ABSTRACT

***THE INFLUENCE OF TOTAL QUALITY MANAGEMENT* (TQM)**
ON FINANCIAL PERFORMANCE
At PT. SIPATEX PUTRI LESTARI Bandung

This research do at PT. SIPATEX PUTRI LESTARI Bandung. The aim of this research is to know Total Quality Management (TQM), Financial Performance, and how big influence of Total Quality Management (TQM) to Financial Performance.

The research method that used is descriptive methode verifikative with quantitative approach. Sample that used in this research is income statement calculating yearly report and customer dates yearly report along period 2005 to 2009. To know how big influence of TQM (X variable) to Financial Performance (Y variable) used by Pearson Correlation, and to know how big of variable contribution used Coefficient Determination formula. Hypothesis test in this research used statistic test two side with $\alpha = 0,23$. This analysis result processed by used SPSS program 18.0 version for Windows.

Based on this research, known that TQM influence to Financial Performance. Correlation between two variable is very strong and a sharp with correlation pearson result amount 0.659, whether if X variable is up then Y variable will going up to and opposite. Regression sample that used is simple linier regression. The biggest effect of X variable to Y variable with use coefficient determination calculating amount 43.43% and remains amount 53.57% influenced by other factor, Customer retention, Number of Complain, and On Time Delivery. Hypothesis result test by use 't' test have point $t_{count} > t_{table}$, it means Ho rejected and Ha accepted showed there is significant influence between Total Quality Management to Financial Performance at PT. SIPATEX PUTRI LESTARI Bandung.

Keyword: Total Quality Management, Financial Performance, Company Performance.