

Tinjauan Atas Peran Implementasi QMS ISO 9001:2000 Terhadap Kinerja Rumah Sakit Duren Sawit th 2005

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Abstrak

Tinjauan Atas Peran Implementasi QMS ISO 9001:2000 Terhadap Kinerja Rumah Sakit Duren Sawit Tahun 2005 (Sebuah Studi Pendahuluan Analisis Kesiapan Implementasi Manajemen Strategis Balanced Scorecard) Identifikasi proses kegiatan organisasi yang sistematis dan komprehensif serta peningkatan yang terus menerus pada seluruh proses kegiatan produksi jasa pelayanan kesehatan melalui implementasi Quality Management System ISO 9001:2000 seharusnya mampu menghasilkan kinerja yang efektif dan efisien yang dapat diidentifikasi melalui pengukuran kinerja dengan pendekatan kerangka strategis Balanced Scorecard. Penelitian ini bertujuan untuk memperoleh gambaran mengenai peran implementasi QMS ISO 9001:2000 terhadap kinerja Rumah Sakit Duren Sawit yang akan diukur melalui pendekatan kerangka strategis Balanced Scorecard serta identifikasi kesenjangan dalam organisasi untuk menganalisis kesiapan implementasi manajemen strategis Balanced Scorecard di Rumah Sakit Duren Sawit. Hasil penelitian menggambarkan bahwa melalui pemahaman dan konsistensi yang cukup baik pada implementasi QMS ISO 9001:2000, ternyata Rumah Sakit Duren Sawit mampu menghasilkan kinerja organisasi yang efektif dan efisien yang diukur melalui pendekatan kerangka strategis Balanced Scorecard serta berhasil menganalisis kesiapan Rumah Sakit Duren Sawit untuk mengimplementasikan manajemen strategis Balanced Scorecard melalui identifikasi kesenjangan dalam mengumpulkan sumber informasi untuk mengukur indikator-indikator hasil yang merupakan rambu-rambu bagi keberhasilan pencapaian sasaran strategis organisasi.

Observing The Role of Quality Management System ISO 9001:2000 Implementation Towards The Performance of Duren Sawit Hospital (A Preliminary Study Analysis Readiness of Strategic Management Balanced Scorecard Implementation) Identifying to systematically and comprehensively of the activities process and continuous improvement in health services through implementing of Quality Management System ISO 9001:2000 should be give effectively and efficiently performance which could be measured by Balanced Scorecard strategic frame. This study is intended to observe the role of the implementation of Quality Management System ISO 9001:2000 over the performances of Duren Sawit Hospital which are measured through the Balance Scorecard strategic frame approaches which are expected to contribute the benefit as a mainstream study to analyze the readiness of the management strategy in implementing Balance Scorecard. The result from this study described that through the understanding of and consistence over the implementation of QMS ISO 9001:2000, the hospital would result in systematic and comprehensive organizational process and realized an effectively and efficiently performance and succeeded in analyzing the readiness on the hospital to implement the strategic management of Balance Scorecard by the gap identification gained during the collection of the primary data needed to measure the result indicators as the signs of the success of organizational strategic target achievements. Keyword : QMS ISO 9001:2000 and Balance Scorecard strategic frame