalam penyebaran kuesioner ini adalah *purposive sampling*. Teknik ini merupakan salah satu dalam kategori *non probalility sampling*. Hipotesis yang telah didapatkan selanjutnya diuji dengan metode SEM (*Structural Equation Modeling)*. Pengujian ini menggunakan *Partial Least Square* (PLS). Setelah dilakukan pengujian didapatkan bahwa *Total Quality Management* dan *Supply Chain Management*mampu memberikan pengaruh positive terhadap *Company Performance*. *Supply Chain Management*secara langsung memiliki pengaruh positive dan signifikan terhadap *Company Performance*. *Total Quality Management* secara langsung memberikan pengaruh positive dan tidak signifikan pada *Company Performance*. Namun secara tidak langsung *Total Quality Management* berpengaruh positive dan signifikan terhadap *Company Performance* melalui *Supply Chain Management*sebagai pemediasi antar variable dengan demikian semua hipotesis diterima.

Kata Kunci : *Total Quality Management*, Supply Chain Management, *Company Performance*, PLS.