

ABSTRACT

This research was conducted to analyze maintenance management strategies through the principles of Total Quality Management and aims to improve operational performance at PLN UP3 Pekalongan. In the background of the problem, this research highlights the implementation of kWh meter maintenance which is not yet optimal, such as challenges in completing KRN kWh meters, inaccurate customer location data, lack of human resource capabilities, lack of relationships with suppliers in warranty claim services, and lack of communication and coordination with implementing officers. In this research, the principles of Total Quality Management used include leadership, process focus, human resource management, relationships with suppliers, information data and analysis.

This research uses descriptive qualitative methods to determine maintenance practices carried out at PLN UP3 Pekalongan. Informants consist of internal employees, both structural and functional, who have roles and responsibilities in kWh meter maintenance management activities. This data collection method is a combination of primary and secondary data. Data collection techniques using interviews and documentation. Data analysis by triangulating interview results with related documentation.

The results of this research show that leadership strategies through the support of leaders have a crucial role in implementing Total Quality Management (TQM) and play an important role in solving problems, achieving performance, and ensuring maintenance runs well. Supplier relationships through intensive communication, timely payments, and creating sustainable partnerships. HR management focuses on procedural compliance, competency suitability, training and certification, division of roles and responsibilities, intensive communication and regular performance evaluation. Analysis and information with careful data collection and in-depth analysis are part of the evaluation and form the basis for appropriate decision making and continuous improvement in maintenance management.

The implementation of Total Quality Management (TQM) in kWh meter maintenance at PLN UP3 Pekalongan also provides benefits to service quality and management quality so it is hoped that it can provide valuable insight for companies in maintenance activities.

Keywords: *Total Quality Management, maintenance, leadership, process focus, HR management, supplier relationships, information data and analysis*