

ABSTRACT

This study aims to examine the effect of quality management systems on risk assessment, operational performance and business performance. To find out whether a quality management system that is oriented towards business management significantly impacts the way the organization works and is a tool that supports efficient organizational management. Given the global challenges that the company will face.

The population of this study is partners of PT. Biro Klasifikasi Indonesia (Persero) This study uses a data collection method carried out by distributing questionnaires to respondents who are entrepreneurs in the maritime sector. Respondents include shipping companies, shipyards, service suppliers and manufacturing suppliers. The data that matches the selection is 106 respondents. The validity and reliability of this study use confirmatory factor analysis. This study uses Structural Equation Modeling (SEM) which is run with AMOS Software to analyze the data that has been collected.

This study shows that there is a direct positive relationship between the quality management system and the assessment, there is a direct positive relationship between risk assessment and operational performance, there is a direct relationship between the quality management system and operational performance, there is a direct positive relationship between the quality management system and operational performance, there is a direct positive relationship between the quality management system and business performance, and there is a direct positive relationship between the quality management system and operational performance. There are several limitations in this study. This study only uses research objects of company partners engaged in the maritime sector, especially related to ships that are only located in Indonesia due to time and accessibility limitations. Open questions asked in this study have not received in-depth answers so that they are less informative. Generalization in this study has not been achieved properly. This study has not used respondents who are national stakeholders in various regions in Indonesia. This study only uses one factor of the quality management system in its influence on business performance. Apart from the limitations above, it is hoped that this study can be an input in policy making and implementation of quality management systems by companies and partners.

Keywords : *Quality management system, risk assessment, operational performance, business performance, classification bureau*